



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Framework Database Connectivity Guide

Framework Database Connectivity Reference Guide

5/14/2025

Contents

- [1 Framework Database Connectivity Reference Guide](#)
 - [1.1 Overview](#)
 - [1.2 Environment Settings](#)
 - [1.3 Database Access Points](#)
 - [1.4 FAQs and Troubleshooting](#)

Framework Database Connectivity Reference Guide

Published: June 8, 2018

9.x This version of the Database Connectivity Reference Guide applies to Management Framework that is part of 9.0. For releases of Management Framework prior to August 22, 2017, see the [Management Framework home page](#).

This guide describes the concepts and procedures relevant to how Genesys software connects to databases.

Overview

[Databases in Genesys](#)

[Database connectivity prior to release 8.5](#)

[Database Access Points](#)

[Databases in multi-language environments](#)

[Failure of database access functionality](#)

Environment Settings

[General recommendations](#)

[Oracle databases](#)

[PostgreSQL databases](#)

[IBM DB2 databases](#)

[Microsoft SQL Server databases](#)

Database Access Points

[Configuring a DAP](#)

[Using DAPs](#)

FAQs and Troubleshooting

[Frequently Asked Questions](#)

[Troubleshooting](#)