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Interaction Server Deployment Guide

Recommendation Guide for Upgrading Interaction Server 8.5.x to 9.0.x

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Important

This page is a recommendation only. Customers can perform the upgrade based on their setup.

The update process has two phases:

1. If your integration runs in DB Server mode, upgrade to the latest Interaction Server that supports DB Server (v8.5.201.13).
 1. Switch to running the Interaction Server in ODBC mode.
2. Upgrade to the latest Interaction Server.

Phase 1: Migrating from DB Server to ODBC

Important

The following process is required only if your integration uses DB Server mode.

Interaction Server supports ODBC mode starting with version 8.5.3. Interaction Server 8.5.201.13 is the latest version supporting DB Server. If the current version of Interaction Server is lower than 8.5.201.13, begin with updating Interaction Server to version 8.5.201.13 and configure it to use ODBC.

Warning

- The following Database versions are not supported for production usage with Interaction Server 8.5.201.13 but can be used in migration process ONLY:
 - MS SQL Server 2008
 - MS SQL Server 2012

- Oracle 11g
- Please note that Interaction Server v8.5.201.13 does not support all operating systems. For example, it is not possible to jump from RHEL6 to RHEL8. Please refer to the *Supported Operating Environment System Guide* which documents the Interaction Server, OS and Database version compatibility.

1. Install version 8.5.201.13 on supported operating system, in DB Server mode:
 - Follow instructions in the Upgrade notes sections of Release Notes.
 - Consistently perform all required steps not only for target versions, but also for all in-between versions, if any.
 - Perform sanity testing.
2. Switch to ODBC mode.
 - See [Migrating to ODBC from DB Server](#) for more information.
 - Perform sanity testing.

Important

It is not recommended to perform load or full validation test as there are many ODBC improvements/fixes after 8.5.201.13. Genesys will only accept/fix ODBC related bugs reproducible with the latest Interaction Server version.

Phase 2: Upgrading to latest OS, DB and Interaction Server

Important

- Even if Interaction Server is installed on OS supported by the latest version, it is recommended to migrate to a latest supported operating system version.
- Database data migration process is out of the scope of this document.

1. Install the latest Interaction Server on a supported OS (latest supported OS version is recommended).
 - Follow instructions in the Upgrade notes sections of Release Notes. Consistently perform all required steps not only for target versions, but also for all in-between versions, if any.
2. If necessary, migrate to a database version supported by the latest Interaction Server version.

3. If Interaction Server Proxy is used, install the latest version on a supported operating system. The latest supported operating system version is recommended.
 - Follow instructions in the Upgrade notes sections of Release Notes. Consistently perform all required steps not only for target versions, but also for all in-between versions, if any.
4. Perform full testing.

Sample Upgrade Scenarios

Interaction Server 8.5.0 on RHEL 5 with Oracle 11g in DB Server mode

1. Install Interaction Server v8.5.201.13 on RHEL 7.
2. Keep the DB Server on the current machine with MS SQL Server 2008 Server.
3. Perform database sanity tests.
4. Switch to ODBC with Oracle 11g.
5. Install the latest version of Interaction Server on RHEL 8.
6. Migrate the database to Oracle 19c.
7. Perform full testing.

Interaction Server 8.5.0 on Windows Server 2008 with MS SQL Server 2008 in DB Server mode

1. Install Interaction Server v8.5.201.13 on Windows Server 2016.
2. Keep the DB Server on the current machine with Oracle 11g DB Server.
3. Perform database sanity tests.
4. Switch to ODBC with MS SQL Server 2008.
5. Install the latest version of Interaction Server on Windows Server 2019.
6. Migrate the database to MS SQL Server 2019.
7. Maintain ODBC mode.
8. Perform full testing.

IXN 8.5.100.18+ on RHEL 6 with Oracle 12c R1 in ODBC mode

1. Install the latest version of Interaction Server on RHEL 8.
2. Migrate the database to Oracle 19c.
3. Maintain ODBC mode.

4. Perform full testing.