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Predictive Routing Deployment and Operations Guide

Start and Stop All GPR Components

12/18/2025

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Start and Stop All GPR Components

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Start and Stop AICS

Starting and stopping AICS differs somewhat depending on whether you are running a single-server deployment or an HA deployment. Click the link for the appropriate procedure:

- [Single-server AICS](#)
- [HA AICS](#)

AICS Running on a Single Server

This section assumes that you have completed all prerequisite steps to deploy Docker and to unpack and install AICS. For instructions, see [Deploy AI Core Services on a Single Host](#).

To start the AICS application, run the following commands:

```
$ cd IP_JOP_PRR_<version_number>_ENU_linux/scripts/  
$ bash start.sh
```

The **start.sh** command does the following:

- Ensures that no previous instance of the application is running. If an instance is already running, the new start process shuts down.
- Exports all the required environment variables.
- Starts the mongodb container service.
As soon as the mongodb service is available and running, **start.sh** starts the remaining AICS containers.

To stop the AICS application, run the following commands:

```
$ cd IP_JOP_PRR_<version_number>_ENU_linux/scripts/  
$ bash stop.sh
```

The **stop.sh** command shuts down AICS, starting with the worker containers and progressing to the other containers after they have stopped.

To restart the AICS application, run the following commands:

```
$ cd IP_JOP_PRR_<version_number>_ENU_linux/scripts/  
$ bash restart.sh
```

The **restart.sh** command performs the same functions as the **stop.sh** command followed by the **start.sh** command.

AICS Running in HA Mode

This section assumes that you have completed all prerequisite steps to deploy Docker, unpack and install AICS, and import the AICS Docker images to the various nodes in the Docker Swarm cluster. For instructions, see [Deploy in High Availability Environments](#).

To start the AICS application, run the following commands:

```
$ cd IP_JOP_PRR_<version_number>_ENU_linux/ha-scripts/  
$ bash start.sh
```

The **start.sh** command does the following:

- Ensures that no previous instance of the application is running in the Docker Swarm cluster. If an instance is already running, the new start process shuts down.
- Exports all the required environment variables.
- Validates the cluster before proceeding to start the included nodes.

To stop the AICS application, run the following commands:

```
$ cd IP_JOP_PRR_<version_number>_ENU_linux/ha-scripts/  
$ bash stop.sh
```

The **stop.sh** command shuts down AICS on every node in the Docker Swarm cluster.

To restart the AICS application, run the following commands:

```
$ cd IP_JOP_PRR_<version_number>_ENU_linux/ha-scripts/  
$ bash restart.sh
```

The **restart.sh** command performs the same functions as the **stop.sh** command followed by the **start.sh** command.

Important

- The **start.sh** and **restart.sh** commands should be executed on a node inside the Docker Swarm cluster that is running the mongodb service. If you run these commands on a node without the mongodb service, it fails and generates a helpful error message.
- You can execute the **stop.sh** command on any node in the Docker Swarm cluster.

Autostart AICS

To auto-start the application cluster on server reboot add the following lines to the **/etc/rc.d/rc.local** file:

```
# Adds execution permissions to rc.local
sudo chmod u+x /etc/rc.d/rc.local

# Makes sure docker has started
sudo echo "sleep 10" >> /etc/rc.d/rc.local

# starts the containers on boot
sudo echo "bash /home/pm/IP_JOP_PRR_<version_number>_ENU_linux/scripts/start.sh" >>/etc/rc.d/rc.local
```

Restart the server and verify that the application is running.

Note: You may need to change the parameters passed to `start.sh`.

Start and Stop ASC

All Agent State Connector instances can be started and stopped from Genesys Administrator. For instructions on starting and stopping from Genesys Administrator, see the [System Dashboard](#) topic in the *Genesys Administrator Help*.

To stop ASC manually from the command line, use the appropriate one of the following procedures:

Start ASC Manually on Linux

To start ASC from the command line, open a terminal window on the host machine and enter the following commands:

```
cd <agent state="" connector="" working="" directory=""><br />./AgentStateConnector.sh -host
<host_name> -port <port_number> -app
<application_name></application_name></port_number></host_name></agent>
```

You can start the Agent State Connector by entering `./run.sh`.

Start ASC Manually on Windows

To start ASC from the command line:

- Open a terminal window on the host machine and run the **AgentStateConnector.bat** script.

To start ASC deployed on Windows host from Genesys Administrator:

- Configure on the "Server Info" tab the following parameters:
 - Command Line: `<path to="" jdk="" bin="" folder="">\java.exe</path>`
 - Command Line Arguments: `-jar agent_state_connector-<version>-jar-with-`

```
dependencies.jar -host <host_name> -port <port_number> -app  
"<application_name>"</application_name></port_number></host_name></version>
```

- Start the ASC using "Start" button on the application page.

Stop ASC Manually on Linux

If you need to stop ASC from the host using the command line, enter the following:

```
<br />ps ax | grep <asc_application_name><br />kill -9 <shell_script_pid><br />kill -9  
<pid_of_java_process_running_asc></pid_of_java_process_running_asc></shell_script_pid></asc_application_name>
```

Important

For an emergency stop, follow the same procedure given here.

Stop ASC Manually on Windows

If ASC is running as an application—not as a Windows Service—stop it using the following procedure.

- From the application's console window, press **CTRL+C**.
- From Genesys Administrator, use "Stop" button on the ASC application page.

Start and Stop Use of the Strategy Subroutines

To turn on Predictive Routing in your routing strategy:

1. Open the Predictive_Route_CfgData Transaction List object.
2. Set the **prp-mode** option to any value *except* off in all sections that define predictors, and also in the **[default-predictor]** section.

To turn off Predictive Routing in your routing strategy:

1. Open the Predictive_Route_CfgData Transaction List object.
2. Set the **prp-mode** option to off in all sections that define predictors, and also in the **[default-predictor]** section.