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Genesys Pulse Deployment Guide

Starting and Stopping Pulse Collector

12/20/2025

Starting and Stopping Pulse Collector

You can start Pulse Collector on a Windows or UNIX platform. Invoking Pulse Collector starts a series of internal checks for proper configuration. The value of the `max-output-interval` option, for example must be greater than the value of the `min-output-interval` option or Pulse Collector exits. Verify your Collector Application object for proper configuration before starting Pulse Collector.

Prerequisites

The following must be running prior to starting Pulse Collector:

- **Backup Configuration Server**

To restart the Pulse Collector application when the backup Configuration Server switches to the primary mode, you must specify the backup Configuration Server parameters when starting Pulse Collector.

On the command line, specify these parameters using the following two arguments:

- `-backup_host hostname`
- `-backup_port port-number`

- **National Characters**

To use national characters in the string properties correctly, Pulse Collector determines which multibyte encoding is used by Configuration Server. You can allow Pulse Collector to use the default setting or specify the characters by editing the following configuration options:

- **Windows**

You can specify Configuration Server multibyte encoding through the command-line parameters:

- `-cs_codepage` following the Windows code page number (for example, 1251). For more information about Windows code pages and their numbers, see [http://msdn.microsoft.com/en-us/library/windows/desktop/dd317756\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/windows/desktop/dd317756(v=vs.85).aspx). If the parameter is not specified, Pulse Collector assumes Configuration Server uses the code page that corresponds to the locale of the Windows operating system where Pulse Collector is running.
- `-cs_encoding`. It accepts Microsoft-compatible symbolic name of locale and results choice of default code page for that locale. For more information about Microsoft-compatible locale names, see <http://msdn.microsoft.com/en-us/library/dd373814.aspx>

- **Linux**

You can specify Configuration Server multibyte encoding through the command-line parameter `-cs_encoding` following the iconv-compatible symbolic name of encoding (for example, UTF-8).

To display the list of encodings supported on the your system, enter the following command in the Linux console:

```
iconv --list
```

Start Pulse Collector

Starting Pulse Collector

You can start Pulse Collector on any of the supported platforms.

Solution Control Interface (SCI)

You can start Pulse Collector:

[+] From SCI.

To start Pulse Collector from the Solution Control Interface (SCI):

1. From the Applications view, select your Pulse Collector Application object in the list pane.
2. Click the Start button on the toolbar, or select Start either from the Action menu or the context menu. (Right-clicking your Application object displays the context menu.)
3. Click Yes in the confirmation box that appears. Your Pulse Collector application starts.

For information about how to use SCI, refer to *Framework 8.0 Solution Control Interface Help*.

Windows

On a Windows platform, you can start Pulse Collector:

[+] Manually from the Programs menu as an application.

To start Pulse Collector from the Programs menu as an application, select Start Pulse Collector from the program group created during installation. The application opens a console window and automatically issues the parameters specified during configuration to start Pulse Collector. The Pulse Collector application name, version, and connectivity parameters appear in the title bar.

[+] Manually from a console window as an application.

1. To start Pulse Collector as an application from a console window: At the command-line prompt, go to the directory where Pulse Collector has been installed. Type the name of the Pulse Collector executable followed by the appropriate command-line parameters using the following syntax:

```
pulse_collector.exe -host hostname -port portno -app application
```

where:

- hostname refers to the name of the computer on which Configuration Server is running.
- portno refers to the communication port on which Configuration Server is running.
- application refers to the name of the Pulse Collector Application object as defined in Genesys Administrator.

Important

If the host or application name contains spaces or hyphens (-),

enclose it in double quotation marks.

For example, to start Pulse Collector with parameters specifying the host as cs-host, port as 2020, and name as Pulse Coll, type:
`pulse_collector.exe -host "cs-host" -port 2020 -app "Pulse Coll"`

Important

If needed, specify the optional parameters `-backup_host`, `-backup_port`, `-cs_codepage`, and `-cs_encoding`.

[+] As a Windows service.

1. From the task bar, choose Start - Administrative Tools > Computer Management.
2. Open Services and Applications > Services.
3. Right-click your Pulse Collector service from the list and select Start.

Important

Since the Local Control Agent (LCA) can be installed as a Windows service with the user interface disabled, all servers started through SCI, in this case, are started without a console unless you specifically select the Allow Service to Interact with Desktop check box for both LCA and Pulse Collector.

UNIX Platforms

You can start Pulse Collector:

[+] Manually from UNIX Platforms.

1. Go to the directory where Pulse Collector has been installed.

Important

You can invoke Pulse Collector only from the directory in which it was installed.

2. Type the name of the Pulse Collector executable followed by the appropriate command-line parameters using the following syntax:

```
./pulse_collector -host hostname -port portno -app application
```

where:

- hostname refers to the name of the computer on which Configuration Server is running.
- portno refers to the communication port on which Configuration Server is running.
- application refers to the name of the Pulse Collector Application object as defined within Genesys Administrator.

Important

If the host or application name contains spaces or hyphens (-), enclose it in double quotation marks.

For example, to start Pulse Collector with parameters specifying the host as cs-host, port as 2020, and name as Pulse Coll, type:

```
./pulse_collector -host "cs-host" -port 2020 -app "Pulse Coll"
```

Important

If needed, specify the optional parameters -backup_host, -backup_port, and -cs_encoding.

Configure the stdout option in the log section of collector options to write to a log file, so that you can check for errors in its configuration if Pulse Collector fails to start. If you cannot resolve a problem, contact Genesys Customer Care and provide the entire content of the log.

You can also type the name of the Pulse Collector executable and its command-line parameters into a shell script and execute the script using the following command:

```
./run.sh [Name of script]
```

To redirect Pulse Collector output (on most UNIX shells), use the following syntax:

```
./pulse_collector -host hostname -port portno -app appl > log_file.log
```

To have both log file and console, within Genesys Administrator add the following to Pulse Collector's application properties:

- Section: Log
- Option: all with the following value:
stdout,<log_file_name.log>,network
Separate values with commas. Instead of stdout, you can also specify stderr.

Pulse Collector writes messages to <log_file_name.log> in the same directory where Pulse Collector is installed. To have Pulse Collector write to a different location, specify the full path for this parameter.

End of procedure

Stop Pulse Collector

Stopping Pulse Collector

You can stop Pulse Collector on any of the supported platforms.

Important

Be sure that the autorestart property is cleared for the Pulse Collector Application object in Genesys Administrator.

Solution Control Interface (SCI)

You can stop Pulse Collector:

[+] From SCI.

If you use LCA and Solution Control Server (SCS), you can stop Pulse Collector from SCI. To do so:

1. From the Applications view, select your Pulse Collector Application object in the list pane.
2. Click Stop on the toolbar, or select Stop either from the Action menu or the context menu.
3. Click Yes in the confirmation box that appears.

On a Windows platform

On a Windows platform, you can stop Pulse Collector:

- **[+] Manually from its console window as an application.**

If Pulse Collector is running as an application, switch to its console window and press `Control-C` to stop it.

- **[+] As a Windows service.**

If you are running Pulse Collector as a Windows service, you should stop it only from the Microsoft Management Console.

To stop Pulse Collector running as a Windows service:

1. From the task bar, choose `Start - Administrative Tools > Computer Management`.
2. Open `Services and Applications > Services`.
3. Right-click your Pulse Collector service from the list and select Stop.

- If LCA and SCS are used, you can stop Pulse Collector from SCI.

On a Unix platform

Stop Pulse Collector on UNIX using either of the following methods:

- On the command line, type `kill -9 processid`, where `processid` is Pulse Collector's UNIX process ID.
- Press ^C from the active Pulse Collector console.
- If LCA and SCS are used, you can stop Pulse Collector from SCI.