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Genesys Intelligent Automation Deployment Guide

Architecture

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Architecture

This section contains some examples of deployments of Intelligent Automation framework and validated Database Management System (DBMS) architecture in a high-availability (HA) architecture.

Load Balancers

The load balancer can be a traditional network load balancer (like F5), or a DNS round-robin one, or even a manual DNS entry management method. The load balancer can be placed in front of the Intelligent Automation's Load Balancers. IA Load Balancers are configured specifically to handle IA traffic including session handling between the servers. You can use an external Load Balancer to direct traffic to an active IA Load Balancer.

Important

If you wish to install a standalone Messaging Server or a standalone Load Balancer server, then you should delete the existing load balancer component from **TomcatMessaging/webapps** after installation. For example, if you want a standalone Load Balancer server, then delete the **fish-messaging** file from **TomcatMessaging/webapps**.

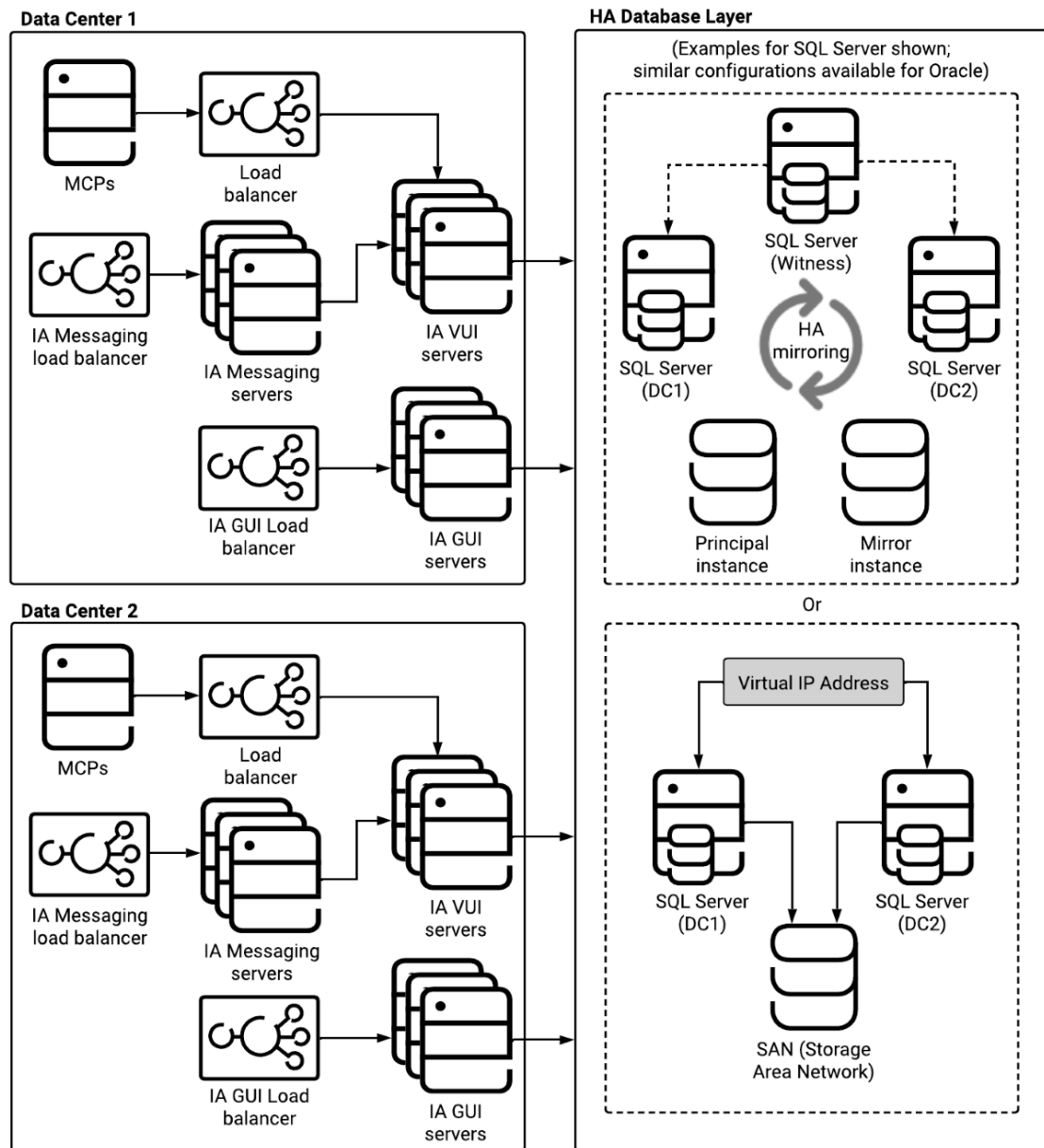
Important

To ensure a better performance,

- The database environment should present itself as a single endpoint for each DB. IA does not support connecting to multiple config or reporting databases.
- The databases are in sync with each other.
- The database switchover process must be independent and there is no action required from IA for the database switching.

Microsoft SQL Server

This diagram shows a sample deployment of Intelligent Automation framework and validated Microsoft SQL Server in a high-availability (HA) architecture.



Intelligent Automation framework HA architecture

Oracle

This diagram shows a sample deployment of Intelligent Automation framework and validated Oracle in a high-availability (HA) architecture.

