



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Mobile Services Deployment Guide

Starting and Stopping GMS

12/18/2025

---



## Contents

- 1 Starting and Stopping GMS
  - 1.1 Overview
  - 1.2 Starting and Stopping GMS Applications Using Solution Control Interface
  - 1.3 Starting and Stopping GMS Applications Using Genesys Administrator
  - 1.4 Configuring a Delay for Graceful Shutdown

# Starting and Stopping GMS

## Overview

You can start and stop Genesys Mobile Services in the following ways:

Objective	Related procedures and actions
Using Solution Control Interface (SCI)	Complete the following procedure:  <a href="#">Starting and Stopping GMS Using Solution Control Interface</a>
Using Genesys Administrator	Complete the following procedure:  <a href="#">Starting and Stopping GMS Using Genesys Administrator</a>

## Starting and Stopping GMS Applications Using Solution Control Interface

### Prerequisites

- Genesys Mobile Services is installed.

### Start

1. From the Applications view in SCI, select Genesys Mobile Services Application object on the list pane.
2. Click the appropriate button (Start, Stop, or Stop Gracefully) on the toolbar, or select that command from either the Action menu or the shortcut menu. (Right-clicking your Application object displays the shortcut menu.)
3. Click Yes in the confirmation box that appears. Your application obeys the command that you selected.

### End

For information about how to use SCI, refer to [Framework Solution Control Interface Help](#).

## Starting and Stopping GMS Applications Using Genesys Administrator

### Prerequisites

---

- Genesys Mobile Services is installed.

### Start

1. Log in to Genesys Administrator.
2. On the Provisioning tab, select Environment > Applications.
3. Select the GMS Application.
4. Right-click the application, and then select the appropriate command from the drop-down menu. These three choices apply:
  - Start applications
  - Stop applications
  - Stop applications gracefully

### End

## Configuring a Delay for Graceful Shutdown

When you select a graceful shutdown, the Solution Control Server (SCS) sends a suspend message to GMS, so that GMS sets itself to OFFLINE. Load Balancer will no longer send requests to this GMS. After a configurable delay, SCS sends a STOP signal, and the GMS will stop. To configure this delay:

### Start

1. In Configuration Manager, select the GMS Application.
2. On the *Annex* tab, *sml* section, set the suspending-wait-timeout to the desired value:
  - Default Value: 10
  - Valid Values: 5-600

### End