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Genesys Info Mart Operations Guide

Managing Genesys Info Mart

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Managing Genesys Info Mart

This page describes the various tools and methods you can use for starting, stopping, and monitoring the Genesys Info Mart Server.

Starting and stopping Genesys Info Mart Server

You can start and shut down Genesys Info Mart Server by using the Management Layer, a startup file, a manual procedure, or Services Manager.

Specifically, you can start and stop Genesys Info Mart Server:

- From the Genesys Solution Control Interface (SCI)
- Manually on Windows:
 - (For starting only) From the **Start** menu
 - From the console window
 - As a Windows Service
- Manually on UNIX:
 - From the console window
 - (For stopping only) From the command line

Important

When Genesys Info Mart is installed on the Windows platform, it is installed as a Windows service. The startup type for the Windows service is Automatic. If the machine is restarted, the Windows service automatically launches Genesys Info Mart.

The startup methods usually require command-line parameters that are common to most Genesys server applications, as well as an executable file name.

For detailed information about starting and stopping the Genesys Info Mart Server, including information about the command-line parameters that Genesys Info Mart supports, see [Starting and Stopping Genesys Info Mart Server](#) in the *Genesys Info Mart Deployment Guide*.

Viewing Software Release Information

You can determine the Genesys Info Mart release number and build, the Info Mart database schema version, and the corresponding minimum required ICON release, by entering the option `-v` with the command normally used to start or stop Genesys Info Mart Server. For detailed information about the command-line parameters that Genesys Info Mart supports, see [Starting and Stopping Genesys Info](#)

Mart Server in the *Genesys Info Mart Deployment Guide*.

Viewing Genesys Info Mart Server Status

You can use SCI to monitor the status of Genesys Info Mart Server.

- When you start Genesys Info Mart Server by using SCI, the Genesys Info Mart application status reflects the status of the Genesys Info Mart Server itself, and not the status of any jobs. In other words, the STARTED status that is reported by Solution Control Server (SCS) indicates that Genesys Info Mart Server is operational, but it does not indicate whether jobs are currently running or whether a job has failed.
- When you stop Genesys Info Mart Server by using SCI, the server shuts down all currently running jobs and terminates gracefully. The STOPPED status that is reported by SCS indicates that Genesys Info Mart Server has stopped, but it does not indicate the status of jobs.

Viewing job status

To learn the job status, you can:

- Use Genesys Info Mart Manager. For more information about using Genesys Info Mart Manager to monitor Genesys Info Mart jobs, see [Managing Jobs with Genesys Info Mart Manager](#).
- View the job status in the ADMIN_ETL_JOB_HISTORY and ADMIN_ETL_JOB_STATUS database views.
- Check the logs (for example, in the Centralized Log Database) for the job status messages.

Connecting to Configuration Server

Genesys Info Mart Server keeps an active connection to Configuration Server. This enables it to receive notification of any configuration changes that affect its operation. The Genesys Info Mart Server adjusts to any dynamic changes to the configuration options in the corresponding Genesys Info Mart Server Application object. Configuration changes that affect the operation of a currently running job take effect the next time the job starts.

If Genesys Info Mart Server cannot connect to Configuration Server on startup, it reads the values of configuration options previously stored in a local file and re-attempts to make a connection every 30 seconds.

Important

When the Genesys Info Mart Server cannot connect to Configuration Server because the Genesys Info Mart application in SCI is already connected, the Genesys Info Mart Server exits immediately. This situation may occur when the Genesys Info Mart Server is currently running and an attempt is made to start it from another location.

If the Genesys Info Mart Server is able to connect to Configuration Server, it retrieves the backup Configuration Server information from the **Server Info** tab. If Genesys Info Mart Server later loses its connection to Configuration Server, Genesys Info Mart Server repeats the following process until a connection is established. Genesys Info Mart Server:

1. Attempts to connect to Configuration Server.
2. Attempts to connect to the backup Configuration Server, if configured.
3. Waits 30 seconds, the time specified for the reconnection timeout.