GENESYS™

SIP Voicemail Administration Guide

Starting and Stopping Genesys SIP Voicemail

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Starting and Stopping Genesys SIP Voicemail

You can start Genesys SIP Voicemail in any of the following ways:

Objective	Related procedures and actions
Using Solution Control Interface (SCI)	Complete the following procedure: ⏵ Starting and Stopping Genesys SIP Voicemail Applications using Solution Control Interface
Using Genesys Administrator	Complete the following procedure: ⏵ Starting and Stopping Genesys SIP Voicemail Applications Using Genesys Administrator
Manually on Linux	Use special scripts for stopping and starting SIP Voicemail on Linux: ⏵ Starting Genesys SIP Voicemail Applications Manually Using the Linux Command Line ⏵ Stopping Genesys SIP Voicemail Applications Manually Using the Linux Command Line

Starting and Stopping Genesys SIP Voicemail Applications Using Solution Control Interface

Prerequisites

- Genesys SIP Voicemail is installed. See SIP Voicemail Deployment Guide.

Start

1. From the Applications view in SCI, select Genesys SIP Voicemail Application object on the list pane.

2. Click the appropriate button (`Start` or `Stop`) 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 8.1 Solution Control Interface Help.

Starting and Stopping Genesys SIP Voicemail Applications Using Genesys Administrator

Prerequisites

- Genesys SIP Voicemail is installed. See SIP Voicemail Deployment Guide.

Start

1. Log in to Genesys Administrator.

2. On the Provisioning tab, select Environment > Applications.

3. Select the `Voicemail` folder. The Genesys SIP Voicemail complete installation places all its applications objects into this single folder.

4. Right-click the folder and select the appropriate command from the drop-down menu. These three choices apply:

    - `Start applications`

    - `Stop applications`

    - `Stop applications gracefully`

    Note: The `Stop applications gracefully` action starts or stops all application objects inside the selected folder. You can start or stop individual application objects by opening the folder, selecting the appropriate object(s) and command.

End

Starting Genesys SIP Voicemail Applications Manually Using the Linux Command Line

Prerequisites

- Genesys SIP Voicemail is installed. See SIP Voicemail Deployment Guide.

Start

- 1. Go to the directory where Genesys SIP Voicemail is installed.

    2. At the command line, type:`./run.sh`

End

Stopping Genesys SIP Voicemail Applications Manually Using the

Linux Command Line

Prerequisites

- Genesys SIP Voicemail is installed. See SIP Voicemail Deployment Guide.

Start

- On the command line, type `kill -SIGTERM processid` where `processid` is the Linux process ID for Genesys SIP Voicemail.

End