



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Outbound Contact Deployment Guide

UTF-8 Encoding

Contents

- 1 UTF-8 Encoding
 - 1.1 OCS Using PostgreSQL 10
 - 1.2 OCS Using Microsoft SQL Server 2019
 - 1.3 OCS Using Oracle 19c

UTF-8 Encoding

Outbound Contact Server supports UTF-8 encoding of mixed calling lists on Linux and Windows platforms, for the following databases:

- **PostgreSQL 10** (starting with 8.1.528.21)
- **Microsoft SQL Server 2019** (starting with 8.1.528.21)
- **Oracle 19c** (starting with 8.1.529.07)

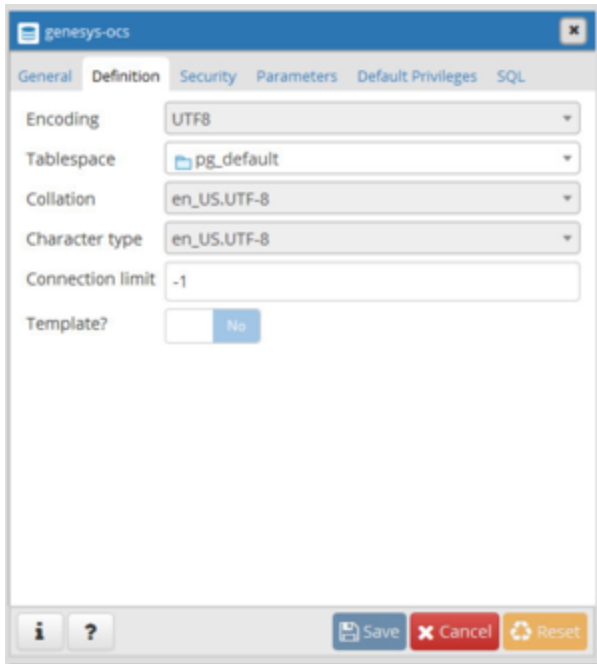
OCS Using PostgreSQL 10

Prerequisites

- PostgreSQL platform: Linux CentOS 7 or later
- PostgreSQL version: 10.14 or later
- DB Server version: 8.5.100.07 or later

Database Settings

- Database encoding: **UTF8**
- Database collation: **en_US.UTF-8**
- Database character type: **en_US.UTF-8**



OCS Using Microsoft SQL Server 2019

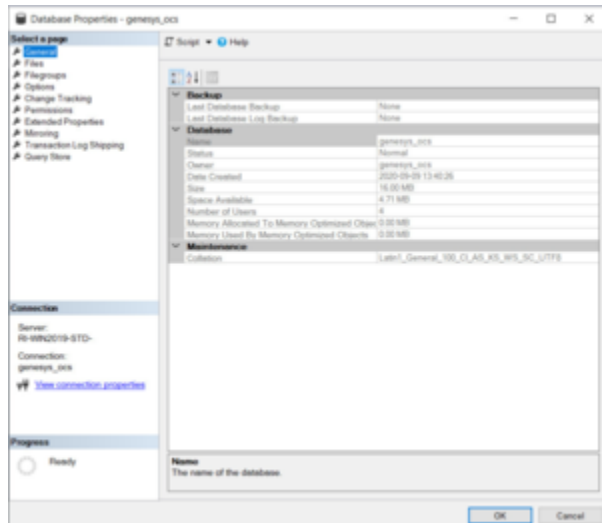
Prerequisites

- Microsoft SQL Server 2019 or later
- Microsoft ODBC Driver 17 for SQL Server or later
- DB Server version 8.5.100.07 or later

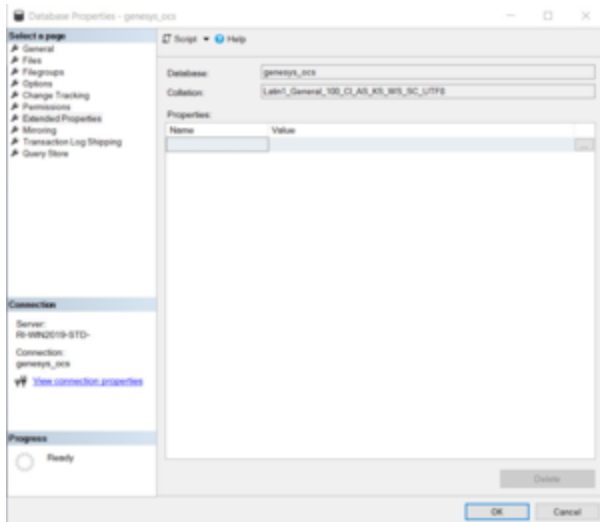
Database Settings

- Database collation: **Latin1_general_100_CI_AS_KS_WS_SC_UTF-8**
Note: Ensure the **SC_UTF-8** suffix is added.

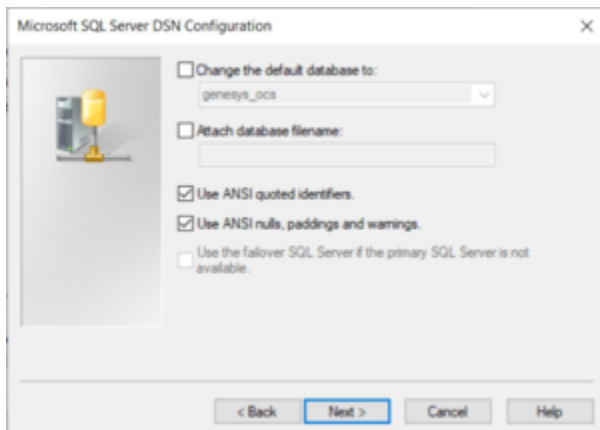
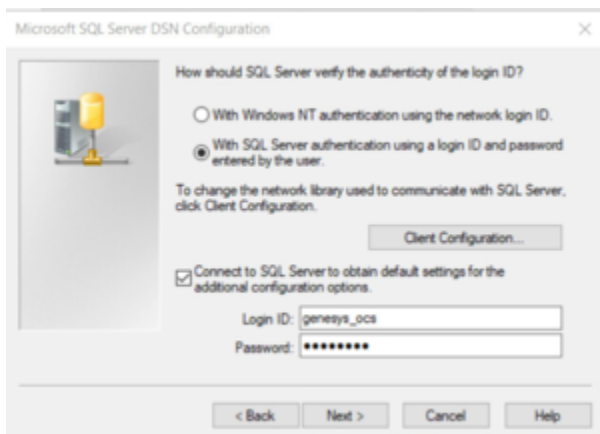
In these examples, **genesys_ocs** is the database name.



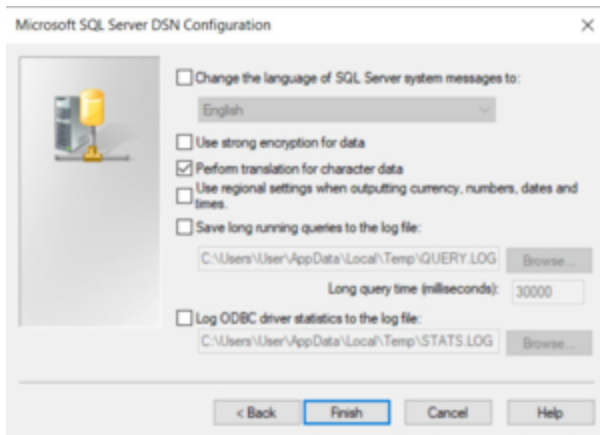
UTF-8 Encoding



ODBC Settings

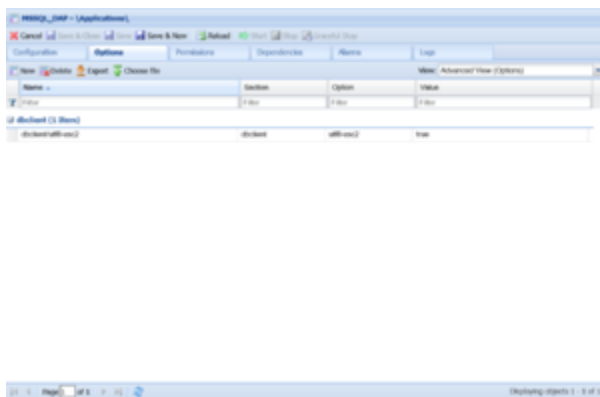


UTF-8 Encoding



DAP Settings

- **UTF-8 for MSSQL**: select True.
- Set the **dbclient/utf8-ucs2** option to true.



OCS Using Oracle 19c

Prerequisites

- Oracle 19c platform
- Oracle instant client version: 12.2
- DB Server version: 8.5.100.07 or later
- OCS version: 8.1.529.07 or later
- **dbserver-less-mode** = false

Database Settings

- Database character set: **AL32UTF8** for UTF-8 encoding

Additional scripts to make DB Server working properly

- The following script files must be placed in the **/etc/profile.d** directory on the Linux host where DB Server resides:

- **oracle_env.csh**
[+] **Example: oracle_env.csh**

```
NLS_LANG=.UTF8
ORACLE_CLIENT_HOME=/usr/lib/oracle/12.2/client64
ORACLE_HOME=$ORACLE_CLIENT_HOME
LD_LIBRARY_PATH=$LD_LIBRARY_PATH:$ORACLE_CLIENT_HOME/lib
PATH=$PATH:$ORACLE_CLIENT_HOME/bin
```

```
export NLS_LANG
export ORACLE_CLIENT_HOME
export ORACLE_HOME
export LD_LIBRARY_PATH
export PATH
```

- **oracle_env.sh**
[+] **Example: oracle_env.sh**

```
NLS_LANG=.UTF8
ORACLE_CLIENT_HOME=/usr/lib/oracle/12.2/client64
ORACLE_HOME=$ORACLE_CLIENT_HOME
LD_LIBRARY_PATH=$LD_LIBRARY_PATH:$ORACLE_CLIENT_HOME/lib
PATH=$PATH:$ORACLE_CLIENT_HOME/bin
```

```
export NLS_LANG
export ORACLE_CLIENT_HOME
export ORACLE_HOME
export LD_LIBRARY_PATH
export PATH
```

You must modify these scripts if you use a version of the Oracle instant client other than 12.2.

- The following script file must be placed in the directory where DB Server binaries reside:

multiserver.oracle.sh

[+] Example: multiserver.oracle.sh

```
. /etc/profile.d/oracle_env.sh  
./multiserver "$@"
```

The **multiserver.oracle.sh** script must be used in all cases where the multiserver executable generally is used. This script accepts all the same command line parameters as the multiserver executable does.