Interaction Server Deployment Guide

Interaction Server Cluster Plug-in for GAX
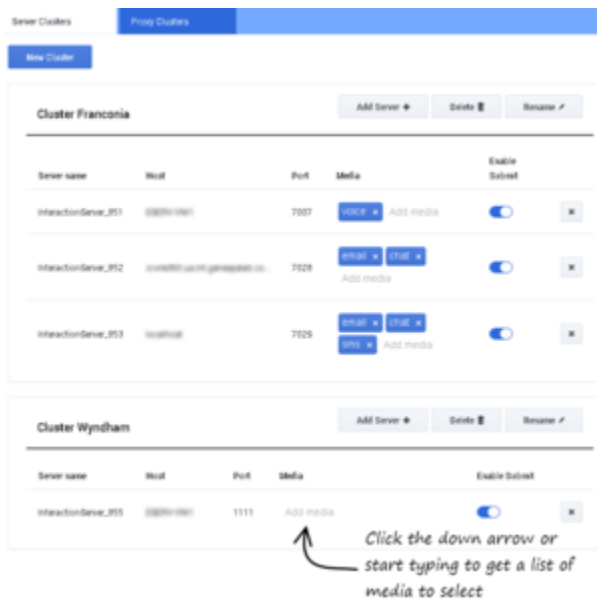
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Interaction Server Cluster Plug-in for GAX

Interaction Server Cluster Plug-in for GAX (hereafter referred to Cluster Manager) is an interface for the following parts of the process of deploying Interaction Server and Interaction Server Proxy clusters:

- Creating the clusters
- Adding servers to the clusters
- Specifying the media types that each server handles

> ### Important
> Cluster Manager handles only part of the deployment process. The procedure described here must be preceded by Steps 1–4 on the Interaction Server Cluster page and followed by Steps 6–10 on that page.

The use of Cluster Manager is shown in the following figures.

Cluster Manager: Interaction Server Clusters

1. In Cluster Manager, on the **Server Clusters** tab, click **New Cluster**.

2. Click **Add Server** to connect the cluster to the primary Interaction Servers you created previously. Once a server is on the list, you can
   - **Media** column—Specify the media types it handles (the **media** dropdown shows the media types that exist as Business Attributes in the Configuration Server database). This sets the media-types
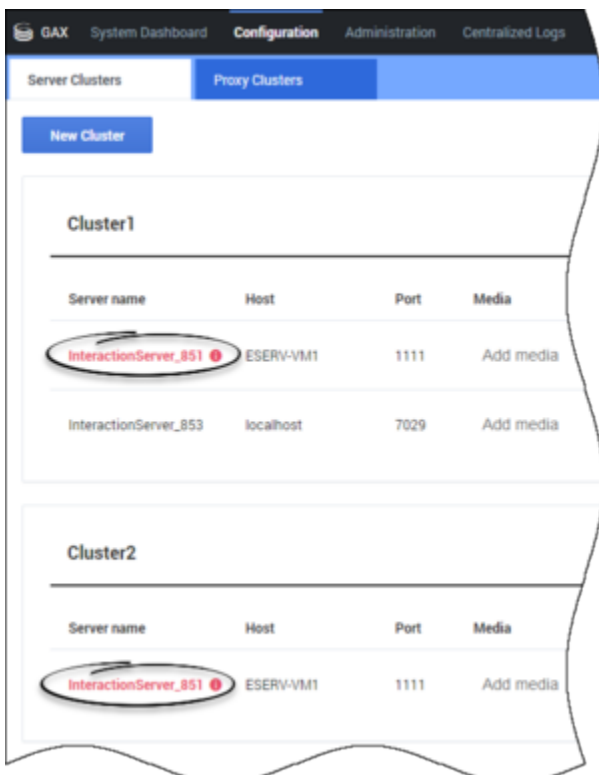
option.

- **Enable submit** column—Specify whether it can be used by Interaction Server Proxy to submit interactions when requested by a Media Server. This sets the enable-submit option.

Creating Interaction Server Proxy cluster is much the same, except that you must also use **Assign Server Cluster** to associate the Proxy with an Interaction Server cluster, as shown in the figure.

Cluster Manager: Proxy Cluster

Cluster Manager warns you of a possible misconfiguration if you add a server to more than one cluster, as shown in the graphic below:

Warning icons appear beside a server that is in more than one cluster.

Deploying Cluster Manager

Prerequisites

- Genesys Administrator Extension (GAX) 8.5.240.19 or later
- If a previous version of Cluster Manager was installed on the current host, uninstall that version.

Install Plugin from Windows

To install the cluster plugin from Windows:

1. Stop GAX.
2. Locate the **Setup.exe** file for the cluster plugin component you are installing (available on the Product CD).
3. Double-click **Setup.exe**.
4. Confirm the installation location by clicking **Next** or give the path of installation under the **Destination** folder, and click **Next**.
5. Click **Install**.
6. Start GAX.

Install Plugin from Linux

To install the cluster plugin from Linux:

1. Stop GAX.
2. Locate the **install.sh** file for the cluster plugin application you are installing (available on the Product CD).
3. Start the installation script with the command **>.\install.sh**.
4. Enter the location of the directory where GAX is installed.
5. Press **Enter** for the suggested destination directory for plugin installation or give a different one.
6. Answer other questions, if required.
7. Start GAX.

Configure

1. If you need multi-language support, set the UTF-8 JVM parameter for all Java components (GAX Server, Browser) in the corresponding .ini file (or .bat file if you start the component from command line):
   ini file: `[JavaArgs] -Dfile.encoding=UTF-8 ...`
   bat file: `set JAVA_OPTS=%JAVA_OPTS% -Dfile.encoding=UTF-8 ...`
2. Restart GAX.

> **Tip**
>
> On multi-language support: In the GAX **User Preference** window (under the Preferences menu), **Use system settings** refers to using the settings in the **System Preferences** window. It does not refer to the Region and Language setting of the host machine.
>
> If **Use system settings** is selected in the **Language** field of GAX's Locale User Preferences, it refers to the language that is selected in the **Language** field of **System Preferences**. Note that if you want to have any language other than English available in these fields, you must install the relevant language pack plug-in.