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User's Guide

Components and Functions

12/14/2025

Components and Functions

LRM Server

The LRM Server is a standalone server that performs the following functions:

- Executes a nightly statistics job to gather statistics for sellable item data from ICON, GVP and Configuration Server at the scheduled time.
- Sends alarm messages in case of failures during the nightly statistics job.
- Ensures no two LRM instances can run nightly statistics jobs at the same time.
- Generates JSON reports over HTTP requests, in response to requests sent from the GAX Plug-in.

LRM Plug-in for GAX

The LRM Plug-in for Genesys Administrator Extension (GAX) provides a GAX User Interface to perform the following tasks:

- Upload an Entitlement XML file.
- Upload a Bundles XML file.
- Generate a License Usage Report.
- Modify the Provisional Count for tenants

Genesys Administrator

Use Genesys Administrator to perform the following tasks:

- Manually start or stop the LRM server.
- Monitor the LRM application based on the Local Control Agent (LCA) and the Solution Control Server.

Configuration Server

Use Configuration Server to perform the following tasks: Configure the customer's environment. Configure the LRM application. Store data (for example, entitlement file data and user-defined bundles).

Associated Components

License Reporting Manager is used to monitor data and audit processes and replaces existing license quantity-control processes. The table below lists the additional components that may be involved with LRM. Those that are marked with an asterisk (*) are to be included in future releases of LRM.

Existing Product Components Associated with LRM

Component	Function
<ul style="list-style-type: none">• T-Server• SIP Server• Interaction Server• Outbound Contact Server• GVP	Primary raw-data sources that feed the LRM data-collection function.
Configuration Server	Provides system, tenant, and object configuration information to LRM.
Genesys Administrator Extension	Accesses data from a central License Reporting Manager (LRM) database to provide on-demand reporting to Service Providers and tenant administrators.
Message Server	Receives log output from the LRM Report Generator.
Solution Control Server*	Sends SNMP data to an external customer alarm system.
Interaction Concentrator	<p>Obtains input data for LRM license calculations. Interaction Concentrator collects data from:</p> <ul style="list-style-type: none">• T-Server• SIP Server• IXN Server• Outbound Contact Server <p>LRM reads data directly from the Interaction Concentrator database tables.</p>