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Microsoft Skype for Business Deployment Guide

Graceful Shutdown

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Graceful Shutdown

Before version 9.0, the only way to upgrade UCMA Connectors was to perform a shutdown of all UCMA Connectors during a maintenance window, upgrade the relevant software and restart the connectors. During this process, all calls to Routing Points would be rejected and no direct calls would be handled.

The Graceful Shutdown feature enables UCMA Connector to support Management Framework's Local Control Agent (LCA), and therefore to be shut down gracefully by:

- Genesys Administrator (GA)—see [How to Start and Stop Applications](#).
- Genesys Administrator Extension (GAX)—see *Stopping Applications Gracefully* on [this page of GAX Help](#).

To enable support of LCA, UCMA Connector is configured as an Application in Genesys Configuration Layer, rather than from configuration files. See the [Managing UCMA Connector](#) page for more details.

Normal Stop

When a Connector is stopped normally, all resources allocated to that Connector are immediately freed. In a multiple Connector configuration, once T-Server has identified that the Connector is no longer accessible (this might take more than one attempt during the reconnect period), it remaps these resources to another Connector.

A normal stop is performed by issuing a Stop command from Genesys Administrator, or a Force Stop command in Genesys Administrator Extension.

Graceful shutdown

In a single Connector environment, on graceful shutdown, resources allocated to that Connector will only be freed once they are no longer being used. For example, an endpoint allocated to that Connector with a call on it will only be freed once the call is routed. As long as any resource is not idle, the Connector application will be considered to be in the "Suspending" state by Solution Control Server, and the application will be stopped only when all the allocated resources are no longer being used.

In a multiple Connector environment, on graceful shutdown, all resources (such as presence monitoring, call handling, and so on) are remapped immediately to other available Connectors. The gracefully shut-down Connector continues to maintain only resources that are not remappable without a loss (IM and AV calls). So, if there is a call on DN1 or if DN1 was initially an original destination of the call, on graceful shutdown another Connector will start receiving call notifications or presence information on DN1 in parallel—DN1 will only handle the existing call in the Connector. As soon as that call is released, the Connector will free DN1 from internal resources, and this process continues until there are no DN1s left that were used to participate in any existing call.

Note that T-Server automatically controls calls and presences, issuing requests to the correct Connectors. For calls in the shut-down Connector, the requests will be sent to that Connector, but for presence changes or new calls, the requests will be sent to a Connector where the resource is now monitored after remapping.

A graceful stop is performed by issuing a Graceful Stop command from Genesys Administrator, or a Stop command in Genesys Administrator Extension.