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Troubleshooting

Genesys Web Engagement 8.1.2

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Genesys Web Engagement Troubleshooting Guide

Welcome to the *Genesys Web Engagement 8.1.2 Troubleshooting Guide*. This guide provides solutions to common problems in Genesys Web Engagement. See the summary of chapters below.

InTools

- [How do I create a new DSL event when I work with an instrumented website?](#)
- [How do I get rid of this "console" panel under the GPE DSL Editor?](#)
- [When I refresh and click Load from page I see a warning message: "InTools could not find DSL on the current page"](#)
- [InTools doesn't communicate with the current page. I don't see events in the Event Console or I see a warning message: "Unable to load DSL from current page"](#)

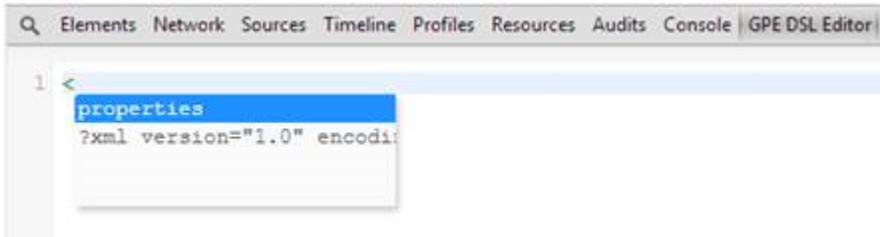
IPv6

- [Why can't my GWE servers connect to other Genesys servers through IPv6?](#)

InTools

How do I create a new DSL event when I work with an instrumented website?

You can do this by first removing the DSL in the GPE DSL Editor. Type the "<" character and choose ?xml version="1.0" encod... from the list of code complete options.



The editor display code complete options.

InTools will then create a new DSL:



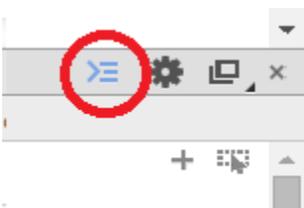
The new DSL.

You can use the same approach with DSL elements such as event, trigger, value.

How do I get rid of this "console" panel under the GPE DSL Editor?

You can hide this console by using the Esc key while InTools is in focus. This shows/hides the "console" panel.

You can also click the Hide Drawer button.



Click Hide Drawer to show/hide the "console" panel.

When I refresh and click Load from page I see a warning message: "InTools could not find DSL on the current page"

This means the DSL could not be provided before the Genesys Web Engagement script initialized. When you try to "Load from page", InTools checks that the tracking script is present on the page. If the script is absent, InTools cannot get the DSL from the page.

Try clicking Load from page again when the page is fully refreshed.

InTools doesn't communicate with the current page. I don't see events in the Event Console or I see a warning message: "Unable to load DSL from current page"

You might have detached InTools from the current window and closed it. As a result, your InTools does not connect with any page.

Try to close all opened InTools windows and reopen InTools on the current page. You can use F12 on a page that is in focus to reopen the Developer Panel with InTools.

IPv6

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