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Genesys Info Mart Deployment Guide

Standby and Disaster Recovery

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Standby and Disaster Recovery

Genesys Info Mart relies on sets of redundant Interaction Concentrator instances to prevent data loss. If the Genesys Info Mart Server is down for a period of time and then becomes available again, it will just resume processing data from where it left off. If the Info Mart database is down for a period of time and then becomes available again, there will be a delay in data available for reporting, but no data loss.

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Genesys Info Mart Server Redundancy

To protect against the Genesys Info Mart Server being unavailable for an extended period of time or to enable quick substitution (for example, for server maintenance), you can deploy a second instance of Genesys Info Mart Server to act as a standby. (*Standby* refers to an instance that can be brought online quickly and easily.) For a description of the topology where there are two instances of the Genesys Info Mart Server with a single instance of the Info Mart database, see [Standby Genesys Info Mart Server Instance](#).

Info Mart Database Redundancy

To protect against the Info Mart database being lost, you can also deploy a second instance of the Info Mart database. There are two types of architecture:

- Two full instances of Genesys Info Mart (Genesys Info Mart Server and Info Mart database) in an active-active configuration, as described in [Active-Active Info Marts](#).
- Two full instances of Genesys Info Mart (Genesys Info Mart Server and Info Mart database) in an active-standby configuration, as described in [Active-Standby Info Marts](#).

Standby Genesys Info Mart Server Instance

If you deploy a second instance of the Genesys Info Mart Server as a standby for operation against the same Info Mart database, the second instance must be configured in exactly the same way as the first instance, with one exception: To ensure that only one instance of Genesys Info Mart Server accesses the Info Mart database at the same time, do not add a connection to the DAP that enables access to the Info Mart database (the *Info Mart DAP*) on the **Connections** tab of the second Genesys Info Mart Application object. If the first instance of Genesys Info Mart Server is unavailable, you must move the connection to the Info Mart DAP from the first Genesys Info Mart Server instance to the second instance, then start the second instance.

Important

In Oracle deployments, you can configure the connection to the Info Mart DAP in both instances of the Genesys Info Mart Server. A safeguard mechanism prevents more than one instance of Genesys Info Mart Server from accidentally accessing a single Info Mart database.

To further ensure that only one instance of Genesys Info Mart Server is active at any one time, do not select the **Auto-Restart** check box on the **Start Info** tab of both Genesys Info Mart Application objects.

Active-Active Info Marts

You can deploy two full instances of Genesys Info Mart to operate in parallel. Both instances of the Genesys Info Mart Server extract data from the same IDBs and independently populate their respective Info Mart databases.

This topology can be used to provide both disaster-recovery protection and protection against the Info Mart database being unavailable for an extended period of time because of, for example, network connectivity problems between the other Genesys Info Mart Server and Info Mart database hosts; for disaster recovery, the second Genesys Info Mart, at a different site, protects against the Info Mart database being lost because of a site failure.

For details about the architecture, deployment, and operation of Genesys Info Mart in the active-active configuration, see the [Genesys Info Mart Business Continuity Deployment Guide](#).

Important

Although the *Genesys Info Mart Business Continuity Deployment Guide* provides information in the context of Business Continuity and disaster recovery, the active-active configuration is suitable for any deployment in which you want to provide database redundancy (for example, to simplify maintenance or migration), not only for disaster recovery.

Active-Standby Info Marts

With one instance of Genesys Info Mart active, you can deploy a second instance of the Genesys Info Mart Server as well as a second instance of the Info Mart database, to which you replicate data.

In a Business Continuity environment, you can use Oracle GoldenGate to replicate the active Info Mart database (the source) to the second Info Mart database (the target) in a separate data center, to enable disaster recovery in the event of a site failure.

For full information about the minimum version of Oracle GoldenGate that is required, the Info Mart tables that you should exclude from replication, and the procedures for setting up replication and for disaster recovery, see the [Genesys Info Mart Business Continuity Deployment Guide](#).

Info Mart Database Backup

Whether or not you implement database redundancy, Genesys recommends that you observe usual best practices for database backup and recovery, as applicable for your RDBMS.

Because of the wide range of vendor-specific implementations Genesys Info Mart customers might deploy, it is not possible for Genesys to provide specific recommendations or requirements for

backup policies.

As a general consideration to minimize the risk of data loss, co-ordinate your Info Mart database backup policy with the data-retention policy for IDB. In particular, ensure that your Info Mart backup occurs regularly within the retention time for IDB data. For example, if ICON purges IDB data within two weeks, set Info Mart backups to occur weekly. This means that, if you need to restore the Info Mart database from backup, data for the intervening period will still be available in IDB for Genesys Info Mart to reprocess.