



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Troubleshooting

## Genesys Web Engagement Troubleshooting Guide

5/9/2025

# Genesys Web Engagement Troubleshooting Guide

Welcome to the *Genesys Web Engagement 8.5.1 Troubleshooting Guide*. This guide provides solutions to common problems in Genesys Web Engagement. See the summary of chapters below.

## Contents

- [1 Genesys Web Engagement Troubleshooting Guide](#)
  - [1.1 ADDP](#)
  - [1.2 Cassandra and Elasticsearch Indexes](#)
  - [1.3 CometD](#)
  - [1.4 InTools](#)
  - [1.5 IPv6](#)
  - [1.6 Rules](#)
  - [1.7 SCXML Strategies](#)

## ADDP

- [Configure an ADDP connection to Config Server](#)

## Cassandra and Elasticsearch Indexes

- [Tune logging with Cassandra running as a Windows service](#)

## CometD

- [Tuning the CometD timeout interval to optimize chat channels for mobile device activity](#)

## 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 GWE 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?](#)

## Rules

- [Working with simultaneous events](#)
- [Prevent OutOfMemory exceptions when using multiple conditions on the same event](#)

## SCXML Strategies

- [Hosting your Engagement Logic routing strategy on another server](#)