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# Genesys Administrator Extension Deployment Guide

Tomcat Issues

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# Tomcat Issues

If you encounter problems with your Tomcat host, you can try the following to determine and resolve the problem:

- From the Tomcat host, ping Configuration Server and Solution Control Server by name and by IP address.
- From Solution Control Server, ping the Tomcat Host by name and by IP address.
- From Solution Control Server, telnet to the Tomcat host on all ports, disabling SELinux or any firewalls if necessary.
- A dedicated Tomcat startup script for Genesys Administrator Extension sets the environment variable **GAX\_CMD\_LINE\_ARGS**. To check if this variable has been created correctly, use **gax\_startup.sh** and pass parameters using the command line, or use Solution Control Interface or Genesys Administrator.
- Check that Database Access Points are configured and connected.
- Check that the **ojdbc6.jar** file (for Oracle) or **jttda-**<version>**.jar** file (Microsoft SQL Server) has been copied into the Tomcat **lib** directory.
- Check that gzip compression is enabled in Tomcat for responses.

## Ports in Use

The table below shows the typical ports used in a Genesys environment.

**Typical Ports Used**

Port	Description
22	Remote shell (ssh) connections
80	Webserver; can only be used by Tomcat if it is started from the root.
8080	Web server; any user starting Tomcat may use this
1521	Oracle database connections
1433	Microsoft SQL Server
4999	Local Control Agent
5000	Genesys Deployment Agent (GDA) <b>Note:</b> Starting from Local Control Agent 8.5.100.31, Genesys Deployment Agent (GDA) is no longer installed and supported as part of Management Framework and therefore all functionality using GDA (including the installation of IPs) is deprecated.