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Genesys Mobile Services Deployment Guide

Troubleshooting

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Contents

- 1 Troubleshooting
 - 1.1 GMS does not install / start on Linux 64
 - 1.2 When several GMS nodes are in a cluster, the following logs are on all GMSs:
 - 1.3 I cannot update GMS configuration through the GMS Service Management UI, and the following error is in the GMS logs:

Troubleshooting

GMS does not install / start on Linux 64

When installing GMS IPs on a 64-bit Linux host, the compatibility packages must be installed on the Linux host. The compatibility packages are available with the OS distribution media.

When several GMS nodes are in a cluster, the following logs are on all GMSs:

New node has joined the ring: http://135.39.40.56:8080/genesys

Node has been removed from the ring: http://135.39.40.56:8080/genesys

New node has joined the ring: http://135.39.40.56:8080/genesys

Node has been removed from the ring: http://135.39.40.56:8080/genesys

New node has joined the ring: http://135.39.40.56:8080/genesys

Node has been removed from the ring: http://135.39.40.56:8080/genesys

New node has joined the ring: http://135.39.40.56:8080/genesys

Node has been removed from the ring: http://135.39.40.56:8080/genesys

Synchronize the clock of all GMS nodes. On Windows, use following command:

```
net time \\<ComputerName> /set /yes
```

Where \\<ComputerName> specifies the name of a server you want to check or with which you want to synchronize.

I cannot update GMS configuration through the GMS Service Management UI, and the following error is in the GMS logs:

```
Unsuufficient permissions to perform this operation  
com.genesyslab.platform.applicationblocks.com.ConfigServerException: Unsuufficient  
permissions to perform this operation (ErrorType=CFGNoPermission,  
ObjectType=CFGApplication, ObjectProperty=CFGDBID)
```

Make sure that all GMS applications have the user assigned in the *Security* tab, in Configuration Manager.