

## **GENESYS**

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## Web Services and Applications Deployment Guide

Node Start-Up Procedures

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## Node Start-Up Procedures

When installation is complete, you must start the nodes in the following order:

1. Start the Synchronization Node (Node1)

When you first start the node, no contact center exists in Cassandra. This node has to create the new contact center in your database and import all the necessary objects. The following steps are performed by the node during node start-up:

- Reads the onpremise-settings.yaml file.
- Reads the list of Genesys environments from Cassandra and test that the environment for the specified cmeHost and cmePort does not already exist. If it does exists, the existing Genesys environment object is loaded.
- Connects to the Configuration Layer (CME) by using the specified settings and read the Cloud application "Node 1" and the Cluster application.
- From the server-settings.yaml file, "Node 1" determines that this host has to synchronize CME with Cassandra.
- Attempts to read contact center with predefined name from Cassandra DB:
  - If the contact center does not exist, create a new Contact Center and store it in Cassandra.
  - Read Cluster (server) application connections, then configure and store or update the Genesys Environment record.
  - Import all objects from CME to Cassandra.
  - Subscribe to notifications for CME updates and continuously synchronize updated objects.
- Subsequent start-up of the Syncronization Node The second time that the synchronization node is started the contact center exists. The following steps are performed by the node once the contact center exists:
  - Reads the list of Genesys environments from Cassandra and test that the environment for the specified cmeHost and cmePort does not already exist. If it does exists, the existing Genesys environment object is loaded.
  - Connects to the Configuration Layer (CME) by using the specified settings and load Cloud application "Node 1" and the Cluster application.
  - From the server-settings.yaml file, "Node 1" determines that this host has to synchronize CME with Cassandra.
  - Attempts to read the contact center by using the predefined name from the Cassandra database:
    - Since the contact center already exists in Cassandra, the contact center initial synchronization and creation step is skipped and the existing contact center and the existing Genesys Environment are used.
    - Retrieves the update history log from CME and synchronizes with the updates that occurred since the node was shutdown.
    - Subscribes to notifications for CME updates and continuously synchronizes with updated objects.
- 3. Start the non-synchronization node(s) (Node2)

- Reads the list of Genesys Environments from Cassandra.
- Opens connections to CME, to the Genesys servers, and to the T-Servers on demand, according to Genesys Environment configuration.