Starting and Stopping T-Server and CSTA Connector

This chapter describes methods for stopping and starting T-Server and CSTA Connector. It includes these sections:

Command-Line Parameters

You can start and stop Framework components using the Management Layer, a startup file, a manual procedure, or the Windows Services Manager.

With all these methods, command-line parameters are usually required for a server application in addition to an executable file name.

Common command-line parameters are as follows:

`-host`	The name of the host on which Configuration Server is running.
`-port`	The communication port that client applications must use to connect to Configuration Server.
`-app`	The exact name of an Application object as configured in the Configuration Database.

-l	The license address. Use for the server applications that check out technical licenses. Can be either of the following:
	• The full path to, and the exact name of, the license file used by an application. For example, -l /opt/mlink/license/license.dat.
	• The host name and port of the license server, as specified in the SERVER line of the license file, in the port@host format. For example, -l 7260@ctiserver.
	Note: Specifying the License Manager's host and port parameter eliminates the need to store a copy of a license file on all computers running licensed applications.
-V	The version of a Framework component. Note that specifying this parameter does not start an application, but returns its version number instead. You can use either uppercase or lowercase.
-nco X/Y	The Nonstop Operation feature is activated; X exceptions occurring within Y seconds do not cause an application to exit. If the specified number of exceptions is exceeded within the specified number of seconds, the application exits or, if so configured, the Management Layer restarts the application. If the -nco parameter is not specified, the default value of 6 exceptions handled in 10 seconds applies. To disable the Nonstop Operation feature, specify -nco 0 when starting the application.
-lmspath	The full path to log messages files (the common file named common.lms and the application-specific file with the extension *.lms) that an application uses to generate log events. This parameter is used when the common and application-specific log message files are located in a directory other than the application's working directory, such as when the application's working directory differs from the directory to which the application is originally installed.
	Note that if the full path to the executable file is specified in the startup command-line (for instance, c:\gcti\multiserver.exe), the path specified for the executable file is used for locating the *.lms files, and the value of the lmspath parameter is ignored.
- transport-port ⟨port number⟩	⟨port number⟩ is the port number that a client will use for its TCP/IP connection to Configuration Server. See the Client-Side Port Definition section in the *Genesys 8.x Security Deployment Guide* for more information.
- transport-address ⟨IP address⟩	⟨IP address⟩ is the IP address that a client will use for its TCP/IP connection to Configuration Server. See the Client-Side Port Definition section in the *Genesys 8.x Security Deployment Guide* for more information.

Note: In the command-line examples in this document, angle brackets indicate variables that must be replaced with appropriate values.

Starting and Stopping with the Management Layer

Procedure:
Configuring T-Server to start with the Management Layer

Start of procedure

1. Open the T-Server `Application's Properties` dialog box.

2. Click the `Start Info` tab.

3. Specify the directory where the application is installed and/or is to run as the `Working Directory`.

4. Specify the name of the executable file as the `command-line`.

5. Specify command-line parameters as the `Command-Line Arguments`.

   The command-line parameters common to Framework server components are described on page 97.

6. When you are finished, click `Apply`.

7. Click `OK` to save your changes and exit the `Properties` dialog box.

End of procedure

Note: Before starting an application with the Management Layer, make sure the startup parameters of the application are correctly specified in the application's `Properties` dialog box in Configuration Manager.

After its command-line parameters are correctly specified in the `Properties` dialog box, you can start and stop T-Server from Solution Control Interface (SCI), which is the graphical interface component of the Management Layer. (The starting procedure for SCI is described in the *Framework 8.1 Deployment Guide.*) *Framework 8.0 Solution Control Interface Help* provides complete instructions on starting and stopping applications.

You can also use the Management Layer to start a T-Server that has failed. To enable T-Server's autorestart functionality, select the corresponding check box in the `Application's Properties` dialog box.

Note that when you start (or restart) an application via the Management Layer, the application inherits environment variables from Local Control Agent (LCA), which executes the startup command. Therefore, you must also set the environment variables required by the application for the account that runs LCA.

Warning!   *Stopping* an application via the Management Layer is not considered an application failure. Therefore, the Management Layer does not restart applications that it has stopped unless an appropriate alarm condition and alarm reaction are configured for these applications.

Starting with Startup Files

Startup files are files with the extension `run.sh` (on UNIX) or `startServer.bat` (on Windows), which installation scripts create and place into the applications' directories during the installations. These files are created for all Framework server applications except:

- Configuration Server (primary or backup) running on Windows.
- Backup Configuration Server running on UNIX.
- DB Server running on Windows.
- LCA running on either Windows or UNIX.

When using a startup file, verify that the startup parameters the installation script inserted in the startup file are correct. Use the following instructions for UNIX and Windows to start those application for which startup files are created. See the appropriate sections in "Starting Manually" to identify which applications should be running for a particular application to start.

Procedure:
Starting T-Server on UNIX with a startup file

Start of procedure

1. Go to the directory where an application is installed.
2. Type the following command line:
   `sh run.sh`

End of procedure

Procedure:
Starting T-Server on Windows with a startup file

Start of procedure

To start T-Server on Windows with a startup file, use either of these methods:

- Go to the directory where an application is installed and double-click the `startServer.bat` icon.

Or

- From the `MS-DOS` window, go to the directory where the application is installed and type the following command-line:

  `startServer.bat`

End of procedure

Starting Manually

When starting an application manually, you must specify the startup parameters at the command prompt, whether you are starting on UNIX or Windows. At the command prompt, command-line parameters must follow the name of the executable file. On the `Shortcut` tab of the Program `Properties` dialog box, command-line parameters must also follow the name of the executable file.

The command-line parameters common to Framework server components are described on .

If an `Application` object name, as configured in the Configuration Database, contains spaces (for example, `T-Server Nortel`), the `Application` name must be surrounded by quotation marks in the command-line:

`-app "T-Server Nortel"`

You must specify the rest of the command-line parameters as for any other application.

The following sections provide general instructions for starting T-Server and CSTA Connector manually. Along with these instructions, refer to Table 8, which lists executable file names for Windows and UNIX operating systems.

Table 8: T-Server and CSTA Connector Executable Names

T-Server Type	Executable File Name	
	UNIX	**Windows**
CSTA Connector for BroadSoft BroadWorks	ConnectorBW_server	ConnectorBW_server.exe
T-Server for CSTA Connector	tfcc_server	tfcc_server.exe

T-Server and CSTA Connector

Before starting T-Server, be sure that the following components are running:

- DB Server that provides access to the Configuration Database
- Configuration Server
- License Manager

The command-line parameters common to Framework server components are described on page 97.

Procedure:
Starting T-Server on UNIX manually

Start of procedure

1. Go to the directory where T-Server is installed and type the following command-line:

   ```
   <switch>_server -host <Configuration Server host>
   -port <Configuration Server port> -app <T-Server Application>
   -l <license address> -nco [X]/[Y]
   ```

2. Replace `<switch>_server` with the correct T-Server executable name, which depends on the type of the switch used.

   See Table 8 on page 102 for executable names.

End of procedure

Procedure:
Starting T-Server on Windows manually

Start of procedure

1. Start T-Server from either the `Start` menu or the `MS-DOS` window. If using the `MS-DOS` window, go to the directory where T-Server is installed and type the following command-line:

   `<switch>_server.exe -host <Configuration Server host>`
   `-port <Configuration Server port> -app <T-Server Application>`
   `-L <license address> -nco [X]/[Y]`

2. Replace `<switch>_server.exe` with the correct T-Server executable name, which depends on the type of the switch used.

   See Table 8 on for executable names.

End of procedure

Verifying Successful Startup

After executing the startup command, you might want to check whether it was successful.

If you used the Management Layer to start T-Server, check whether Solution Control Interface displays `Started` or `Service Unavailable` status for the corresponding application. Refer to the "Troubleshooting" section of the *Framework 8.0 Management Layer User's Guide* if the startup command does not result in either `Started` or `Service Unavailable` status for some period of time.

If you start your T-Server with startup files or manually, and if you have configured logging to console or a log file, check the log for messages similar to the following:

- T-Server log file: `Link connected`

Stopping Manually

The following stopping procedures apply to Genesys server applications, such as DB Server, Configuration Server, Message Server, Local Control Agent, Solution Control Server, T-Server, CSTA Connector, and Stat Server.

Procedure:
Stopping T-Server on UNIX manually

Start of procedure

To stop a server application from its console window on UNIX, use either of these commands:

*   `Ctrl+C`

*   `kill <process number>`

End of procedure

Procedure:
Stopping T-Server on Windows manually

Start of procedure

To stop a server application on Windows, use either of these commands:

*   To stop a server application from its console window on Windows, use the `Ctrl+C` command.

*   To stop a server application on Windows, use the `End Task` button on the Windows `Task Manager`.

End of procedure

Starting and Stopping with Windows Services Manager

When starting an application installed as a Windows Service, make sure the startup parameters of the application are correctly specified in the `ImagePath` in the `Application` folder in the `Registry Editor`. The `ImagePath` must have the following value data:

`<full path>\<executable file name> -service <Application Name as Service> -host <Configuration Server host>`
`-port <Configuration Server port> -app <Application Name>`
`-l <license address>`

where the command-line parameters common to Framework server components are described on and

`-service`   The name of the Application running as a Windows Service; typically, it matches the Application name specified in the `-app` command-line parameter.

Framework components installed as Windows Services with the autostart capability are automatically started each time a computer on which they are installed is rebooted.

You can start Framework components installed as Windows Services with the manual start capability with the `Start` button in `Services Manager`.

Note: Use the `Windows Services` window to change the startup mode from `Automatic` to `Manual` and vice versa.

Regardless of a component's start capability, you can stop Framework components installed as Windows Services with the `Stop` button in `Services Manager`.