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Genesys Administrator Extension Deployment Guide


Tomcat Issues

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Tomcat Issues

If you encounter problems with your Tomcat host, you can try the following to determine and resolve the problem:

- From the Tomcat host, ping Configuration Server and Solution Control Server by name and by IP address.
- From Solution Control Server, ping the Tomcat Host by name and by IP address.
- From Solution Control Server, telnet to the Tomcat host on all ports, disabling SELinux or any firewalls if necessary.
- A dedicated Tomcat startup script for Genesys Administrator Extension sets the environment variable GAX_CMD_LINE_ARGS. To check if this variable has been created correctly, use gax_startup.sh and pass parameters using the command line, or use Solution Control Interface or Genesys Administrator.
- Check that Database Access Points are configured and connected.
- Check that the ojdbc6.jar file (for Oracle) or jtda-<version>.jar file (Microsoft SQL Server) has been copied into the Tomcat lib directory.
- Check that gzip compression is enabled in Tomcat for responses.

 **Note:** The following information applies to Genesys Administrator Extension release 8.1.2 and lower:

When the Tomcat process which hosts the GAX application on Windows runs under the SYSTEM account, UNC paths and mapped drives specified for the asd_repository cannot be accessed due to insufficient permissions. Ensure that Tomcat is run as a user possessing sufficient permissions to access UNC paths and mapped drives. Also note that if Genesys Administrator is used to start or stop GAX, the LCA process should also be run under a non-SYSTEM account.

Ports in Use

The table below shows the typical ports used in a Genesys environment.

Typical Ports Used

Port	Description
22	Remote shell (ssh) connections
80	Webserver; can only be used by Tomcat if it is started from the root.
8080	Web server; any user starting Tomcat may use this
1521	Oracle database connections
1433	Microsoft SQL Server

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Port	Description
4999	Local Control Agent
5000	Genesys Deployment Agent (GDA)