GENESYS™

Framework Deployment Guide

Redundant (HA) Solution Control Servers

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Contents

Redundant (HA) Solution Control Servers

This section describes how to deploy redundant Solution Control Servers.

Redundancy

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

Deploying Redundant Solution Control Servers

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

Recommendations

If you are installing the primary and backup Solution Control 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 Solution Control Servers must be started from the same account.

Installation and Configuration

> ### Tip
> (Optional) If the backup Solution Control Server is to reside on a remote Host, you can

> deploy it to that Host using Genesys Administrator Extension. For detailed instructions, refer to *Genesys Administrator Extension Help*.

1. Configure an Application object for the backup Solution Control Server.

   a. Go to **Provisioning > Environment > Applications**.

   b. If the Application object for this backup Solution Control 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 Solution Control Server template file is not listed, close the dialog box and import the **Solution_Control_Server_*current-version*.apd** file from the Management Framework 8.1 product CD.

         b. In the **Browse** dialog box, select the Solution Control 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 Solution Control Server is running.

      2. For each listening port that an application must use to connect to this Solution Control 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 Solution Control 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 Solution Control Server, but only if the Installation Package can connect to Configuration Server.

      4. Select the **Auto-Restart** check box.

   e. Click **Save & Close** in the toolbar to save the new object.

2. If you did not deploy the backup Solution Control Server remotely using Genesys Administrator, install it now.

3. Modify the primary Solution Control Server Application object to work with the backup Solution Control Server.

Prerequisites

- The primary and backup Solution Control Server Application objects exist.

Procedure

a. Go to **Provisioning > Environment > Applications**, and double-click the primary Solution Control Server Application object to open its properties.

b. In the **Server Info** section of the **Configuration** tab:

   1. Select the backup Solution Control Server Application object.

   2. Select `Warm Standby` as the redundancy type.

   3. Select `Auto-Restart` if required.

c. Click **Save & Close** to save the configuration.

4. If you installed the backup Solution Control 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 <SCS application object name>`

5. Synchronize options and ports between the redundant Solution Control Servers.

Starting the Backup Solution Control Server

When starting a backup Solution Control 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 Solution Control Server Application object as configured in the Configuration Database.

For a description of the command-line parameters specific to Solution Control Server, refer to Solution Control Server.

On UNIX

Prerequisite

- The **run.sh** file has been modified accordingly. See Step 4, 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 Solution Control 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:
    ```
    scs -host <Configuration Server host> -port <Configuration Server port> -app
    <backup Solution Control Server Application> [<additional parameters and arguments
    as required>]
    ```

On Windows

Starting the Backup Solution Control 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 Solution Control 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 Solution Control Server is installed, and type the following command line:
    ```
    scs.exe -host <Configuration Server host> -port <Configuration Server port> -app
    <backup Solution Control Server Application> [<additional parameters and arguments
    as required>]
    ```