

Table 4: FEATURE Names by Application (Continued)

Genesys Application Name	FEATURE Name	Description	Comments
Outbound Contact Server	occ_preview	Outbound Contact Server license to run campaigns in Preview dialing mode	One license per Outbound seat
	occ_full	Outbound Contact Server license to run campaigns in any of the following dialing modes: Preview, Predictive, and Progressive	One license per Outbound seat
Solution Control Server	MLSNMP	Solution Control Server license to provide built-in support for Simple Network Management Protocol (SNMP) integration	One license per configuration environment
	MLDistributed	Solution Control Server license to provide support for a distributed management environment	One license per configuration environment
	ha_redundancy	Solution Control Server license to provide a switchover between a primary and a backup server in any redundant pair	One license per configuration environment

Table 4: FEATURE Names by Application (Continued)

Genesys Application Name	FEATURE Name	Description	Comments
T-Server	tserver_sdn	T-Server licenses to support basic contact center operations and register seat-related DNSs	Refer to the num-sdn-licenses and num-of-licenses option descriptions in your <i>T-Server Deployment Guide</i> .
	tserver_tdn	T-Server licenses to support basic contact center operations and register technical DNSs	Note: Starting with release 7.2, T-Server no longer requires technical DN licenses in order to operate.
	tserver_iscc	T-Server licenses to support Inter Server Call Control (ISCC or multi-site routing) transactions.	One license per T-Server primary/backup pair
	cti_ha_option	T-Server licenses to support hot standby redundancy type	One license per redundant pair
T-Server for CSTA Connector	tserver_cc_sdn	T-Server for CSTA Connector seat licenses to support basic contact center operations and register seat-related DNSs	One license per seat per T-Server for CSTA Connector primary/backup pair. Refer to the num-sdn-licenses and num-of-licenses option descriptions in your T-Server Deployment Guide.
	tserver_iscc	T-Server for CSTA Connector licenses to support Inter Server Call Control (ISCC, or multisite routing) transactions	One license per T-Server primary/backup pair.
	cti_ha_option	T-Server for CSTA Connector licenses to support hot standby redundancy type	One license per redundant pair.
Unified Communication (UC) Connector	ucc_seats	This license enables the connection to the Genesys solution through UC Connector.	One license per user knowledge worker seat.

Table 4: FEATURE Names by Application (Continued)

Genesys Application Name	FEATURE Name	Description	Comments
Universal Callback Server	vcb_full	License to process callback request in any of the supported modes (autodialing mode with optional CPD Server, preview dialing mode)	One license is held for 60 minutes upon receiving a callback request or a request for license lock.
	vcb_preview	License to process callback request in preview dialing mode only (use of automatic dialing modes is not allowed)	One license is held for 60 minutes upon receiving a callback request or a request for license lock.

Table 4: FEATURE Names by Application (Continued)

Genesys Application Name	FEATURE Name	Description	Comments
Universal Routing Server	router_seats	Universal Routing Server licenses	<ul style="list-style-type: none"> The value of router_seats corresponds to the maximum number of concurrently enabled places for routing of interactions. This comprises agent places and also IVR ports in cases when they are represented as places for the purpose of routing. Each URS instance has the whole amount of router_seats licenses to its disposal.
	router_ha_option	Universal Routing High Availability mode	<p>One license per configuration environment</p> <p>HA for URS includes ability to:</p> <ul style="list-style-type: none"> Run with Hot Standby redundancy type Set URS option pickup_calls to true <p>Note: If there is no HA license for URS, Hot Standby is downgraded to Warm Standby and pickup_calls option to false.</p>
Voice Treatment Server	VTPort	Voice Treatment Server licenses	One license per Voice Treatment Port

a. Starting in 7.5, Genesys Info Mart no longer requires technical licenses.



C

Ordering Licenses

Before installing License Manager, you need to decide how many instances of License Manager you require, and on which host computers they are to run. Then you need to order the appropriate license data files. To help you, this chapter provides information about:

- [Selecting License Server Configuration, page 71.](#)
- [Providing Required Information, page 74.](#)
- [Requesting Licenses, page 76.](#)
- [Using Temporary Licenses, page 77.](#)

Selecting License Server Configuration

More than one License Manager can run on more than one server, with different (or no) Genesys products running on each. You can also install License Manager on the same machine as one of the Genesys applications, such as T-Server.

The licensing system supports these server configurations:

- Single server
- Three redundant servers
- Multiple, independent servers

Use the configuration that meets the level of redundancy you need to achieve for your system.

Single-Server Configuration

For this configuration, install one License Manager for an environment of any size; one license server handles all product licenses with one license data file for all products. This configuration is easy to maintain; however, if the license server goes down, licenses become unavailable for all products in case of

application restart. Therefore, the license server becomes a single point of failure for the licensing system (see [Figure 13](#)).

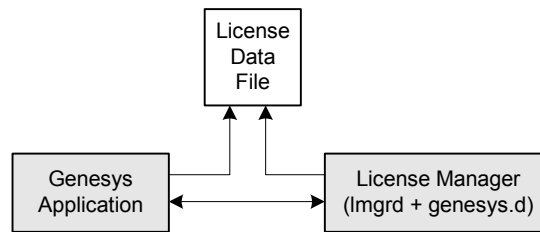


Figure 13: Single-Server Configuration

Three-Server Redundant Configuration

With a three-server redundant configuration, three license servers are used for product licenses, so that licenses are available if any two of the three servers are running (see [Figure 14](#)).

Note: Technically, Genesys supports three-server redundant configuration, however, it is not recommended because of unreliable implementation within Flex. For an alternative solution, See “Multiple, Independent Servers Configuration” on [page 73](#). For more information, contact your Genesys Representative.

In this configuration, the license servers communicate with each other during runtime, refer to a copy of the same license file, and grant licenses based on a “quorum” of at least two servers. That means, the license servers can grant the licenses even when one of the three is unavailable.

Note: You must locate a copy of the license file on each license server’s node.

Although more difficult to maintain, this configuration increases license availability. Locate the servers on the same subnet and in close physical proximity to each other to minimize the impact of various network problems.

When one server goes down, the other two servers become two points of failure. Use the Genesys Management Layer to minimize the down time of the failed license server.

Note: When you stop one of the license servers in this configuration, wait approximately four minutes before restarting it.

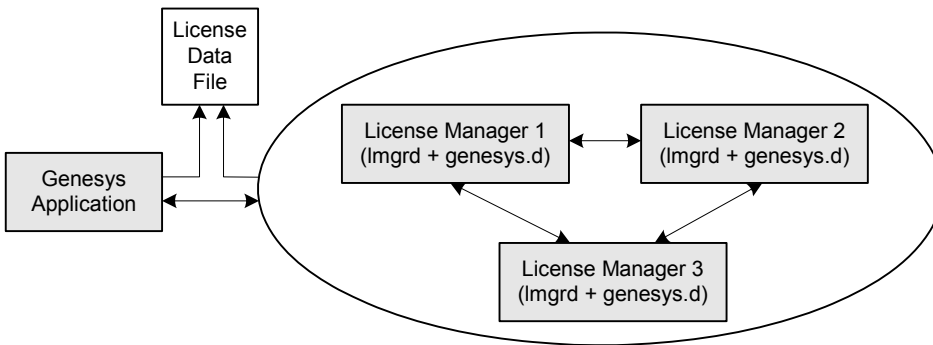


Figure 14: Three-Server Redundant Configuration

Note: When you stop one of the license servers in this configuration, wait approximately four minutes before restarting it.

Multiple, Independent Servers Configuration

With this configuration, two or more license servers are used for product licenses (see [Figure 15](#)).

The license servers do not communicate with each other. The overall amount of licenses is split into multiple files. Each license server controls one of the files and must run on its own machine.

To improve redundancy, any license server can grant licenses to any application. At startup, an application sends a license request to every server, one by one, until the license is granted. The licenses are available if any one license server is currently running. However, the number of available licenses is limited to the number stated in the license file of that particular license server.

Note: Two license servers cannot grant licenses to the same application simultaneously.

This configuration provides for:

- Load sharing between multiple license servers.
- License availability when a local license server goes down.
- Less system administration than with the three-server redundant configuration.

Warning! Termination of a license server at one site can cause licenses to become unavailable for applications running at other sites.

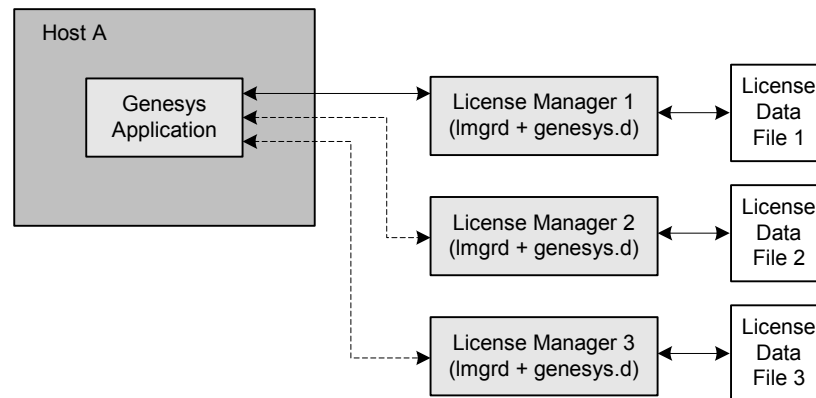


Figure 15: Multiple, Independent Server Configuration

For Windows, you must specify the license server locations as a semi-colon-separated list, for example:

```
server1; server2; server3
```

For UNIX, you must specify the license server locations as a colon-separated list, for example:

```
server1:server2:server3
```

You can represent the servers as either:

- The full path to and the file name of the license file
(/opt/mlink/license/license.dat)
- The host name and port of a license server, in the port@host format
(7260@ctiserver)
- The host name of a license server, in the @host format; the default port number of 7260 is implied (@ctiserver)

You can specify the license server locations via a startup command line or the `license-file` application's configuration option. For more information, see "Starting Licensed Applications" on [page 56](#).

Providing Required Information

To set up a Genesys license, first request a license by e-mail. A license order kit, which is available from your Genesys sales or VAR representative, lists all information currently required to obtain a license.

[Table 5](#) helps you gather information for the order kit.

Table 5: Information for License Order Kit

Item	Recommendation
Company name	Self-explanatory
Sellable item and version	The name of the Genesys product you have purchased, as it appears in the list of sellable items. For the version number, supply the first two digits (for example, 7.0).
Quantity of sellable items	<p>As applicable to a particular sellable item, the number of countable units in your contact center that the Genesys product you have purchased is to serve. For example, the quantity for Enterprise Routing Solution is determined by the number of agent seats.</p> <p>Your Genesys account representative usually provides this information to Genesys Order Management, where it is verified. If you don't have exact information, Genesys personnel retrieve it from our database when processing your request.</p>
Application name and version	For those applications that require technical licenses. (See "Technical Licenses" on page 10 .) For the version number, supply the first two digits (for example, 7.0).
Type of technical licenses	Contact your Genesys sales or VAR representative to determine what technical licenses you need. Also see "License Server Manager" on page 29 for technical and compatibility information.
Host name of the license server	<p>Although you can later change the host name specified in your license data file, having the host name in the file when you receive it from Genesys helps you identify which computer the file is generated for. This information also helps Genesys avoid or identify errors against future license-file modifications.</p> <p>To determine this for either a UNIX or a Windows machine, go to the command prompt and type <code>hostname</code>.</p>
Host ID of the license server a	Determine the host ID and provide it in the format specified in Appendix A, "Determining Host IDs," on page 59 .
Type and version of the operating system for the license server	Self-explanatory

Table 5: Information for License Order Kit (Continued)

Item	Recommendation
Type of the license server configuration	Specify one of the following: single server; three redundant servers; or multiple, independent servers. If you plan to use either the three redundant servers or multiple, independent servers configuration, provide all information listed in this table for each server. With the multiple independent-servers configuration, define how you would like to divide licenses among the servers. See “Selecting License Server Configuration” on page 71 for more information.
Purpose of the license request	Specify what type of installation you plan to use the licenses for: demo, evaluation, testing, production, or development.
Deployment mode	Required if you have purchased more than one Genesys solution(s) or option(s). Specify separate if dedicated agents handle interactions processed by different solutions or options. Specify blended if the same group of agents handles interactions processed by two or more solutions or options.
Media Layer resources	Specify the: <ul style="list-style-type: none"> • Type and version of your switch. • Number of agent-seat-related DNs (such as Extensions and Positions,) and how they are distributed among agents and places. • Number of other (technical) DNs (such as, ACD Queues, Virtual Queues, Routing Points, Virtual Routing Points, and so forth). If you don’t specify this number, a license for 999,999 DNs is issued. Note: Starting with release 7.2, technical DN licenses are no longer required.

- a. You can use RAID 1 (Redundant Array of Inexpensive Disks) architecture on the computer that is a host to license server. License Manager continues to operate normally when one of the hard-disk drives that are configured as part of the RAID 1 fails. In this case, the Volume Serial Number stays the same unless the array is destroyed because of reconfiguration or a failure of both disks.

Requesting Licenses

To request licenses, contact your Genesys sales or VAR representative or use contact information listed in this section:

U.S. Contact Information:

E-mail your request to License@genesyslab.com. Include the required information in the e-mail message (see [page 74](#)).

If you need consultation, call +650-466-1100. Tell the operator that the purpose of the call is to clarify license information.

When ordering a license, expect to receive it by e-mail within 24-48 hours.

APAC Contact Information:

E-mail your request to License@genesys.com. Include the required information in the e-mail message (see [page 74](#)).

If you need consultation, call +650-466-1100. Tell the operator that the purpose of the call is to clarify license information.

When ordering a license, expect to receive it by e-mail within 24-48 hours.

EMEA Contact Information:

E-mail your request to emea.licensing@genesys.com. Include the required information in the e-mail message (see [page 74](#)).

If you need consultation, call +44-1189-74-7000. Tell the operator that the purpose of the call is to clarify license information.

Japan Contact Information:

E-mail your request to order@genesyslab.co.jp. Include the required information in the e-mail message (see [page 74](#)).

Using Temporary Licenses

Genesys issues permanent or temporary licenses. A temporary license is exactly the same as a permanent one except that it has a specified expiration date. For instance, the sample license file shown on [page 46](#) is a temporary file because it has an expiration date of 24-jun-2004. Permanent license files show the date 01-jan-00 but, in fact, never expire.

Do not mistake permanent license files with temporary licenses that had an expiration date in the year 2000. Unlike permanent licenses, temporary Genesys licenses, that is, licenses that expire, require a four-digit year field for the expiration date. Temporary licenses with an expiration date in the year 2000 showed a four-digit year, for example, 01-aug-2000. Permanent licenses will continue to read 01-jan-00, but since the two-digit year does *not* represent a real date, the licenses do not expire.

Renewing Temporary Licenses

Temporary licenses always expire on the indicated date. If you are working with a temporary license, keep its expiration date in mind and order a new license before the temporary license expires.

To receive a temporary license, supply Genesys with the same information as for a permanent license and follow the same request process.



D License Failure Scenarios

This appendix provides basic information about Genesys application behavior when applications encounter a failure or change in the licensing system. Use this information for troubleshooting licensing violation.

Typically, a licensing failure occurs because of:

- Incorrect configuration
- Incorrectly ordered or generated license files

When you experience a licensing failure, begin your troubleshooting by checking:

1. Application log messages (that is, finding licensing-related log events in logs of all components requiring technical licenses).
2. License server debug log messages.

This appendix includes:

- [Genesys Log Messages, page 79](#)
- [License Server Debug Log Messages, page 81](#)

Genesys Log Messages

In addition to using Flex diagnostics (as specified in the vendor's documentation) to troubleshoot, use Genesys application log messages.

1. Activate the applications's licensing log.

Note: You can set the log level only at application level, but not selectively for individual services like licensing. At the minimum, configure the Standard log level to activate licensing log messages.

2. To generate licensing log messages that help you troubleshoot problems, set these log levels:

- a. Standard: License log messages listed in Step 3 are issued.
- b. All: Additional, more detailed, license log messages are issued.

Note: The additional licensing log messages issued at debug level are application specific.

3. The following three messages are issued at Standard log level:

a. GCTI_LICENSE_FAIL

```
07100|STANDARD|GCTI_LICENSE_FAIL|Licensing violation is
identified, the violation type %s
```

Possible reasons for the violation are usually provided along with the message.

Here are some examples of the licensing violation messages:

- Std 07100 Licensing violation is identified, the violation type GLMR_LICENSE_SERVER_NOT_AVAILABLE.
- Std 07100 Licensing violation is identified, the violation type Cannot find SERVER hostname in network database.
- Std 07100 Licensing violation is identified, the violation type Cannot find license file.
- Std 07100 Licensing violation is identified, the violation type GLMR_LICENSE_NO_LICENSE_AVAILABLE.

b. GCTI_LICENSE_CHECKED_OUT

```
07101|STANDARD|GCTI_LICENSE_CHECKED_OUT|Feature %s: %d
licenses checked out
```

Here are two examples of the licensing checkout messages:

- Std 07101 Feature 'tserver_sdn': 3 licenses checked out.
- Std 07101 Feature 'tserver_sdn': 5 licenses checked out.

Note: Messages from 07102 to 07104 reflect notifications about license server status.

c. GCTI_LICENSE_RESTORED

```
07105|STANDARD|GCTI_LICENSE_RESTORED|License status restored
after violation with type '%s'
```

Notes:

- Message 07105 is a clearance event for alarms triggered by message 07100.
 - Some applications might send additional standard messages on licensing issues; for example, message 05066:
05066|STANDARD|Initialization of %s, reason %s
-

License Server Debug Log Messages

Activate and analyze the debug log for Flex and/or Genesys vendor daemon.

See the chapter on “The Options File” and the appendix on “The Debug Log File” in the vendor’s documentation for details on how to activate the license server debug log.

Troubleshooting List

Each problem described in the following sections is presented in three parts:

1. Symptom: Description of problem.
2. Possible Cause: Discussion of what might cause problem.
3. Solution: Instructions on how to solve problem.

Scan the list of problems to determine if the problem you are experiencing is discussed:

- “License File Problems” on [page 81](#)
- “License Server Problems” on [page 83](#)
- “Host ID Problems” on [page 83](#)
- “Connection Problems” on [page 83](#)
- “Firewall Problems” on [page 84](#)
- “Exceeding the Number of Licenses” on [page 84](#)
- “Configuration and Reconfiguration of Number of DNS” on [page 85](#)

When appropriate, implement the suggested solution. If you cannot resolve the problem on your own, contact Genesys Technical Support.

License File Problems

Symptom:

When I run my Flex licensed application (or vendor daemon), I get the following error: bad code or inconsistent encryption code.

Possible Cause and Solution:

Refer to the vendor’s documentation for information on possible reason for the error and recommendations on how to resolve it.

Symptom:

Genesys application did not start.

Possible Cause:

- Invalid license file (for example, unauthorized changes).
- Expired license.
- Old FEATURE version in license file.
- FEATURE line missing in license file.
- Wrong host name setup on the Command Line Arguments on the Start Info tab or in Application object's licensing options.
- Wrong port setup on the Command Line Arguments on the Start Info tab or in Application object's licensing options.

Solution:

- Check log file of application; proper error message should be logged. Make sure you have license for required feature. Otherwise, an application cannot start or a certain function won't work.
- Contact Genesys Technical Support if you need additional help in investigating error codes.

Symptom:

I ran T-Server and received the error message that there were no more tserver_sdn licenses available.

The following is an example of a message reporting that licenses are not available:

```
Std 20007 All 3 seat licenses are in use already, registration rejected.
```

In this case, a T-Server client prints an error such as:

```
No More Licenses
```

```
Possible Cause:
```

Given that T-Server clients can register only the number of DN's granted by the license, it's likely that too few DN licenses are available. (Other T-Servers may have already checked out all available licenses.) In other words, fewer licenses remain than are configured for the given T-Server instance.

Solution:

Check the T-Server log to see how many licenses T-Server checked out (look for the GCTI_LICENSE_CHECKED_OUT message described on [page 80](#)). Configure correct number of DN licenses for each T-Server instance.

Note: T-Server checks out all remaining licenses if its num-sdn-licenses option is set to max.

License Server Problems

Note: This section applies to all applications: for example, Universal Routing Server and T-Server.

Symptom:

I tried to start an application, but the application exited.

Possible Cause:

- You did not start license server.
- Flex, Genesys daemon, or both are not running or are not reachable.
- Firewall or connection problems are occurring (see “Connection Problems” on [page 83](#) or “Firewall Problems” on [page 84](#)).

If you cannot connect to license server, the application generates GCTI_LICENSE_FAIL and exits.

Solution:

Ensure that license server is running before you start the application.

Note: To increase the reliability of license server on Windows, run it as a Windows Service.

Host ID Problems

Symptom:

When I run the license server on my computer, I get the following message: wrong host ID.

Possible Cause and Solution:

Refer to the vendor’s documentation for information on possible reasons for the error and recommendations on how to resolve it.

Connection Problems

Symptom:

The Flex licensed application (or lmstat) cannot connect to the server to check out a license.

Possible Cause and Solution:

Refer to the vendor's documentation for information on possible reasons for the error and recommendations on how to resolve it.

Firewall Problems**Symptom:**

The Flex licensed application (or `lmstat`) cannot connect to the server to check out a license.

Possible Cause:

You have not configured the firewall to allow connection to the license server host and port.

Solution:

Indicate in the license file the port of the Genesys daemon and the port of the license manager, and configure your particular firewall to allow this connection (see "Firewall Support" on [page 50](#)).

Exceeding the Number of Licenses**Symptom:**

I configured a certain number of DNs for automatic T-Server registration, which started correctly, but T-Server clients could not register all configured DNs.

Possible Cause:

- More DNs are configured in the Configuration Database than are granted by license control.

License control for DNs in T-Server is performed when clients register for DNs, which are limited by the license file and the values of `num-sdn-licenses` or `num-of-licenses` specified in the configuration of the given T-Server. The error can result from either:

- Incorrect values specified for the `num-sdn-licenses` or `num-of-licenses` options in this T-Server configuration (for example, 3 instead of 30).
- Incorrect values specified for the `num-sdn-licenses` or `num-of-licenses` options in another T-Server configuration (for example, 30 instead of 3).

Note: Invalid values (for example, negative values) are substituted with the default values, which are `max` for both options.

Solution:

- Check the T-Server or client log file for message `No more licenses`. Ensure T-Server is running with sufficient DNs.
- Verify that the number of DNs is correct. If too few licenses are available for a given instance of T-Server, either redistribute them (from other T-Servers) or buy new licenses to accommodate the number of DNs and T-Servers you are using.
- Contact Genesys Technical Support for error analysis.

Configuration and Reconfiguration of Number of DNs**Symptom:**

After I increased/decreased the `num-sdn-licenses` or `num-of-licenses` option value, I received a Standard error message, `GTCI_LICENSE_FAIL`.

Possible Cause:

You do not have the appropriate license; otherwise, T-Server allows you to increase the license option value. When you change the value of one of the license configuration options, T-Server adapts to the new value of licenses.

Solution:

- Make sure you always have sufficient licenses for T-Server. Order additional licenses, if required.
- In the case where you have decreased the values for the license configuration options, no action is required. The system will continue to operate, and it will adjust to the new values after next T-Server restart.
- If necessary, contact Genesys Technical Support for error analysis.



Supplements

Related Documentation Resources

The following resources provide additional information that is relevant to Genesys software. Consult these additional resources as necessary.

Genesys

- *Genesys Technical Publications Glossary*, which ships on the Genesys Documentation Library DVD, provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.
- *Genesys Migration Guide*, which ships on the Genesys Documentation Library DVD, provides documented migration strategies for Genesys product releases. Contact Genesys Technical Support for more information.
- Release Notes and Product Advisories, which are available on the Genesys Technical Support website at <http://genesyslab.com/support>.

Information about supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- [*Genesys Supported Operating Environment Reference Manual*](#)
- [*Genesys Supported Media Interfaces Reference Manual*](#)

Consult these additional resources as necessary:

- *Genesys Hardware Sizing Guide*, which provides information about Genesys hardware sizing guidelines for the Genesys releases.
- *Genesys Interoperability Guide*, which provides information on the compatibility of Genesys products with various Configuration Layer Environments; Interoperability of Reporting Templates and Solutions; and *Gplus* Adapters Interoperability.

- *Genesys Database Sizing Estimator Worksheets* which provide a range of expected database sizes for various Genesys products.

For additional system-wide planning tools and information, see the release-specific listings of System Level Documents on the Genesys Technical Support website. These documents are accessible from the [system level documents by release](#) tab in the Knowledge Base Browse Documents Section.

Genesys product documentation is available on the:

- Genesys Technical Support website at <http://genesyslab.com/support>.
- Genesys Documentation wiki at <http://docs.genesyslab.com/>.
- Genesys Documentation Library DVD and/or the Developer Documentation CD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

80fr_ref_02-2010_v8.0.001.00

You will need this number when you are talking with Genesys Technical Support about this product.

Screen Captures Used in This Document

Screen captures from the product graphical user interface (GUI), as used in this document, may sometimes contain minor spelling, capitalization, or grammatical errors. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Type Styles

[Table 6](#) describes and illustrates the type conventions that are used in this document.

Table 6: Type Styles

Type Style	Used For	Examples
Italic	<ul style="list-style-type: none"> Document titles Emphasis Definitions of (or first references to) unfamiliar terms Mathematical variables <p>Also used to indicate placeholder text within code samples or commands, in the special case where angle brackets are a required part of the syntax (see the note about angle brackets on page 89).</p>	<p>Please consult the <i>Genesys Migration Guide</i> for more information.</p> <p>Do <i>not</i> use this value for this option.</p> <p>A <i>customary and usual</i> practice is one that is widely accepted and used within a particular industry or profession.</p> <p>The formula, $x + 1 = 7$ where x stands for . . .</p>
Monospace font (Looks like teletype or typewriter text)	<p>All programming identifiers and GUI elements. This convention includes:</p> <ul style="list-style-type: none"> The <i>names</i> of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages. The values of options. Logical arguments and command syntax. Code samples. <p>Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line.</p>	<p>Select the Show variables on screen check box.</p> <p>In the Operand text box, enter your formula.</p> <p>Click OK to exit the Properties dialog box.</p> <p>T-Server distributes the error messages in EventError events.</p> <p>If you select true for the inbound-bsns-calls option, all established inbound calls on a local agent are considered business calls.</p> <p>Enter exit on the command line.</p>
Square brackets ([])	<p>A particular parameter or value that is optional within a logical argument, a command, or some programming syntax. That is, the presence of the parameter or value is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information.</p>	<pre>smcp_server -host [/flags]</pre>
Angle brackets (< >)	<p>A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise.</p> <p>Note: In some cases, angle brackets are required characters in code syntax (for example, in XML schemas). In these cases, italic text is used for placeholder values.</p>	<pre>smcp_server -host <confighost></pre>



Index

Symbols

.NET Server (7.1 version of GIS GSAP)	
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[] (square brackets)	89
< > (angle brackets)	89

A

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ISDK_FACTORY / QUEUE	24
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