



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 Rules System Deployment Guide

Troubleshooting

12/15/2025

Troubleshooting

This section contains the following topics:

- **Configuration Considerations**
- **Configuration Diagrams**
- **Locating the GRDT Version Number**
- **The log4j.properties File**
- **GRE Server Status Check**