

GENESYS

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User's Guide

High Availability

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LRM Report Generator operates in conjunction with any high-availability database implementation that is supported by DB Server, such as Oracle Real Application Clusters.

To implement high-availability in LRM, use one pair of identically configured LRM instances. Each LRM instance must have its own LRM application object in the Management Framework, where one LRM instance is configured as a Backup Server of the other. Both LRM instances share the same LRM Database and you can use the same DAP object to access the LRM Database. Each LRM instance can be in either Primary or Backup mode, which is determined by the Management Framework Solution Control Server.

When operating in Primary mode, the LRM server gathers data from ICON, GVP and Configuration Server and stores the result in the LRM database as a nightly statistics job. The LRM server also responds to HTTP requests from the GAX Plug-in to generate reports. When operating in Backup mode, no nightly statistics job runs, even when the scheduled time is reached, and the LRM server closes the HTTP socket, which means it will not respond to any incoming report requests from the GAX Plug-in.

The nightly statistics job has a locking mechanism, so that in the unlikely event that more than one LRM Server tries to invoke the nightly statistics job, only one of these jobs can occur at one time.

LRM supports ICON servers in a high availability configuration without counting duplicate records that exist in more than one ICON server. LRM also supports the primary/backup setup of the GVP Reporting Server, and GVP Reporting Server that is set up with HTTP basic authentication.

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