Framework Deployment Guide

Local Control Agent (LCA)

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Contents

To enable the Management Layer to control the startup and status of applications and solutions, and manage application failures, you must install an instance of Local Control Agent on every computer that is to run either Genesys server applications or third-party server applications you want to control with Management Layer.

Notes on Configuring the LCA Port

- The LCA port must be set to a value of 2000 or greater. When the LCA port is specified within the range of 1-1999, LCA starts on port number 4999 (default value).
- If the LCA port value is changed in the Host configuration while Solution Control Server (SCS) is connected to LCA, SCS does not disconnect from and reconnect to LCA; instead, the new LCA port value takes effect after LCA restarts.
- If you change the LCA port value for the LCA installed as a Windows Service, you must also change the LCA port number in the LCA startup parameters in the Registry Editor. The LCA Registry Key is located at:
  `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\<lca_service_name>\ImagePath`
  The value must have the following format:

  ```
  <full path>\lca.exe <LCA port number> -service <lca_service_name>
  ```

  Change the LCA port number to the current value.

Installing Local Control Agent

> **Important**
> All running LCA processes must be stopped before installing another LCA.

Installing LCA on UNIX

1. Stop all LCA processes that are running. If there are any LCA processes that are running when you begin the installation, the installation process will stop, and not restart until you have stopped those processes (see Step 4).
2. On the Management Framework product CD in the appropriate **management_layer/lca/<operating_system>** directory, locate a shell script called **install.sh**.
3. Type the file name at the command prompt, and press **Enter**.
4. Type **Enter**. This action will have one of the two following results.
   - If there are any LCA processes still running, you must exit from the installation and have to stop these processes before you can restart it.

- Otherwise, you continue with the installation.

5. To specify the hostname for this LCA, do one of the following:
   - Type the name of the host, and press **Enter**.
   - Press **Enter** to select the current host.
6. Enter the Configuration Server host name, and press **Enter**.
7. Enter the Configuration Server network port, and press **Enter**.
8. Enter the Configuration Server user name, and press **Enter**.
9. Enter the Configuration Server password, and press **Enter**.
10. To specify the destination directory, do one of the following:
    - Press **Enter** to accept the default.
    - Enter the full path of the directory, and press **Enter**.
11. If the target installation directory has files in it, do one of the following:
    - Type 1 to back up all the files in the directory, and press **Enter**. Then specify the path to which you want the files backed up, and press **Enter**.
    - Type 2 to overwrite only the files in this installation package, and press **Enter**. Then type y to confirm your selection, and press **Enter**. Use this option only if the application already installed operates properly.
    - Type 3 to erase all files in this directory before continuing with the installation, and press **Enter**. Then type y to confirm your selection, and press **Enter**.

    The list of file names will appear on the screen as the files are copied to the destination directory.
12. For the product version to install, do one of the following:
    - Type 32 to select the 32-bit version, and press **Enter**.
    - Type 64 to select the 64-bit version, and press **Enter**.
13. If you are authorized to modify startup (RC) files, you are prompted to add LCA to the startup files. Do one of the following:
    - Press **Enter** to add LCA to the startup files.
    - Type n to leave LCA out of the startup files, and press **Enter**.

> **Important**
>
> On UNIX systems, LCA 8.1.0 and earlier is installed with the autostart capability created automatically for run level 3. If you are using another run level, you must modify your operating system startup scripts by adding the startup of LCA.

Installing LCA on Windows

1. Stop all LCA processes that are running.

2. On the Management Framework product CD in the appropriate **management_layer\lca\windows directory**, locate and double-click **setup.exe** to start the Genesys Installation Wizard.
3. Use the **About** button on the wizard's **Welcome** page to view the **read_me** file. The file also contains a link to the server's Release Notes file.
4. Click **Next** to start the installation.
5. On the **Connection Parameters to the Genesys Configuration Server** page, specify the host name, port, user name, and password for Configuration Server, and then click **Next**.
6. On the **Choose Destination Location** page, the wizard displays the default folder **C:\Program Files\GCTI\Local Control Agent**.
   If necessary, do one of the following:
   - Click **Browse** to select another destination folder.
   - Click **Default** to reinstate the default folder, **C:\Program Files\GCTI\Local Control Agent**.
7. On the **Ready to Install** page, do one of the following:
   - Click **Back** to update any installation information.
   - Click **Install** to proceed with the installation.
8. On the **Installation Complete** page, click **Finish**.

As a result of the installation, the wizard adds Application icons to the:

- Windows **Start** menu, under **Programs > Genesys Solutions > Management Layer**.
- Windows **Add or Remove Programs** window, as a Genesys server.
- Windows **Services** list, as a Genesys service, with **Automatic** startup type.

> **Important**
>
> Because the Management Layer functionality requires LCA to be always running while its host computer is up, LCA is installed as a Windows Service with the `autostart` capability.

LCA Log Options

Local Control Agent supports the unified set of log options (common log options) to allow precise configuration of log output. For a complete list of unified log options and their descriptions, see the "Common Log Options" section of the *Framework Configuration Options Reference Manual*.

If you do not specify any log options for LCA, the default values apply. To specify log options for LCA, modify the **lca.cfg** configuration file that was created during LCA deployment, and is located in the same directory as the LCA executable. The LCA configuration file has the following format:

```
[log]
<log option name> = <log option value>
<log option name> = <log option value>
```

...

A sample LCA configuration file is available in the *Framework Configuration Options Reference Manual*.

Configuring ADDP Between Solution Control Server and Local Control Agent

Advanced Disconnection Detection Protocol (ADDP) is enabled automatically between Solution Control Server (SCS) and LCA. By default, SCS generates polling messages to LCA. If SCS does not receive messages from LCA within this interval, SCS sends a polling message. A lack of response to the polling message from LCA within the same time period is interpreted as a loss of connection.

If you want to change the ADDP timeout between SCS and LCA, configure the **addp-timeout** option. If you also want to enable LCA polling messages to SCS, configure the **addp-remote-timeout** option. Both of these options are set in the annex of the Host object configured for the computer on which LCA runs. For detailed instructions on specifying these options, refer to the *Framework Configuration Options Reference Manual*.

To avoid false disconnect states that might occur because of delays in the data network, Genesys recommends setting the ADDP timeouts to values equal to or greater than ten seconds.

For more information about ADDP, see Advanced Disconnection Detection Protocol.