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Deployment Guide

Start and Stop Genesys Co-browse Server

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Start and Stop Genesys Co-browse Server

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Start the Co-browse Server

Select a tab below to start Co-browse Server on either Windows or Linux:

Windows

Start the Co-browse Server on Windows

Important

You can start the Genesys Co-browse Server on Windows from:

- Windows Services
- the startserver.bat script
- the cobrowse.bat script
- Genesys Administrator

Start

- You can start the server from Windows Services.
 1. Open Windows Services
 2. Select and start the Co-browse Server service.
- You can use the provided startserver.bat script.
 1. Navigate to the Co-browse installation server directory and launch the Windows command console (cmd.exe).
 2. Type and execute startserver.bat, without any parameters.
- You can use the provided cobrowse.bat script.
 1. Navigate to the Co-browse installation server directory and launch the Windows command console (cmd.exe).
 2. Type and execute cobrowse.bat, along with the '-host', '-port', and '-app' parameters. For example,
cobrowse.bat -host demosrv.genesyslab.com -port 2020 -app Co-browse_Server
You can find your parameters in the Server Info section of your Co-browse application in Genesys Administrator.
- You can start the server from Genesys Administrator.

1. Navigate to PROVISIONING > Environment > Applications.
2. Select the Co-browse Server.
3. Click Start applications in the Runtime panel.

End

The Genesys Co-browse Server is shown in Started status in Genesys Administrator.

Linux

Start the Co-browse Server on Linux

Important

You can start the Genesys Co-browse Server on Linux from:

- the run.sh script
- the cobrowse.sh script
- Genesys Administrator

Start

- You can use the provided run.sh script.
 1. Navigate to the Co-browse installation root directory in the Linux command console.
 2. Type and execute run.sh, without any parameters.
- You can use the provided cobrowse.sh script.
 1. Navigate to the Co-browse installation server directory in the Linux command console.
 2. Type and execute cobrowse.sh, along with the '-host', '-port', and '-app' parameters. For example, cobrowse.sh -host demosrv.genesyslab.com -port 2020 -app Co-browse_Server. **Note:** You can start the application as a daemon by adding -d to the command.
You can find your parameters in the Server Info section of your Co-browse application in Genesys Administrator.
- You can start the server from Genesys Administrator
 1. Navigate to PROVISIONING > Environment > Applications.
 2. Select the Co-browse Server.
 3. Click Start applications in the Runtime panel.

End

The Genesys Co-browse Server is shown in Started status in Genesys Administrator.

Stop the Co-browse Server

Select a tab below to stop Co-browse Server on either Windows or Linux:

Stop the Co-browse Server on Windows

Stop the Co-browse Server on Windows

Important

You can stop the Genesys Co-browse Server on Windows from:

- Windows Services
- Genesys Administrator
- A console window

Start

- You can stop the server from Windows Services.
 1. Open Windows Services
 2. Select and stop the Co-browse Server service.
- You can stop the server from Genesys Administrator.
 1. Navigate to PROVISIONING > Environment > Applications.
 2. Select the Co-browse Server.
 3. Click Stop applications in the Runtime panel.
- If you previously started Co-browse Server in a console window, you can stop the server by closing the window.

End

The Genesys Co-browse Server is shown in Stopped status in Genesys Administrator.

Stop the Co-browse Server on Linux

Stop the Co-browse Server on Linux

Important

You can stop the Genesys Co-browse Server on Linux from either **Genesys Administrator** or a **console window**.

Start

- You can stop the server from Genesys Administrator.
 1. Navigate to PROVISIONING > Environment > Applications.
 2. Select the Co-browse Server.
 3. Click Stop applications in the Runtime panel.
- Or you can stop the server from the console window where it was started.
 1. Press Ctrl+C while the window is active.
 2. Type Y and press Enter.

End

The Genesys Co-browse Server is shown in Stopped status in Genesys Administrator.