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Interaction Concentrator Deployment Guide

Deploying DB Server

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Deploying DB Server

After you configure Host objects for Interaction Concentrator components, deploy as many instances of DB Server as you need using the following procedure:

1. Import the application template for DB Server.
2. Configure an Application object for DB Server.
3. Install DB Server on its host.
4. Set up any environment variables that are specific to your RDBMS type.

For performance reasons, Genesys recommends that you set up the DB Server on the same host as the RDBMS server.

- In an environment with multiple IDB instances at separate sites, deploy one DB Server per IDB.
- In an environment with multiple IDB instances at the same site, deploying one DB Server for all IDB instances is sufficient.

Important

- If you are running an Oracle database, make sure the NLS_LANG environment variable on the host where DB Server is installed is set to match the character encoding of data in the Oracle database; for example, NLS_LANG=.UTF8. This is especially important when using UTF-8 language encoding, and in all Chinese, Japanese, and Korean language environments. For additional information on specific configuration information for Oracle databases, see the [Framework Database Connectivity Reference Guide](#).
- Unicode support on a Microsoft SQL IDB requires DB Server 8.1.301.11 or higher.
- PostgreSQL IDB requires you to use DB Server release 8.1.301.11 or higher, which uses DB Client 8.5.1. Use the following configuration setting to point DB Server to the 8.5.1 DB Client: `postgre_name=./dbclient_851/dbclient_postgre`.

For detailed instructions, see the [Framework DB Server User's Guide](#).