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Genesys Skills Management System Overview and Operations

Shutdown

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Shutdown

Shutdown is not typically necessary during day-to-day running of the Genesys Skills Management system (GSM), but if you do need to do so, follow the recommended shut down procedure described below.

If shutting down GSM, first make sure all windows clients are disconnected. Then stop the scheduled jobs, then the web sites and web services, then the scheduled jobs and finally the databases.

The suggested shut down order is:

1. Inform users not to use the system.
2. Stop the scheduled jobs.
3. Stop the Web sites and web services (using IIS).
4. Stop the databases.

Reverse this process to restart the system.

Warning

If the system is carrying out scheduling, or users are completing assessments at the time of a shutdown, there is the potential for data loss.