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Framework Management Layer User's Guide

Components

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Components

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This topic describes the components that make up the Management Layer of Management Framework.

Local Control Agent

Local Control Agent (LCA) is a daemon component that monitors, starts, and stops Genesys server applications as well as third-party server applications that you have configured in the Genesys configuration environment. In addition, LCA detects failures of Genesys servers and communicates their roles in redundancy context.

The LCA Installation Package (IP) also contains the Remote Deployment Agent (not shown in the diagram above) that deploys Genesys IPs as directed by Genesys Administrator Extension. Starting in release 8.5.1, the Remote Deployment Agent is no longer installed by default when installing LCA. Refer to the [Framework Deployment Guide](#) for more information about installing the Remote Deployment Agent.

Message Server

Message Server provides centralized processing and storage of all maintenance events that Genesys server applications generate. Events are stored as log records in the Centralized Log Database (also referred to as *Log Database*) where they are available for further centralized processing. Message Server also checks for log events configured to trigger alarms. If it detects a match, it sends the alarm to Solution Control Server (SCS) for immediate processing.

For usability reasons, Genesys does not recommend that you configure multiple Message Servers for one Log Database, with each Message Server assigned to handle logs for different applications. To view logs processed by a particular Message Server and therefore generated by a given application, you still have to filter the logs based on the application that generated them.

Important

Some solution components may also exchange messages via Message Server. You can find more details on this Message Server function in solution-specific documentation.

Solution Control Server

Solution Control Server (SCS) is the processing center of the Management Layer. It uses Local Control Agents to start solution components in the proper order, monitor their status, and provide a restart or switchover in case of application failure. SCS also processes user-specified alarms.

Log Database

The Log Database stores all log records, including interaction-related records, alarm history records, and audit records.

SNMP Master Agent

SNMP Master Agent (an optional component also not shown in the diagram above) is an interface between the Management Layer and an SNMP-compliant network management system (NMS). It distributes:

- SNMP traps, which are converted from alarms, from Solution Control Server to NMS.
- SNMP commands, which a user enters from an NMS interface, back to SCS for further processing.

For more information, refer to [SNMP Support](#).