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# Genesys Callback Private Edition Guide

High availability and disaster recovery

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Find out how this service provides disaster recovery in the event the service goes down.

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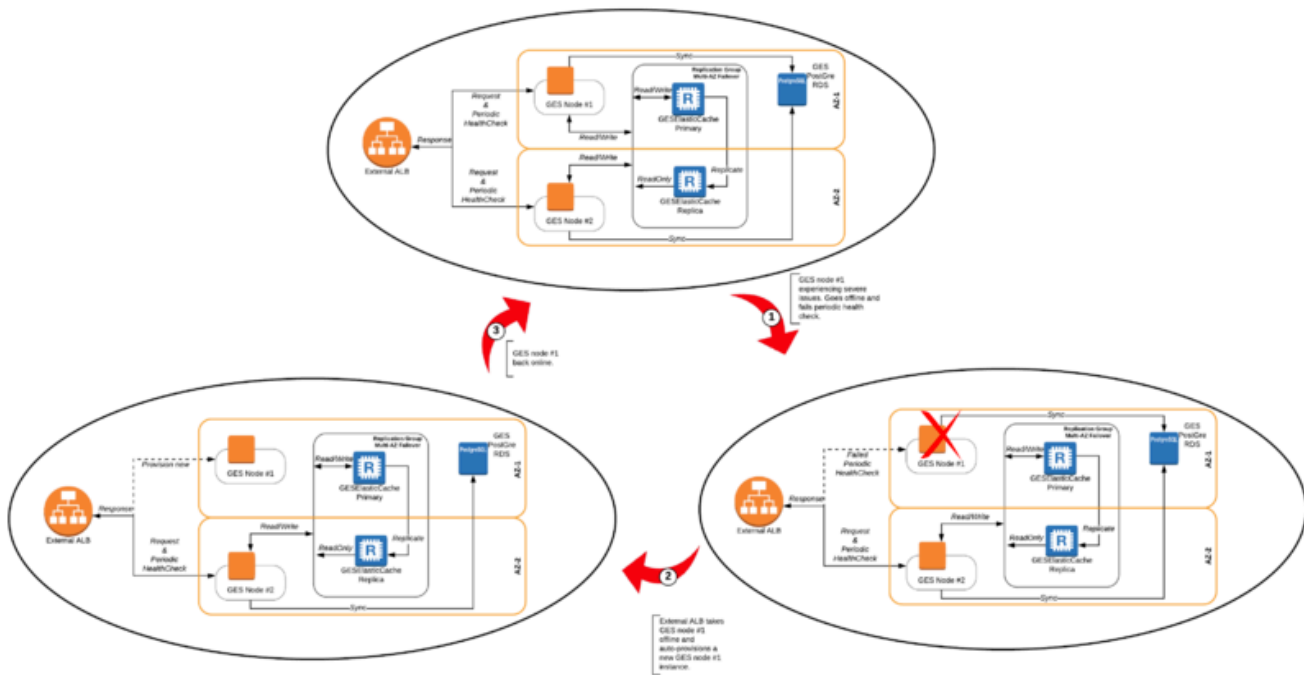
Service	High Availability	Disaster Recovery	Where can you host this service?
Genesys Engagement Service	N = N (N+1)	Not supported	Primary unit only

See High Availability information for all services: High availability and disaster recovery

Genesys Engagement Service (GES) uses automated failure recovery mechanisms that allow GES to try to recover from critical failure scenarios such as a node failure or a partial or full Redis failure. The following sections illustrate how these failure recovery processes work.

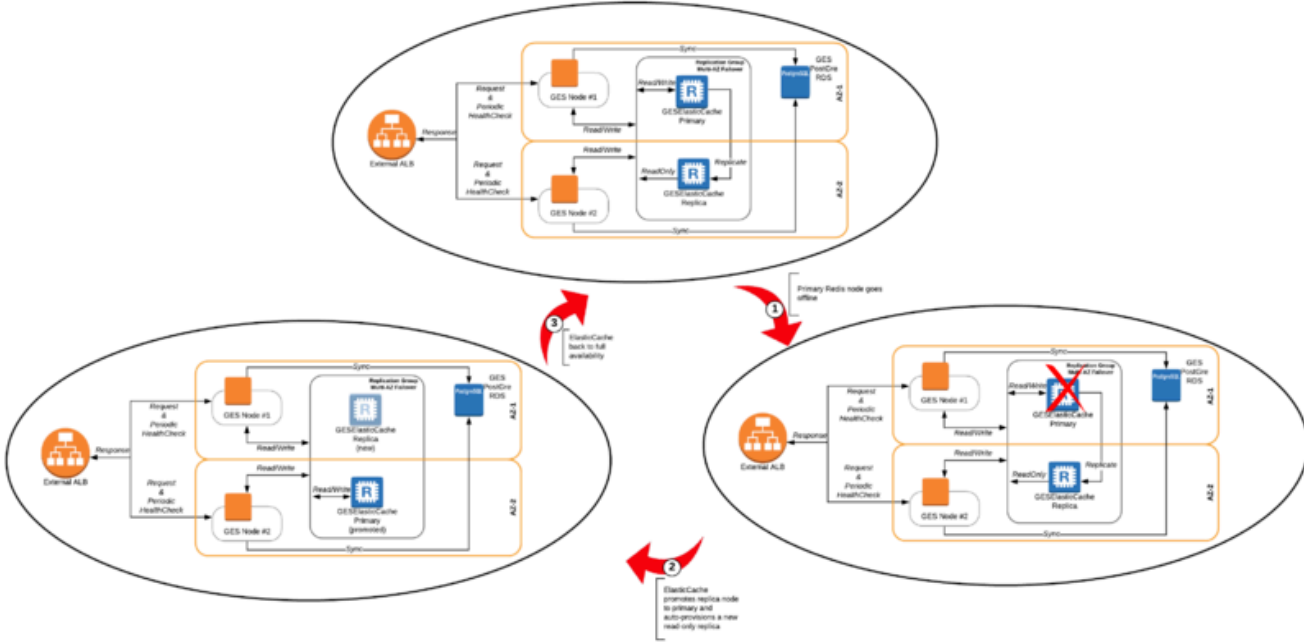
### GES node failure

The following diagram depicts the automated recovery procedures when one of the GES nodes goes offline.



### Partial Redis failure

The following diagram depicts the automated recovery procedures when the primary Redis node goes offline.



## Full Redis failure

The following diagram depicts the automated recovery procedures when both the primary and replica Redis nodes go offline.

