Genesys Info Mart Deployment Guide

Starting and Stopping Genesys Info Mart Server

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You can start and shut down Genesys Info Mart Server by using the Genesys Management Layer, a startup file, a manual procedure, or Services Manager. All of these methods usually require command-line parameters for a server application, as well as an executable file name. This page describes the prerequisites for Genesys Info Mart Server startup and provides instructions for starting and stopping Genesys Info Mart Server, including information about the command-line parameters that are common to most Genesys server applications.

Contents

Before You Begin

For information about how to use the Management Layer, startup files, and Services Manager for startup, see the *Management Framework Deployment Guide* that applies for your deployment.

The following issues are important for you to consider.

Genesys Info Mart Connections and Configuration

Before you attempt to start Genesys Info Mart Server, confirm that the connections and configuration options that have been configured for your Genesys Info Mart Application object are correct for your deployment.

In general, do not change any connections on the **Connections** tab of the Genesys Info Mart Application object during startup. For more information about how to configure connections, see step 2 in the procedure about creating the Genesys Info Mart Application object.

Do not make changes to Genesys Info Mart configuration options during startup. You can make changes to Genesys Info Mart configuration options during runtime; in almost all cases, you do not need to restart Genesys Info Mart for the changes to take effect. For more information, see Configuring Options for Genesys Info Mart.

Other Applications

Genesys recommends that the following applications be running before you start Genesys Info Mart Server:

- Configuration Server
- Message Server
- The relational database management system (RDBMS)
- The data sources and ICON applications from which Genesys Info Mart obtains data

If your deployment includes attached data, ensure that there is a proper attached data specification file in the ICON working directory, suitably modified for use with Genesys Info Mart. (By default, ICON uses the ccon_adata_spec.xml file.) For more information about modifying the attached data specification file, see Customizing Attached Data Storage.

For detailed instructions about starting the Genesys components on which Genesys Info Mart depends, see the:

- *Management Framework Deployment Guide* for your release
- *Framework T-Server Deployment Guide* for your particular T-Server type and release
- *Interaction Concentrator Deployment Guide* for your release
- *Outbound Contact Deployment Guide* for your release
- *eServices Deployment Guide* for your release

Command-Line Parameters

Genesys Info Mart supports the following startup command-line parameters:

`-host`	The name of the host on which Configuration Server is running
`-port`	The communication port that client applications must use to connect to Configuration Server
`-app`	The exact name of an application as configured in the Configuration Database
`-service`	(Windows only) The name of the Windows service
`-v`	The version of the component. Note that specifying this parameter does not start an application, but instead returns version information, including Genesys Info Mart server release, Info Mart database schema version, and minimum required Interaction Concentrator release. You can use either an uppercase letter (*V*) or lowercase letter (*v*).

Genesys Info Mart also supports the following optional command-line parameters, which configure client-side port definition for a secure connection to Configuration Server:

`-transport-port`	The port number that the client application will use for the TCP/IP connection
`-transport-address`	The IP address that the client application will use for the TCP/IP connection

In addition, the **gim_etl_server** file, which is included in the Genesys Info Mart installation package (IP), specifies a number of Java Virtual Machine (JVM) startup parameters. For information about JVM parameters that you might want to modify, see Modifying JVM Startup Parameters.

Modifying the Genesys Info Mart Default Arguments

You might want to change the Genesys Info Mart application's default arguments; for example, change the host on which Configuration Server is running.

If you plan to use Genesys Solution Control to start and stop Genesys Info Mart Server, you can edit the default command-line arguments directly on the **Start Info** tab of the Genesys Info Mart Application object in the interface you use to configure applications. These changes will take effect when you use Genesys Solution Control to start the application.

The following example (provided for a Windows operating system) shows the command-line arguments that are created under the **Start Info** tab of the Genesys Info Mart Application object in the configuration interface after the installation is complete:

`-host <lhostname> -port <port_number> -app InfoMart -service InfoMart`

The Windows service name of the Genesys Info Mart application is identified by the `-service` parameter. If Genesys Info Mart is installed multiple times, there will be a Windows service for each installation, in which the value of the `-service` parameter will be the service name of the corresponding Genesys Info Mart application in the Windows service. Genesys recommends that you not change the value of this parameter.

Modifying JVM Startup Parameters

The **gim_etl_server** file specifies a number of JVM parameters that set the overall context for Genesys Info Mart functioning — for example, Java memory settings. You might need to modify the file for performance reasons or to enable certain Genesys Info Mart or RDBMS functionality.

In particular, consider modifying the **gim_etl_server** file to set the following startup parameters:

- `-DfilterUserData=false` — Enables the extraction job to extract user data that was sourced from the **UserData, Reasons,** or **Extensions** attributes in TEvents or Interaction Server events. Otherwise, the extraction job extracts KVPs from the **UserData** attribute only. For more information, see Source Attributes in Events.

- `-DqueryParallelism=<degree of parallelism>` — (For Oracle only) Enables you to control the degree of query parallelism that Oracle will use, to improve performance. Genesys Info Mart uses the value that is specified by the startup parameter to provide a parallelism hint in certain transformation queries.
    By default, Genesys Info Mart uses query parallelism at a level that is expected to be optimal for most deployments (`queryParallelism=4`).
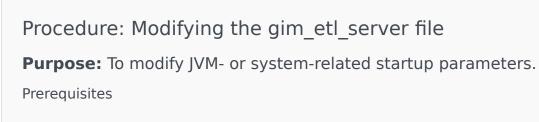
    For more information about how parallel execution works, see the Oracle documentation.

- `-Dcfg.protocol.timeout=<timeout value in seconds>` — Enables you to change the timeout value for a response from Configuration Server. The default timeout of 60 seconds is appropriate in most installations. If you encounter error messages that the Genesys Info Mart Server timed out while reading configuration data, increase the value of the `cfg.protocol.timeout` parameter. Genesys recommends values between 60 and 1800 seconds.

- `-DUseDbLinks=false` — Ensures that Genesys Info Mart will not use database links even if they have been configured.

> ## Warning
> Do not change the `-Duser` JVM parameters specified in the **gim_etl_server** file. For example, do not change the time zone specified in `-Duser.timezone=GMT`; changing this parameter will result in incorrect population of the DATE_TIME calendar.

The following procedure provides the syntax for modifying the **gim_etl_server** file.

Procedure: Modifying the gim_etl_server file

Purpose: To modify JVM- or system-related startup parameters.

Prerequisites

- Genesys Info Mart has been installed, as described in Preparing and Installing the Genesys Info Mart Server.

Steps

1. Locate the **gim_etl_server** file for your operating system. After Genesys Info Mart has been installed, the **gim_etl_server** file is available in the installation directory.

2. Edit the file to add or change command-line parameters as required. JVM-related parameters use the prefix "-X" (for example, -Xmx900m); system-related parameters use the prefix "-D" (for example, -DfilterUserData=false).

    -   On Windows, use the following syntax:
        ```
        set JVM_PARAMETERS=%JVM_PARAMETERS% <parameter=value>
        ```
        Use a separate line for each new system-related parameter.

    -   On UNIX, use the following syntax:
        ```
        ${JAVACMD} <other command-line parameters> <parameter=value>
         com.genesyslab.gim.etl.server.GIMServer "$@"
        ```

3. Save the file to the Genesys Info Mart installation directory.

4. Start or restart the Genesys Info Mart Server.

Starting Genesys Info Mart Server

You can start Genesys Info Mart Server in any of the following ways:

-   From SCI
-   Manually on Windows
-   Manually on UNIX

SCI

Starting Genesys Info Mart Server with Solution Control Interface

The following procedure describes how to use Solution Control Interface (SCI) to start Genesys Info Mart Server.

Procedure: Starting Genesys Info Mart Server by using SCI

Prerequisites

- You have modified startup arguments if required. For more information, see Command-Line Parameters.

Steps

1. On the list pane in the **SCI Applications** view, select your Genesys Info Mart Server.

2. Do one of the following:

   - On the toolbar, click the **Start** button.

   - From the **Action** menu, select **Start.**

   - Right-click the Application object to access the shortcut menu, and then select **Start.**

3. In the confirmation box that appears, click **Yes.**
     SCI starts your Genesys Info Mart Server.

Windows

Starting Genesys Info Mart Server Manually on Windows

Important
On Microsoft Windows platforms, by default, the installation process installs Genesys Info Mart Server as a Windows Service.

Use one of the following procedures to start Genesys Info Mart Server manually on Windows:

- Starting Genesys Info Mart Server from the Start menu **[+] Show steps**

Procedure: Starting Genesys Info Mart Server from the **Start** menu

Prerequisites

- You have modified startup arguments if required. For more information, see Command-Line Parameters.

Steps

1. Go to **Start > Programs > Genesys Solutions > Genesys Info Mart (<Application Name>) > ETL Server**.

2. Select **ETL Server**.

   The Genesys Info Mart Server application starts.

- Starting Genesys Info Mart Server from a batch file **[+] Show steps**

Procedure: Starting Genesys Info Mart Server from a batch file

Purpose: To start Genesys Info Mart Server manually by using the batch file that is provided in the IP.

Prerequisites

- You have modified startup arguments if required. For more information, see Command-Line Parameters.

Steps

1. In Windows Explorer, go to the directory in which you installed Genesys Info Mart.

2. Double-click the **startServer.bat** file.

   The Genesys Info Mart Server application starts.

- Starting Genesys Info Mart Server as a Windows service **[+] Show steps**

Procedure: Starting Genesys Info Mart Server as a Windows service

On Microsoft Windows platforms, by default, the installation process installs Genesys Info Mart Server as a Windows Service. If you stopped Genesys Info Mart Server from running as a Windows Service and need to start it again as a Windows Service, complete this procedure.

Prerequisites

- You have modified startup arguments if required. For more information, see Command-Line Parameters.

Steps

1. Open the Windows **Control Panel,** and then double-click the **Services** icon. The **Services** dialog box opens.

2. In the **Services** list box, select your Genesys Info Mart Server service, and then click **Start.** (If you disabled Genesys Info Mart Server from operating as a Windows Service, the Start option for this application will not be available.)

> ### Tip
>
> You can install the Local Control Agent (LCA) as a Windows Service with the user interface disabled. In this case, all servers that are started through SCI are started without a console, unless you specifically select the **Allow Service to Interact with Desktop** check box for both LCA and Genesys Info Mart Server.

UNIX

Starting Genesys Info Mart Server Manually on UNIX

The following procedure describes how to start Genesys Info Mart Server manually on a UNIX system.

Procedure: Starting Genesys Info Mart Server manually

Prerequisites

- You have modified startup arguments if required. For more information, see Command-Line Parameters.

Steps

1. Open a console window.

2. Go to the directory in which you have installed Genesys Info Mart.

3. Enter the name of the Genesys Info Mart executable, followed by the appropriate command-line parameters. Use the following syntax:

   ```
   ./gim_etl_server -host <hostname> -port <portno> -app <application>
   ```

   where:

   - `hostname` is the name of the host on which Configuration Server is running.

   - `portno` is the communication port that client applications must use to connect to Configuration Server.

   - `application` is the name of the Genesys Info Mart Application object, as defined for Configuration Server.

   > ## Important
   >
   > If the host name or application name contains spaces or hyphens (-), enclose the name in double quotation marks.
   >
   > For example, to start Genesys Info Mart Server by using command-line parameters that specify the host as cs-host, the port as 2020, and the name as Genesys_Info_Mart_85, enter the following:
   >
   > ```
   > ./gim_etl_server -host "cs-host" -port 2020 -app "Genesys_Info_Mart_85"
   > ```

Stopping Genesys Info Mart Server

You can stop Genesys Info Mart Server in any of the following ways:

- From SCI. (This is the recommended method.)
- Manually on Windows.
- Manually on UNIX.

To prevent Genesys Info Mart Server from self-starting after you stop it, make sure that you clear the autorestart property in the Genesys Info Mart Application object in the configuration interface.

SCI

Stopping Genesys Info Mart Server with Solution Control Interface

If you are using LCA and Solution Control Server (SCS), complete the following procedure to stop Genesys Info Mart by using SCI.

Procedure: Stopping Genesys Info Mart Server by using SCI

Steps

1. On the list pane in the SCI Applications view, select your Genesys Info Mart Server.
2. Do one of the following:
   - On the toolbar, click **Stop.**
   - From the **Action** menu, select **Stop.**
   - Right-click the Application object to access the shortcut menu, and then select **Stop.**
3. In the confirmation box that appears, click **Yes.**

   SCI stops your Genesys Info Mart Server.

Windows

Stopping Genesys Info Mart Server on Windows

Use one of the following procedures to stop Genesys Info Mart manually on Windows:

- If Genesys Info Mart Server is running as an application (not as a Windows Service), stop Genesys Info Mart Server from the console window. **[+] Show steps**

Procedure: Stopping Genesys Info Mart Server from the console window

Steps

1. In the application's console window, press **CTRL+C.**

- If Genesys Info Mart Server is running as a Windows Service, stop Genesys Info Mart Server running as a Windows service. **[+] Show steps**

Procedure: Stopping Genesys Info Mart Server running as a Windows service

If you are running Genesys Info Mart Server as a Windows Service, you should stop it only from the Services Control Manager, as described here.

Steps

1. Open the **Control Panel,** and then double-click the **Services** icon. The **Services** dialog box opens.

2. In the **Services** list box, select your Genesys Info Mart Server service, and then click **Stop.**

UNIX

Stopping Genesys Info Mart Server on UNIX

The following procedure describes two methods for stopping Genesys Info Mart Server manually on UNIX: from the command line and from a console window.

> ### Important
> If you are using LCA and SCS, you can also use SCI to stop Genesys Info Mart Server (see Stopping Genesys Info Mart Server with Solution Control Interface).

Procedure: Stopping Genesys Info Mart Server manually

Steps

1. Do one of the following:

    *   On the command line, enter the following command:

        `kill -SIGTERM <processid>`

        where `<processid>` is the UNIX process ID of the application.

    *   In the active console window, press **CTRL+C.**