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Genesys Mobile Services Deployment Guide

Starting and Stopping GMS

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Starting and Stopping GMS

Overview

You can start and stop Genesys Mobile Services in the following ways:

Objective	Related procedures and actions
Using Solution Control Interface (SCI)	Complete the following procedure:  Starting and Stopping GMS Using Solution Control Interface
Using Genesys Administrator	Complete the following procedure:  Starting and Stopping GMS Using Genesys Administrator

Starting and Stopping GMS Applications Using Solution Control Interface

Prerequisites

- Genesys Mobile Services is installed.

Start

1. From the Applications view in SCI, select Genesys Mobile Services Application object on the list pane.
2. Click the appropriate button (Start, Stop, or Stop Gracefully) on the toolbar, or select that command from either the Action menu or the shortcut menu. (Right-clicking your Application object displays the shortcut menu.)
3. Click Yes in the confirmation box that appears. Your application obeys the command that you selected.

End

For information about how to use SCI, refer to [Framework Solution Control Interface Help](#).

Starting and Stopping GMS Applications Using Genesys Administrator

Prerequisites

- Genesys Mobile Services is installed.

Start

1. Log in to Genesys Administrator.
2. On the Provisioning tab, select Environment > Applications.
3. Select the GMS Application.
4. Right-click the application, and then select the appropriate command from the drop-down menu. These three choices apply:
 - Start applications
 - Stop applications
 - Stop applications gracefully

End

Configuring a Delay for Graceful Shutdown

When you select a graceful shutdown, the Solution Control Server (SCS) sends a suspend message to GMS, so that GMS sets itself to OFFLINE. Load Balancer will no longer send requests to this GMS. After a configurable delay, SCS sends a STOP signal, and the GMS will stop. To configure this delay:

Start

1. In Configuration Manager, select the GMS Application.
2. On the *Annex* tab, *sml* section, set the suspending-wait-timeout to the desired value:
 - Default Value: 10
 - Valid Values: 5-600

For additional information about this option, see [suspending-wait-timeout](#) in the Common Configuration Options Reference.

End

Creating GMS Related Alarms

The following alarms can be raised by Genesys Mobile Services based on system status/configuration:

- Resources Configuration Alarm (EventId 2000): This alarm is raised by GMS when the server detects a problem on resources configuration (Duplicated DN on same/different Groups)
- No more resources Alarm (EventId 2001): This alarm is raised by GMS when no more resources are available in GMS (LOCAL or CLUSTER strategy).

- `web_port` option Alarm (EventId 2002): This alarm is raised by GMS when the `web_port` option is not equal to the jetty HTTP port.

To create Alarms, refer to [Creating the SCS Alarm Conditions](#).