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Outbound Contact Deployment Guide

Using Solution Control Interface

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Outbound Contact components can be started and stopped through or Solution Control Interface (SCI) or Genesys Administrator according to the specified starting and stopping sequence in the Outbound Solution object.

Note:

Instructions in the section are based on starting using SCI.

Starting Outbound Contact

By starting the Outbound Contact solution, you start the components that make up that solution.

Starting Outbound Contact Solution/Components with SCI

Start

1. Start SCI either by clicking `Sci.exe` or selecting `Solution Control Interface` from the Start menu.
2. Go to the Solutions view.
3. Select the solution in the List pane.
4. Click `Start` or select `Start` from the shortcut menu. The solution's status changes from `Stopped` to `Started` after all solution components have reported that their status is `Running`.

Note:

Because many components are shared by several solutions, some Outbound Contact components may have the status `Started` before the solution is started.

End

Stopping Outbound Contact Solution/Components with SCI

There are three ways to stop all servers in Outbound Contact using SCI:

- In the `Solutions` folder, select the `Outbound Contact` to stop.
- Select `Stop` from the `Action` menu.
- From the toolbar, click the `Stop Solution/Application` button.

You can also stop components individually. See the next sections.

Note:

Stopping the solution does not stop OCM; You must stop OCM manually (see [Starting and Logging In to Outbound Contact Manager](#)).

Warning: If you are using Genesys Administrator, because it is a

web application, you log out and close the browser window.

Stopping CPD Server

Start To stop CPD Server using SCI:

1. Select the CPD Server component in the Applications folder.
2. Select Stop from the Action menu.

End

Stopping CPD Proxy Server

Start To stop CPD Proxy Server using SCI:

1. Select the CPD Proxy Server component in the Applications folder.
2. Select Stop from the Action menu.

End

Stopping OCS

Start To stop OCS in SCI:

1. Select the OCS component in the Applications folder.
2. Select Stop from the Action menu.

For more information, see *Framework Solution Control Interface Help*. To view the Help file, open SCI, and then launch the Help file.

End