Genesys Pulse Deployment Guide

Starting and Stopping Genesys Pulse Collector

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Starting and Stopping Genesys Pulse Collector

You can start Genesys Pulse Collector on a Windows or UNIX platform. Invoking Genesys 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 Genesys Pulse Collector.

Prerequisites

The following must be running prior to starting Genesys Pulse Collector:

- Backup Configuration Server

  To restart the Genesys Pulse Collector application when the backup Configuration Server switches to the primary mode, you must specify the backup Configuration Server parameters when starting Genesys 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, Genesys Pulse Collector determines which multibyte encoding is used by Configuration Server. You can allow Genesys 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 using the following command-line parameter:

    - `-cs_codepage` following the Windows code page number (for example, 1251). For more information about Windows code pages and their numbers, see https://msdn.microsoft.com/en-us/library/windows/desktop/dd373814(v=vs.85).aspx If the parameter is not specified, Genesys Pulse Collector assumes Configuration Server uses the code page that corresponds to the locale of the Windows operating system where Genesys Pulse Collector is running.

      Example:

      If your Configuration Server has utf-8 encoding and your Windows server (where Collector should run) has Arabic encoding.

      To have national characters displayed correctly, you must do following:

      1. Open in browser page http://msdn.microsoft.com/en-us/library/windows/desktop/dd317756(v=vs.85).aspx mentioned above

2. Find which Windows code page corresponds to the Configuration Server encoding. We can see that UTF-8 corresponds to the code page 65001.

3. Add following command-line option to Collector: `-cs_codepage 65001`.

- **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 Genesys Pulse Collector

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

Solution Control Interface (SCI)

You can start Genesys Pulse Collector:

[+] From SCI.

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

1. From the `Applications` view, select your Genesys 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 Genesys Pulse Collector application starts.

Windows

On a Windows platform, you can start Genesys Pulse Collector:

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

To start Genesys 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 Genesys Pulse Collector. The Genesys Pulse Collector application name, version, and connectivity parameters appear in the title bar.

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

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

```
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 Genesys 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 Genesys Pulse Collector with parameters specifying the host as cs-host, port as 2020, and name as Pulse Coll, type:
```
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 Genesys 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 Genesys Pulse Collector.

UNIX Platforms

You can start Genesys Pulse Collector:

[+] Manually from UNIX Platforms.

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

> ## Important
> You can invoke Genesys Pulse Collector only from the directory in which it was installed.

2. Type the name of the Genesys Pulse Collector executable followed by the appropriate command-line parameters using the following syntax:
   ```
   ./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 Genesys 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 Genesys Pulse Collector with parameters specifying the host as `cs-host`, port as 2020, and name as `Pulse Coll`, type:
```
./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 Genesys 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 Genesys 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 Genesys Pulse Collector output (on most UNIX shells), use the following syntax:
```
./collector -host hostname -port portno -app appl > log_file.log
```

To have both log file and console, within Genesys Administrator add the following to Genesys 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`.

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

Stop Genesys Pulse Collector

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

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

Solution Control Interface (SCI)

You can stop Genesys Pulse Collector:

[+] From SCI.

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

1. From the `Applications` view, select your Genesys 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 Genesys Pulse Collector:

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

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

  To stop Genesys 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 Genesys Pulse Collector service from the list and select `Stop`.

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

On a Unix platform

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

- On the command line, type `kill -9 processid`, where `processid` is Genesys Pulse Collector's UNIX process ID.

- Press ^C from the active Genesys Pulse Collector console.

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