

## Atos Unify Academy

Atos Unify OpenScape Contact Center Enterprise High Availability for service

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**Course code** OCCENHASCS

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**Target Group** Application Specialists

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Course language	Delivery type	Duration
English	Classroom	4 days

### Course description

This course deals with the feature Atos 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 Atos Unify OpenScape Contact Center High Availability Installation. In this framework we install and configure Atos 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 Atos Unify OpenScape 4000 and various maintenance aspects of a High Availability deployment.

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### Learning Target

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

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

Expert knowledge of

- Windows 2008 R2 / 2012 / 2012 R2 Server
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- Atos Unify OpenScape Contact Center, e.g. from courses OCCENBASCS and OCCENAVSCS
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Concepts and Features of Atos Unify OpenScape Contact Center High Availability

Configure a Windows Failover cluster with File Share Quorum for an Atos Unify OpenScape Contact Center High Availability Installation

Install Atos Unify OpenScape Contact Center for High Availability

Configure Atos Unify OpenScape Contact Center as Cluster Application

Configure and Remove Standard Replication

Configure DFS Replication for wave files

Basic configuration of Atos Unify OpenScape Contact Center in case of High Availability

Understand failover scenarios

Configure and Remove Replication for Central Reporting

Patching an Atos Unify OpenScape Contact Center High availability installation

Maintaining Informix database replication

Other Maintenance aspects of high availability

Particular Disaster Recovery Scenarios for Atos Unify OpenScape 4000

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## Curricula

This course is part of following curricula

- [Curriculum for Atos Unify OpenScape Contact Center](#)
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## Further information:

Please contact us for further information or bookings:

Email                academy.exc@atos.net

Website            http://www.unify.com/academy