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# iWD Deployment Guide

High Availability for iWD Components

5/9/2025

# High Availability for iWD Components

## Component summary

For definitions of Hot and Warm Standby used below, please see the [Application Redundancy](#) page.

Component	HA Status	Comment
iWD Components		
iWD History Node	N+1	See <a href="#">Installing an iWD History Node Cluster</a> .
iWD Runtime Node	Cold standby	See <a href="#">High Availability for Runtime Node</a>
iWD Plugin for GAX	See GAX below.	
iWD Manager	N+1	Session is not shared between servers. See <a href="#">Configuring High Availability</a> .
iWD Web	N+1	Session is not shared between servers. See <a href="#">Configuring High Availability</a> .
Non-Genesys Components		
JMS	Vendor-specific	<p>Please refer to your JMS MQ vendor's documentation for details on High Availability configuration.</p> <p>For example, when using ActiveMQ as a JMS provider, the JMS Event Logger DAP should contain the following value under its Application Options to connect either with a local JMS broker or a remote one:</p> <p>[logger-settings] / jms-provider-url=failover:(tcp://localhost:61616,tcp://remotehost:61616)</p>
Other Genesys Components		
IXN	Warm standby	<ul style="list-style-type: none"><li>• See the <a href="#">eServices Deployment Guide</a>.</li><li>• See <a href="#">Interaction Server Cluster</a> for cluster configuration. Please note that cluster configuration does not mean all Interaction Servers in the cluster have access to all interactions.</li></ul>

Component	HA Status	Comment
Interaction Server Integrated Capture Points	Warm standby	See the <a href="#">eServices Multi-tenancy and Load Balancing Guide</a> .
GRE	N+1	See the <a href="#">Genesys Rules System Deployment Guide</a> .
ORS	Warm standby	See the <a href="#">Orchestration Server Deployment Guide</a> .
URS	Warm and hot standby	See the URS Deployment Guide, downloadable from <a href="#">here</a> .
GAX	N+1	See the <a href="#">Genesys Administrator Extension Deployment Guide</a> .
UCS	Warm standby	See the <a href="#">eServices Deployment Guide</a> .
SS	Warm and hot standby	See the <a href="#">Stat Server Deployment Guide</a> .
Pulse	Hot standby	See the <a href="#">Genesys Pulse Deployment Guide</a> .
Genesys Management Framework		See the <a href="#">Genesys Management Framework Deployment Guide</a> .

### Important

The following components included in the iWD Solution are not runtime components and hence are not included in the table above:

- WDE
- GCXI
- IRD/Composer
- GRAT/GRDT.