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Framework Database Connectivity Guide

IBM DB2 Databases

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You must make DB2 client software accessible in the environment where the Genesys application is running. Genesys uses IBM DB2 9.7 client software to access all supported versions of DB2.

Using IBM DB2 Client Software

Vendor client software must be in the folder specified in the environment variable **PATH** (for Windows), **LIBPATH** (for AIX), or **LD_LIBRARY_PATH** (for Linux and Solaris).

You must set the **DB2INSTANCE** and **INSTHOME** environment variables for the DB client for DB2. For more information, refer to DB2 documentation.

Using DB2 Databases with National Languages

Single Language Deployment

You must create all DB2 databases using the same character set, such as ISO-8859-1, as provided in the following table. You must select an encoding that matches Microsoft Windows Operating System default encoding for the selected language so applications, like Interaction Routing Designer, display data correctly.

[+] Show table

| Category | Encoding | Codepage |
|----------|----------------------|------------|
| ASCII | iso-8859-1 | 819 |
| | ibm-1252 | 1252 |
| | iso-8859-2 | 912 |
| | iso-8859-5 | 915 |
| | iso-8859-6 | 1089 |
| | iso-8859-7 | 813 |
| | iso-8859-8 | 916 |
| | iso-8859-9 | 920 |
| MBCS | gb2312 | 1386 |
| | ibm-932, shift_jis78 | 932 |
| | Shift_JIS | 943 |
| | IBM-eucCN | 1383 |
| | ibm-1388 | 1388 |
| | IBM-eucJP, EUC-JP | 954, 33722 |
| | ibm-930 | 930 |
| | ibm-939 | 939 |
| | ibm-1390 | 1390 |

| Category | Encoding | Codepage |
|----------|-------------------|----------|
| | ibm-1399 | 1399 |
| | ibm-5026 | 5026 |
| | ibm-5035 | 5035 |
| | euc-tw, IBM-eucTW | 964 |
| | ibm-937 | 937 |
| | euc-kr, IBM-eucKR | 970 |
| | big5 | 950 |

For more information about encoding and DB2 codepages, see IBM documentation [here](#).

Multiple Languages Deployment

For a DB2 database to store multiple languages, it must be created using the UTF-8 codeset. In addition, the DB2 server must be configured with a bufferpool of at least 8KB page size, and a tablespace that uses that bufferpool. Use the following commands:

```
db2 create bufferpool bp8k pagesize 8K
db2 create tablespace data pagesize 8K bufferpool bp8K
```

On every host running a Genesys application that accesses a DB2 multi-language database, set the environment variable **DB2CODEPAGE=1208**.