GENESYS™

Genesys Administrator Extension Help

System Dashboard

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System Dashboard

The System Dashboard helps you to monitor your contact center. It shows a high-level summary of the current operations of your environment, as follows:

- Active Alarms—A summary of active alarms.
- Hosts—A summary of the hosts in your environment, and their status.
- Applications—A summary of the applications in your environment, and their status.
- Solutions—a summary of the solutions in your environment, and their status.

To view detailed information about the contents of each widget in a tab, click the name of the respective tab, or open the contextual menu (three vertical dots) in the widget and select **Expand to Tab**. You can also rename the widget by selecting **Edit**.

Important

- Dashboards are not supported if you are using Internet Explorer 8 or earlier.
- GAX must have a connection to Solution Control Server (SCS) for the System Dashboard to function. See Step 5: Add SCS connection of Deploying Genesys Administrator Extension via Setup Mode in the Genesys Administrator Extension Deployment Guide for more information.

Alarms

The Alarms widget shows a list of active Critical, Major and Minor alarms in the system, sorted by priority. The widget updates automatically when a new alarm is activated.

Important

- An active alarm is visible only if you have access to the application which generated the alarm.
- For Genesys Administrator Extension to monitor the system, Management Layer components must be deployed in the system, and Genesys Administrator Extension must be deployed with connections to the Solution Control Server. For detailed instructions, see the Management Framework Deployment Guide.

Each Alarm in the list displays one of the following severity levels:

- Critical
- Major
- Minor
- Unknown

To clear an Alarm, do the following:

[+] Show steps

1. Display the Alarms tab.
2. Select the check boxes of the Alarms that you want to clear.
3. Click **More** and select **Clear**.

Troubleshooting Alarms Viewing

If an event that is configured to generate an alarm does not result in an alarm, verify that:

- The corresponding Alarm Condition is configured correctly.
- The corresponding log event was generated. To verify this, check whether the log event appears in a local text file.
- The Application that generates the event is configured to send its log to a network Message Server.
- The network log output of the given Application is set to Interaction or Trace if the event is reported at either Interaction or Trace log-output level.
- Message Server is receiving log events that the given Application generated. Check the Message Server log.
- Solution Control Server is connected to Message Server.
- Solution Control Server receives alarm messages from Message Server. Check the Solution Control Server log.
- Genesys Administrator Extension is properly connected to Solution Control Server.

Applications

The Applications widget shows a list of the Applications in the system. Applications with a status of **Unknown** are shown at the top of the list. This widget updates automatically when the status of an Application changes. Each Application in the list has one of the following status levels: **[+] Show status levels**

Status Level	Description
Initializing	Indicates that an application is performing the initialization steps, which involve:

Status Level	Description
	• Starting the application. • Reading configuration data from the Configuration Database. • Checking this data for integrity and completeness. • Establishing connections with all the resources according to the given configuration data. At this stage, the application is connected to the LCA (Local Control Agent) running on its host, but it is not ready to provide the service (for example, to accept client connections).
Started	Assigned from the moment an application is completely initialized; that is, when the application: • Has read and checked its configuration. • Has established connections with all the required resources. • Is ready to provide its service. • Is connected to the LCA running on its host. This status does not necessarily mean that the application is performing its function. To start working, some applications may require additional solution-specific control operations through their user interfaces. For information, refer to solution-specific documentation.
Service Unavailable	Indicates that, although an application is running, it cannot provide the service, for some internal reason.
Start Pending	The application is being activated. Solution Control Server (SCS) has executed the Startup command, but the application has not yet connected to the LCA on its host. This status exists only for the interval between the command to start the application and the LCA report that the application is being connected.
Stopped	Indicates that an application is installed and configured in the system, but it has not started. In other words, the application either has not been activated or has terminated unexpectedly.
Stop Pending	The application is being shut down. The application has accepted the Stop command from SCS, but it has not yet disconnected from the LCA on its host. This status exists only for the interval between the instruction to stop the application and its actual termination. Typically, the Pending stage involves some application-specific wrap-up functions, closing of all open connections, termination, and detection of the termination by LCA.

Status Level	Description
Suspended	Indicates that an application has received a request to shut down gracefully, has stopped accepting new client connections, and has finished processing all current connections and requests.
Suspending	Indicates that an application has received a request to shut down gracefully and has stopped accepting new client connections and requests. It is still processing current connections and requests.
Unknown	Indicates that the Management Layer cannot provide reliable information about the current application status. In other words, SCS is not connected to the LCA on the host where the application is configured to run. This status does not necessarily mean that the application cannot perform its function. **Important** All GUI desktop applications are displayed with a status of Unknown.

In the Applications tab, you can perform the following actions:

- Start the Application
- Stop the Application gracefully
- Stop the Application immediately
- Switch over a backup Application to primary mode

Hosts

The Hosts widget shows a list of Hosts in your environment. This list updates automatically when the status of a Host changes. Each Host in the list has a status, which is one of the following: **[+] Show status levels**

Status	Description
Up	Indicates that Solution Control Server (SCS) has successfully connected to Local Control Agent (LCA) running on the given host and that it, therefore, can control and monitor all applications located on this host.
Down	Indicates that SCS cannot connect to LCA running on the given host, or that it has lost a previously established connection. This status indicates one of the following: • LCA has not started on the given host, has terminated, or has stopped responding.

Status	Description
	• LCA is not configured correctly in the Configuration Database.
Unavailable	Indicates that SCS cannot connect to LCA running on the given host, or that it has lost a previously established connection because the host is not started or has failed.
Unreachable	Indicates that SCS cannot connect to LCA running on the given host, or that it has lost a previously established connection because of a network connectivity problem between SCS and the host. Specifically, there is no route to the host.
Unknown	Indicates one of two situations: • In a Distributed SCS configuration, the SCS to which Genesys Administrator is connected cannot connect to, or has lost a previously established connection with, another distributed SCS that is assigned to the given host. • Genesys Administrator Extension cannot connect to, or has lost its connection with, SCS on the given host. In this case, Genesys Administrator Extension will show all hosts with a Unknown status.

In the Hosts tab, click the graph icon in the very last column to view the following information about the Host:

- CPU and memory usage. Real-time information for each CPU is broken down as follows:
  - **User Time (%)**
  - **Kernel Time (%)**
  - **Non-Idle Time (%)**
- Basic real-time memory information, in kilobytes:
  - **Used Virtual Memory**
  - **Total Virtual Memory**

In the Host Information window, you can also select the appropriate tab to view information about the following:

- **Processes**—Displays all processes running on the host. For each process, the Processes tab displays the following:
  - **Name**
  - **PID** (process identifier)
  - **CPU Usage (%)**

- **Mem Usage (MB)**

- **Priority**

- **Services**

- **Charts**

- **Services**—Displays programs installed to run as Windows Services on the selected host. This tab only displays information about host computers running a Genesys-supported Windows operating system. For each service, the Services tab indicates:

  - **Name**—the actual name of the program installed as a Windows Service.

  - **Display Name**—the service name of the program, as it appears in the Services window.

  - **State**—the current state of the service.

  - **Win32 Exit Code**—the error code reported for an error occurring during a service startup or shutdown.

  - **Svc Exit Code**—the service-specific error code reported for an error occurring during a service startup or shutdown.

  - **Checkpoint**—the operation progress indicator that the service uses during a lengthy operation.

  - **Wait Hint**—the interval, in milliseconds, during which the current operational step should be completed.

> ### Tip
> See the documentation for your Microsoft Windows operating system for more information.

- **Charts**—Displays a graph of memory and processor usage on the host.

Solutions

The Solutions widget shows a list of Solutions in your environment. This list updates automatically when the status of a Solution changes. Each Solution in the list has a status, as follows: **[+] Show status levels**

Status Level	Description
Start Pending	Indicates that a request to start the solution was sent by SCS, but there are some applications that still need to be started in the solution.
Started	Indicates that a solution is ready to perform its major function; that is, all mandatory solution components have reported Started status. This status does not necessarily mean that the solution is actually performing its function. To start working, some solutions

Status Level	Description
	might require additional solution-specific control operations through their user interfaces. For information, refer to solution-specific documentation.
Stop Pending	Indicates that a request to stop the solution was sent by SCS, but there are some applications that still need to be stopped in the solution.
Stopped	Indicates that one or more of the solution's mandatory components do not have Started status; therefore, the solution cannot perform its function. Stopped status can indicate that a solution either has not been activated, or has failed because one of its mandatory components is unavailable.
Unknown	Indicates that the Management Layer cannot provide reliable information about the solution status. This status does not necessarily mean that the solution is unable to perform its function.

In the Solutions tab, you can perform the following actions:

- Start a Solution
- Stop a Solution gracefully
- Stop a Solution immediately

Start

> ### Important
> You can start a Solution of type Default Solution Type or Framework from Genesys Administrator Extension only if the Solution was created using a Solution Wizard.

To start a Solution, do the following:

[+] Show steps

1. Select the check boxes beside the Solutions that you want to start.
2. Click **More** and select **Start**.

Genesys Administrator Extension sends the Startup command for each Solution to Solution Control Server (SCS). SCS starts Solutions in the order in which it reads their configuration from Configuration Server and processes each Startup command as it would for a Solution that was started individually.

> ## Important
>
> Complete Solution startup can take some time. The amount of time varies, depending on the number and location of Solution components and the time required to initialize each component.

SCS checks the status of all the Solution's mandatory components that are configured to be controlled by the Management Layer.

Genesys Administrator Extension reports the successful start of a Solution after all these components have reported a status of Started within the configured timeout. When the Solution starts, its status changes from Stopped to Started.

> ## Important
>
> - You can start a Solution only if you have Execute permission for the Solution configuration object in the Configuration Layer.
>
> - Because a number of Solutions can share the same applications, some Solution components may have a status of Started before you start the Solution.
>
> - In redundant configurations, both primary and backup Solution components start simultaneously; they are assigned runtime redundancy modes according to their configuration.

Stop

> ## Important
>
> You can stop a Solution of Default Solution Type or Framework from Genesys Administrator Extension only if the Solution was created using a Solution Wizard.

This action is similar to the **Graceful Stop** command in Genesys Administrator. When you stop a Solution gracefully, all of the Applications making up the Solution stop accepting new requests and finish processing those requests that each currently has in its queue.

You can stop a Solution gracefully only if you have Execute permission for the Solution object.

To stop a Solution gracefully, do the following:

[+] Click to show section

1. Select the check boxes of the Solutions that you want to stop.

2. Click **More** and select **Stop**.

Genesys Administrator sends the Stop command for each Solution to Solution Control Server (SCS). SCS uses Local Control Agents (LCA) to deactivate the Solution components in the reverse order from the component-startup order. (The component-startup order is defined in the Solution configuration object.)

Important

- Because a number of Solutions can share the same Applications, some Solution components may continue to have a status of Started after you stop the Solution, whether gracefully or ungracefully.

- In redundant configurations, both primary and backup Solution components stop simultaneously.

Force Stop

Important

You can stop a Solution of type Default Solution Type or Framework from Genesys Administrator Extension only if the Solution was created using a Solution Wizard.

When you stop a Solution ungracefully, the Solution stops abruptly, and all of its composite applications immediately stop processing, both new and current. You can stop a Solution in this way only if you have Execute permission for the Solution object.

To stop a Solution immediately, do the following:

[+] Show steps

1. Select the check boxes beside the Solutions that you want to stop.
2. Click **More** and select **Force Stop**.

Tip

You can also start and stop solutions by clicking on the status name in the Solutions tab. For example, if a solution has a status of **Started** and you click the status name, the solution attempts to stop. Likewise, if a solution has a status of **Stopped** and you click the status name, the solution attempts to start.

Genesys Administrator Extension sends the Stop command for each Solution to SCS, which uses Local Control Agents (LCA) to deactivate the Solution components in reverse order from the component startup. (The component-startup order is defined in the Solution configuration object.)

Important

- Because a number of Solutions can share the same applications, some Solution components may continue to have a status of Started after you stop the Solution, whether gracefully or ungracefully.

- In redundant configurations, both primary and backup Solution components stop simultaneously.