GENESYS™

Troubleshooting

Genesys Web Engagement Troubleshooting Guide

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Welcome to the *Genesys Web Engagement Troubleshooting Guide*. This guide provides solutions to common problems in Genesys Web Engagement. See the summary of chapters below.

Contents

ADDP

- Configure an ADDP connection to Config Server

Cassandra and Elasticsearch Indexes

- Tune logging with Cassandra running as a Windows service

CometD

- Tuning the CometD timeout interval to optimize chat channels for mobile device activity

InTools

- How do I create a new DSL event when I work with an instrumented website?
- How do I get rid of this "console" panel under the GWE DSL Editor?
- When I refresh and click `Load from page` I see a warning message: "InTools could not find DSL on the current page"
- InTools doesn't communicate with the current page. I don't see events in the Event Console or I see a warning message: "Unable to load DSL from current page"

IPv6

- Why can't my GWE servers connect to other Genesys servers through IPv6?

Rules

- Working with simultaneous events
- Prevent OutOfMemory exceptions when using multiple conditions on the same event

SCXML Strategies

- Hosting your Engagement Logic routing strategy on another server