



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.

User's Guide

Components and Functions

Components and Functions

LRM Server

The LRM Server is a standalone server that performs the following functions:

- Executes a nightly statistics job to gather statistics for sellable item data from ICON, GVP and Configuration Server at the scheduled time.
- Sends alarm messages in case of failures during the nightly statistics job.
- Ensures no two LRM instances can run nightly statistics jobs at the same time.
- Generates JSON reports over HTTP requests, in response to requests sent from the GAX Plug-in.

LRM Plug-in for GAX

The LRM Plug-in for Genesys Administrator Extension (GAX) provides a GAX User Interface to perform the following tasks:

- Upload an Entitlement XML file.
- Upload a Bundles XML file.
- Generate a License Usage Report.
- Modify the Provisional Count for tenants

Genesys Administrator

Use Genesys Administrator to perform the following tasks:

- Manually start or stop the LRM server.
- Monitor the LRM application based on the Local Control Agent (LCA) and the Solution Control Server.

Configuration Server

Use Configuration Server to perform the following tasks: Configure the customer's environment. Configure the LRM application. Store data (for example, entitlement file data and user-defined bundles).

Associated Components

License Reporting Manager is used to monitor data and audit processes and replaces existing license quantity-control processes. The table below lists the additional components that may be involved with LRM. Those that are marked with an asterisk (*) are to be included in future releases of LRM.

Existing Product Components Associated with LRM

Component	Function
<ul style="list-style-type: none">• T-Server• SIP Server• Interaction Server• Outbound Contact Server• GVP	Primary raw-data sources that feed the LRM data-collection function.
Configuration Server	Provides system, tenant, and object configuration information to LRM.
Genesys Administrator Extension	Accesses data from a central License Reporting Manager (LRM) database to provide on-demand reporting to Service Providers and tenant administrators.
Message Server	Receives log output from the LRM Report Generator.
Solution Control Server*	Sends SNMP data to an external customer alarm system.
Interaction Concentrator	<p>Obtains input data for LRM license calculations. Interaction Concentrator collects data from:</p> <ul style="list-style-type: none">• T-Server• SIP Server• IXN Server• Outbound Contact Server <p>LRM reads data directly from the Interaction Concentrator database tables.</p>