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Interaction Concentrator Deployment Guide

Starting and Stopping

12/19/2025

Starting and Stopping

You can start and shut down Interaction Concentrator components by using the Management Layer, a startup file, a manual procedure, or Services Manager.

All of these methods usually require command-line parameters for a server application as well as an executable file name. The next section describes the command-line parameters that are common to most Genesys server applications. Subsequent sections describe the startup and shutdown procedures.

For information about using the Management Layer, startup files, and Services Manager for startup, see the [Framework Deployment Guide](#).

Before Starting

Before You Start ICON

The following issues are important for you to consider before you attempt to start ICON.

Starting the cfg Role for an Oracle IDB

If the relational database management system (RDBMS) of the Interaction Database (IDB) that stores configuration-related data is Oracle, Genesys strongly recommends that you collect statistics on your IDB schema before you start the ICON instance that performs the cfg role. Collecting statistics before starting ICON significantly shortens the amount of time it takes to start up.

Tip

This applies only to the second and subsequent start-ups. The first time you start ICON in a new installation, the IDB is empty.

Verifying ICON Connections and Configuration

Before you attempt to start ICON, confirm that the connections and configuration options that have been configured for your ICON Application are correct for your deployment.

Connections

In general, do not change any connections on the Connections tab of the ICON Application during startup or runtime. Furthermore, do not disconnect from Configuration Server during startup.

- If ICON disconnects from Configuration Server during startup, ICON initialization will fail.
- If you remove or change other connections during startup, ICON might fail to initialize correctly.
- If you remove or change any connections during runtime, ICON functioning might be affected.
- You must restart Interaction Concentrator after a backup instance is configured of any application, such as OCS or T-Server, for which Interaction Concentration has a connection configured on the Connections tab. If you do not restart Interaction Concentrator, data from the affected application is not written to the database.

For more information about configuring connections, see the instructions for configuring the Connections tab in the procedure to [configure the ICON Application object](#).

Configuration Options

Do not make changes to ICON configuration options during startup. You can make changes to ICON configuration options during runtime, but in some cases you must restart ICON for the changes to take effect. For more information, see [Configuration Options](#).

Command-Line Parameters

Command-Line Parameters

The following startup command-line parameters are supported by Interaction Concentrator:

Parameter	Description
-host	The name of the host on which Configuration Server is running.
-port	The communication port that client applications must use to connect to Configuration Server.
-transport-port	The client-side port that ICON must use to connect to Configuration Server.
-transport-address	The TCP host address to be used for the transport-port.
-app	The exact name of an application as configured in the Configuration Database.
-V	The version of a component. Note that specifying this parameter does not start an application, but instead returns its version number. You can use either an uppercase letter (V) or lowercase letter (v).
-lmspath	The full path to the log messages files that an application uses to generate log events. (These files are the common file named common.lms and the application-specific file with the extension *.lms.) Use this parameter when the common and

Parameter	Description
	<p>application-specific log message files are located in a directory other than the application's working directory—for example, when the application's working directory differs from the directory to which the application was originally installed.</p> <p>Note that if the full path to the executable file is specified in the startup command line (for instance, <code>c:\gcti\multiserver.exe</code>), the path that is specified for the executable file is used to locate the *.lms files, and the value of the <code>lmspath</code> parameter is ignored.</p>

Warning

An application that does not locate its *.lms file at startup cannot generate application-specific log events and send them to Message Server.

Starting

Starting ICON

This section provides startup instructions for ICON server. You can start ICON in any of the following ways:

[+] Starting ICON with Solution Control Interface

Complete the following procedure to start ICON with Solution Control Interface (SCI).

Genesys recommends that the following applications be running before you start ICON:

- The DB Server that provides access to IDB.
- The relational database management system.
- T-Server.
- Outbound Contact Server, if ICON is configured to collect data from OCS.
- Interaction Server, if ICON is configured to collect data from Multimedia.

If you have configured ICON to store attached data, ensure that there is a proper attached data specification file in ICON's working directory. (By default, ICON uses the `ccon_adata_spec.xml` file.)

Tip

For a short period of time after starting or restarting, ICON may produce [cp:...] or FSM errors in the log. These errors occur when ICON encounters elements of interactions that it cannot resolve because the interactions were already in progress when ICON was started or restarted. You can safely ignore these errors.

For detailed instructions about starting the Genesys components on which Interaction Concentrator depends, see:

- Framework Deployment Guide
- Framework T-Server Deployment Guide for your particular T-Server type
- Framework DB Server User's Guide
- Outbound Contact Deployment Guide
- eServices Deployment Guide

1. On the list pane in the SCI Applications view, select your ICON Application object.
2. Do one of the following:
 - On the toolbar, click the Start button.
 - From the Action menu, select Start.
 - Right-click the Application object to access the shortcut menu, and then select Start.
3. In the confirmation box that appears, click **Yes**.

SCI starts your Interaction Concentrator application. You have completed all the steps necessary to start ICON using SCI.

[+] Starting ICON manually on UNIX

Complete the following procedure to start ICON manually on UNIX.

1. Go to the directory to which you have installed ICON.
2. Enter the name of the ICON executable, followed by the appropriate command-line parameters, using the following syntax:

```
./icon -host <hostname> -port <portno> -app <application>
```

Where:

 - hostname is the name of the host on which Configuration Server is running.
 - portno is the communication port that client applications must use to connect to Configuration Server.
 - application is the name of the Interaction Concentrator Application object, as defined to Configuration Server.

Important

If the host name or application name contains spaces or hyphens (-), enclose them in double quotation marks.

For example, to start ICON with command-line parameters that specify the host as cs-host, the port as 2020, and the name as ICON 03, enter the following:

```
./icon -host "cs-host" -port 2020 -app "ICON 03"
```

You have completed all the steps necessary to start ICON manually on UNIX.

[+] Starting ICON on Windows

Complete the following procedure to start ICON on Windows.

To start ICON from the Start > Programs menu, or from the console window.

1. Open a console window.
2. Go to the directory to which you installed Interaction Concentrator.
3. Enter the following command line:
icon.exe -host <hostname> -port <portno> -app <application>

Where:

- hostname is the name of the host on which Configuration Server is running.
- portno is the communication port that client applications must use to connect to Configuration Server.
- application is the name of the Interaction Concentrator Application object, as defined to Configuration Server.

Important

If the host name or application name contains spaces or hyphens (-), enclose them in double quotation marks.

For example, to start ICON with command-line parameters that specify the host as cs-host, the port as 2020, and the name as ICON 03, enter the following:

```
icon.exe -host "cs-host" -port 2020 -app "ICON 03"
```

You have completed all the steps necessary to start ICON on Windows.

[+] Starting ICON as a Windows Service

On Microsoft Windows platforms, by default, the installation process installs Interaction Concentrator as a Windows Service. If you stopped ICON from running as a Windows Service and need to start it again as a Windows Service, complete the following procedure.

1. Open the Windows Control Panel, and then double-click the **Services** icon. The **Services** dialog box opens.
2. In the **Services** list box, select your ICON service, and then click **Start**. (If you disabled Interaction Concentrator from operating as a Windows Service, the **Start** option for this application will not be available.)

You can install the Local Control Agent (LCA) as a Windows Service with the user interface disabled. In this case, all servers that are started through SCI are started without a console, unless you specifically select the **Allow Service to Interact with Desktop** check box for both LCA and ICON.

You have completed all the steps necessary to start ICON as a Windows service.

Stopping

Stopping ICON

To prevent ICON from self-starting, make sure that you clear the **autorestart** property in the ICON Application object.

[+] Stopping ICON with Solution Control Interface (Recommended)

If you are using LCA and SCS, complete the following procedure to stop ICON with SCI.

1. On the list pane in the SCI Applications view, select your ICON Application object.
2. Do one of the following:
 - On the toolbar, click **Stop**.
 - From the Action menu, select **Stop**.
 - Right-click the Application object to access the shortcut menu, and then select **Stop**.
3. In the confirmation box that appears, click **Yes**.

SCI stops your Interaction Concentrator application. You have completed all the steps to stop ICON using SCI.

[+] Stopping ICON on UNIX from the command line

Stop ICON on UNIX by using the following procedure.

- On the command line, enter the following:
`kill -SIGTERM <processid>`

Where <processid> is the application's UNIX process ID.

You have completed all the steps to stop ICON from the command line.

[+] Stopping ICON on UNIX from the console window

- From the active console window, press **CTRL+C**.

You have completed all the steps to stop ICON from the console window.

[+] Stopping ICON on Windows from the console window

If ICON is running as an application—not as a Windows Service—stop it using the following procedure.

- From the application's console window, press **CTRL+C**.

You have completed all the steps to stop ICON from the console window.

[+] Stopping ICON as a Windows Service

If you are running ICON as a Windows Service, you should stop it only from the Services Control Manager. To stop Interaction Concentrator running as a Windows Service, use the following procedure.

1. Open the Control Panel, and then double-click the **Services** icon. The **Services** dialog box opens.
2. In the **Services** list box, select your ICON service, and then click **Stop**.

You have completed all the steps to stop ICON running as a Windows Service.