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.

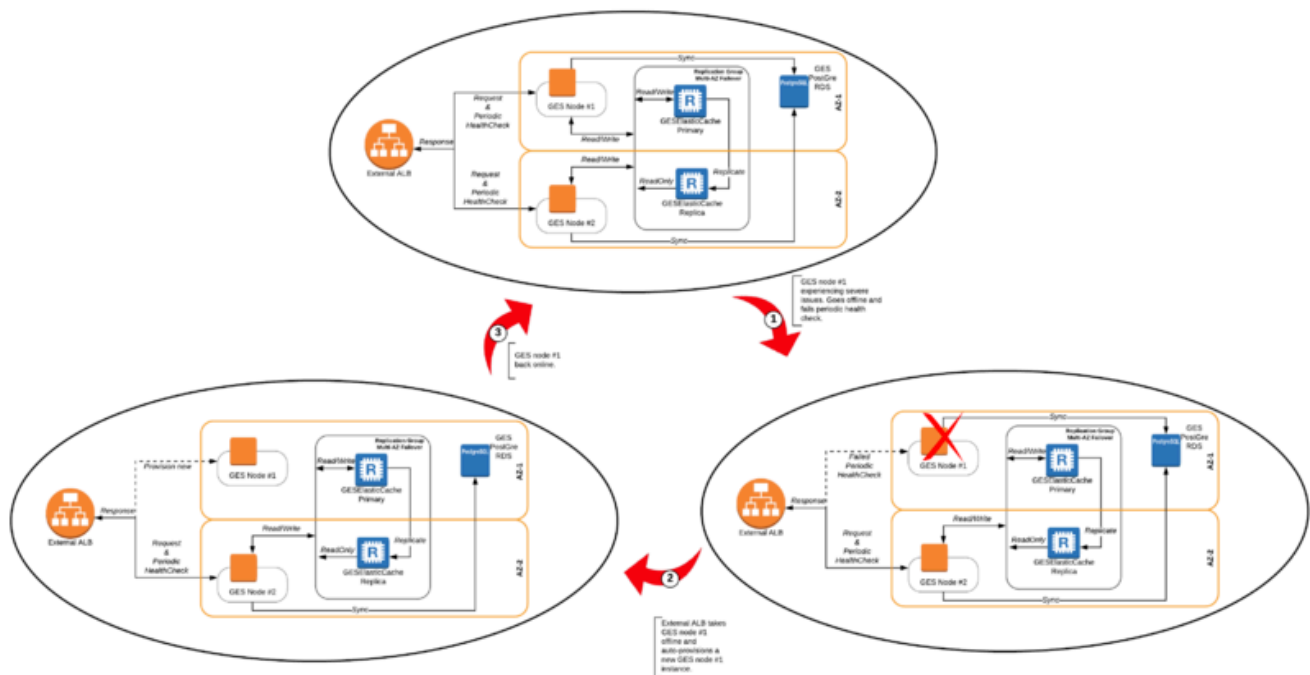**Related documentation:**
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RSS:
- For private edition

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.
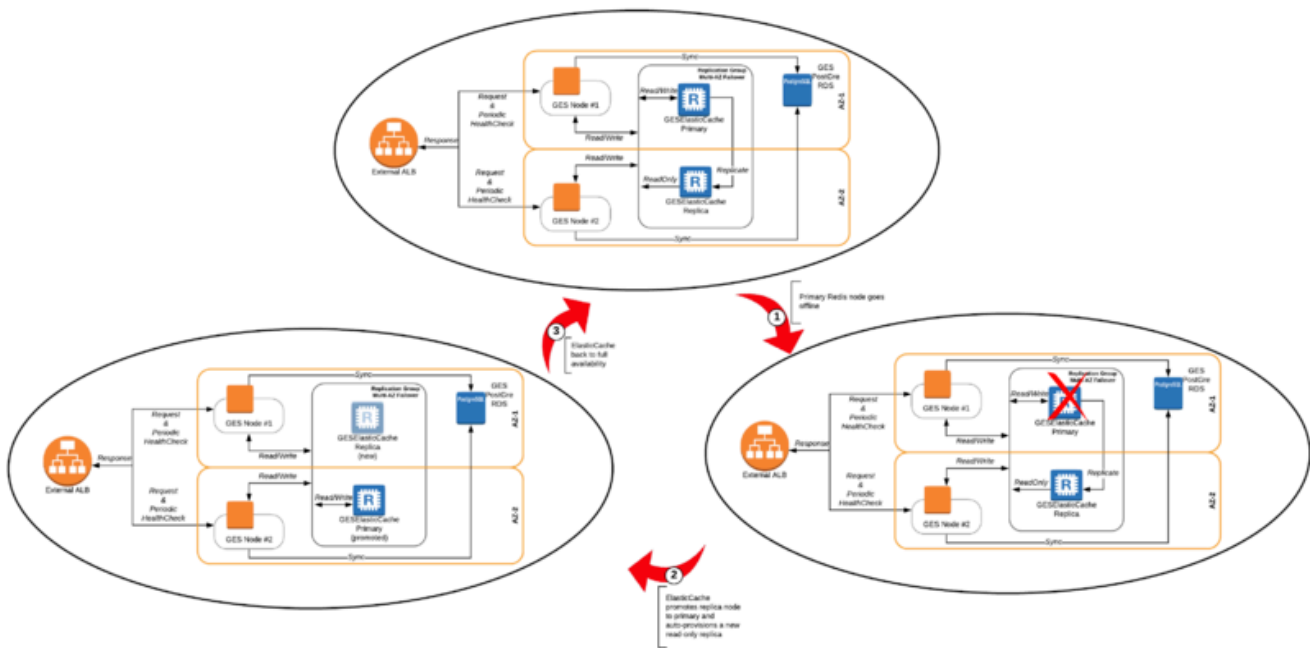
GES node failure

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.