High Availability and Disaster Recovery for the Genesys SMS Aggregation Service

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This document explains the High Availability and Disaster Recovery capabilities of the Genesys SMS Aggregation service. The terms *High Availability* and *Disaster Recovery* are often used interchangeably and therefore it's important to first define them:

- High Availability (HA)—HA minimizes service outages from a single datacenter by ensuring that all components are deployed using redundant and/or fault-tolerant components.

- Disaster Recovery (DR)—DR is the ability to provide service in a major event which causes a complete outage at a datacenter.

Hereinafter we will use the abbreviations HA and DR.

Document Overview

This document details the design approaches use to provide these two capabilities.

Datacenters

The SMS Aggregation service runs in the following geographically diverse Datacenters (DCs):

- Ashburn, VA Datacenter (dc3)

- San Jose, CA Datacenter (sv5)

These datacenters are designed to run an active/active configuration and therefore you can use either site. When using these datacenters, note the requirements as defined in HA SMSC , DR SMSC , and DR HTTP .

> ### Important
> If you need additional contact information to access these datacenters, contact your Genesys representative.