

GENESYS

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Framework Management Layer User's Guide

Monitoring and Control Functions

Monitoring and Control Functions

This chapter provides additional information and hands-on tips for using the following Management Layer monitoring and control functions, including information about involved applications and reference documents:

- Monitoring solutions, applications, and hosts
- · Viewing system performance
- Managing 3rd-party applications
- · Avoiding an unnecessary switchover
- · Handling stuck calls
- Managing environments with redundant Configuration Servers, also referred to as high availablity (HA) configurations
- Managing environments that include one or more Configuration Server Proxies, also referred to as distributed Configuration Server configurations.
- Using the mlcmd Command-Line utility to assist you in monitoring and controlling your configuration.