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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