Genesys

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Load Distribution Server

Release 8.1

Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesys.com

About This Software

Load Distribution Server (LDS) is designed to increase system performance in contact center environments with high call volumes by enabling load sharing when the total traffic of a large installation exceeds the capacity of individual receivers. Using LDS with multiple receivers also increases redundancy in a configuration. LDS has two distinct modes of operation: T-Server Proxy (TProxy) and Load Distribution.

In TProxy mode connected to a single T-Server, LDS reduces the amount of data transmitted over a WAN between geographically-separated T-Server and T-Server client sites. Instead of sending the same events multiple times, once for every client, T-Server sends a single event to a central TProxy, which then distributes this event to all clients that are registered for a particular event through TProxy.

In Load Distribution mode, LDS acts as a proxy between multiple T-Servers and multiple instances of the Universal Routing Server (URS) or Call Concentrator (CCon). LDS balances the load by dispatching the processing of interactions onto its connected clients. This enables URS to scale routing and CCon reporting to the required traffic load. In this mode, each LDS instance supports only clients of the same type; either URS or CCon. Multiple LDS instances can be used within the same system; for example, if different client types have to be supported or for system partitioning.

Within a typical Load Distribution architecture (N+1), clients are used; where N is the number required for the projected traffic load. If one client fails, the load is distributed to the remaining clients. Such architecture also provides a robust and simple high-availability (HA) solution. On behalf of its clients, LDS connects to one or multiple T-Servers.

LDS supports Genesys T-Servers from releases 7.0 and later.

For high-availability reasons, LDS can be configured in warm or hot standby redundancy mode. LDS also supports redundancy configurations for both the T-Server and client sides. Multiple client pairs in standby mode (URS) or parallel mode (CCon) can be used in combination with load balancing.

New Features in Release 8.1.x

This section describes new features introduced in the November-2016 DVD update for the 8.1.0 release:

- Support for Mutual TLS on the LDS-to-Message Server connection.

This section describes new features introduced in the July-2016 DVD update for the 8.1.0 release:

- Support for Linux 7 and AIX 7.1.
- Support for Mutual TLS on these supported connections:
    - LDS to Configuration Server (Configuration Server Proxy)
    - LDS to T-Server
    - T-Lib clients to LDS
    - Primary LDS to Backup LDS
- LDS running in T-Proxy mode now enables optimization of network load when multiple clients are starting up at the same time.
- LDS logging now includes enhanced debugging capabilities.

This section describes new features introduced in the July-2014 DVD update for the 8.1.0 release:

- Support for Windows Server 2012 in 64-bit compatibility mode.

This section describes new features introduced in the May-2013 DVD update for the 8.1.0 release:

- Support for Red Hat Enterprise Linux 6, 32-bit and 64-bit.

This section describes new features introduced in the initial release of 8.1.0:

- Support for Red Hat Enterprise Linux 5, 64-bit.
- Support for FLEXNet Publisher 11.9.
- Support for HP-UX Itanium (version 11i v3).
- Support for AIX 7.1.
- Support for vSphere 4 Hypervisor.
- Support for Internet Protocol version 6 (IPv6).
- Support for Unresponsive Process Detection.
- Alarm added for expired requests in standard logging mode, if those requests expired based on the rq-expire-timeout configuration option.
- Enhanced logging capabilities: the maximum number of log files to be stored using the expire configuration option is now 1000.
- Support for Bandwidth Monitoring.
- Enhanced support of T-Server high-availability (HA) failover.
- Support for Genesys Administrator.
- Support for bulk request pacing.

Directories on This CD

documentation
Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

solution_specific
Contains the installation files for the software.

templates
Contains the application templates used for configuration.

Documentation

Product documentation is provided on the [Genesys Documentation website](#) and the Documentation Library DVD.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Customer Care website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

Genesys provides technical support to customers worldwide through Customer Care centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Customer Care, read the *[Genesys Care Support Guide for On-Premises](#)*. Please tell the Technical Support representative that you are a Framework Media 8.1 customer.

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Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Customer Care website in the following documents:

- *[Genesys Supported Operating Environment Reference Guide](#)*
- *[Genesys Supported Media Interfaces Reference Manual](#)*

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