GENESYS™

GVP Troubleshooting Guide

Troubleshooting Fetch Issues

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1. Ensure that the resource can be fetched from a web browser on the same machine as the platform. If that fails, troubleshoot the web server.

   On Linux, you can do this by invoking the following command:

   ```
   wget ñoutput-document=<output_file> <Resource_URL>
   ```

   Where `<output_file>` is the location of the file the fetched content will be written to, and `<Resource_URL>` is the URL that you are trying to fetch.

2. Try the fetch again using the web browser and ensure that it is configured to use the Squid HTTP proxy (`127.0.0.1:3128`), and check the Squid access logs for errors. If that fails, ensure that the Squid service is running.

   On Linux, you can do this by invoking the following command:

   ```
   curl --output <output_file> --proxy 127.0.0.1:3128 <Resource_URL>
   ```

> ## Important
>
> On Linux, you can use either the `wget` command or the `curl` command for fetching. The preceding steps show each method. Step 2 applies only when troubleshooting NGI and MCP (does not apply to GVPi).