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Framework Deployment Guide

Redundant (HA) Message Servers

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Redundant (HA) Message Servers

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This section describes how to deploy redundant Message Servers.

Redundancy

Redundant Message Servers support only the Warm Standby redundancy type, with the addition that the data is synchronized between the primary and backup servers.

Deploying Redundant Message Servers

This section describes how to install and set up redundant Message Servers.

Installation Recommendations

If you are installing the primary and backup Message Servers on the same host computer:

- Install them in different directories.
- Specify a different port number for each server.

Prerequisites

- Configuration Layer components are installed and running as described in [Deploying Configuration Layer](#).
- You are logged into Genesys Administrator.

Important

Once installed, the two Message Servers must be started from the same account.

Installation and Configuration

Tip

(Optional) If the backup Message Server is to reside on a remote Host, you can deploy it to that Host using Genesys Administrator Extension. For instructions, refer to the [Framework 8.1 Genesys Administrator Extension Help](#).

1. Configure an Application object for the backup Message Server.

- a. Go to **Provisioning > Environment > Applications**.
 - b. If the Application object for this backup Message Server does not already exist, click **New** to create it.
 - c. In the **General** section of the **Configuration** tab:
 1. Enter a descriptive name in the **Name** text box.
 2. Select the appropriate template, as follows:
 - a. Click the search icon in the **Application Template** field to open a **Browse** dialog box that lists the available application templates. If a Message Server template file is not listed, close the dialog box and import the **Message_Server_current-version.apd** file from the Management Framework 8.1 product CD.
 - b. In the **Browse** dialog box, select the Message Server template file.
 - c. Click **OK**.
 - d. In the **Server Info** section of the **Configuration** tab, enter the following information, as required:
 1. In the **Host** field, click the magnifying glass icon to select the Host object on which this Message Server is running.
 2. For each listening port that an application must use to connect to this Message Server:
 - a. In the **Listening Ports** field, click **Add**.
 - b. Enter the port properties in the **Port Info** dialog box.
 - c. Click **OK**.
 3. For the **Working Directory**, **Command Line**, and **Command Line Arguments** fields, do one of the following:
 - Enter the appropriate information in each of the text boxes. For information about command-line parameters, see [Starting a Backup Message Server](#).
 - Type a period (.) in the **Working Directory** and **Command Line** text boxes, and leave the **Command Line Arguments** text box blank. The information will be filled in automatically when you install Message Server, but only if the Installation Package can connect to Configuration Server.
 4. Select the **Auto-Restart** check box.
 - e. Click **Save and Close** in the toolbar to save the new object.
2. If you did not deploy the backup Message Server using Genesys Administrator Extension, [install it now](#).
 3. Modify the primary Message Server Application object to work with the backup Message Server.

Prerequisite

- The primary and backup Message Server Application objects exist.

Procedure

- a. Go to **Provisioning > Environment > Applications**, and double-click the primary Message Server Application object to open its properties.
- b. In the **Server Info** section of the **Configuration** tab:
 1. Select the backup Message Server Application object.

2. Select Warm Standby as the redundancy type.
3. Select Auto-Restart if required.
- c. Click **Save and Close** to save the configuration.
4. If you installed the backup Message Server on UNIX, check the **run.sh** file and modify it, if necessary, so the Application can be started properly.
 - a. In a text editor, open the **run.sh** file.
 - b. Check if the following parameters are currently in the command line in the file, and if not, add them:
-host <configuration server host> -port <configuration server port> -app
<application object name>
5. Synchronize options and ports between the redundant Message Servers.

Starting the Backup Message Server

When starting a backup Message Server, be sure to use the following command-line options:

-host	The name of the host on which Configuration Server is running.
-port	The communication port that client applications must use to connect to Configuration Server.
-app	The exact name of the backup Message Server Application object as configured in the Configuration Database.

For a description of the command-line parameters specific to Message Server, refer to [Message Server](#).

On UNIX

Starting the Backup Message Server on UNIX

Prerequisite

- The **run.sh** file has been modified accordingly. See Step 5, above.

Procedure

- To start from Genesys Administrator, refer to [Starting and Stopping with the Management Layer](#).
- To start manually, go to the directory in which the backup Message Server is installed, and do one of the following:
 - To use only the required command-line parameters, type the following command line:
sh run.sh
 - To specify the command line yourself, or to use additional command-line parameters, type the

following command line:

```
MessageServer -host <Configuration Server host> -port <Configuration Server port>  
-app <backup Message Server Application> [<additional parameters and arguments as  
required>]
```

On Windows

Starting the Backup Message Server on Windows

- To start as a Windows Service, refer to [Starting and Stopping with Windows Services Manager](#).
- To start from Genesys Administrator, refer to [Starting and Stopping with the Management Layer](#).
- To start manually, do one of the following:
 - Use the **Start > Programs** menu.
 - To use only the required command-line parameters, go to the directory in which the backup Message Server is installed, and double-click the file **startServer.bat**.
 - To specify the command line yourself, or to use additional command-line parameters, open the MS-DOS window, go to the directory in which the backup Message Server is installed, and type the following command line:
MessageServer.exe -host <Configuration Server host> -port <Configuration Server port> -app <backup Message Server Application> [<additional parameters and arguments as required>]