Framework Deployment Guide

Solution Control Server

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Contents

Deploying Solution Control Server

To deploy Solution Control Server, do the following:

1. Configure a Solution Control Application object.

   Prerequisite

   - You are logged in to Genesys Administrator.

   Procedure

   a. In Genesys Administrator, go to **Provisioning > Environment > Applications**, and select **New** in the toolbar. This opens a **Browse** dialog box that lists available application templates. If a Solution Control Server template file is not listed, do one of the following:

      - Import the **Solution_Control_Server_*current-version*.apd** file from the Management Framework 8.5 product CD.

      - Create a new template and repeat this step.

   b. In the Browse dialog box, select the Solution Control Server template file. The **Configuration** tab for the new Solution Control Server Application object appears in the Details panel.

   c. In the **General** section:

      1. Enter a descriptive name in the **Name** field-for example, SCS.

      2. If you want to enable alarm signaling, add a connection to the Message Server. In the **Connections** field:

         a. Click **Add**.

         b. Enter the properties of the connection in the **Connection Info** dialog box.

         c. Click **OK**.

   d. In the **Server Info** section:

      1. In the **Host** field, click the magnifying glass icon to select the Host object on which this Solution Control Server is running.

      2. For each listening port that an application must use to connect to Solution Control Server:

         a. In the **Listening Ports** field, click **Add**.

         b. Enter the port properties in the **Port Info** dialog box.

         c. Click **OK**.

      3. For the **Working Directory**, **Command Line**, and **Command Line Arguments** fields, do one of the following:

         - Enter the appropriate information in the three text boxes. For information about command-line parameters, see Solution Control Server.

         - Type a period (.) in the **Working Directory** and **Command Line** text boxes, and leave the **Command Line Arguments** text box blank. The information will be filled in automatically

when you install Solution Control Server, but only if the Installation Package can connect to Configuration Server.

e. Click **Save** or **Apply** in the toolbar to save the new object. The new object will appear in the list of Applications.

2. Install Solution Control Server.

On UNIX

> ### Warning
>
> During installation on UNIX, all files are copied into the directory you specify. The install process does not create any subdirectories within this directory, so do not install different products into the same directory.

Prerequisites

- A Solution Control Server Application object exists.

Procedure

a. On the Management Framework 8.1 product CD in the appropriate **management_layer/solution_control_server/*operating_system*** directory, locate a shell script called **install.sh**.

b. Type the file name at the command prompt, and press **Enter**.

c. When prompted to install only the utilities, type n to install SCS and its utilities, and press **Enter**.

d. To specify the host name for this SCS, do one of the following:

- Type the name of the host, and press **Enter**.

- Press **Enter** to select the current host.

e. Enter the Configuration Server host name, and press **Enter**.

f. Enter the Configuration Server network port, and press **Enter**.

g. Enter the Configuration Server user name, and press **Enter**.

h. Enter the Configuration Server password, and press **Enter**.

i. The installation displays the list of Application objects of the specified type configured on this Host object. Type the number corresponding to the SCS Application object you configured above, and press **Enter**.

j. To specify the destination directory, do one of the following:

- Press **Enter** to accept the default.

- Enter the full path of the directory, and press **Enter**.

k. If the target installation directory has files in it, do one of the following:

- Type 1 to back up all the files in the directory, and press **Enter**. Specify the path to which you want the files backed up, and press **Enter**.

- Type 2 to overwrite only the files in this installation package, and press **Enter**. Then type y to confirm your selection, and press **Enter**.
  Use this option only if the application already installed operates properly.

- Type 3 to erase all files in this directory before continuing with the installation, and press **Enter**. Then type y to confirm your selection, and press **Enter**.

  The list of file names will appear on the screen as the files are copied to the destination directory.

l. For the product version to install, do one of the following:

- Type 32 to select the 32-bit version, and press **Enter**.

- Type 64 to select the 64-bit version, and press **Enter**.

m. To decide whether you require a license, refer to the *Genesys Licensing Guide* for information about licensing requirements. Then, do one of the following:

- Type y if you require a license, and press **Enter**.

- Type n if you do not require a license, and press **Enter**.

n. If you typed y in the previous step, enter the license location format, press **Enter**, and enter the required parameters.

On Windows

> ### Warning
>
> Genesys does not recommend installation of its components via a Microsoft Remote Desktop connection. The installation should be performed locally.

Prerequisite

- A Solution Control Server Application object exists.

Procedure

a. On the Management Framework 8.1 product CD in the appropriate **management_layer\ solution_control_server\windows** directory, locate and double-click **setup.exe** to start the Genesys Installation Wizard.

b. Click **About** on the wizard's **Welcome** page to review the read_me file. The file also contains a link to the server's Release Notes file.

c. Click **Next** to start the installation.

d. On the **Solution Control Server Installation Mode** page, select **Solution Control Server and Utilities**, and then click **Next**.

e. On the **Connection Parameters to the Genesys Configuration Server** page, specify the host name, port, user name, and password of Configuration Server, and then click **Next**.

f. On the **Select Application** page, select the name of the SCS Application object that you configured

above, and then click **Next**.

g. On the **Run-time License Configuration** page, select whether you are using a license. Refer to the *Genesys Licensing Guide* for information about licensing requirements, and then click **Next**.

h. If you selected **Use License** in the previous step, on the **Access to License** page, enter the license access type and required parameters.

i. On the **Choose Destination Location** page, the wizard displays the destination directory if specified in the **Working Directory** property of the server's Application object during configuration. If you entered a period (.) in this field when configuring the object, or if the path specified in this property is invalid, the wizard generates a path to the destination directory in the **c:\Program Files\GCTI***Product Name* format.
If necessary, do one of the following:

  • Click **Browse** to select another destination folder. In this case, the wizard will update the Application object's **Working Directory** property in the Configuration Database.

  • Click **Default** to reinstate the path specified in the **Working Directory** property.

  Click **Next** to proceed.

j. On the **Ready to Install** page, click:

  • **Back** to update any installation information.

  • **Install** to proceed with the installation.

k. On the **Installation Complete** page, click **Finish**.

As a result of the installation, the wizard adds Application icons to the:

• Windows **Start** menu, under **Programs > Genesys Solutions > Management Layer**.

• Windows **Add or Remove Programs** window, as a Genesys server.

• Windows **Services** list, as a Genesys service, with Automatic startup type.

Solution Control Server Utilities

Solution Control Server includes four utilities:

• **ccgs.pl**-Graceful Call Center T-Servers stop script.

• **gstuckcalls** utility and Stuck Calls detection and deletion scripts-To handle T-Server stuck calls and raise alarms.

• **logmsg** utility-To send log messages on behalf of applications.

• **mlcmd** utility-To send and receive information to and from Solution Control Server.

Staring with SCS 8.5.100.42 release, the following utilities are not installed by default with the SCS installation package: **mlcmd**, **logmsg**, **gstuckcalls**, scripts for **gstuckcalls**, and SNMP utilities and scripts. You can install them separately by following the instructions below.

Installing SCS Utilities On UNIX

1. On the Management Framework 8.1 product CD in the appropriate directory under

management_layer/solution_control_server/*operating_system*
locate a shell script called **install.sh**.

2. Type the file name at the command prompt, and press **Enter**.

3. Type y to specify that you want to install only the utilities, and press **Enter**.

4. Enter the full path of the directory in which you want to install the utilities, for example, **/opt/genesys/scsutil**, and press **Enter**. The installation displays the list of files being extracted and copied to the destination directory.

5. Enter the bit version of the system on which you are installing the utilities, either 32 or 64, and press **Enter**.

Installing SCS Utilities On Windows

1. On the Management Framework 8.1 product CD in the appropriate directory in:
   management_layer\solution_control_server\windows
   locate and double-click **setup.exe** to start the Genesys Installation Wizard.

2. On the wizard's **Welcome** page, click **Next** to start the installation.

3. On the **Solution Control Server Installation Mode** page, select **Solution Control Server Utilities**, and then click **Next**.

4. On the **Choose Destination Location** page, do one of the following to specify the directory where the utilities will be installed:

   • Click **Next** to accept the default directory.

   • Specify a different path and directory by entering it in the text box or using the **Browse** button. If necessary, use the **Default** button to reinstate the original default. Click **Next** to proceed.

5. On the **Ready to Install** page, click:

   • **Back** to update any installation information.

   • **Install** to proceed with the installation.

6. On the **Installation Complete** page, click **Finish**.

Configuring ADDP between primary and backup Solution Control Server

Advanced Disconnection Detection Protocol (ADDP) is enabled automatically between the primary and backup Solution Control Servers (SCS). By default, the backup SCS generates polling message to the primary SCS. If the backup SCS does not receive a response message from the primary SCS within this interval, the backup SCS sends one more polling message. A lack of response to this polling message from the primary SCS within the same time period is interpreted as a loss of connection. For more information about ADDP, see Advanced Disconnection Detection Protocol.

If you want to change the ADDP timeout between the primary and backup SCS, configure the **addp-timeout** option on the Host object of the primary SCS. The value configured in the primary SCS host is reduced by 2 to take the value of addp time between SCS primary and SCS backup. If you also want to enable primary SCS polling messages to the backup SCS, configure the **addp-remote-timeout** option. Both of these options are set in the annex of the Host object configured for the system on which the primary SCS runs. The default value of **addp-timeout** is 7 and for **addp-remote-timeout**/**addp-trace**, it is off. For detailed instructions on these options, refer to the Framework Configuration Options Reference Manual.

To avoid false disconnect states that might occur because of delays in the data network, Genesys recommends setting the ADDP timeouts to values equal to or greater than 10 seconds. Also, set the same options in the SCS backup host as well.