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SIP Disaster Recovery

Configuration Data

Configuration Data

The configuration data described in this section is not included as part of SIP Business Continuity. These configuration data items should be added to the customer's existing configuration. To ensure compatibility with future versions of SIP Business Continuity, third party desktops should adhere to the naming conventions described below.

Configuration Server

This section discusses desktop-related data that must be defined in the Genesys Configuration Server for use by the agent desktop application. **AIL Application Objects** Two ThirdPartyApplication objects must be configured: one for each site. Each AIL Application object must be configured with connections to the primary Configuration Server Proxy, SIP Server, and StatServer at the corresponding site. The SIP Server connections must be configured with an ADDP timeout of 20 to 30 seconds. Additionally, each AIL Application object must be configured with the following data, which is common to all agent desktops. The data must be placed into a section named agent-desktop of each application object.

Parameter	Description
site-timeout	Specifies the timeout interval, in seconds, after a connection loss to the High Availability (HA) Pair of SIP Servers, before the desktop should initiate a Disaster Recovery switchover. A typical value for this timeout is 30 seconds.
site-sip-register-timeout	Specifies the time interval, in seconds, to wait for SIP Phone registration before initiating a DR switchover, after the current SIP Phone connection was lost or its registration has expired. A typical value for this timeout is 30 seconds.

Person Configuration The person object for each agent must be configured with the following data to indicate the preferred site for the agent. The data must be placed into a section named agent-desktop of each person object.

Parameter	Description
site-1	Specifies the name of the AIL Application object corresponding to the site with the highest connection priority for the agent. This site is also referred to as the preferred site.
site-2	Specifies the name of the AIL Application object corresponding to the site with the second highest connection priority for the agent.

Desktop Local Configuration

This section describes data that must be available to the desktop to allow it to connect initially to Configuration Server Proxy in order to retrieve the configuration data described above. Depending on customer requirements, this data can be configured individually within each desktop instance, or can be configured in a local server from which all desktops obtain their initial configuration. In order for the desktop to be able to connect to either of the peer sites in the event that one site is down at the time of startup, the specified data items must be configured for both sites. At a minimum, the following local configuration must be available to the AIL desktop application:

- Primary Config Server Proxy IP address and port for both sites
- Backup Config Server Proxy IP address and port for both sites
- Application name and type for both sites
- Place name for both sites

Note: SIP Server Business Continuity requires that for a given agent phone with two DN's configured, a separate Place object be configured and associated with each DN.