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Performance Management Advisors Deployment Guide

Advisors and the Backup Solution Control Server

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Starting in release 8.5.1, some Advisors modules require a connection to a Solution Control Server (SCS). For a list of those modules, see [Integration with Solution Control Server and Warm Standby](#).

Connection to a backup SCS is optional.

Backup Configuration Server Properties

You must supply the name of the application that represents the primary SCS in the Advisors' installers. The Advisors modules obtain the properties of the backup SCS from Configuration Server through that application for the primary SCS. Without the application, Advisors acquires no information about the backup SCS.

How it Works

The backup Solution Control Server must be set up as a *warm standby* to the primary Solution Control Server. When Advisors loses connection to the primary SCS, connection to the backup SCS happens automatically.

When the primary SCS comes back online, it becomes the backup server and the former backup SCS continues as the primary SCS. Advisors supports subsequent switchovers between the primary and backup Solution Control Servers.

The Platform log file records:

- a lost connection to either the primary or the backup Solution Control Server.
- re-connection to a Solution Control Server.

NEW When There is No Backup SCS Configured

When there is no backup SCS configured, Advisors servers use the warm standby mechanism to connect again to the primary SCS.

NEW SCS Warm Standby and the Reconnect Timeout

In both cases – backup SCS configured or not – the warm standby-reconnect mechanism has a timeout setting after which it stops retrying. Genesys recommends configuring this setting to a value higher than the expected disconnect times between Advisor servers and the SCS.

The following settings are configured in the properties of the primary SCS:

- Reconnect timeout interval in seconds
- Number of reconnect attempts