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Workforce Management Administrator's Guide

Starting and Stopping WFM

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Starting and Stopping WFM

To maintain your Workforce Management (WFM) Servers, you can start and stop them by using Management Layer or start and stop them manually.

Using the Solution Control Interface

When using Management Layer, start WFM Server, WFM Builder, WFM Data Aggregator, and WFM Daemon by using the Solution Control Interface (SCI). Confirm that all servers are running, then start WFM Web manually (even when you are using Management Layer).

For more information on Management Layer topics, see the [Framework Management Layer User's Guide](#).

For more information about how to use SCI, see [Framework Solution Control Interface Help](#). To view Help, open SCI, and click **Help**.

Procedure: Starting WFM Servers Using SCI

Purpose: To start Workforce Management by using SCI.

Prerequisites: Management Layer is running.

Start of Procedure

1. Start the SCI.
2. Go to the **Solutions** view.
3. Right-click the desired solution and from the shortcut menu, select **Start**.
4. Optionally, select the desired solution and on the menu bar choose **Action > Start**.
The command to start WFM is sent to Solution Control Server (SCS), which uses Local Control Agents (LCA) to activate the WFM solution components in the order established during solution configuration.
SCI reports a successful start of WFM after all solution components display Running status within the configured timeout. When all servers are started, the solution status changes from Stopped to Started.
Many components are shared by a number of solutions. Therefore, some WFM components display the status Running before WFM is started.

SCI reports a successful start of WFM unless a required WFM component was not started. For more information, see [Framework Solution Control Interface Help](#). To view the Help, open SCI and click **Help**. **End of Procedure**

Procedure: Stopping WFM Servers Using SCI

Purpose: To stop WFM while running SCI.

Prerequisites: You are using Management Layer.

Start of Procedure

1. Start SCI.
2. Go to the **Solutions** view.
3. Right-click the desired solution and from the shortcut menu, select **Stop**.
4. Optionally, select the desired solution and on the menu bar choose **Action > Stop**.
The command to stop WFM is sent to Solution Control Server (SCS), which uses Local Control Agents (LCA) to activate the WFM solution components in the order established during solution configuration.
When all servers are stopped, the solution status changes from Started to Stopped.

Important

Many components are shared by a number of solutions, therefore, some WFM components display the status **Running** before WFM is stopped.

End of Procedure

WFM Servers on Windows

On the Windows platform, WFM servers (Server, Builder, Data Aggregator, and Daemon) are installed as Windows Services by default.

Use the procedures in this section to start Workforce Management servers as Windows Services.

Procedure: Configuring Windows Services

Purpose: To open and configure the Windows Service on WFM Server, WFM Builder, WFM Data Aggregator, and WFM Daemon.

Start of Procedure

1. >In Windows, select **Start > Programs > Settings > Control Panel > Services**.
The Services window appears. Each service has status settings showing whether it starts manually or automatically and whether it is currently running.
2. Highlight the service you want to configure and then click **Startup**.
3. Select **automatic** or **manual** and click **OK**.
4. In the **Services** window, click **Close**.
The settings are saved.

End of Procedure

Procedure: Starting Windows Services Manually

Purpose: To start a Windows service manually on WFM Server, WFM Builder, WFM Data Aggregator, and WFM Daemon.

Prerequisite: This Windows service is configured to start manually.

Tip

If a Windows Service is configured to start automatically, it will start whenever the computer is started. No further action is required.

Start of Procedure

1. In Windows, select **Start > Programs > Settings > Control Panel > Services**.
The Services window appears.
2. Highlight the service that you want to start and click **Start**.

End of Procedure

Procedure: Starting WFM Servers Manually

Purpose: To start the WFM Server, WFM Builder, WFM Data Aggregator, and WFM Daemon manually.

Start of Procedure

1. In Windows, select **Start > Programs > Genesys Solutions > Workforce**

Management > *<server name>*.

1. **The server console window opens and the server begins its initialization routine.**
2. If desired, right-click the window title bar to change server display settings.
3. Minimize the window after the server has started.

End of Procedure

Procedure: Stopping Servers Manually

Important

If you terminate a server using the Windows Task Manager, you will lose all data on currently active interactions because Windows does not allow enough time for the servers to save the active data. Use this procedure for WFM Server, WFM Builder, WFM Data Aggregator, and WFM Daemon only.

Purpose: To terminate a server process that is running in a console window rather than as a Service (without using the Windows Task Manager).

Summary: The method for stopping a server manually depends on whether or not you installed it as a Windows Service. If the server is running in a console window rather than as a Service, shut it down using this procedure.

Start of Procedure

1. Enter **Ctrl+Break** or **[Ctrl+C]**.

You cannot close a server by clicking the Close button (X) or by selecting File > Close from the console menu bar. Abrupt or abnormal shutdown can cause data loss.

End of Procedure

Procedure: Stopping Servers from the Command Prompt

Purpose: To stop a server's Windows Service from the Command prompt.

Important

This procedure does not apply to WFM Daemon.

Start of Procedure

1. >In Windows, select **Start > Programs > Command Prompt**.
2. Change to the directory in which the server's .exe file is located.
3. At the prompt, enter `<servername>.exe -sstop`.
4. If you are using SCI in the Management Layer:
 1. Select the server application.
 2. Click **Stop**.

End of Procedure

Procedure: Stopping Windows Services

Purpose: To stop a Service from the Services window.

Start of Procedure

1. In Windows, select **Start > Programs > Settings > Control Panel > Services**.
2. Select the appropriate service.
3. Click **Stop**.
4. Click **Close**.
5. If you are using SCI in the Management Layer:

1. Select the server application.
2. Click **Stop**.

End of Procedure

Starting and Stopping WFM Web

Unlike the other WFM servers, WFM Web is a web application and opens in a web browser. Use the procedures in this section to stop and start WFM Web.

Procedure: Starting WFM Web

Purpose: To start WFM Web.

Prerequisites: The WFM Servers are running.

Start of Procedure

1. Start your web server (for example, Tomcat).
For starting, stopping, and other configuration instructions, see the documentation for your web server.
2. Open a web browser.
3. Type or paste the WFM Web URL into the address line of the browser and press **Enter**.
The User Login dialog box appears.
Contact your system administrator for the URL. The URL is case-sensitive, so it's important you follow the capitalization settings exactly.
4. Enter your user name and password, and click **OK**.
Supervisors see the WFM Web for Supervisors UI. Agents see the WFM Web for Agents UI.

End of Procedure

Procedure: Stopping WFM Web

Purpose: To log out of WFM Web.

Start of Procedure

1. In any window in WFM Web, click **Log off**.

End of Procedure