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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 `jttda-<version>.jar` file (Microsoft SQL Server) has been copied into the Tomcat `lib` directory.
- Check that gzip compression is enabled in Tomcat for responses.

## 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
4999	Local Control Agent
5000	Genesys Deployment Agent (GDA)