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# Conversation Manager Product Guide

Load Balancing

# Load Balancing

## Important

- Configure `/genesys/1/cs/` for the Genesys UCS **base-url** option.
- Configure destination URLs to include the full path.
- Configure Genesys Composer to point to Load Balancer (**Window > Preferences > Composer > Context Services**).
- Configure Genesys Orchestration application to point to Load Balancer (**Genesys Administrator > Provisioning > Routing/eServices > Orchestration > (Your application) > Context Manager Parameters**).
- Both short and long URL formats are required to support mixed environments (for example `/services` and `/genesys/1/cs/services`).

| Function             | LB Interface       | LB Pool                 | Host                    | Port |
|----------------------|--------------------|-------------------------|-------------------------|------|
| <b>Data Center A</b> |                    |                         |                         |      |
| GMC/CS               | nllaba-gpoc-bigip1 | nllaba-gpoc-bigip1_6175 | nllaba-gpoc-eservices1a | 6175 |
| GMS/CS               | nllaba-gpoc-bigip1 | nllaba-gpoc-bigip1_6175 | nllaba-gpoc-eservices1b | 6175 |
| UCS/CS               | nllaba-gpoc-bigip1 | nllaba-gpoc-bigip1_9080 | nllaba-gpoc-eservices1a | 9080 |
| UCS/CS               | nllaba-gpoc-bigip1 | nllaba-gpoc-bigip1_9080 | nllaba-gpoc-eservices1b | 9080 |
| <b>Data Center B</b> |                    |                         |                         |      |
| GMS/CS               | nllabb-gpoc-bigip1 | nllabb-gpoc-bigip1_6175 | nllabb-gpoc-eservices1b | 6175 |
| UCS/CS               | nllabb-gpoc-bigip1 | nllabb-gpoc-bigip1_9080 | nllabb-gpoc-eservices1b | 9080 |

| Location                         | LB Pool - Data Center A | LB Pool - Data Center B | Destination URL Format               |
|----------------------------------|-------------------------|-------------------------|--------------------------------------|
| <b>Function: GMS/CS</b>          |                         |                         |                                      |
| <code>/services</code>           | nllaba-gpoc-bigip1_6175 | nllabb-gpoc-bigip1_6175 | <code>/genesys/1/services</code>     |
| <code>/genesys/1/services</code> | nllaba-gpoc-bigip1_6175 | nllabb-gpoc-bigip1_6175 | <code>/genesys/1/services</code>     |
| <code>/genesys/1/service</code>  | nllaba-gpoc-bigip1_6175 | nllabb-gpoc-bigip1_6175 | <code>/genesys/1/service</code>      |
| <code>/customers</code>          | nllaba-gpoc-bigip1_6175 | nllabb-gpoc-bigip1_6175 | <code>/genesys/1/cs/customers</code> |
| <code>/genesys/1/cs/</code>      | nllaba-gpoc-bigip1_6175 | nllabb-gpoc-bigip1_6175 | <code>/genesys/1/cs/</code>          |

| Location                | LB Pool - Data Center A | LB Pool - Data Center B | Destination URL Format     |
|-------------------------|-------------------------|-------------------------|----------------------------|
| customers               |                         |                         | customers                  |
| /genesys/admin          | nllaba-gpoc-bigip1_6175 | nllabb-gpoc-bigip1_6175 | /genesys/admin             |
| /genesys                | nllaba-gpoc-bigip1_6175 | nllabb-gpoc-bigip1_6175 | /genesys                   |
| /genesys/develop        | nllaba-gpoc-bigip1_6175 | nllabb-gpoc-bigip1_6175 | /genesys/develop           |
| <b>Function: UCS/CS</b> |                         |                         |                            |
| /profiles               | nllaba-gpoc-bigip1_9080 | nllabb-gpoc-bigip1_9080 | /genesys/1/cs/profiles     |
| /genesys/1/cs/profiles  | nllaba-gpoc-bigip1_9080 | nllabb-gpoc-bigip1_9080 | /genesys/1/cs/profiles     |
| /server                 | nllaba-gpoc-bigip1_9080 | nllabb-gpoc-bigip1_9080 | /genesys/1/cs/server       |
| /genesys/1/cs/server    | nllaba-gpoc-bigip1_9080 | nllabb-gpoc-bigip1_9080 | /genesys/1/cs/server       |
| /metadata               | nllaba-gpoc-bigip1_9080 | nllabb-gpoc-bigip1_9080 | /genesys/1/cs/metadata     |
| /genesys/1/cs/metadata  | nllaba-gpoc-bigip1_9080 | nllabb-gpoc-bigip1_9080 | /genesys/1/cs/metadata     |
| /interactions           | nllaba-gpoc-bigip1_9080 | nllabb-gpoc-bigip1_9080 | /genesys/1/cs/interactions |
| /genesys/1/interactions | nllaba-gpoc-bigip1_9080 | nllabb-gpoc-bigip1_9080 | /genesys/1/cs/interactions |