



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

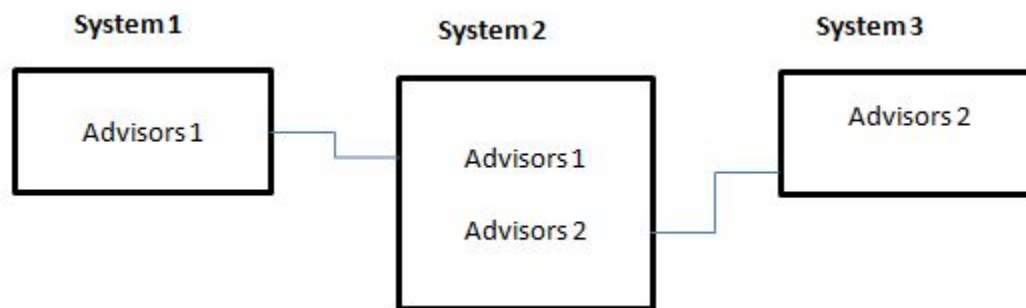
Performance Management Advisors Deployment Guide

Multiple Advisors Deployments on One System

5/2/2025

Multiple Advisors Deployments on One System

You can deploy more than one distinct Advisors deployment on one system (see the Figure – Multiple Advisors Deployments on one System). Each Advisors deployment has its own independent configuration, and its own databases.



Multiple Advisors Deployments on one System

To manage this:

- There are three port numbers that Advisors modules use to communicate; these are stored in properties files after installation:
 - `ActiveMQ.properties` governs aspects of Java Message Service (JMS) communication.
 - `Caching.properties` defines the port used by the distributed caching facility.
- The Platform installer accepts and sets values for Apache Tomcat configurable ports. The properties of the Apache Tomcat configurable ports are defined in `apache-tomcat-<version>\conf\catalina.properties`.

The Platform application server will not work correctly if there are ports that are not defined or if there are invalid port numbers.

The Advisors installer supplies default values for these ports. It saves the values you choose, default or different, in the properties file created by the installation. You can change these values for a second deployment of Advisors, and preserve the values in the `ant.install.properties` file to be used when re-installing.

The default value in the Platform installer for the Java `activeMQ.port` is 61616.

The default values in the Platform installer for the distributed caching ports are:

- `distributed.caching.port=11211`
- `distributed.caching.maxport=11212`

The default values in the Platform installer for the Apache Tomcat configurable ports are the

following:

- HTTP Port=8080
- HTTPS Port=8443
- AJP Port=8009
- JMX Port=9999
- Management Port=8005

The following Table shows the configuration file associated with each installer screen on which you enter port-related values. The Table also shows the port properties that are saved, and which you can re-configure post-installation.

Platform Installer Screen	Corresponding Configuration File	Port Property
Application Server Configuration	apache-tomcat-<version>\conf\catalina.properties	HTTPPort, HTTPSPort, JMXPort, managementPort, AJPPort
Cluster Node Configuration	conf/ActiveMQ.properties	ActiveMQ.port
Cache Configuration	conf/Caching.properties	distributed.caching.port distributed.caching.maxport
Workforce Advisor Server - IEX TotalView	conf/WorkforceUtilization.properties	ftpService.port Workforce Advisor contains an FTP server that accepts data directly from the IEX TotalView data source.

Example

The nodes of an Advisors deployment (Advisors 1) use a set of values for the ports on every system on which the nodes are installed. For example:

- ActiveMQ.port 61616
- distributed.caching.port 11211
- distributed.caching.maxport 11212
- HTTPPort=8080
- HTTPSPort=8443
- JMXPort=9999
- AJPPort=8009
- managementPort=8005
- ftpService.port=6021

The nodes of a second Advisors deployment (Advisors 2) must use different values for the ports. For example:

- ActiveMQ.port 61617

- `distributed.caching.port` 11213
- `distributed.caching.maxport` 11214
- `HTTPPort`=8081
- `HTTPSPort`=8444
- `JMXPort`=10000
- `AJPPort`=8010
- `managementPort`=8006
- `ftpService.port`=6022

Recommendations for Configuration

Genesys recommends the following configuration for multiple deployments on one system:

- Separate the two Advisors deployments by tenant in the Genesys Configuration Server. If you cannot do this for any reason, then separate the object permissions for the respective connection users (that is, the Advisors user for each of the nodes) in the Configuration Server so objects are not used in both nodes.
- Deploy two separate Apache instances. Ensure the Apache configuration file (`httpd.conf`) for the Advisors Platform node for which you entered port numbers (that is, the node that does not use the default port numbers) includes the same HTTP and AJP ports as specified in the Platform installer. For example, if you specified AJP port 8019 and HTTP port 8015 for your second Platform instance, then the Apache configuration file must use those same port numbers for AJP and HTTP proxy passes in the `ProxyPass` sections.