GVP Deployment Guide

Maintaining GVP

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Learn how to stop, start, and uninstall Genesys Voice Platform components.

Starting and Stopping the Components

Use Genesys Administrator to safely and easily start, stop, and gracefully stop each of the components in a GVP Solution object. A graceful stop causes the Application or Solution object to stop accepting new requests and to wait for all media requests to complete. Media requests, such as call recording or conferences, might take a long time to complete using a graceful stop. However, using a stop abruptly terminates any call recording or conference with no chance of recovery, so using a graceful stop is recommended whenever possible.

Prioritizing the startup of the GVP components is important to ensure it is successful. After the initial installation or any time that the systems are shut down for maintenance, use the startup priority that is outlined in the section Startup Sequence for the VPS.

You can also use Genesys Administrator to configure the components to start automatically.

This section contains the following procedures:

Procedure: Starting and Stopping GVP Solution Objects

Use this procedure only if you have created Solution Objects (optional).

1. Verify that:
   - The GVP components are installed. See Installing Manually on Windows or Installing Manually on Linux.
   - A Solution object is created (done automatically since version 8.1.2).
2. Log in to Genesys Administrator.
3. On the Provisioning tab, select `Environment > Solutions`.
4. Select the Solution object that you want to start.

5. In the Tasks panel, click the Runtime section down arrow. The section opens to display the options **Start**, **Stop**, and **Graceful Stop**.
6. Select one of these options.

Procedure: Starting and Stopping GVP Application Objects

1. Verify that the GVP components are installed. See Manually Installing GVP on Windows or Manually Installing GVP on Linux.
2. Log in to Genesys Administrator.
3. On the Provisioning tab, select `Environment > Applications`.
4. Select the Application object that you want to start or stop.
5. In the Tasks panel, click the **Runtime** section down arrow.
6. Select one of the options that the section opens to display: **Start**, **Stop**, or **Graceful Stop**.

Graceful Shutdown of the Reporting Server

To minimize the risk of data loss, always shut down components with active client connections to the Reporting Server before shutting down the Reporting Server itself. Components such as MCP, RM, CCP and MRCP Proxy should be shut down gracefully first; only then can the Reporting Server be shut down safely.

If the Reporting Server goes down unexpectedly or unintentionally, restart it and give it some time to process queued-up local data before shutting down client components.

Procedure: Configuring Application Objects to Start Automatically

This procedure presents two different ways to configure the components.

1. Log in to Genesys Administrator.
2. On the Provisioning tab, select `Environment > Applications`. The Configuration tab appears.
3. Configure the Application in one of two ways:

METHOD ONE

a. Double-click the Application object that you want to configure to start automatically. In the Server Info section:

b. Scroll down to the Auto Restart field.

c. Click the `True` check box to enable it.

METHOD TWO

On the Options tab, from the View drop-down menu:

a. Select Advanced View (Annex).

b. In the `sml` section, click **New**.
   The New Option dialog box appears.
c. In the Name field, enter `autostart`.
d. In the Value field, enter `true`.

4. Save the changes.

Uninstalling the Components

Before you begin to uninstall the components, ensure that they are stopped by using the Stop applications gracefully option in Genesys Administrator. Uninstall the GVP components one at a time.

The procedures to uninstall the GVP components manually are included in this section, but uninstalling the components by using Genesys Administrator is recommended.

Procedure: Uninstalling GVP Components by Using Genesys Administrator

1. Before uninstalling a component on Linux, ensure that write permissions are configured on the LCA folder by issuing the following command as root on the server: `chmod a+w /opt/genesys/lca`
2. Log in to Genesys Administrator.
3. On the Provisioning tab, select `Environment > Applications`.
4. Double-click the Application object that you want to uninstall.
   The Configuration tab appears.
5. In the tool bar, select **Uninstall**.
   A Confirm dialog box appears.
6. Click **Yes**.
   A dialog box appears that indicates that the uninstallation process is complete.

Procedure: Uninstalling GVP Components Manually (Windows)

Uninstall GVP manually, one component at a time, on a Windows host.

1. Log on to the host where the component is installed, to uninstall it manually.
2. Stop the Application objects to be uninstalled by using the **Stop GVP Applications Gracefully** option in Genesys Administrator. See Procedure: Starting and Stopping GVP Application Objects.
3. From the Start menu, select `Control Panel > Add/Remove Programs`.
4. Select the appropriate GVP component from the list of currently installed programs.
5. Click **Remove**.

6. When the uninstall is complete for each of the GVP components, restart the machine.

Procedure: Uninstalling GVP Components Manually (Linux)

1. Log on to the Linux host where the component is installed.
2. Stop the components by using the **Stop GVP Applications Gracefully** option in Genesys Administrator. See Procedure: Starting and Stopping GVP Application Objects.
3. Delete the installation directory.

Managing the Cache

This section describes ways in which you can manage the Squid and Page Collector cache manually on Windows and Linux hosts, see:

Squid Cache Management

The table below summarizes the commands that you can use to force the cache to be refreshed, purged, or cleared. Issue these commands in the cmd console window on the Media Control Platform or Call Control Platform host whose cache you want to manage.

Table: Manual Cache Management Commands

Objective	Command
Windows OS	
Refresh an object.	`C:\squid\bin\squidclient -s -r <uri>` Where `<uri>` is the full URI of the object that you want to refresh.
Purge an object.	`C:\squid\bin\squidclient -s -m PURGE <uri>` Where `<uri>` is the full URI of the object that you want to purge.
Clear the entire cache.	`C:\squid\bin\sbin\squid -k shutdown -n SquidNT` echo > *C:\squid\var\cache\swap.state* net start SquidNT
Linux OS	
Refresh an object.	/usr/local/squid/bin/client -s -r <uri> Where `<uri>` is the full URI of the object that you want to refresh.
Purge an object.	`/usr/local/squid/bin/client -s -m <PURGE>`

Objective	Command
	`<uri>` Where `<uri>` is the full URI of the object that you want to refresh.
Clear the entire cache.	`/usr/local/squid/bin/squid -k shutdown` echo "" > /usr/local/squid/cache/swap.state /usr/local/squid/bin/squid

For more information about how GVP handles caching, see Caching.

Rotating the Caching Logs (Windows)

Schedule a daily task in Windows Scheduler to rotate the logs for the Squid caching service. GVP does not rotate the logs automatically because Squid caching is a third-party application.

> **Tip**
> In GVP version 8.1.2 and above, the Squid Caching Proxy automatically rotates the caching logs, therefore, this procedure is only required for GVP 8.1.1 and earlier 8.x releases.

Procedure: Scheduling the Caching Logs Rotation (Windows)

Schedule a daily task to rotate the Squid caching service logs on Windows.

1. Verify that the Squid caching proxy is installed and service is running. See Manually Installing GVP on Windows.
2. From the Windows Start menu, select `All Programs > Accessories > Notepad`.
3. Enter the following script:

```
@echo
 C:\squid\sbin\squid.exe -k rotate -n SquidNT
@pause
@echo
```

4. Save the file with the extension `.bat` for example, `SquidTask.bat`.
5. From the Windows Start menu, select **All Programs** > > **System Tool**s > **Scheduled Tasks**.
6. Double-click **Add Scheduled Task**.
   The Scheduled Task Wizard appears.
7. Click **Next** to browse to the `.bat` file you created in an earlier step.
8. Double-click the file.
   The Scheduled Task Wizard automatically populates the Task Name field.
9. In the Perform this task: section, select **Daily**.

10. Click **Next** and enter `2:00 AM` in the Start Time field.
11. Select the **Every Day** radio button.
12. In the Start Date field, enter the date that you want the task to start for example, 5/12/2008.
13. Click **Next** to enter the username of the person who is scheduling the task
14. In the Password and Confirm Password fields, enter the password.
15. Click **Next** to finish and quit the wizard.

> **Tip**
> To uninstall the log rotation schedule, delete the scheduled task.

Scheduling the Caching Logs Rotation (Linux)

You can configure a rotation schedule for the Squid caching logs on Linux using the /etc/logrotate.d/squid file. The default configuration is to rotate the logs weekly, retain the last five files, and compress each archived file, however the file can be modified to suit your needs.

[+] This script is a typical configuration in the Squid log rotation file:

```
/var/log/squid/access.log {
weekly
rotate 5
copytruncate
compress
notifempty
missingok
}
/var/log/squid/cache.log {
weekly
rotate 5
copytruncate
compress
notifempty
missingok
}
/var/log/squid/store.log {
weekly
rotate 5
copytruncate
compress
notifempty
missingok
# This script asks squid to rotate its logs on its own.
# Restarting squid is a long process and it is not worth
# doing it just to rotate logs
postrotate
/usr/sbin/squid -k rotate
endscript
}
```

For more information about the logrotate capabilities of Linux, check the vendor documentation or visit the website.

Page Collector Cache Management

Purge the Page Collector cache manually by configuring the Media Control Platform Application object in Genesys Administrator.

Procedure: Purging the Page Collector Cache Manually

Configure the Media Control Platform to purge the Page Collector cache the next time that the server is restarted.

1. Log in to Genesys Administrator.
2. On the Provisioning tab, select `Environment > Applications`.
3. Double-click the Media Control Platform Application object that you want to configure.
   The Configuration tab appears.
4. On the Options tab, from the View drop-down list:
   a. Select `Advanced View (Options)`.
   b. In the PageCollector section, set value of the `PurgeCache` parameter to `1`; for example, `PurgeCache = 1`.
   c. Save the changes.