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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 **launcher.ini** or **setenv.sh** file.

Start

1. Navigate to the installation directory for your Web Engagement Server and open the **server\launcher.ini** file for Windows — or the **server\setenv.sh** file for Linux — with a text editor.
2. For Windows:
 - Find this line: `-Djava.net.preferIPv4Stack=true` and change value of the option to `false`
 - Right after this line add new line: `-Djava.net.preferIPv6Addresses=true`
3. For Linux:
 - Find this line: `ENABLE_IPV6="false"` and set value of the option to `true`
 - Uncomment line: `IP_VERSIONS="4,6"` and specify value of the option to the `"6,4"`
4. Save the file.
5. Restart Web Engagement Server.

End