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Workforce Management Administrator's Guide

Starting and Stopping WFM

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Starting and Stopping WFM

To maintain your Workforce Management (WFM) Servers, you can start and stop them by using Management Layer or start and stop them manually. When using Management Layer, you start WFM Server, WFM Builder, WFM Data Aggregator, and WFM Daemon from the Solution Control Interface (SCI).

You must start WFM Web, WFM Configuration Utility, and WFM Database Utility manually, even when you are using Management Layer.

Important

When starting WFM, confirm that all servers are running before starting WFM Web, the WFM Configuration Utility, and the WFM Database Utility.

This topic includes procedures you can use to start and stop WFM Applications and components in the following sections:

- [Using Solution Control Interface](#)
- [WFM Servers](#)
- [WFM Configuration Utility](#)
- [WFM Database Utility](#)
- [WFM Web](#)

Using Solution Control Interface

Use SCI to start and stop WFM by completing the procedures in this section.

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Procedure: Starting WFM Using SCI

Purpose: To start Workforce Management by using SCI.

Prerequisites: Management Layer is running.

Start of Procedure

1. Start the SCI.

2. Go to the Solutions view.
3. Right-click the desired solution and from the shortcut menu, select Start.
-or-
Select the desired solution an, on the menu bar, choose Action > Start.
The command to start WFM is sent to Solution Control Server (SCS), which uses Local Control Agents (LCA) to activate the WFM solution components in the order established during solution configuration. SCI reports a successful start of WFM after all solution components display Running status within the configured timeout. When all servers are started, the solution status changes from Stopped to Started.

Important

Many components are shared by a number of solutions, therefore, some WFM components display the status Running before WFM is started.

SCI reports a successful start of WFM unless a required WFM component was not started. For more information, see [Framework Solution Control Interface Help](#). To view the Help, open SCI and click Help.

End of Procedure

For more information on Management Layer topics, see the [Framework Management Layer User's Guide](#).

Procedure: Stopping WFM from Inside SCI

Purpose: To stop WFM while running SCI.

Prerequisites: You are using Management Layer.

Start of Procedure

1. Start SCI.
2. Go to the Solutions view.
3. Right-click the desired solution and from the shortcut menu, select Stop.
-or-
Select the desired solution an, on the menu bar, choose Action > Stop.
The command to stop WFM is sent to Solution Control Server (SCS), which uses Local Control Agents (LCA) to activate the WFM solution components in the order established during solution configuration. SCI reports a successful stop of WFM after all solution components display Running status within the configured timeout. When all servers are stopped, the solution status changes from Started to Stopped.

Important

Many components are shared by a number of solutions, therefore, some WFM components display the status Running before WFM is stopped.

End of Procedure

For assistance, see [Framework Solution Control Interface Help](#). To view Help, open SCI, and click Help.

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WFM Servers

There are several ways to start the WFM servers (WFM Server, WFM Builder, WFM Data Aggregator, and WFM Daemon). See the procedures in [Starting WFM Servers](#)

Important

The servers are installed on Windows platforms as Windows Services, by default.

You can also stop the WFM servers in several ways, depending on whether you are using Management Layer and whether the servers are installed as Windows Services. See the procedures in [Stopping WFM Servers](#).

Important

If you terminate a server using the Windows Task Manager, you will lose all data on currently active interactions because Windows does not allow enough time for the servers to save the active data.

Starting WFM Servers

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Procedure: Configuring Windows Services

Purpose: To open and configure each WFM Windows Service.

Tip

You can configure a Windows Service to start automatically or manually.

Start of Procedure

1. In Windows, select Start > Programs > Settings > Control Panel > Services.
The Services window appears. Each service has status settings showing whether it starts manually or automatically and whether it is currently running.
2. Highlight the service you want to configure and then click Startup.
3. Select automatic or manual.
4. Click OK. In the Services window, click Close.
The settings are saved.

End of Procedure

Procedure: Starting a Windows Service Manually

Purpose: To start a Windows service manually.

Tip

If a Windows Service is configured to start automatically, it will start whenever the computer is started. No further action is required.

Prerequisite: This Windows service is configured to start manually.

Start of Procedure

1. In Windows, select Start > Programs > Settings > Control Panel > Services.
The Services window appears.
2. Highlight the Service that you want to start.
3. Click Start.

End of Procedure

Procedure: Starting WFM Servers Manually

Purpose: To start the Workforce Management servers manually.

Start of Procedure

1. In Windows, select Start > Programs > Genesys Solutions > Workforce Management > <server name>. The server console window opens and the server begins its initialization routine.
2. If desired, right-click the window title bar to change server display settings.
3. Minimize the window after the server has started.

End of Procedure

Stopping WFM Servers

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Procedure: Stopping a Server Manually

Purpose: To terminate a server process that is running in a console window rather than as a Service, without using the Windows Task Manager.

Summary: The method for stopping a server manually depends on whether you installed it as a Windows Service. If the server is running in a console window rather than as a Service, shut it down using this procedure.

Start of Procedure

1. Enter [Ctrl+Break] or [Ctrl+C].

End of Procedure

Important

You cannot close a server by clicking the Close button (X) or by selecting File > Close from the console menu bar. Abrupt or abnormal shutdown can cause data loss.

Procedure: Stopping a Server from Command Prompt

Purpose: To stop a server's Windows Service from the command prompt.

Important

This procedure does not apply to WFM Daemon.

Start of Procedure

1. In Windows, select Start > Programs > Command Prompt.
2. Change to the directory in which the server's .exe file is located.
3. At the prompt, enter `<servername>.exe -sstop`.
4. If you are using SCI in the Management Layer:
 - i. Select the server application.
 - ii. Click Stop.

End of Procedure

Procedure: Stopping a Server's Windows Service

Purpose: To stop a Service from the Services window.

Start of Procedure

1. In Windows, select Start > Programs > Settings > Control Panel > Services.
2. Select the appropriate Service.
3. Click Stop.
4. Click Close.
5. If you are using SCI in the Management Layer:
 - i. Select the server application.
 - ii. Click Stop.

End of Procedure

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WFM Configuration Utility

Use the procedures in this section to start and stop WFM Configuration Utility.

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Procedure: Starting WFM Configuration Utility

Purpose: To start the WFM Configuration Utility.

Prerequisites: The WFM Servers are running.

Start of Procedure

1. In Windows, select Start > Programs > Genesys Solutions > Workforce Management > Configuration Utility.
The Login dialog box appears.
2. Enter your user name and password.
3. If this is the first time you are opening the WFM Configuration Utility, click Details. Then, enter the Configuration Server host name and port number and the name of the WFM Configuration Utility Application object that you configured, by using Configuration Manager.
4. On the Modules pane, choose a module to start using the WFM Configuration Utility.

End of Procedure

Important

Click Help within any Configuration Utility window to open **Workforce Management Configuration Utility Help**.

Procedure: Stopping WFM Configuration Utility

Purpose: To stop the WFM Configuration Utility.

Start of Procedure

1. From the File menu, select Exit. -or- In the upper-right corner of the application window, click the X button.

End of Procedure

WFM Database Utility

Use the procedures in this section to start and stop WFM Database Utility.

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Procedure: Starting WFM Database Utility

Purpose: To start the WFM Database Utility.

Prerequisites: The WFM Servers are running.

Start of Procedure

1. In Windows, select Start > Programs > Genesys Solutions > Workforce Management > Database Utility.
The Login dialog box appears.
2. Enter your user name and password.
3. If this is the first time you are opening the WFM Database Utility, click Details. Then enter the Configuration Server host name and port number and the name of the WFM Database Utility Application object that you configured using Configuration Manager. (This is the same as the WFM Configuration Utility Application object.)
4. On the first window, select the appropriate radio button to start using the WFM Database Utility.

End of Procedure

Tip

For more information about how to use the WFM Database Utility, see [Managing WFM Database Utility](#).

Procedure: Stopping WFM Database Utility

Purpose: To stop the WFM Database Utility.

Start of Procedure

1. In the upper-right corner of the application window, click the X button.
-or-
In the main window, click the Close button.

End of Procedure

WFM Web

Use the procedures in this section to start and stop WFM Web.

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Procedure: Starting WFM Web

Purpose: To start WFM Web.

Prerequisites: The WFM Servers are running.

Start of Procedure

1. Start your web server (for example, Tomcat).

Tip

For starting, stopping, and other configuration instructions, see the documentation for your web server.

2. Open a web browser.
3. Type or paste the WFM Web URL into the address line of the browser and press Enter.
The User Login dialog box appears.

Important

Contact your system administrator for the URL. The URL is case-sensitive. Follow the capitalization settings exactly.

4. Enter your user name and password.
5. Click OK.
Those whose logins identify them as Supervisors will see the WFM Web for Supervisors GUI. Agents will see the WFM Web for Agents interface.

End of Procedure

Procedure: Stopping the WFM Web

Purpose: To log out of WFM Web.

Start of Procedure

1. Click Log off from any window in WFM Web.

End of Procedure

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