



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.

Stat Server Deployment Guide

Starting and Stopping a Stat Server Application

4/2/2026

Contents

- 1 Starting and Stopping a Stat Server Application
 - 1.1 What Must Be Running Prior to Start
 - 1.2 Starting a Stat Server Application
 - 1.3 Stopping a Stat Server Application

Starting and Stopping a Stat Server Application

This topic contains procedures for starting and stopping a Stat Server application on the supported platforms. Start procedures assume that you have properly configured and installed Stat Server. If not, refer to [Configuring a Stat Server Application](#) and [Installing a Stat Server Application](#) respectively.

What Must Be Running Prior to Start

You can start a Stat Server application in several ways. Genesys recommends that you start a Stat Server applications with certain other Genesys applications already running.

For starting Stat Server from Genesys Administrator/Genesys Administrator Extension (GAX), have the following up and running:

- Configuration Server
- Solution Control Server
- Local Control Agent
- Genesys Administrator/GAX

If you have configured the Stat Server application to write to a database, also have running:

- RDBMS
- DB Server (if `[db-direct-connection]/enable` is set to no)

And, if your environment uses Stat Server Java extensions, set up Java Runtime Environment (JRE)

Starting a Stat Server Application

You can start a Stat Server application in any of the following ways:

- From Genesys Administrator.
- On UNIX.
- From the Windows command line .
- As a Windows Service.

Important

Prior to opening statistics at startup, Stat Server now checks that the binary format of the backup file is compatible with the running instance of Stat Server.

Using Genesys Administrator

1. From the Provisioning view within Genesys Administrator, locate and select your Stat Server Application object.
2. In the Tasks pane, select Start Application. (Also, right-clicking your Application object displays the shortcut menu that contains this menu item.)
3. In the confirmation dialog box, select Yes.

Your Stat Server application starts.

For information about how to use Genesys Administrator, refer to the *Genesys Administrator Help*.

On UNIX

1. Go to the directory where you have installed the Stat Server application.
2. At the command line, type: `./run.sh`. Or, type the name of the Stat Server executable followed by the appropriate command-line parameters using the following syntax:

```
./statserv -host hostname -port portno -app application [-transport-port trnsportno] [-transport-address IPaddress ] where:
```

- `hostname` refers to the name of the host on which Configuration Server is running.
- `portno` refers to the communication port that client applications must use to connect to Configuration Server.
- `application` refers to the name of the Stat Server Application object as defined to the Configuration Server.
- `trnsportno` is the port number that Stat Server uses for TCP/IP connection to Configuration Server. Specifying this parameter is optional.
- `IPaddress` is the IP address that Stat Server uses for TCP/IP connection to Configuration Server. Specifying this parameter is optional.

Important

If the host or application name contains spaces or hyphens (-), enclose it in double quotation marks. For example, to start Stat Server with parameters specifying the host as `cs-host`, port as `2020`, and name as `Stat Server 03`, type: `./statserv -host "cs-host" -port 2020 -app "Stat Server 03"`

On Windows, from the Command Line

Start a Stat Server application from the Start menu or open a console window, go to the directory where Stat Server is installed, and type the following command: `./statserv.exe -host hostname -port portno -app application [-transport-port trnsportno] [-transport-address IPaddress]`

where:

- `hostname` refers to the name of the host on which Configuration Server is running.
- `portno` refers to the communication port that client applications must use to connect to Configuration Server.
- `application` refers to the name of the Stat Server Application object as defined to the Configuration Server.
- `trnsportno` is the port number that Stat Server uses for TCP/IP connection to Configuration Server. Specifying this parameter is optional.
- `IPaddress` is the IP address that Stat Server uses for TCP/IP connection to Configuration Server. Specifying this parameter is optional.

Important

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

For example, to start a Stat Server application with parameters specifying the host as `cs-host`, port as `2020`, and name as `Stat Server 03`, from the Stat Server working directory, type: `statserv.exe -host "cs-host" -port 2020 -app "Stat Server 03"`

As a Windows Service

1. Open the Windows Control Panel and double-click the Services icon. The Services dialog box opens.
2. Select your Stat Server service from the list and click Start. (If you did not install Stat Server as a Windows Service, your application does not appear for selection in the Services list box.)

Tip

Since you can install the Local Control Agent (LCA) as a Windows Service with the user interface disabled, all servers started through Genesys Administrator, in this case, are started without a console, unless you specifically select the Allow Service to Interact with Desktop check box for both LCA and Stat Server.

Stopping a Stat Server Application

You can stop a Stat Server application from running in any of the following ways:

- From the Genesys Administrator.
- Manually on UNIX.
- Manually on Windows.
- Via the Windows Control Panel.

Tip

Be sure that the Auto Restart checkbox is cleared for the Stat Server Application in the Genesys Administrator to prevent Stat Server from self-starting.

Using Genesys Administrator

1. From the Provisioning view within Genesys Administrator, locate and select your Stat Server Application object.
2. In the Tasks pane, select Stop Application. (Also, right-clicking your Application object displays the shortcut menu that contains this menu item.)
3. In the confirmation dialog box, select Yes.

Your Stat Server application stops. For information about how to use Genesys Administrator, refer to the *Genesys Administrator Help*.

On UNIX

Stop a Stat Server application on UNIX using any one of the following methods:

- On the command line, type `kill -SIGTERM processid` where `processid` is Stat Server's UNIX process ID.
- Press `^C` from the active Stat Server window.
- If you are using LCA and SCS, you can stop Stat Server from running on UNIX using Genesys Administrator.

On Windows

If Stat Server is running as an application—not as a Windows Service—switch to its console window and press `Ctrl+Break` to stop it.

If you are running Stat Server as a Windows NT Service, you should stop it only from the Services Control Manager. To stop Stat Server running as a Windows NT Service:

Starting and Stopping a Stat Server Application

1. Open the Control Panel and double-click the Services icon. The Services dialog box opens.
2. Select your Stat Server service from the list and click Stop.