Genesys Pulse Deployment Guide

Starting and Stopping Genesys Pulse

5/9/2025

Starting and Stopping Genesys Pulse

Genesys Pulse starts and stops automatically when Genesys Administrator Extension (GAX) starts and stops.

Prerequisites

Confirm the following requirements before starting Pulse:

a. See Browser Support for Pulse in the *Genesys Supported Operating Environment Reference Guide*.

b. Your monitor must be set to a resolution of no less than 1024x768.

c. The DB Server for Genesys Pulse Collector must be running.

d. The RDBMS for the Genesys Pulse database must be running.

e. Configuration Server and the DB Server for Configuration Server must be running.

Important

Users without permission to edit their own application object cannot save their Custom dashboard configuration. Users without permission to edit both their own application object and their Tenant object cannot save the Default dashboard configuration.

For example, such a user can make changes, such as creating widgets, but cannot save the changes. The next time the page is loaded, the changes are lost.

See the steps to configure user access for details.