Service Management UI Help

Get and Basic Get

12/17/2025

Get and Basic Get

Type: **builtin**

This is a *get* service that returns node information. You can use the *get* service (with the associated Service Template) to isolate a GMS node based on GMS status. This service has the following characteristics:
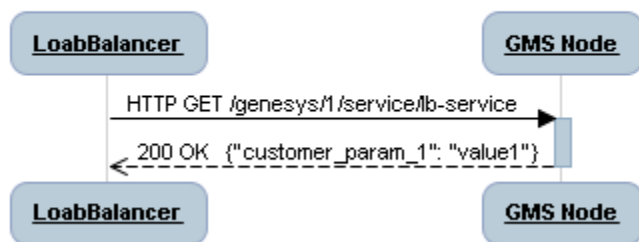
- It returns an HTTP response code of either 200 OK or 503 Service Unavailable, by default.

- For 200 OK responses, it also returns all options specified in the configuration.

You can create a service of this type in your environment, and configure your load balancer to use the service as the health check. To take a node out of service (for load balancing purposes and based on your load balancer settings), simply configure the service to return the required HTTP code (503, 404, and so on).
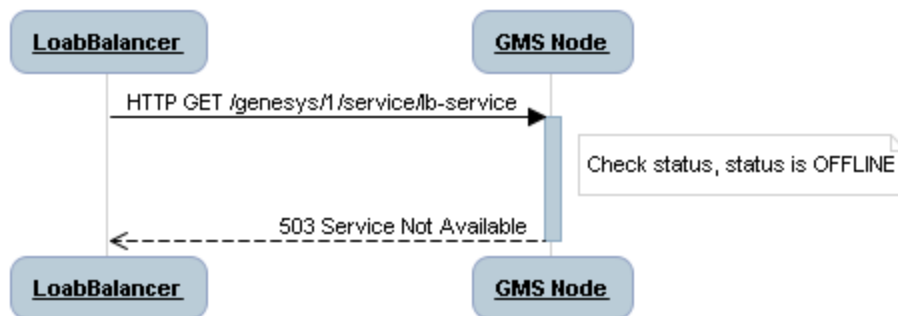
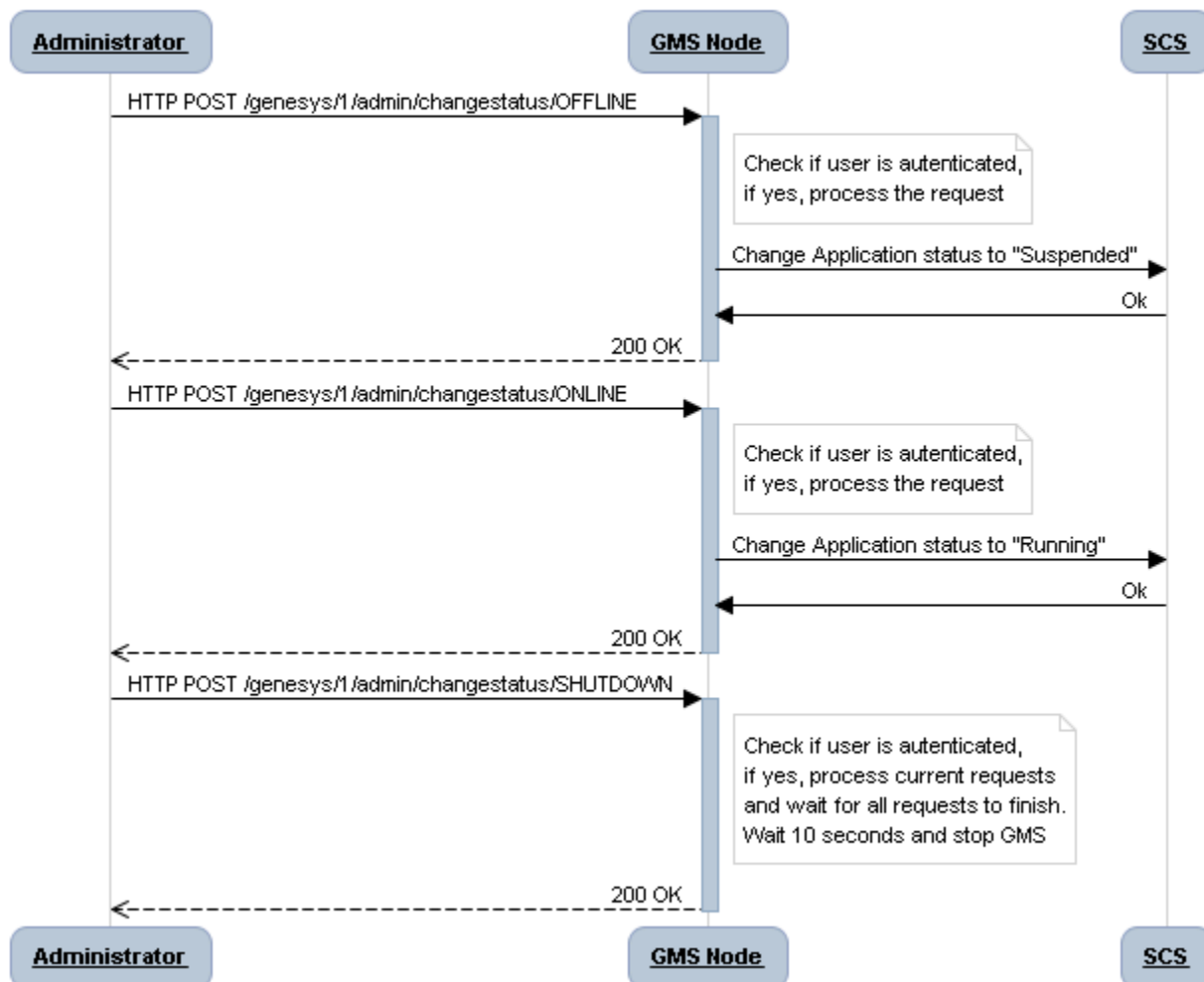## Sequence Diagrams

[+] Show diagrams

Health Check (GMS is offline)

LoabBalancer   **GMS Node**

HTTP GET /genesys/1/service/lb-service →

Check status, status is OFFLINE

← 503 Service Not Available

LoabBalancer   **GMS Node**

Change GMS status

Administrator   **GMS Node**   **SCS**

HTTP POST /genesys/1/admin/changestatus/OFFLINE →

Check if user is autenticated, if yes, process the request

Change Application status to "Suspended" →

← Ok

← 200 OK

HTTP POST /genesys/1/admin/changestatus/ONLINE →

Check if user is autenticated, if yes, process the request

Change Application status to "Running" →

← Ok

← 200 OK

HTTP POST /genesys/1/admin/changestatus/SHUTDOWN →

Check if user is autenticated, if yes, process current requests and wait for all requests to finish. Wait 10 seconds and stop GMS

← 200 OK

Administrator   **GMS Node**   **SCS**

Upload and Configure the Get Service

Using the Service Templates Interface, load the Get Service service template, and configure the Get service.

The Mobile Engagement UI provides the following attributes:

Option	Description
_service = **get**	- For Genesys Mobile Services-based services: The name of the matching service. - For Orchestration Server-based services: The URL of the service's SCXML application. - Other SCXML Callback services: The URL of the service's SCXML callback application. In that case, you must set _service_type to callback.
_type = **builtin**	- For Genesys Mobile Services-based services: builtin - For Orchestration Server-based services: ors
_online_code	HTTP code to return when GMS is ONLINE.
_offline_code	HTTP code to return when GMS is OFFLINE.

You can also add any custom values as key-value pairs by clicking **Add New** in your Get service. These custom values will be returned in the service responses.

Warning

Do not use a leading underscore with the custom parameters (for example, _my_custom_key). Custom parameters with leading underscores will not be returned in responses from the service.

Get API

Enable / Disable Node

Enables changing the GMS node status:

- ONLINE: GMS is OK to process requests.
- OFFLINE: GMS is running, accepts requests, but Load Balancer will be aware that it will need to remove this GMS from the active GMS list (for future maintenance). The Application in Solution Control Interface (SCI) will appear as Suspended.
- SHUTDOWN: GMS shuts down.

> ### Important
> The following two URLs are protected by Basic Authentication:
> - POST http://127.0.0.1:8080/genesys/1/admin/node/changestatus/OFFLINE
> - POST http://127.0.0.1:8080/genesys/1/admin/node/changestatus/ONLINE

Operation

Method	POST		
URL	/genesys/1/admin/node/changestatus/{status}		
Parameter	Type	Mandatory	Description
URI Parameters			
status	string	mandatory	ONLINE, OFFLINE, SHUTDOWN

Response

HTTP code	200
HTTP message	OK

Get Node Status

Operation

Method	GET		
URL	/genesys/1/service/{serviceName}		
Parameter	Type	Mandatory	Description
URI Parameters			
serviceName	string	mandatory	Name of the builtin "GET" service defined in Service Management UI.

Response

HTTP code	200
HTTP message	OK
Body	A JSON object with list of defined parameters

Example

To perform this request, you must first create a service of type Get in the Admin UI, called LoadBalancer-checker.

```
GET http://127.0.0.1:8080/genesys/1/service/LoadBalancer-checker HTTP/1.1
Accept-Encoding: gzip,deflate
gms_user: dd
Host: 127.0.0.1:8080
Connection: Keep-Alive
User-Agent: Apache-HttpClient/4.1.1 (java 1.5)
```

Response in case of GMS being online:

```
HTTP/1.1 200 OK
Date: Tue, 12 Nov 2013 15:38:55 GMT
```

```
Pragma: no-cache
Cache-Control: no-cache
Cache-Control: no-store
Content-Type: application/json;charset=UTF-8
Content-Type: application/json;charset=UTF-8
Transfer-Encoding: chunked
{"custom_parameter_1":"value1","custom_parameter_2":"value2"}
```

Basic Get Service

This is a *basic_get* service that returns service information. You can use the *basic_get* service to isolate a GMS service based on the Configuration Manager option. This service has the following characteristics:

- It returns an HTTP response code based on the `result` option defined in Configuration Manager. If the result is 404, a `404 error` will be thrown on the service response.

- It returns a JSON list of values defined in Configuration Manager if the value of the `result` option is 200.

Example

The following table shows an example for the **section service.basicget** service in Configuration Manager:

Option Name	Option Value	Description
_service	`basic_get`	Service name.
_type	builtin	Genesys Mobile Services-based services.
error_code	404 Not Found	HTTP error code.
result	404	HTTP response code.

Where:

Option name	Option type	Restriction on value	Description
result	String	Mandatory Valid values: 200,401,403,404,503, and so on.	A valid HTTP response code (See rfc2616). If result=200, the response body will contain a JSON list of options defined in Configuration Manager (options that do not have a leading underscore, for example, `error_code` or `result`).

Example of response:

```
[service.basic_get]
_service=basic_get
_type=builtin
error_code=200 OK
result=200
HTTP Response:

{
    "result": "200",
    "error_code": "200 OK"
}
```