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Support Processes for On-Premises Licenses

Troubleshooting Workshops

12/17/2025

Troubleshooting Workshops

Genesys University offers the following **Troubleshooting Workshops** designed by Genesys Customer Care specialists for CTI administrators, engineers, and other technical staff involved in the maintenance and troubleshooting of Genesys solutions. Working knowledge of the Genesys server components in a production environment is strongly recommended to get the maximum benefit from the workshop content.

Customer Interaction Management (CIM) Platform Troubleshooting Workshop teaches techniques for maintaining and troubleshooting T-Server, Stat Server, Universal Routing Server (URS), and Orchestration Server (ORS), which are all major components of Genesys CIM. You will use specialized technical support tools and utilities to analyze application logs and complete hands-on troubleshooting exercises. The course includes sufficient technical content and details on T-Server, Stat Server, URS, and ORS functionality to allow you to understand how these components operate when functioning normally. Armed with this information, you can then attempt to tackle troubleshooting tasks related to these components.

Genesys SIP Server Troubleshooting Workshop teaches techniques for maintaining and troubleshooting SIP Server, Media Server, and Resource Manager, which are all major components of the Genesys SIP Solution. You will use specialized technical support tools and utilities to analyze application logs and complete hands-on troubleshooting exercises. The course includes sufficient technical content and details on SIP Server, Media Server, and Resource Manager functionality to allow you to understand how these components operate when functioning normally. Armed with this information, you can then attempt to tackle troubleshooting tasks related to these components when problems arise.

Genesys Voice Platform Troubleshooting Workshop teaches techniques for maintaining and troubleshooting the Genesys Voice Platform. You will learn how to analyze GVP application logs and complete hands-on troubleshooting exercises. This course includes the following topics: GVP component process logs; common GVP issues with 3rd-party recording and call progress analysis; and hierarchical multi-tenant and multi-site GVP deployments. Working knowledge of the GVP server components (such as Resource Manager, Reporting Server and Media Control Platform) in a production environment is strongly recommended to get the maximum benefit from the workshop content.