# Genesys Administrator Extension Help

## System Dashboard

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# System Dashboard

The System Dashboard helps you to monitor your contact center. It shows a high-level summary of the current operations of your environment, which includes:

- Active Alarms—A summary of active alarms.
- Hosts—A summary of the hosts in your environment, and their status.
- Applications—A summary of the applications in your environment, and their status.
- Solutions—a summary of the solutions in your environment, and their status.

> **Important**
>
> - Dashboards are not supported if you are using Internet Explorer 8 or earlier.
> - GAX must have a connection to Solution Control Server (SCS) for the System Dashboard to function. See the Add SCS Connection section in the Genesys Administrator Extension Deployment Guide for more information.

Click on a tab below to learn more.

## Alarms

The Alarms widget shows a list of active Critical, Major and Minor alarms in the system, sorted by priority. The widget updates automatically when a new alarm is activated.

> **Important**
>
> An active alarm is visible only if you have access to the application which generated the alarm.

Click the contextual menu (three vertical dots) in the header of the widget to access options specific to this widget. These include:

- **Expand to Tab**—Expand this widget into a maximized tab to show more information and options.
- **Edit**—Edit the name of this widget.

> **Important**
> For Genesys Administrator Extension to monitor the system, Management Layer components must be deployed in the system, and Genesys Administrator Extension must be deployed with connections to the Solution Control Server. For detailed instructions, see the Management Framework Deployment Guide.

Each Alarm in the list displays one of the following status:

- Critical
- Major
- Minor
- Unknown

Click **Expand to Tab** to change this widget into a tab. In the Alarms tab, you can perform the following action:

### [+] Click to show section

#### Procedure: Clearing Alarms

##### Prerequisites

You are using the Alarms tab. If you are using the Alarms widget, click the contextual menu (three dots) and select **Expand to Tab**.

##### Steps

1. In the Alarms tab, select the check box beside the Alarm(s) that you want to clear.
2. Click **More** and select **Clear**.

## Troubleshooting Alarms Viewing

If an event that is configured to generate an alarm does not result in an alarm, verify that:

- The corresponding Alarm Condition is configured correctly.
- The corresponding log event was generated. To verify this, check whether the log event appears in a local text file.

- The Application that generates the event is configured to send its log to a network Message Server.
- The network log output of the given Application is set to Interaction or Trace if the event is reported at either Interaction or Trace log-output level.
- Message Server is receiving log events that the given Application generated. Check the Message Server log.
- Solution Control Server is connected to Message Server.
- Solution Control Server receives alarm messages from Message Server. Check the Solution Control Server log.
- Genesys Administrator Extension is properly connected to Solution Control Server.

## Applications

The Applications widget shows a list of the Applications in the system. Applications with a status of **Unknown** are shown at the top of the list. This widget updates automatically when the status of an Application changes. Click the contextual menu (three vertical dots) in the header of the widget to access options specific to this widget. These include:

- **Expand to Tab**—Expand this widget into a maximized tab to show more information and options.
- **Edit**—Edit the name of this widget.

### Each Application in the list has a status, which is one of the following:

### [+] Click to show section

| Status Name | Description |
|---|---|
| Initializing | Indicates that an application is performing the initialization steps, which involve:<br>• Starting the application.<br>• Reading configuration data from the Configuration Database.<br>• Checking this data for integrity and completeness.<br>• Establishing connections with all the resources according to the given configuration data.<br>At this stage, the application is connected to the LCA (Local Control Agent) running on its host, but it is not ready to provide the service (for example, to accept client connections). |
| Started | Assigned from the moment an application is completely initialized; that is, when the application:<br>• Has read and checked its configuration.<br>• Has established connections with all the |

| Status Name | Description |
|---|---|
| | required resources.<br>• Is ready to provide its service.<br>• Is connected to the LCA running on its host.<br>This status does not necessarily mean that the application is performing its function. To start working, some applications may require additional solution-specific control operations through their user interfaces. For information, refer to solution-specific documentation. |
| Service Unavailable | Indicates that, although an application is running, it cannot provide the service, for some internal reason. |
| Start Pending | The application is being activated. Solution Control Server (SCS) has executed the Startup command, but the application has not yet connected to the LCA on its host. This status exists only for the interval between the command to start the application and the LCA report that the application is being connected. |
| Stopped | Indicates that an application is installed and configured in the system, but it has not started. In other words, the application either has not been activated or has terminated unexpectedly. |
| Stop Pending | The application is being shut down. The application has accepted the Stop command from SCS, but it has not yet disconnected from the LCA on its host. This status exists only for the interval between the instruction to stop the application and its actual termination. Typically, the Pending stage involves some application-specific wrap-up functions, closing of all open connections, termination, and detection of the termination by LCA. |
| Suspended | Indicates that an application has received a request to shut down gracefully, has stopped accepting new client connections, and has finished processing all current connections and requests. |
| Suspending | Indicates that an application has received a request to shut down gracefully and has stopped accepting new client connections and requests. It is still processing current connections and requests. |
| Unknown | Indicates that the Management Layer cannot provide reliable information about the current application status. In other words, SCS is not connected to the LCA on the host where the application is configured to run. This status does not necessarily mean that the application cannot perform its function.<br>Important<br>All GUI desktop applications are displayed with a |

| Status Name | Description |
| --- | --- |
| | status of Unknown. |

Click **Expand to Tab** to change this widget into a tab. In the Applications tab, you can perform the following actions:

### Start

### [+] Click to show section

> **Warning**
>
> - Application startup through Genesys Administrator Extension does not necessarily mean that the Application immediately starts performing its function. Applications are components of higher-level structures called Solutions, and most of them function normally only as part of the Solutions to which they belong. Genesys recommends that you activate single Applications only for maintenance purposes or during online upgrades. In normal production mode, always start a complete Solution.
> - You cannot start or stop an Application of the Database Access Point type.

## Procedure: Starting an Application

### Prerequisites

You are using the Applications tab. If you are using the Applications widget, click the contextual menu (three dots) and select **Expand to Tab**.

### Steps

1. In the Applications tab, select the check box beside the Application(s) that you want to start.
2. Click **More** and select **Start**.

Genesys Administrator Extension notifies Solution Control Server, which uses Local Control Agent to activate the Application remotely.

Application startup takes some time, depending on:

- The amount of configuration data the Application must read from the Configuration Database.

- The amount of time it takes to check data integrity and completeness.
- The number of network connections the Application must set up to other system resources.

While an Application is being initialized, its status changes from Stopped to Pending. When the Application starts, its status changes from Pending to Running.

In some scenarios, an Application might depend on internal and/or external components to perform their functions. In these cases, the Application status may change as follows:

- From Stopped to Pending to Initializing and, possibly, to Service Unavailable.
- From either Initializing or Service Unavailable to Started only after all the internal and external components are ready.

Genesys Administrator reports a successful start of an Application only if the Application has reported either Started or Service Unavailable status within the configured timeout period.

> **Important**
>
> - You can start an Application only if its current status is Stopped.
> - You can start an Application only if you have Execute permission for the Application configuration object.
> - If you install an Application as a Service, it will be started as a Service.

### Stop

**[+] Click to show section**

> **Warning**
>
> Stopping an Application can cause the stoppage of some or all of the running Solutions to which the Application belongs.

This action is similar to the **Graceful Stop** command in Genesys Administrator. When you stop an Application, the Application stops accepting new requests and finishes processing the requests in its queue.

You can stop an Application only if:

- Its current status is Started, Service Unavailable, or Pending. You cannot stop an Application gracefully if its status is Suspending or Suspended.
- You have Execute permission for the Application object.

## Procedure: Stopping an Application

### Prerequisites

You are using the Applications tab. If you are using the Applications widget, click the contextual menu (three dots) and select **Expand to Tab**.

### Steps

1. In the Applications tab, select the check box beside the Application(s) that you want to stop.
2. Click **More** and select **Stop**.

Genesys Administrator Extension notifies Solution Control Server, which uses Local Control Agent to terminate the Application remotely.

### Support of Graceful Shutdown

If you are not sure if an Application supports graceful shutdown, you can use the configuration option **suspending-wait-timeout** to configure a timeout. Doing so will ensure that the Application shuts down gracefully if it supports graceful shutdown; otherwise, it will be stopped ungracefully. Refer to the *Framework Configuration Options Reference Manual* for more information about this configuration option.

### Force Stop

**[+] Click to show section**

> **Warning**
> Stopping an Application can cause the stoppage of some or all of the running Solutions to which the Application belongs.

When you stop an Application abruptly (ungracefully), the Application immediately stops processing all requests, both new and current. You can only stop an Application if:

- Its current status is Started, Service Unavailable, Pending, Suspending, or Suspended.
- You have Execute permission for the Application.

## Procedure: Using Force Stop on an Application

### Prerequisites

You are using the Applications tab. If you are using the Applications widget, click the contextual menu (three dots) and select **Expand to Tab**.

### Steps

1. In the Applications tab, select the check box beside the Application(s) that you want to stop.
2. Click **More** and select **Force Stop**.

Genesys Administrator Extension notifies Solution Control Server, which uses Local Control Agent to terminate the Application remotely.

## Switch Mode

### [+] Click to show section

This action manually switches over from a Backup object to a Primary object.

To perform a manual switchover, you must:

- Have an appropriate license for the Management Layer to provide switchover. If no license is present, this option is disabled.
- Have Execute permission for that Application.

> **Important**
>
> Manual switchover is not be possible for Applications of the following types:
>
> - Configuration Server
> - Database Server
> - Database Access Point
> - Solution Control Server

## Procedure: Using Switch Mode on an Application

### Prerequisites

You are using the Applications tab. If you are using the Applications widget, click the contextual menu (three dots) and select **Expand to Tab**.

### Steps

1. In the Applications tab, select the check box beside the Application(s) you want to manually switch from Backup to Primary.
2. Click **More** and select **Switch Mode**.

> **Tip**
> You can also start and stop applications by clicking on the status name in the Applications tab. For example, if an application has a status of **Started** and you click the status name, the application attempts to stop. Likewise, if an application has a status of **Stopped** and you click the status name, the application attempts to start.

# Hosts

The Hosts widget shows a list of Hosts in your environment. This list updates automatically when the status of a Host changes. Click the contextual menu (three vertical dots) in the header of the widget to access options specific to this widget. These include:

- **Expand to Tab**—Expand this widget into a maximized tab to show more information and options.
- **Edit**—Edit the name of this widget.

## Each Host in the list has a status, which is one of the following:

### [+] Click to show section

| Status Name | Description |
|---|---|
| Up | Indicates that Solution Control Server (SCS) has successfully connected to Local Control Agent (LCA) running on the given host and that it, therefore, can control and monitor all applications located on this host. |
| Down | Indicates that SCS cannot connect to LCA running |

| Status Name | Description |
|---|---|
| | on the given host, or that it has lost a previously established connection. This status indicates one of the following:<br>• LCA has not started on the given host, has terminated, or has stopped responding.<br>• LCA is not configured correctly in the Configuration Database.<br>If you cannot identify a problem, refer to the Management Layer Troubleshooter in *Framework Solution Control Interface Help* for assistance. |
| Unavailable | Indicates that SCS cannot connect to LCA running on the given host, or that it has lost a previously established connection because the host is not started or has failed. |
| Unreachable | Indicates that SCS cannot connect to LCA running on the given host, or that it has lost a previously established connection because of a network connectivity problem between SCS and the host. Specifically, there is no route to the host. |
| Unknown | Indicates one of two situations:<br>• In a Distributed SCS configuration, the SCS to which Genesys Administrator is connected cannot connect to, or has lost a previously established connection with, another distributed SCS that is assigned to the given host.<br>• Genesys Administrator Extension cannot connect to, or has lost its connection with, SCS on the given host. In this case, Genesys Administrator Extension will show all hosts with a Unknown status. |

Click **Expand to Tab** to change this widget into a tab. In the Hosts tab, you can perform the following action:

### View Host Statistics

## [+] Click to show section

Click the graph icon beside a Host to view statistics about that Host. In the **Host Information** window, you can view information in the following tabs:

- **Hosts**
- **Processes**

- **Services**
- **Charts**

### Hosts

The Host tab displays information about CPU and memory usage in tabular format. Real-time information for each CPU is broken down as follows:

- **User Time (%)**
- **Kernel Time (%)**
- **Non-Idle Time (%)**

The tab also displays basic real-time memory information, in kilobytes:

- **Used Virtual Memory**
- **Total Virtual Memory**

### Processes

The Processes tab displays all processes running on the host. For each process, the Processes tab displays the following:

- **Name**
- **PID** (process identifier)
- **CPU Usage (%)**
- **Mem Usage (MB)**
- **Priority**

### Services

> **Important**
>
> This tab is only displayed for Windows-based hosts.

The Services tab displays programs installed to run as Windows Services on the selected host. This tab only displays information about host computers running a Genesys-supported Windows operating system.

For each service, the Services tab indicates:

- **Name**—the actual name of the program installed as a Windows Service.
- **Display Name**—the service name of the program, as it appears in the Services window.
- **State**—the current state of the service.

- **Win32 Exit Code**—the error code reported for an error occurring during a service startup or shutdown.
- **Svc Exit Code**—the service-specific error code reported for an error occurring during a service startup or shutdown.
- **Checkpoint**—the operation progress indicator that the service uses during a lengthy operation.
- **Wait Hint**—the interval, in milliseconds, during which the current operational step should be completed.

See the documentation for your Microsoft Windows operating system for more information.

### Charts

The Charts tab displays a graph of memory and processor usage on the host.

## Solutions

The Solutions widget shows a list of Solutions in your environment. This list updates automatically when the status of a Solution changes. Click the contextual menu (three vertical dots) in the header of the widget to access options specific to this widget. These include:

- **Expand to Tab**—Expand this widget into a maximized tab to show more information and options.
- **Edit**—Edit the name of this widget.

### Each Solution in the list has a status, which is one of the following:

**[+] Click to show section**

| Status Name | Description |
|---|---|
| Start Pending | Indicates that a request to start the solution was sent by SCS, but there are some applications that still need to be started in the solution. |
| Started | Indicates that a solution is ready to perform its major function; that is, all mandatory solution components have reported Started status.<br>This status does not necessarily mean that the solution is actually performing its function. To start working, some solutions might require additional solution-specific control operations through their user interfaces. For information, refer to solution-specific documentation. |
| Stop Pending | Indicates that a request to stop the solution was sent by SCS, but there are some applications that still need to be stopped in the solution. |
| Stopped | Indicates that one or more of the solution's mandatory components do not have Started status; therefore, the solution cannot perform its function. Stopped status can indicate that a solution either has not been activated, or has failed because one of its mandatory components is unavailable. |

| Status Name | Description |
| --- | --- |
| Unknown | Indicates that the Management Layer cannot provide reliable information about the solution status. This status does not necessarily mean that the solution is unable to perform its function. |

Click **Expand to Tab** to change this widget into a tab. In the Solutions tab, you can perform the following actions:

### Start

### [+] Click to show section

> **Important**
>
> You can start a Solution of type Default Solution Type or Framework from Genesys Administrator Extension only if the Solution was created using a Solution Wizard.

## Procedure: Starting a Solution

### Prerequisites

You are using the Solutions tab. If you are using the Solutions widget, click the contextual menu (three dots) and select **Expand to Tab**.

### Steps

1. In the Solutions widget, select the check box beside the Solution(s) that you want to start.
2. Click **More** and select **Start**.

Genesys Administrator Extension sends the Startup command for each Solution to Solution Control Server (SCS). SCS starts Solutions in the order in which it reads their configuration from Configuration Server and processes each Startup command as it would for a Solution that was started individually.

> **Important**
>
> Complete Solution startup can take some time. The amount of time varies, depending on the number and location of Solution components and the time required to initialize

each component.

SCS checks the status of all the Solution's mandatory components that are configured to be controlled by the Management Layer.

Genesys Administrator Extension reports the successful start of a Solution after all these components have reported a status of Started within the configured timeout. When the Solution starts, its status changes from Stopped to Started.

### Important

- You can start a Solution only if you have Execute permission for the Solution configuration object in the Configuration Layer.
- Because a number of Solutions can share the same applications, some Solution components may have a status of Started before you start the Solution.
- In redundant configurations, both primary and backup Solution components start simultaneously; they are assigned runtime redundancy modes according to their configuration.

## Stop

**[+] Click to show section**

### Important

You can stop a Solution of Default Solution Type or Framework from Genesys Administrator Extension only if the Solution was created using a Solution Wizard.

This action is similar to the **Graceful Stop** command in Genesys Administrator. When you stop a Solution gracefully, all of the Applications making up the Solution stop accepting new requests and finish processing those requests that each currently has in its queue.

You can stop a Solution gracefully only if you have Execute permission for the Solution object.

### Procedure: Using Stop on a Solution

### Prerequisites

You are using the Solutions tab. If you are using the Solutions widget, click the contextual menu (three dots) and select **Expand to Tab**.

### Steps

1. In the Solutions widget, select the check box beside the Solution(s) that you want to stop.
2. Click **More** and select **Stop**.

Genesys Administrator sends the Stop command for each Solution to Solution Control Server (SCS). SCS uses Local Control Agents (LCA) to deactivate the Solution components in the reverse order from the component-startup order. (The component-startup order is defined in the Solution configuration object.)

> **Important**
>
> - Because a number of Solutions can share the same Applications, some Solution components may continue to have a status of Started after you stop the Solution, whether gracefully or ungracefully.
> - In redundant configurations, both primary and backup Solution components stop simultaneously.

## Force Stop

**[+] Click to show section**

> **Important**
>
> You can stop a Solution of type Default Solution Type or Framework from Genesys Administrator Extension only if the Solution was created using a Solution Wizard.

When you stop a Solution ungracefully, the Solution stops abruptly, and all of its composite applications immediately stop processing, both new and current.

You can stop a Solution in this way only if you have Execute permission for the Solution object.

## Procedure: Using Force Stop on a Solution

### Prerequisites

You are using the Solutions tab. If you are using the Solutions widget, click the contextual menu (three dots) and select **Expand to Tab**.

### Steps

1. In the Solutions widget, select the check box beside the Solution(s) that you want to stop.
2. Click **More** and select **Force Stop**.

Genesys Administrator Extension sends the Stop command for each Solution to SCS, which uses Local Control Agents (LCA) to deactivate the Solution components in reverse order from the component startup. (The component-startup order is defined in the Solution configuration object.)

### Important

*Because a number of Solutions can share the same applications, some Solution components may continue to have a status of Started after you stop the Solution, whether gracefully or ungracefully.

- In redundant configurations, both primary and backup Solution components stop simultaneously.

### Tip

You can also start and stop solutions by clicking on the status name in the Solutions tab. For example, if a solution has a status of **Started** and you click the status name, the solution attempts to stop. Likewise, if a solution has a status of **Stopped** and you click the status name, the solution attempts to start.