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Troubleshooting

IPv6

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Why can't my GWE servers connect to other Genesys servers through IPv6?

If this happens, you should specify an additional JVM option (system property) called **java.net.preferIPv6Addresses** in the **setenv.bat** or **setenv.sh** file.

Start

1. Navigate to the installation directory for your Frontend or Backend Server and open the **setenv.bat** file for Windows — or the **setenv.sh** file for Linux — with a text editor.
2. Find this line: `set CUSTOM_JAVA_OPTS=-javaagent:lib/ext/jamm-0.2.5.jar.`
3. Below it, add the following:
 - In the **setenv.bat** file: `set JAVA_OPTS=%JAVA_OPTS% -Djava.net.preferIPv6Addresses=true`
 - In the **setenv.sh** file: `JAVA_OPTS="${JAVA_OPTS} -Djava.net.preferIPv6Addresses=true"`
4. Save the file.

End

Note: If you plan to start Web Engagement Server as a Windows service you need to take additional steps to apply any changes in your **setenv.bat** file to the Windows service:

1. Run **server.bat remove** to remove the existing Windows service.
2. Run **server.bat install** to install the updated application as Windows service