

Role DATA (CentOS8/Win2019)

Introduction

The role DATA is the central database for the jtel system. This database contains the configuration data of the system, and all statistics.

Functional Components of DATA

The role DATA can be installed on one or more database servers. A setup with only one DATA server is only recommended for installations with a low agent count (< 30) and little or no reporting requirements.

For non-redundant installations, it is recommended to install a single database master, and a slave database for reporting and statistics. For redundant installations, the DB machines are doubled up as two master-slave pairs, with master-master replication between the two master nodes.

Function	Description	Access	Count	Count (redundancy)	Comments
acd-dbm Primary Master	All routines which write or modify data in the database are executed against the primary DATA master server.	Read and Write	1	2	In redundant systems, master-master replication with two master databases is used.
acd-dbr Reporting	For the generation of complex reports when queries may take an extremely long time.	Read	0 or 1	1	In large systems, usually a separate reporting slave is deployed. In redundant systems, acd-dbr and acd-dbs provide redundancy for eachother.
acd-dbs Realtime Statistics	Generation of real-time statistics (agent home, wallboard and supervisor) in short intervals for the logged in users, supervisors and wallboard users.	Read	0 or 1	1	In medium systems this database also is used for the reporting role acd-dbr. In redundant systems, acd-dbr and acd-dbs provide redundancy for eachother.
acd-dbc Customer Queries	If customer access to the databases are required, often a customer specific database instance is installed to prevent accidental damage to the core system.	Read	0 or 1	0 or 1	

Installation Steps

- [Role DATA - All Variants \(CentOS8/Win2019\)](#)
- [Role DATA - Simple Master / Slave \(CentOS8/Win2019\)](#)
- [Role DATA - Master / Master + 2 Slaves - Redundant \(CentOS8/Win2019\)](#)
- [Role DATA - Install PlatformUDPListener \(CentOS8/Win2019\)](#)
- [Role DATA - Start Replication \(CentOS8/Win2019\)](#)
- [Role DATA - First Load of System Data \(CentOS8/Win2019\)](#)
- [Role DATA - Backup \(CentOS8/Win2019\)](#)
- [Role DATA - Cleaner \(CentOS8/Win2019\)](#)
- [Role DATA - Create MySQL User for Customer Access \(CentOS8/Win2019\)](#)