



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Interaction Concentrator Deployment Guide

Configuring for High Availability

12/20/2025

Configuring for High Availability

The High Availability (HA) model used in Interaction Concentrator differs significantly from the Genesys standard HA model implemented in a majority of Genesys servers. Before you configure your ICON HA deployment, review [The Interaction Concentrator HA Model](#) in the *Interaction Concentrator User's Guide*.

In an HA deployment, observe the following rules:

- You must set configuration options in both Interaction Concentrator Application objects exactly the same. Because this is not a typical redundant pair from the Genesys perspective, Configuration Server does not automatically synchronize the configuration options for two ICON applications.
For example, to configure your redundant ICON Applications to store voice interaction data in a pair of HA IDBs:
 - In both ICON Application objects, set the role configuration option so that it contains gcc and gud. This enables both ICON Applications to store call related and attached data.
 - For any configuration options that affect the data populated by those roles, set the same option values in both ICON Applications. For example, the two applications must use the same ICON configuration options for virtual queue monitoring, storage of attached data, and so on.
- For more information about setting configuration options, refer to the other pages in this section.
- You must configure a connection to the same T-Server or Interaction Server in both ICON Application objects.
- You must create two identical IDBs. Genesys recommends using two databases located on different hosts, but having the same RDBMS type and version number, to host the HA pair of IDBs.
- You must configure a DAP for each ICON to access its IDB.

For more information about configuring applications and connections, see the [Management Framework Deployment Guide](#).