

GENESYS

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Outbound Contact Deployment Guide

Stopping Manually

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Stopping Manually

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Stop components in the following order:

- 1. Outbound Contact Manager (OCM), if used instead of Genesys Administrator
- 2. CCPulse+
- 3. Outbound Contact Server (OCS)
- 4. CPD Server/CPD Proxy Server (if used)
- 5. ICON components for historical reporting
- 6. Stat Server
- 7. All other DB Servers (for Calling Lists)
- 8. T-Server
- 9. Configuration Server
- 10. DB Server for Configuration Server

Outbound Contact Manager (OCM)

Note:	Because Genesys Administrator is a web application, you log out of the application instead of stopping it. For more information about Genesys Administrator, see the <i>Framework Genesys</i> <i>Administrator Deployment Guide.</i>
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Stopping OCM

Start

- 1. Select the File menu.
- 2. Select Exit.

End

Outbound Contact Server (OCS)

Stopping OCS Manually

Start

- 1. Find the OCS console window on the computer's desktop.
- 2. Click the Close button in the window's upper-right corner.

End

Stopping OCS as a Windows Service

Start

- 1. Select Services in the computer's Control Panel.
- 2. In the Windows services window, select the OCS to stop.
- 3. Select Stop.

End

CPD Server

Stopping CPD Server Manually

Start

- 1. Find the CPD Server console window on the computer's desktop.
- 2. Click the Close button in the window's upper-right corner.

End

Stopping CPD Server as a Windows Service

Start

- 1. Select Services in the computer's Control Panel.
- 2. In the Windows Services window, select the CPD Server to stop.
- 3. Select Stop.

End

CPD Proxy Server

Stopping CPD Proxy Server Manually

Start

- 1. Find the CPD Proxy Server console window on the computer's desktop.
- 2. Click the Close button in the window's upper-right corner.

End

Stopping CPD Proxy Server as a Windows Service

Start

- 1. Select Services in the computer's Control Panel.
- 2. In the Windows Services window, select the CPD Proxy Server to stop.
- 3. Select Stop.

End

Restarting Outbound Contact Components

To restart Outbound Contact components, follow the previously documented steps.

OCM does not keep long-term data, so it is safe to stop and restart/log in. OCS will provide OCM with the campaign status. The same applies to Genesys Administrator.