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Gplus Adapter 8.0 for SAP ICI Multi-Channel Deployment Guide

SAP ICI Proxy

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SAP ICI Proxy

This section provides the purpose of this component, and how to deploy and configure it.

Introduction

SAP ICI Proxy is the optional component that helps distribute ICI requests to the backup environment in case there is a permanent or temporary outage of your primary environment.

Important

SAP ICI Proxy is not a load-balancer or extended High Availability solution. As a consequence, be aware of the following.

- It does not distribute the load between the different instances of the Adapter or Genesys environments.
- It will not smoothly transition an agent session from one instance of the Adapter to another. It will start redirecting requests to a live endpoint and will not do any extra actions (like restore the agent session state, re-subscribe SAP for some events and so on). In other words, each agent will need to restart their session to have it working correctly.

SAP ICI Proxy must be used in environments that are using the SIP Business Continuity feature to route agents to backup environment if the primary environment fails or is inaccessible.

Switchover Logic

- SAP ICI Proxy delivers all agent requests to the Primary Adapter on the primary site if the site is available.
- If the primary Adapter on the primary site stops responding or reports that it is unavailable and needs a switchover to the backup Adapter for configurable period of time, SAP ICI Proxy starts distributing all requests to the backup Adapter on the same site.
- If the backup Adapter on the same site is also unavailable, SAP ICI Proxy tries to deliver the agent session to the backup site (starting with the primary Adapter, and continuing with the backup Adapter if the primary Adapter is not available).

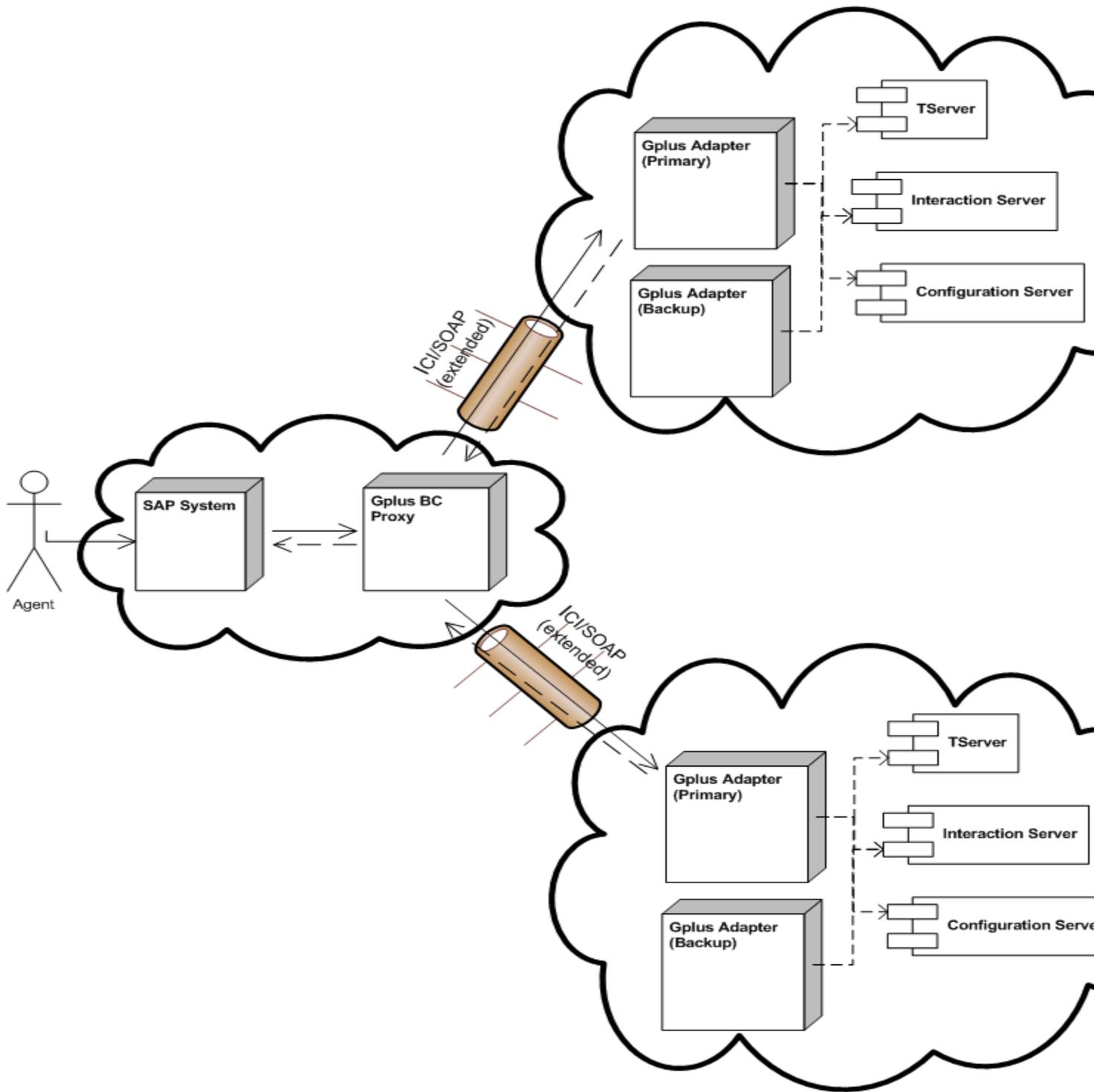
SAP ICI Proxy delivers all requests of the agent session to the same Adapter if that Adapter is responding. In addition, SAP ICI Proxy will attempt to deliver every new agent session to the primary Adapter on the Primary site.

Important

SAP ICI Proxy does not restore the agent state and SAP subscriptions when switching from one instance of Adapter to another. The agent must log in to SAP again to continue the session.

Deployment Overview

SAP ICI Proxy must be deployed on the same network as the SAP environment. The diagram below shows a sample deployment using SAP ICI Proxy:



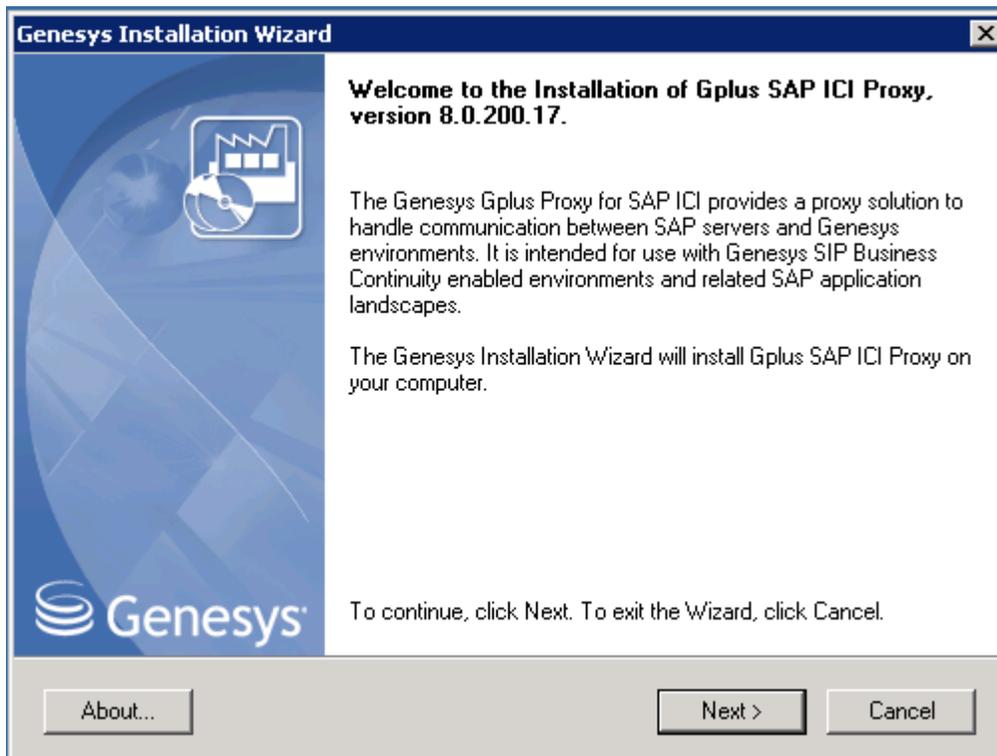
Deployment Steps

Important

When planning to deploy SAP ICI Proxy, the SAP ICI Proxy version must be the same version as the *Gplus SAP ICI Multi-Channel Adapter* that you are using.

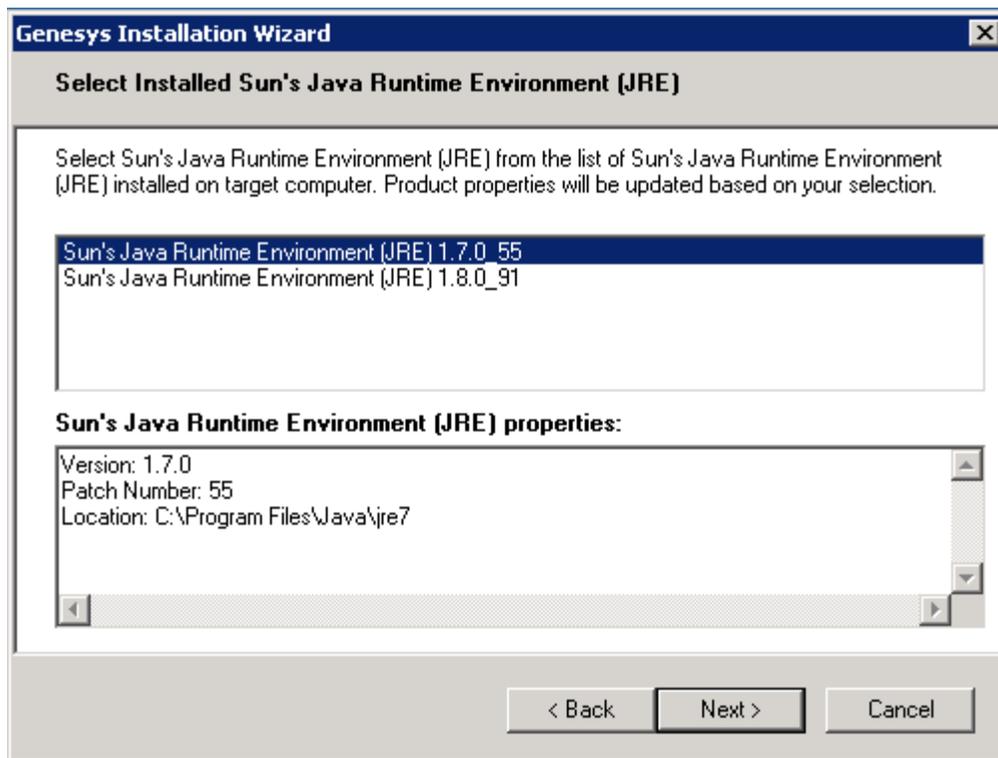
Installing SAP ICI Proxy on Windows

1. In your installation package, locate and double-click the *setup.exe* file. The Install Shield opens the welcome screen.



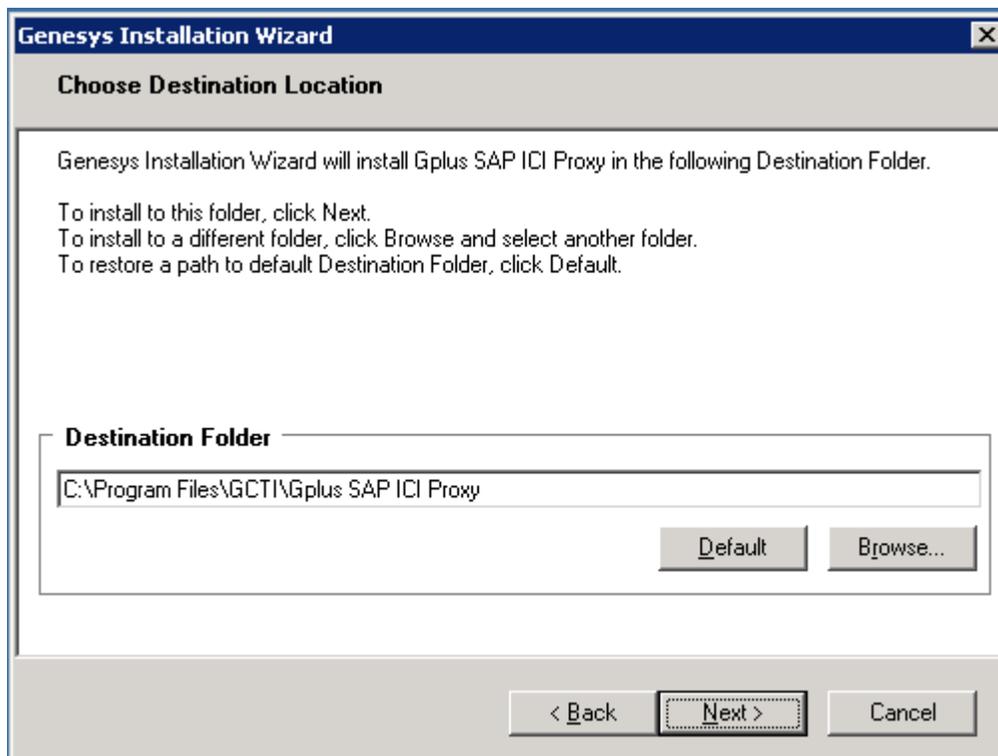
SAP ICI Proxy Installation Window

2. Select the appropriate version of the Java JDK.



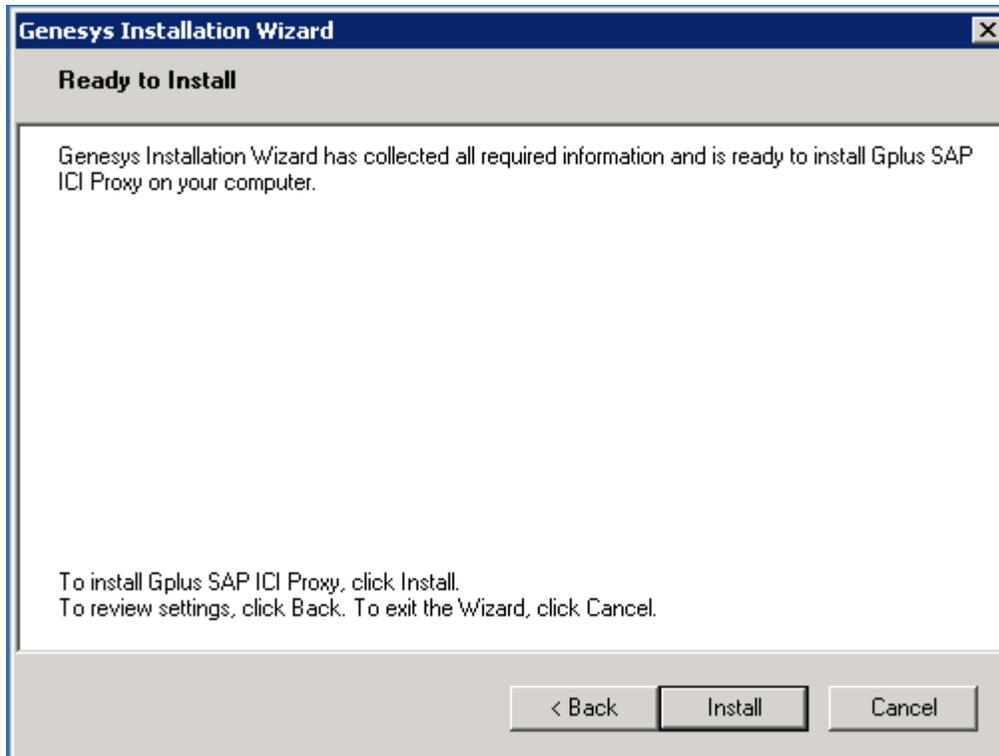
Selecting the Java Version

3. Click **Next**. The **Choose Destination Location** screen appears.



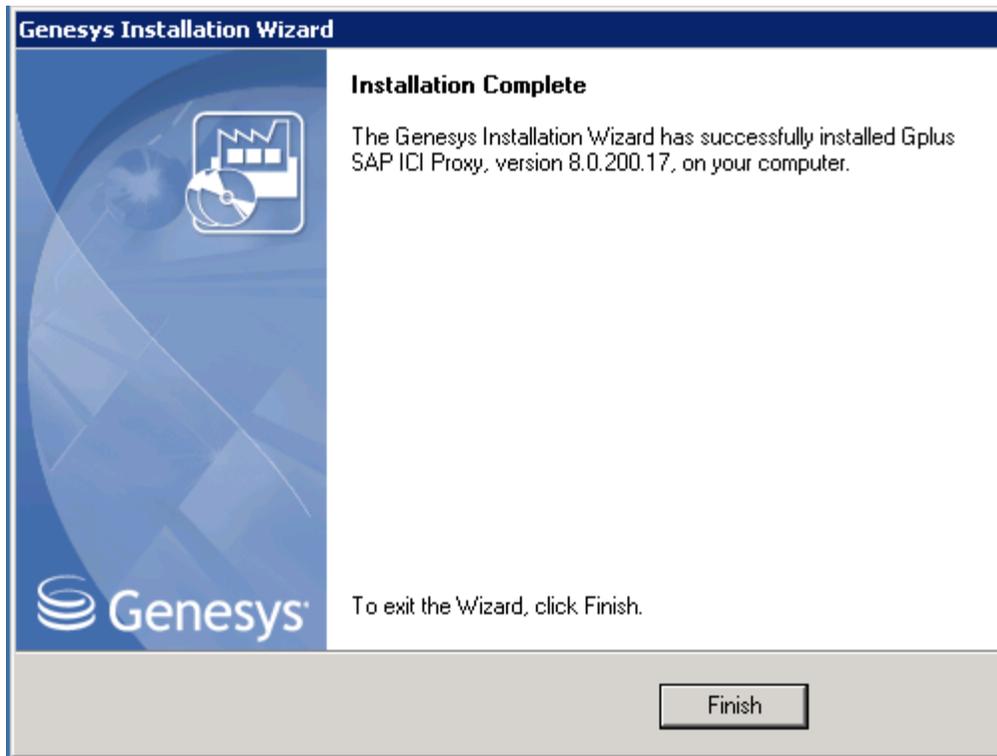
Choosing the Installation Destination

4. Under **Destination Folder**, keep the default value or browse to the desired installation location.
5. Click **Next**. The **Ready to Install** screen appears.



SAP ICI Proxy is Ready to Install

6. Click **Install**. The Genesys Installation Wizard indicates that it is performing the requested operation. When completed, the **Installation Complete** screen appears.



Installation Complete

7. Click **Finish** to complete your installation.
8. Inspect the directory tree of your system to make sure that the files were installed in the location that you intended.

Installing SAP ICI Proxy on Linux

1. In a terminal, run the *install.sh* file. The Genesys installation starts.
2. Enter the full path to your installation directory and confirm that it is correct.

If the installation is successful, the console displays the following message: *Installation of SAP ICI Proxy, version 8.0.2 has completed successfully.*

Configuration

Configuring Gplus Adapter Pairs

Important

SAP ICI Proxy must be restarted in order for changes to take effect.

1. Go to the installation folder and open the *iciproxy.properties* configuration file.
2. Configure the following settings:
 - Proxy.Port: [port]—Listening port for the proxy server.
 - Primary.Gplus.URL: [URL] —URL of the primary Gplus Adapter on the primary site (example: <http://gplus1:8080/>). This option is **mandatory**.
 - Primary.Gplus.Backup.URL: [URL]—URL of the backup Gplus Adapter on the primary site.
 - Backup.Gplus.URL: [URL]—URL of the primary Gplus Adapter on the backup site. This option is **mandatory**.
 - Backup.Gplus.Backup.URL: [URL]—URL of the backup Gplus Adapter on the backup site.
 - reconnect.timeout: [positive number]—Timeout, in milliseconds, that the SAP ICI Proxy wait for the Adapter to restore its functionality before starting agents' switchover to other adapters (default: 150000).
 - status.timeout: [positive number]—Timeout, in milliseconds, that SAP ICI Proxy waits between subsequent ping requests to the Adapter to detect its availability (default: 30000).

Configuring logging parameters

Important

SAP ICI Proxy must be restarted in order for changes to take effect.

1. Go to the installation folder and open the *log4j.properties* configuration file. the format of the file is the standard Apache Log4j 1.x properties configuration file.
2. If you want some specific logging behavior, look to associated documentation and examples of the Apache Log4j library on the internet to guidance on how to configure that.

Changing log level

The output log level is defined by the following code line:

```
log4j.rootLogger=DEBUG, stdout, file
```

Available log levels include:

- **DEBUG**—Designates fine-grained informational events that are most useful to debug an application.
- **INFO**—Designates informational messages that highlight the progress of the application at a coarse-grained level.
- **WARN**—Designates potentially harmful situations.

- **ERROR**—Designates error events that might still allow the application to continue running.
- **FATAL**—Designates very severe error events that will presumably lead to the application aborting.
- **OFF**—The highest possible rank and is intended to turn off logging.

Logging to console

Logging to the console is defined by the following configuration.

```
log4j.appender.stdout=org.apache.log4j.ConsoleAppender
log4j.appender.stdout.layout=org.apache.log4j.PatternLayout
log4j.appender.stdout.layout.ConversionPattern=%d [%-15.15t] %-5p %-30.30c{1} - %m%n
```

You can change the log level of the messages added to console by adding following line:

```
log4j.appender.stdout.threshold=WARN
```

In the example provided only the WARN, ERROR and FATAL messages are be added to console.

Limit size of the file logging

By default, SAP ICI Proxy stores all the logs in the `ici-proxy.log` file without any restrictions. To limit the size of the logs on the disk replace:

```
# File appender
log4j.appender.file=org.apache.log4j.FileAppender
log4j.appender.file.layout=org.apache.log4j.PatternLayout
log4j.appender.file.file=ici-proxy.log
log4j.appender.file.append=true
log4j.appender.file.layout.ConversionPattern=%d [%-15.15t] %-5p %-30.30c{1} - %m%n
```

with

```
# File appender
log4j.appender.file=org.apache.log4j.RollingFileAppender
log4j.appender.file.file=ici-proxy.log
log4j.appender.file.append=true
log4j.appender.file.MaxFileSize=100MB
log4j.appender.file.MaxBackupIndex=5
log4j.appender.file.layout=org.apache.log4j.PatternLayout
log4j.appender.file.layout.ConversionPattern=%d [%-15.15t] %-5p %-30.30c{1} - %m%n
```

This example configuration demonstrates that the maximum size allowed for each log file is 100 MB. When the file exceeds the maximum size, a new log file is created. Since `maxBackupIndex` is set to 5, when the fifth log file reaches the maximum size, the first log file is overwritten, as are the subsequent log files as the file before it reaches the maximum size. The overall size of the logs on the disk will not exceed 500 MB (100 MB * 5 files).

Configuring the SAP System

In the SAP System, configure the HTTP Connection to External Server.

1. In the appropriate RFC Destination, go to **Technical Settings** tab.
2. Set the **Path Prefix** parameter to `/proxy`.