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Genesys Rules System Deployment Guide

Creating an Application Cluster in Configuration Manager

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Creating an Application Cluster in Configuration Manager

You can use a Configuration Server or Genesys Administrator application of type **Application Cluster** to define a group of Genesys Rules Engine (GRE) or Genesys Web Engagement engines. Engines in the group must be all of the same type—either all GRE engines or all Genesys Web Engagement engines.

When deploying a package in GRAT, the deployment target list may also contain cluster application names. When deployed to a cluster, the package is deployed to every engine in the cluster.

If deployment to any of the engines fail, details of the failure(s) are shown to the GRAT user and logged in the GRAT log. A deployed package is placed in service only after the deployment to all engines in the cluster is successful.

Procedure

1. Create an application template of type **Application Cluster**, if one does not already exist in your environment.
2. Create a Configuration Server application of type **Application Cluster**.
3. Add as connections to this cluster application the engine applications you wish to treat as a cluster. For each connection be sure to select the Port ID for the Rules Engine Web Application (either GRE or Genesys Web Engagement).
4. Add the cluster application as a connection to the GRAT application.
5. Save the changes.

This cluster application will now appear in the **Location** drop-down list in the **Deploy** window of GRAT and rules authors can select it as a deployment target.

HA Video

See also this video explaining high availability configuration.

GRE 1
GRE 6
GRE 2
GRE 5
GRE 3
GRE 4