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# Outbound Contact Deployment Guide

Stopping Manually

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## Contents

- **1 Stopping Manually**
  - 1.1 Outbound Contact Manager (OCM)
  - 1.2 Outbound Contact Server (OCS)
  - 1.3 CPD Server
  - 1.4 CPD Proxy Server
  - 1.5 Restarting Outbound Contact Components

Stop components in the following order:

1. Outbound Contact Manager (OCM), if used instead of Genesys Administrator
2. CCPulse+
3. Outbound Contact Server (OCS)
4. CPD Server/CPD Proxy Server (if used)
5. ICON components for historical reporting
6. Stat Server
7. All other DB Servers (for Calling Lists)
8. T-Server
9. Configuration Server
10. DB Server for Configuration Server

## Outbound Contact Manager (OCM)

Note:

Because Genesys Administrator is a web application, you log out of the application instead of stopping it. For more information about Genesys Administrator, see the *Framework Genesys Administrator Deployment Guide*.

### Stopping OCM

#### Start

1. Select the File menu.
2. Select Exit.

#### End

## Outbound Contact Server (OCS)

### Stopping OCS Manually

#### Start

1. Find the OCS console window on the computer's desktop.
2. Click the Close button in the window's upper-right corner.

### **End**

## Stopping OCS as a Windows Service

### **Start**

1. Select Services in the computer's Control Panel.
2. In the Windows services window, select the OCS to stop.
3. Select Stop.

### **End**

## CPD Server

### Stopping CPD Server Manually

#### **Start**

1. Find the CPD Server console window on the computer's desktop.
2. Click the Close button in the window's upper-right corner.

#### **End**

### Stopping CPD Server as a Windows Service

#### **Start**

1. Select Services in the computer's Control Panel.
2. In the Windows Services window, select the CPD Server to stop.
3. Select Stop.

#### **End**

## CPD Proxy Server

### Stopping CPD Proxy Server Manually

#### **Start**

1. Find the CPD Proxy Server console window on the computer's desktop.
2. Click the Close button in the window's upper-right corner.

**End**

## Stopping CPD Proxy Server as a Windows Service

**Start**

1. Select Services in the computer's Control Panel.
2. In the Windows Services window, select the CPD Proxy Server to stop.
3. Select Stop.

**End**

## Restarting Outbound Contact Components

To restart Outbound Contact components, follow the previously documented steps.

OCM does not keep long-term data, so it is safe to stop and restart/log in. OCS will provide OCM with the campaign status. The same applies to Genesys Administrator.