GENESYS™

Framework Deployment Guide

Starting Manually

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Starting Manually

Contents

When using a manual procedure to start an application, specify the startup parameters in the command prompt. In the command prompt, command-line parameters must follow the name of the executable file. On the Shortcut tab of the Program Properties dialog box, command-line parameters must also follow the name of the executable file.

Some Genesys interface components also require that you log in to them using preassigned login credentials. Use the procedure Logging In.

Common Command Line Parameters

[+] Show Parameters

The following table lists command-line parameters that are common to all Framework components.

`-host`	The name of the host on which Configuration Server is running.
`-port`	The communication port that client applications must use to connect to Configuration Server.
`-app`	The exact name of an application as configured in the Configuration Database.
`-l`	The license address. Use for the server applications that check out technical licenses. Can be either of the following: • Full path to and the exact name of the license file used by an application. For example, `-l /opt/mlink/license/license.dat`. • The host name and port of the license server, as specified in the SERVER line of the license file, in the `port@host` format. For example, `-l 7260@ctiserver`.
`-v`	The version of a Framework component. This parameter does not start an application, but returns its version number instead. Either uppercase (V) or lowercase (v) letter can be used.
`-nco X/Y`	The Nonstop Operation feature is activated; X exceptions occurring within Y seconds do not cause an application to exit. If the specified number of exceptions is exceeded within the specified number of seconds, the application exits or, if so configured, the Management Layer restarts the application. If you do not specify a value for the `-nco` parameter, the default value (6 exceptions handled in 10 seconds) applies. To disable the Nonstop Operation feature, specify `-nco 0` when starting the application.
`-lmspath`	The full path to the log messages files (the common file named `common.lms` and the application-specific file with the extension `*.lms`)

	that an application uses to generate log events. This parameter is used when the common and application-specific log message files are located in a directory other than the application's working directory, for example, when the application's working directory differs from the directory to which the application is originally installed. Note that if the full path to the executable file is specified in the startup command line (for instance, c:\gcti\multiserver.exe), the path specified for the executable file is used for locating the *.lms files, and the value of the -lmspath parameter is ignored. **Warning** An application that does not find its *.lms file at startup cannot generate application-specific log events and send them to Message Server.

Starting Components

> **Important**
>
> When an application is installed on a UNIX operating system and the application name, as configured in the Configuration Database, contains spaces (for example, My T-Server), you must surround the application name by quotation marks (" ") in the command line, as follows:
>
> ```
> -app "My T-Server"
> ```
>
> Specify the rest of the command-line parameters as for any other application.

This section contains prerequisites, procedures, and other information about starting each Framework component, as follows:

- Configuration Server
- Configuration Server Proxy
- Local Control Agent
- Genesys Deployment Agent
- Message Server
- Solution Control Server
- Genesys SNMP Master Agent

Prerequisites for starting other Framework components are also provided, as follows:

- License Manager

- Genesys Administrator
- HA Proxy
- T-Server
- Stat Server

Configuration Server

Prerequisites

- The license file has been uploaded into the Configuration Database and is valid.
- FlexNet Publisher License Manager is installed and running.

Configuration Server does not require any of the common command-line parameters for startup. To verify the database object integrity, you can specify the following additional command-line parameters that are specific to Configuration Server:

`-checkdb`	An instance of Configuration Server starts, verifies the database object integrity, and terminates; all log messages are written in the log output.
`-checkerrors`	An instance of Configuration Server starts, verifies the database object integrity, and terminates; error log messages are written in the log output.

You can also use the following command-line parameters when starting Configuration Server:

`-c`	Configuration Server reads its configuration settings from a configuration file with the specified name. If you set this parameter, its value overrides the default name of the configuration file (`confserv.conf` on UNIX or `confserv.cfg` on Windows).
`-s`	Configuration Server reads its configuration settings from a configuration section with the specified name. The section must be configured within Configuration Server's configuration file; the section name must be the same as the name of the Configuration Server application configured in the Configuration Database. Use this parameter to start a backup Configuration Server.
`-p`	Forces an instance of Configuration Server to start, encrypt the database password in the configuration file, and terminate. Refer to the ''Genesys 8.1 Security Deployment Guide'' for instructions on encrypting the Configuration Database password.
`-cfglib_port`	Configuration Server opens the listening port specified in the command line. The port is opened in unsecured mode. This port is not written to the Configuration Server Application object, and does not survive a restart of Configuration Server. Do not use this option as a part of normal startup. Use it

	only as a last resort when regular secure ports cannot be accessed because of a configuration problem, such as incorrect or expired security certificates, or when a duplicate port (not necessarily secure) is specified in the configuration and therefore cannot be opened.

On UNIX

Go to the directory in which Configuration Server is installed and do one of the following:

- To use only the required command-line parameters, type the following on the command line:
  `sh run.sh`

- To specify the command line yourself, or to use additional command-line parameters, type the following command on the command line:
  `confserv [<additional parameters and arguments as required>]`

On Windows

Do one of the following:

- Use the `Start` > `Programs` menu.

- To use only the required command-line parameters, go to the directory in which Configuration Server is installed, and double-click the `startServer.bat` file.

- To specify the command line yourself, or to use additional command-line parameters, open the MS-DOS window, go to the directory in which Configuration Server is installed, and type the appropriate command on the command line:
  `confserv.exe [<additional parameters and arguments as required>]`

Configuration Server Proxy

Configuration Server Proxy supports only the command-line parameters common to Framework server components; it does not support the additional command-line parameters specific to Configuration Server.

Prerequisites

- The Master Configuration Server is installed and running.

- License Manager is installed and running.

On UNIX

Go to the directory in which Configuration Server Proxy is installed and do one of the following:

- To use only the required command-line parameters, type the following on the command line:
  `sh run.sh`

- To specify the command line yourself, or to use additional command-line parameters, type the following command on the command line:
  `confserv [<additional parameters and arguments as required>]`

On Windows

Do one of the following:

- Use the `Start > Programs` menu.

- To use only the required command-line parameters, go to the directory in which Configuration Server Proxy is installed, and double-click the `startServer.bat` file.

- To specify the command line yourself, or to use additional command-line parameters, open the MS-DOS window, go to the directory in which Configuration Server Proxy is installed, and type the appropriate command on the command line:
  `confserv.exe [<additional parameters and arguments as required>]`

Local Control Agent

With default settings, Local Control Agent starts automatically every time a computer is started or rebooted. In Windows, you can manually start LCA from the `Start > Programs` menu. You can also change the default LCA port value, following the instructions in Step 3 when Creating a Host.

Starting LCA on Linux Without Root Privileges

On Red Hat Enterprise Linux systems, you can configure LCA to start automatically when the Host starts, and without root privileges.

To configure the runlevel for LCA and Genesys Deployment Agent (GDA) on Linux, do one of the following:

- For runlevel 3:
    - LCA: `ln -s /etc/init.d/gctilca /etc/rc3.d/S99gctilca`
    - GDA: `ln -s /etc/init.d/gctigda /etc/rc3.d/S98gctigda`
- For runlevel 5:
    - LCA: `ln -s /etc/init.d/gctilca /etc/rc5.d/S99gctilca`
    - GDA: `ln -s /etc/init.d/gctigda /etc/rc5.d/S98gctigda`

> ### Important
>
> Do not use `/etc/rc.local`, which will cause LCA and GDA to start at run levels 2, 3, 4, and 5, which you do not need.

There are various run levels available for Linux, and some of them are listed in the following table. Refer to the Linux website for a complete list of run levels.

Run Level	Description
0	System halt; no activity, the system can be safely powered down.
1	Single user; rarely used.
2	Multiple users, no Network File System (NFS); rarely used.
3	Multiple users, command-line (all-text mode) interface; the standard runlevel for most Linux-based server hardware.
4	User-definable.
5	Multiple users, graphical user interface; the standard runlevel for most Linux-based desktop systems.

Configuring different (but non-root) <user> and <group> for LCA and GDA on Linux

1. Install the LCA as root.

2. Select the <user> and <group> that you want to use as a replacement for the user "root" and the group "root".

3. Ensure that the <user> and <group> each have the adequate privileges for the folders/directories in which LCA is installed, and for the other applications and modules that will be controlled/managed by LCA.

4. Change the owner and group for LCA, as follows:

   a. Set the current working directory to the location where LCA is installed.

   b. Enter the following commands and press Enter after each:

      - `chown <user> lca`

      - `chgrp <group> lca`

5. Change the current user from root to <user>.

6. On the command line, enter `su - <user>`, and press Enter.

7. Set the `setUID` and `setGID` attributes for LCA. On the command line, enter `chmod ug+s lca`, and press Enter.
   This essentially equates the user/group ID to <user>/<group> when LCA is launched by another user.

8. Change the current user from <user> to root, and check how LCA will be launched using the root account, by entering the following commands on the command line, pressing Enter after each:
   `su -`

```
  ./lca &
  ps -ef | grep lca
```
You should see something like this:
```
  UID process
  <user> ./lca
```
This indicates that the effective user for LCA is <user> and all applications launched by LCA should have the same effective user id <user>. Normally, this approach of setting UID and GID is used to elevate privileges, but in this case, it is used to downgrade privileges.

Genesys Deployment Agent

Prerequisites

LCA is installed.

On UNIX

1. Open the directory in which Genesys Deployment Agent is installed.

2. Do one of the following:

    - To use the default port (5000), enter the following at the command line:
      ```
      /etc/init.d/gctigda start
      ```

    - To use a different port:

        a. In a text editor, open the script file /etc/init.d/gctigda that was created by the IP when Genesys Deployment Agent was installed.

        b. Edit the following line in the script, entering the new port number:
          ```
          /tmp/lcainst/gda <new port number> >/dev/null &
          ```

          > ### Important
          >
          > The port number entered in the command line must be the same value as the port option configured in the rdm section of the corresponding Host object. Refer to the "Framework Configuration Options Reference Manual", for information about this option.

        c. Save the script.

        d. Enter the following on the command line:
          ```
          /etc/init.d/gctigda start
          ```

On Windows

1. Open the directory in which Genesys Deployment Agent is installed.

2. Do one of the following:

- To use the default port (5000), run the gda.exe file.

- To use a different port, enter the following command on the command line: gda.exe <new port number>

> ### Important
>
> The port number entered in the command line must be the same value as the port option configured in the rdm section of the corresponding Host object. Refer to the "Framework Configuration Options Reference Manual" for information about this option.

Message Server

Message Server supports the common command-line parameters.

Prerequisites

- Configuration Server is installed and running.

On UNIX

Go to the directory in which Message Server is installed and do one of the following:

- To use only the required command-line parameters, type the following on the command line:
  sh run.sh

- To specify the command line yourself, or to use additional command-line parameters, type the following command on the command line:
  MessageServer -host <Configuration Server host> -port <Configuration Server port> -app <Message Server Application> [<additional parameters and arguments as required>]

On Windows

Do one of the following:

- Use the Start > Programs menu.

- To use only the required command-line parameters, go to the directory in which Message Server is installed, and double-click the startServer.bat file.

- To specify the command line yourself, or to use additional command-line parameters, open the MS-DOS window, go to the directory in which Message Server is installed, and type the appropriate command on the command line:
  MessageServer.exe -host <Configuration Server host> -port <Configuration Server port> -app <Message Server Application> [<additional parameters and arguments as required>]

Solution Control Server

Solution Control Server uses the command-line parameters common to Framework server components described above. You can also use the following command-line parameters when starting Solution Control Server:

-f <SCS configuration file>	

	SCS gets Configuration Server's settings from the SCS configuration file. Because the SCS configuration file contains a list of Configuration Servers to which it should try to connect, this option allows SCS to connect to Configuration Server that is running in primary mode.
	
	The SCS configuration file has the filename extension **.cfg** for Windows; **.conf** for UNIX. Here is a sample of the contents:
	
	`[backup_configserver]`
	`host=<backup CS host name>`
	`port=<backup CS port>`
	`name=<SCS application name>`
	`server=primary_configserver`
	
	`[primary_configserver]`
	`host=<primary CS host name>`
	`port=<primary CS port>`
	`name=<SCS application name>`
	`server=backup_configserver`
	
	where host is the name of the Host object on which the appropriate Configuration Server is running, as defined in the Configuration Database.

Prerequisites

- Configuration Server is installed and running.

- If you are starting SCS in Distributed mode, or if HA support or SNMP functionality is required, License Manager must be installed and running.

On UNIX

Go to the directory in which SCS is installed and do one of the following:

- To use only the required command-line parameters, type the following on the command line:
  `sh run.sh`

- To specify the command line yourself, or to use additional command-line parameters, type the following command on the command line:
  `scs -host <Configuration Server host> -port <Configuration Server port> -app <Solution Control Server Application> [<additional parameters and arguments as required>]`

> ### Important
>
> If you are operating on a dual-stack machine, and dual stack is enabled, add the following start-up parameter on the command line:
>
> ```
> -transport-ip-version 6,4
> ```
>
> This specifies what internet protocol versions you are using, in this case IPv4 and IPv6.

On Windows

Do one of the following:

- Use the `Start > Programs` menu.

- To use only the required command-line parameters, go to the directory in which SCS is installed, and double-click the `startServer.bat` file.

- To specify the command line yourself, or to use additional command-line parameters, open the MS-DOS window, go to the directory in which SCS is installed, and type the appropriate command on the command line:
  ```
  scs.exe -host <Configuration Server host> -port <Configuration Server port> -app
  <Solution Control Server Application> [<additional parameters and arguments as
  required>]
  ```

> ### Important
>
> If you are operating on a dual-stack machine, and dual stack is enabled, add the following start-up parameter on the command line:
>
> ```
> -transport-ip-version 6,4
> ```
>
> This specifies what internet protocol versions you are using, in this case IPv4 and IPv6.

Genesys SNMP Master Agent

Genesys SNMP Master Agent uses the command-line parameters common to Framework server components, described above.

Prerequisites

- Configuration Server is installed and running.

- If you plan to use SNMP alarm signaling, Message Server must be installed and running.

On UNIX

Go to the directory in which SNMP Master Agent is installed and do one of the following:

- To use only the required command-line parameters, type the following on the command line:
  `sh run.sh`

- To specify the command line yourself, or to use additional command-line parameters, type the following command on the command line:
  ```
  gsnmpmasteragent -host <Configuration Server host> -port <Configuration Server port>
  -app <SNMP Master Agent Application> [<additional parameters and arguments as
  required>]
  ```

On Windows

Do one of the following:

- Use the `Start` > `Programs` menu.

- To use only the required command-line parameters, go to the directory in which SNMP Master Agent is installed, and double-click the `startServer.bat` file.

- To specify the command line yourself, or to use additional command-line parameters, open the MS-DOS window, go to the directory in which SNMP Master Agent is installed, and type the appropriate command on the command line:
  ```
  gsnmpmasteragent.exe -host <Configuration Server host> -port <Configuration Server
  port> -app <SNMP Master Agent Application> [<additional parameters and arguments as
  required>]
  ```

License Manager

For information about starting License Manager, see the "Genesys Licensing Guide".

Genesys Administrator

Information about starting and stopping Genesys Administrator is located in the "Framework 8.1 Genesys Administrator Deployment Guide".

Prerequisites

- Configuration Server is installed and running.

HA Proxy

Details on starting and stopping HA Proxy, if applicable, are located in the latest version of the Framework T-Server Deployment Guide for your specific T-Server.

If one or more HA Proxy components are required for T-Server connection to its switch, start HA Proxy before starting T-Server.

Prerequisites

- Configuration Server is installed and running.

T-Server

Details on starting and stopping T-Server are located in the latest version of the Framework T-Server Deployment Guide for your specific T-Server.

Before starting T-Server, be sure that the following components are running:

- Configuration Server
- License Manager

> **Important**
>
> If an HA Proxy component is required for T-Server connection to its switch, you must start HA Proxy before starting T-Server.

Stat Server

Details on starting and stopping Stat Server are located in the documentation for your release of Stat Server.

Prerequisites

- Configuration Server is installed and running.

> **Important**
>
> For Stat Server to operate correctly, T-Server must also be running.

Stopping

Server Applications

On UNIX

To stop a server application on UNIX, use one of the following commands:

- `Ctrl+C`
- `kill <process number>`

On Windows

To stop a server application on Windows, do one of the following:

- Type `Ctrl+C` in the application's console window.
- Click End Task in the Windows Task Manager.

GUI Applications

Windows-based

To stop a Windows-based GUI application, select `File` > `Exit` in the main window.

Web-based

To stop a web-based GUI application, such as Genesys Administrator, click `Logout` on the main page.