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Predictive Routing Deployment and Operations Guide

Database Maintenance

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Database Maintenance

This topic provides recommendations for keeping your MongoDB database up-to-date and working correctly. It includes sections covering the following:

- [How to Specify a Dedicated Mount Point](#)
- [Backing Up and Restoring Your Data](#)

Store MongoDB on a Dedicated Mount Point

MongoDB data can grow quite large depending on the size of your environment and how you configure Predictive Routing. By default, the **docker-compose.yml** file (which you obtain from Docker.com) specifies `/datadir/` as the MongoDB storage location. If you expect to write a lot of data on the MongoDB server, Genesys recommends that you create a separate mount point for that purpose.

- **Why?** If your OS uses the default configuration, the `/datadir/` directory shares storage with the root (`/`). If your Predictive Routing data files or logs grow too large, they will fill up your hard drive to a point where you might even lose access to the server.

The instructions below assume you are using [Logical Volume Manager \(LVM\)](#) to handle your disks. This example shows how to create a 20G logical volume for your data:

1. Create the new directory, using the following commands:

```
sudo lvcreate -L 20G -n mongoVolume LVMVolGroup
mkfs.ext4 /dev/LVMVolGroup/mongoVolume
mkdir /new-datadir
mount /dev/LVMVolGroup/projects /new-datadir
```

To make the new mount point permanent, update the `/.../fstab` file.

2. Update those servers running MongoDB (those with the mongo label). To do this, open the **docker-compose.yml** file and replace the following text:

```
volumes:
  - /datadir:/data/db
```

with

```
volumes:
  - /new-datadir:/data/db
```

3. (Optional) If you initialized the application by running the **start.sh** script, move the data to your new directory using the following commands:

```
cd ./scripts/
bash stop.sh
mv /datadir/* /new-datadir/
```

4. Start the application:

```
bash start.sh
```

Back Up and Restore MongoDB

This section supplies the commands needed to back up and restore MongoDB in a single-site/single-server AICS deployment. For backup and restore instructions for HA environments, see [Backing Up Your Data](#) in the Deploying: High Availability topic.

Using SSL with MongoDB

The procedure below is for MongoDB with SSL enabled. *Genesys recommends that you use SSL.*

- To use SSL, add the `--ssl` parameter to your commands.
In test environments, you can optionally add `--sslAllowInvalidCertificates` following the `--ssl` parameter.

In test environments ONLY, if you need to maintain an environment without SSL connections, omit the `--ssl` and `--sslAllowInvalidCertificates` parameters.

Backup MongoDB

Use the following procedure to back up MongoDB in a single-server (single node) environment:

1. Log into the container:

```
docker exec -it mongo bash
```

2. Generate the dump of the **/backup** file:

```
mongodump --ssl --out /data/db/backup --host localhost:27017
```

Tip

You can view the **/data/db/backup** directory for the container from the base system in the **/datadir/backup** directory if you are using the default defined directory for MongoDB in the **docker-compose.yml** file.

Restore MongoDB

Use the following procedure to restore MongoDB on single node installation:

1. Go to the installation directory:

```
cd "IP_J0P_PRR_<version_number>_ENU_linux/scripts/"
```

2. Stop all the application containers:

```
bash stop.sh
```

3. Restart the MongoDB container:

```
../docker-compose -f "docker-compose.yml" up -d mongo
```

4. Start a bash session on the MongoDB container:

```
docker exec -it mongo bash
```

5. Log into the container:

```
mongo solariat_bottle --ssl --eval "db.dropDatabase()"
```

6. Restore the dump from the **/backup** file:

```
mongorestore --ssl --drop /data/db/backup --host localhost:27017  
exit
```

7. To restart all the application containers, run:

```
bash install.sh
```

and then:

```
bash start.sh
```