Orchestration Server Deployment Guide

Multiple Data Centers

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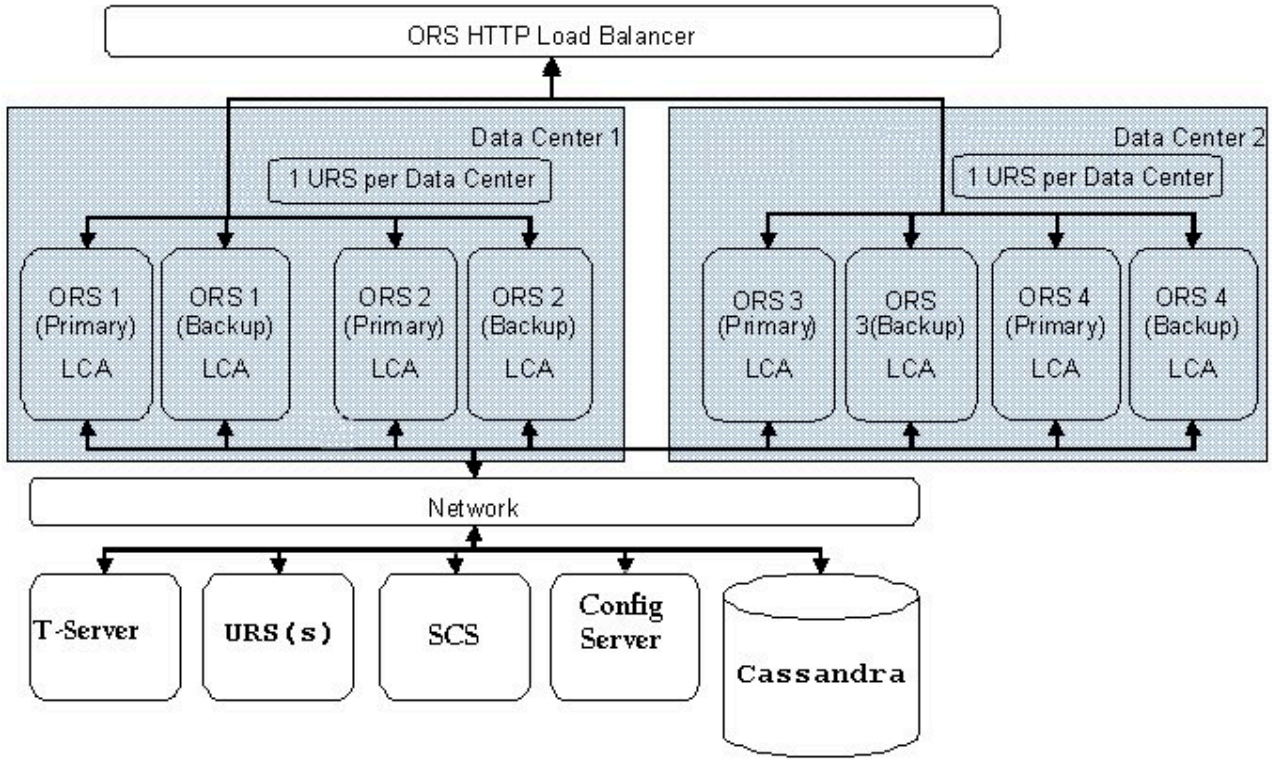
ORS 8.1.3 and later provides further deployment possibilities and configurations that are supportive of multiple Data Center architectures.

A *Data Center* is a facility used to house computer systems and associated components, such as telecommunications and storage systems. It generally includes redundant or backup power supplies, redundant data communications connections, environmental controls (such as air conditioning, fire suppression) and security devices.

A single Data Center is commonly used. Multiple Data Centers, which are usually geographically separated, are becoming more prevalent. Figure 13 shows an example of multiple Data Centers.



In case of one Data Center failure any sessions currently being processed by this Data Center will be lost but any new sessions will be processed in the second data center.

Note: Genesys recommends having a Primary and Backup pair of Universal Routing Servers configured for each Data Center.

When operating in a cluster environment with one or more Data Centers, ORS obtains the list of ORS

applications configured in the cluster from the ORS `Transaction List` which is configured under the `Environment` Tenant in a multi-tenant deployment and under the `Resources` Tenant in single Tenant deployment. For a particular cluster, ORS uses the value of the Primary ORS application to identify ORSs that belong to a particular Data Center.