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Genesys Mobile Services Deployment Guide

Troubleshooting

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Troubleshooting

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If no Cometd handshake/connect is done, which mode does GMS use by default? Can GMS initiate a chat interaction in polling mode only, without cometD?

When the chat interaction is initiated, GMS uses both modes, cometd and polling.

- If you already use a cometd connection for chat, you can poll the chat session at any time.
- If you start a chat session using polling, you cannot use cometd to receive chat messages for the same session later.

In a GMS-clustered architecture, do all the GMS nodes communicate with a particular client across the _genesys cometd channel?

No. Only one GMS node of the cluster handles the cometd connection with a given client application at a time. For example, if the client application requests a cometd/handshake request, it will receive only one response from one GMS node; it will not receive multiple responses from each GMS node of the cluster.

Error when starting cqlsh

If you start bin/cqlsh and receive the following error:

Traceback (most recent call last):

...

LookupError: unknown encoding:

Change the line in bin/cqlsh from:

```
self.output_codec = codecs.lookup(encoding)
```

to:

```
self.output_codec = codecs.lookup("UTF-8")
```

Endpoint Collision: External Cassandra (on start message) A node with address <IP address> already exists, cancelling join

See the Cassandra documentation for [replacing a dead seed node](#).

Error in GMS logs: WARNING: Failed to check connection:
java.net.SocketException: Too many open files

On RHEL Sysems, change the system limits from 1024 to 10240 in /etc/security/limits.d/90-nproc.conf, and then start a new shell for these changes to take effect:

```
soft nproc 10240
```

See the Cassandra documentation for [recommended settings](#).

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

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

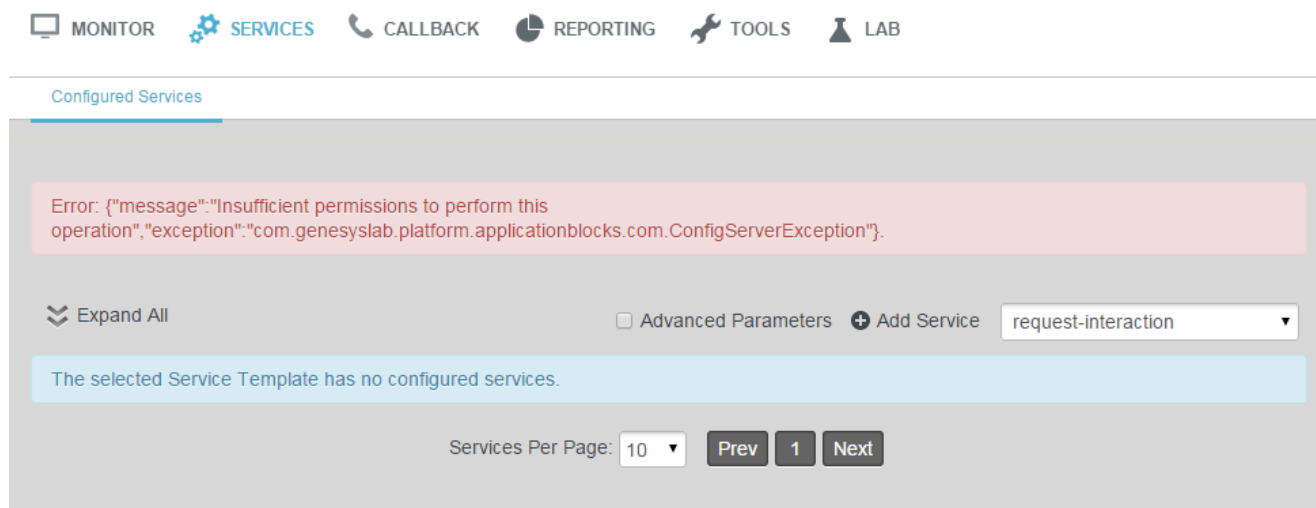
Node has been removed from the ring: http://135.39.40.56:8080/genesys

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:



```
Insufficient permissions to perform this operation
com.genesyslab.platform.applicationblocks.com.ConfigServerException: Insufficient
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. Or, in Genesys Administrator, browse the User for Log On Account in the **Server Information** section of your application.