# GENESYS™

# Stat Server Deployment Guide

Optimizing Performance

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# Optimizing Performance

Review the recommendations provided in this topic to optimize Stat Server performance.

## Hardware-Related Recommendations

- Consider the following formula, which approximates Stat Server memory, in megabytes, for a typical large contact center:
  `MemoryReqd = 100 + (NStatistics × 0.0012)`
  where `NStatistics` represents the number of opened statistics and 0.0012 refers to approximately 1.2 KB of memory per statistic. This formula applies to Stat Server memory calculation of core statistics. Java Extension clients might request additional memory of which Stat Server is unaware.
  For example, Stat Server on a computer with 1.5 GB of memory should be more than ample to handle CC Analyzer requests of 30,000 active Agent or Place objects that originate from the Genesys-provided Agent and Place reports):
  `NStatistics = 28 statistics/report layout × 30,000 objects = 840,000 statistics`
  `MemoryReqd = 100 + (840,000 × 0.0012) = 1,108 MB`
  For smaller contact centers, you can reduce the constant (100) to a smaller value.
  Install Stat Server on a computer with sufficient physical memory to avoid swapping.

- Consider distributing the total number of required statistics for Solution Reporting and real-time interaction processing for all solutions over a number of Stat Server applications.

- Install Stat Server and source event server on the same computer or connect them through a fast LAN. If you are using several T-Server applications, position Stat Server nearest to the one.

- Do not install Stat Server on the same computer as Configuration Server.

- Do not install real-time, third-party applications on the computer that is running Stat Server.

- If you want to store Stat Server data, consider dedicating a separate Stat Server application whose sole purpose is to write data to the Stat Server database.

- For large contact centers, consider allocating approximately 5 MB of space for each day Stat Server writes data to a database. This recommendation applies only if you configure Stat Server with a database access point and enable your Stat Server application to write data to a database by setting corresponding configuration options.

## Software-Related Recommendations

- For Stat Server applications that write to the Stat Server database, configure options only for the tables that you need by setting the following configuration options:
  - management-port
  - qinfo-table
  - status-table
  - voice-reasons-table

- Review the configuration options that are related to write operations to this database:

  - For Oracle, Microsoft SQL, and DB2 relational database management systems (RDBMSs), set the `enable-binding` option to Yes.

  - Set the local-time-in-status-table configuration option to No if you do not need a translation of UTC time to the time one of the host on which Stat Server is deployed.

  - Set the ixn-id-in-status-table option to No for Solution Reporting and other clients that employ only an interaction's connection ID.

- You can improve Stat Server performance further by tuning the debug-level configuration option. Specify only the debugging log level that you need.

## Antivirus

Antivirus software can affect system performance and call response time, but it prevents viruses from hiding in software. Genesys recommends to keep antivirus software enabled on hosts where Stat Server is running.

Performance of all applications on a particular host should be analyzed. There might be more vulnerable than Stat Server applications. Some of those vulnerable applications can be considered to be moved to a different host. Genesys does not recommend excluding Stat Server from the antivirus scanning, but in case of a significant overhead, you can consider to disable the following:

- The folder in which Stat Server is running.

- Any logs folders.

- The `statserv.exe` process on Windows.

- The `statserv_32`, `statserv_64`, `statserv_32_unstripped`, or `statserv_64_unstripped` process on Linux.

The antivirus software must not restrict any ports that are used by the Genesys applications.