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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 *Framework Genesys Administrator Deployment Guide*.

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.