

GENESYS

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Troubleshooting

Genesys Web Engagement Troubleshooting Guide

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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.

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 - 1.1 InTools
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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?