

# **GENESYS**

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## Platform SDK Developer's Guide

LCA Protocol Usage Samples

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# LCA Protocol Usage Samples

This page hosts code samples that showcase basic LCA Protocol usage for Java and .NET applications, and provides instructions about the deployment and configuration steps required to run the samples.

Java

#### Overview

The SampleServerApp\_Java\_814.zip file contains the minimal amount of code required for an application to connect to LCA and maintain this connection in accordance with the Management Framework expectations. Download the sample code below, and then follow the steps below to set up and run this sample.

#### Java Code Sample

SampleServerApp\_Java\_814.zip

Unpacking the ZIP file will give you access to the following folders:

- /source Contains application project files with detailed comments. You can import this source code into Eclipse or some other IDE as a Maven project.
- /application Contains pre-compiled binaries.

Before running this sample application, you need to complete two tasks:

- 1. Create and configure a pair of primary and backup applications in Genesys Management Framework.
- 2. Copy the binary files to correct locations, and adjust the application properties.

These tasks are described in more detail below.

## Genesys Environment Configuration

1. Open Configuration Manager and create two application in Genesys Management Framework: one for the primary server and a second for the backup server. Select Genesys Generic Server type for these applications.

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All Folders	Contents of '/Configuration/E	nvironment/Applications/Manag	ement/Tmp'	
🖃 🛕 Environment 🛛 🔺	Name 🗖	Туре	Version	Server
🕀 🛅 Access Groups 🔤	Enter text here	T Enter text here	🝸 Enter te 🍸	Enter te 🝸
Action Codes	Primary_Server_App	Genesys Generic Server	8.1.2	True
Agent Groups	Backup_Server_App	Genesys Generic Server	8.1.2	True
Application Temp				

2. Setup Warm Standby redundancy type for the Primary\_Server\_App, as shown below.

Primary_Server_	App [psdkw2l	k8-env:600	00] Pro	perties	X
Connections	Options	Securit	ty	Depend	dency
General	Tenants	Server	Info	Star	t Info
Ports	Host: 🔲 w	v7dmytrob		Ŧ	<b>3</b>
ID 🗖	Listening	g port	S. C	Connection	Prot
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[	Add <u>P</u> ort	Ed <u>i</u> t Por	t	Dele <u>t</u> e P	ort
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Red <u>u</u> ndancy	Type: Warm	Standby		•	
<u>R</u> econnect Ti	meout: 10	*			
Reconnect Atte	empts: 1	*			
ОК	Cancel		<u>A</u> pply		Help

3. Open the Start Info tab to set up application start settings, as shown below.

Connections	Options	Security	Dependency	Connection	ns Options	Security	Dependency
General	Tenants	Server Info	Start Info	General	Tenants	Server Info	Start Info
Vorking Director	y:			Working Dir	ectory:		
Your applicatio	n root>\Primary		<b>•</b>	<your appl<="" td=""><td>cation root&gt;\Back</td><td>up</td><td>•</td></your>	cation root>\Back	up	•
ommand Line:				<u>C</u> ommand L	ine:		
Sample Server Ap	p.bat		<b>-</b>	SampleSer	verApp.bat		-
Command <u>Li</u> ne A	rguments:			Command L	ine Arguments:		
Timeout	<u>S</u> tartup: 9	0	×	- Timeout -	<u>S</u> tartup:	90	
	S <u>n</u> utdown. S	U	×		<u>Juluown</u> .		v
		Auto- <u>R</u> estart				Auto- <u>R</u> estart	
		Primary				Primary	

## Application Settings

1. Copy the content of the /application folder extracted from the ZIP file into the <your application root>\Primary and <your application root>\Backup folders.

2. Open SampleServerApp.properties file in the Primary folder.

3. Setup connection options to Configuration Server:

ConfigServerHost=host ConfigServerPort=port UserName=user name Password=your password ClientName=Primary\_Server\_App

4. Specify LCA port:

LCAPort=4999

5. Make similar settings for the Backup application, changing the ClientName property as shown below:

ClientName=Backup\_Server\_App

#### Run the Application

After these steps are complete, you can start Solution Control Interface and go to the applications status view. From here, you can start or stop the application, do switchover, etc.

The applications will write simple logs about their workflow and execution mode changes.

.NET

#### Overview

The SampleServerApp\_Net\_814.zip file contains the minimal amount of code required for an application to connect to LCA and maintain this connection in accordance with the Management Framework expectations. Download the sample code below, and then follow the steps below to set up and run this sample.

#### .NET Code Sample

SampleServerApp\_Net\_814.zip

Unpacking the ZIP file will give you access to a Visual Studio project with detailed comments in code.

Before running this sample application, you need to build the project and then complete the following two tasks:

- 1. Create and configure a pair of primary and backup applications in Genesys Management Framework.
- 2. Copy the binary files to correct locations, and adjust the application properties.

These tasks are described in more detail below.

### Genesys Environment Configuration

1. Open Configuration Manager and create two application in Genesys Management Framework: one for the primary server and a second for the backup server. Select Genesys Generic Server type for these applications.

File Edit View Tools Help	)			
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All Folders	Contents of '/Configuration/E	nvironment/Applications/Manage	ment/Tmp'	
🖃 🛕 Environment 🔷	Name	Туре	Version	Server
🕀 🛅 Access Groups	Enter text here	🝸 Enter text here 🛛 🗑	Enter te 🝸	Enter te 🝸
Action Codes	Primary_Server_App	Genesys Generic Server	8.1.2	True
Agent Groups	Backup_Server_App	Genesys Generic Server	8.1.2	True
Application Temp				

2. Setup Warm Standby redundancy type for the Primary\_Server\_App, as shown below.

Primary_Server_	App [psdkw2l	k8-env:600	00] Pro	perties	X
Connections	Options	Securit	ty	Depend	dency
General	Tenants	Server	Info	Star	t Info
Ports	Host: 🔲 w	v7dmytrob		Ŧ	<b>3</b>
ID 🗖	Listening	g port	S. C	Connection	Prot
🕎 default	7001				
•					•
[	Add <u>P</u> ort	Ed <u>i</u> t Por	t	Dele <u>t</u> e P	ort
<u>B</u> ackup S	Gerver: 💭 E	Backup_Ser	ver_Ap	p 🔻	2
Red <u>u</u> ndancy	Type: Warm	Standby		•	
<u>R</u> econnect Ti	meout: 10	*			
Reconnect Atte	empts: 1	*			
ОК	Cancel		<u>A</u> pply		Help

3. Open the Start Info tab to set up application start settings, as shown below.

Connections	Options	Security	Dependency	Connection	ns Options	Security	Dependency
General	Tenants	Server Info	Start Info	General	Tenants	Server Info	Start Info
Vorking Director	y:			Working Dir	ectory:		
Your applicatio	n root>\Primary		•	<your appl<="" td=""><td>cation root&gt;\Back</td><td>up</td><td>•</td></your>	cation root>\Back	up	•
ommand Line:				<u>C</u> ommand L	ine:		
Sample Server Ap	p.bat		<b>-</b>	SampleSer	verApp.bat		-
Command <u>Li</u> ne A	rguments:			Command L	ine Arguments:		
Timeout	<u>S</u> tartup: 9	0	×	- Timeout -	<u>S</u> tartup:	90	
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		Auto- <u>R</u> estart				Auto- <u>R</u> estart	
		Primary				Primary	

## Application Settings

1. Build the Visual Studio project that you extracted from the ZIP file and copy the results into the <your application root>\Primary and <your application root>\Backup folders.

2. Open SampleServerApp.exe.config file in the Primary folder.

3. Setup connection options to Configuration Server and Local Control Agent:

```
<appSettings>
   <add key="ConfigServerHost" value="host"/>
   <add key="ConfigServerPort" value="port"/>
   <add key="UserName" value="user name"/>
   <add key="Password" value="password"/>
   <add key="ClientName" value="Primary_Server_App"/>
   <add key="LCAPort" value="4999"/>
</appSettings>
```

5. Make similar settings for the Backup application, changing the ClientName property as shown below:

```
<add key="ClientName" value="Backup_Server_App"/>
```

## Run the Application

After these steps are complete, you can start Solution Control Interface and go to the applications status view. From here, you can start or stop the application, do switchover, etc.

The applications will write simple logs about their workflow and execution mode changes.