Atos Unify Academy

Unify OpenScape Contact Center Enterprise High Availability for service

Course code **OCCENHASCS**

Target Group   Application Specialists

Course language	Delivery type	Duration
English	Classroom	4 days

Course description

This course deals with the feature Unify OpenScape Contact Center High Availability (Warm Standby) from a service perspective. In this course we configure a Windows Failover Cluster with File Share Quorum for an Unify OpenScape Contact Center High Availabilty Installation. In this framework we install and configure Unify OpenScape Contact Center server as Cluster application with database and wave file replication between the primary and the backup server. In a subsequent step we upgrade this installation to integrate a Central Reporting server which provides consolidated historical reports for both nodes of the cluster. In addition we discuss particular DR scenarios for Unify OpenScape 4000 and various maintenance aspects of a High Availability deployment.

Learning Target

The participant is able to understand and / or work with:

- Concepts and Features of Unify OpenScape Contact Center High Availability
- Configure a Windows Failover cluster with File Share Quorum for an Unify OpenScape Contact Center High Availability Installation
- Install Unify OpenScape Contact Center for High Availability
- Configure Unify OpenScape Contact Center as Cluster Application
- Configure and Remove Standard Replication
- Configure DFS Replication for wave files
- Basic configuration of Unify OpenScape Contact Center in case of High Availability
- Understand Failover scenarios
- Configure and Remove Replication for Central Reporting
- Patching a Unify OpenScape Contact Center High availability installation
- Maintaining Informix database replication
- Other Maintenance aspects of high availability
- Particular Disaster Recovery Scenarios for Unify OpenScape 4000

Prerequisites

Expert knowledge of

- Windows 2008 R2 / 2012 / 2012 R2 Server

- Unify OpenScape Contact Center, e.g. from courses OCCENBASCS and OCCENAVSCS

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Concepts and Features of Unify OpenScape Contact Center High Availability

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Configure Unify OpenScape Contact Center as Cluster Application

Configure and Remove Standard Replication

Configure DFS Replication for wave files

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Understand failover scenarios

Configure and Remove Replication for Central Reporting

Patching a Unify OpenScape Contact Center High availability installation

Maintaining Informix database replication

Other Maintenance aspects of high availability

Particular Disaster Recovery Scenarios for Unify OpenScape 4000

Curricula

This course is part of following curricula
-   Curriculum for Unify OpenScape Contact Center

Further information:

Please contact us for further information or bookings:
Email   academy.exc@atos.net
Website   http://www.unify.com/academy