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GIS Deployment Guide

Starting and Testing GIS

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Contents

- 1 Starting and Testing GIS
 - 1.1 Starting GIS
 - 1.2 Stopping GIS

Starting and Testing GIS

The final step in the installation and configuration process is to confirm that GIS is properly installed and runs successfully. This chapter includes the following sections:

- [Starting GIS](#)
- [Stopping GIS](#)

Starting GIS

If you used the default installation directory, the start scripts are already set up so that `/GIS/bin/` is the current directory.

Choosing Your Start Script

Purpose

To choose the correct start script to startup GIS.

Prerequisites

- Check that you have set the `JAVA_HOME` environment variable correctly. For details, see [Setting the JAVA_HOME Environment Variable](#).

Start

1. Locate the start scripts:
 - For GIS:SOAP installations, the start scripts are located in the `bin/` subdirectory under the top-level installation directory.
2. Select the start script for your environment platform:
 - For GIS:SOAP installations:
 - `run_gis_soap.sh` is a UNIX Bourne shell script compatible with Korn and with BASH shells. It is used for startup on Solaris, HP-UX, Linux and AIX platforms.
 - `run_gis_soap.bat` is a batch-file script used for startup on Windows platforms.
3. Verify that the values, entered during the IP installation, are correct by using a text editor to open and inspect the start script. To do so, follow the steps in the [Editing the Start Script](#) procedure.
4. Run the script.

End

Next Steps

- You may need to modify the start script by following [Editing the Start Script](#).

Editing the Start Script

Purpose

To verify that the values, entered during the IP installation, are correct by using a text editor to open and inspect the start script.

Prerequisites

- You must have selected a start script based on your needs, see [Choosing Your Start Script](#).

Start

1. Use a text editor to open and inspect the Windows, AIX, HP-UX, Linux or Solaris start script (whichever version you intend to use) to verify that the values, entered during the IP installation, are correct.
2. Edit the value of the port parameter found in the `.../conf/server.xml` file, located under the top-level installation directory to change the port for Tomcat. The default port assignment for Tomcat is 8080. If you change this port number, any references to port 8080 in the Statistics SDK and Configuration SDK *Developer's Guides* and *API References* must refer to the port number you configured here.

End

Next Steps

- Start GIS, [Starting and Testing GIS](#).

Starting and Testing GIS

Purpose

To start and test GIS to confirm installation and configuration is correct.

Prerequisites

- Confirm that Configuration Server is running.

Start

1. Run the correct start script to start up GIS. See [Choosing Your Start Script](#).
2. Access GIS using a web browser:
3. Follow one of the start procedures:
 - [Starting on UNIX-based Platforms \(GIS:SOAP\)](#).
 - [Starting GIS on Windows](#).
 - [Starting GIS on a Web Application Server](#).

End

Next Steps

- For GIS:SOAP, you may want to specify a licensing at startup, [Specifying Licensing at Startup \(GIS:SOAP\)](#).

Configuring the License Section of the Option Tab for GIS SOAP

Purpose

To configure the [license Section](#) of the Options tab for GIS:SOAP during configuration of a GIS Application object.

Important

You can also configure the license file parameter at startup, see [Specifying Licensing at Startup \(GIS:SOAP\)](#).

Prerequisites

- You must have configured your application for GIS:SOAP

Important

GIS does not support redundant License Managers. However, you can specify multiple independent License Managers, using one of the following formats:

- Windows: server1;server2;server3 [and so on].
- UNIX: server1:server2:server3 [and so on].

You can also enter the license information, in either format, on the command line at startup, see [Specifying Licensing at Startup \(GIS:SOAP\)](#). If you do so, the command-line information takes priority over the [license-file](#) option settings. See [Starting and Testing GIS](#), for details.

Important

If you are upgrading to GIS 7.6 from Genesys Interface Server 7.1 or earlier, migrate your existing license keys. For details, see the [Genesys Licensing Guide](#).

Start

1. Double-click license or select it from the Sections combo box of the Options tab of the GIS Application object.
2. Open the [license-file](#) option.
3. For the license- file option value, enter either:
 - The value <port>@<host> for the host running the FlexLM License Manager daemon.
 - The path to a local license file.
4. Use the information found in the [license Section](#) as a guide to configuring additional settings in the

Options tab's license section.

End Next Steps

- Configure other sections of the Options Tab, see [Configuration Options](#).

Specifying Licensing at Startup (GIS SOAP)

Purpose

To configure the location of the license file using a command line.

Prerequisites

- You must have configured your application as a SOAP server.

Important

You can also configure the license file location during configuration of the GIS Application object (see [Genesys Integration Server](#)).

Start

1. Append the `-l` option on the command line, followed by either:
 - The License Manager `<port>@<host>` argument to specify the port number and host name for the License Manager server.
 - The full path to the license file, including the license file name.

Important

If you specify license information in both the command-line and

the during the configuration of the GIS Application object, the command-line option takes priority over the `license-file` option set in Configuration Manager. GIS does not support redundant License Managers. However, you can specify multiple independent License Managers, using one of the following formats.

- For Windows: `-l "server1;server2;server3"` [and so on—include the quotes].
- For UNIX-based: `-l server1:server2:server3` [and so on].

End Next Steps

- [Verify the Status of GIS \(GIS:SOAP Only\)](#).

Starting on UNIX-based Platforms (GIS SOAP)

Purpose

To start GIS:SOAP on UNIX-based platforms.

Prerequisites

- You must have configured your application as a SOAP server.

Start

1. Open a shell window.
2. At the command line, make your GIS installation directory the current directory (for example: `cd /GIS`).
3. At the command line, enter one of the following:
 - `gis.sh -l <lic_server_port>@<lic_server_host> -host <cfg_host> -port <cfg_port> -app <app_name>.`
 - `./bin/run_gis_soap.sh` (for GIS:SOAP installations).

Important

If you use the second command, specify your `<lic_server_port>@<lic_server_host>` licensing information in the `run_gis_soap.sh` or `startServer.sh` file.

End

Next Steps

- [Verify the Status of GIS \(GIS:SOAP Only\)](#).
- [Stopping GIS on UNIX-based Platforms](#).

Verify the Status of GIS (GIS SOAP)

Purpose

To check that a GIS:SOAP instance is running properly.

Prerequisites

- [Starting on UNIX-based Platforms \(GIS:SOAP only\)](#).

Start

1. Open a web browser.
2. Open the GIS web page, as follows:

- If you installed GIS as a stand-alone server, enter the following URL in the address bar:
`http://<gis_host>:8080/gis`
- If you installed GIS in WebSphere Base 5.x, enter the following URL in the address bar:
`http://<WebSphere_host>:9080/gis76`
- If you installed GIS in WebSphere Express 5.x, enter the following URL in the address bar:
`http://<WebSphere_host>:7080/gis76`
- If you installed GIS in WebSphere 6.0.x, enter the following URL in the address bar:
`http://<WebSphere_host>:9081/gis76`

Important

The port numbers listed above are the default ports for each type of GIS installation. If you changed the port during configuration and installation, adjust the URL accordingly.

3. Confirm that browser has connected to GIS web page. The page shows the following links:
 - **Overview**—Presents basic statistics such as the GIS version number, Java and system resources, and essential server information.
 - **SessionService**—Presents information about service state and number of sessions.
 - **StatService**—Presents connectivity information about service state, license name, Stat Server, and current number of statistics subscribed to by agents.
 - **CSProxyService**—Presents information about service state and license name, the CS Proxy SOAP interface, and configuration information. Also enables changes to configuration objects.
 - **AIL**—Presents connectivity information about service state, license name, and the AIL Server.
 - **OPENMEDIA**—Presents connectivity information about service state and the Open Media Server.

End Next Steps

- [Stopping GIS on UNIX-based Platforms.](#)

Starting GIS on Windows

Purpose

To start GIS on Windows platforms, use either a Start menu shortcut or a batch file.

Prerequisites

- You must have configured your application to be ran on a Windows platform.

Start

Using the Start menu:

1. Select Start > Programs > Genesys Solutions > Genesys Integration Server > > <protocol> > Start Server.

Using the batch file (for GIS:SOAP):

1. Navigate to the <GIS_installation_directory>/bin/ subdirectory.
2. Double-click run_gis_soap.bat.

End Next Steps

- [Stopping GIS on Windows.](#)

Starting GIS on a Web Application Server

Purpose

To start GIS on a web application server such as WebSphere or WebLogic, consult your application server's documentation.

Prerequisites

- You must have deployed your application on WebSphere or WebLogic.

Start

1. Locate and edit the gis.properties file to modify the startup parameters, such as the host name or port number:
 - For WebSphere, this file is located in the ../AppServer/installedApps/<node_name>/<application_name> /gis.war/conf/ directory under your WebSphere directory structure.
 - For WebLogic, this file is located in the <gis_deployment_directory>/gis_72/conf/ subdirectory.

End Next Steps

- [Stopping on a Web Application Server.](#)

Stopping GIS

If you are not using the Management Layer, stop GIS using the appropriate method as described in this section.

Stopping GIS on UNIX-based Platforms

Purpose

To stop GIS on UNIX-based platforms.

Prerequisites

- You must be running GIS on a UNIX-based platform.

Start

1. Open a shell window.
2. At the command line, change the current directory, using the command appropriate for your installation type:
 - (For GIS:SOAP:) `cd <GIS_installation_directory>/bin`
3. Issue the `./shutdown.sh` command (for GIS:SOAP).

End

Stopping GIS on Windows

Purpose

To stop GIS on Windows platforms by using either a Start menu shortcut or a batch file.

Prerequisites

- You must be running GIS on a Windows platform.

Start

Using the Start menu:

1. Select Start > Programs > Genesys Solutions > Genesys Integration Server > <protocol> > Stop Server.

Using the batch file (for SOAP):

1. Navigate to the <GIS_installation_directory>/bin directory.
2. Double-click `shutdown.bat`.

End

Stopping on a Web Application Server

Purpose

To stop GIS on a web application server such as WebSphere or WebLogic.

Prerequisites

- You must be running GIS on a on a web application server such as WebSphere or WebLogic.

Start

1. Consult your application server's documentation.

End

Using Management Layer to Start and Stop GIS

Purpose

To start/stop GIS from the Solution Control Interface (SCI).

Prerequisites

- GIS must be installed.

Important

You cannot use the Management Layer to control GIS if you are running GIS in a WebSphere or WebLogic web container.

Start

To start GIS through SCI:

1. Start the SCI.
2. Go to the Applications view.
3. Right-click the GIS application and select Start from the shortcut menu.**-or-** Select the GIS application and choose Action > Start on the menu bar.

To stop GIS through SCI:

1. Start the SCI.
2. Go to the Applications view.
3. Right-click the GIS application and select Stop from the shortcut menu.**-or-** Select the GIS application and choose Action > Stop on the menu bar.

End