



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

User's Guide

Configure Context Services

Configure Context Services

Purpose: To configure Context Services in the Configuration Layer.

Contents

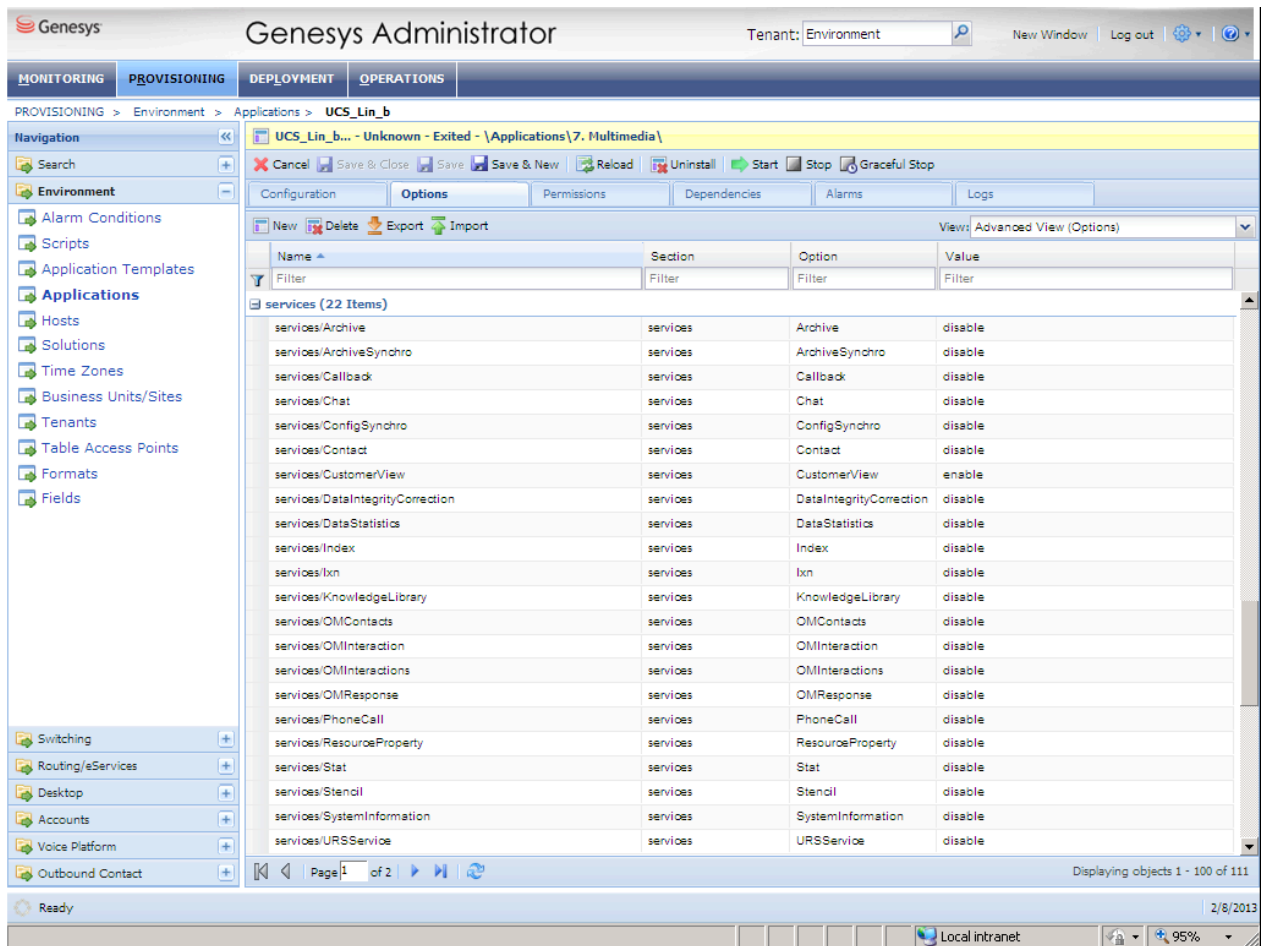
- [1 Configure Context Services](#)
 - [1.1 Procedure](#)
 - [1.2 Multiple Context Services on a Single Database](#)

Procedure

1. To disable the other services, set the following parameters in the services section of the Options tab of the Context Services UCS application:

```
SystemInformation=DISABLE  
CustomerView=ENABLE  
ConfigSynchro=DISABLE  
Contact=DISABLE  
OMContacts=DISABLE  
Archive=DISABLE  
ArchiveSynchro=DISABLE  
Callback=DISABLE  
Chat=DISABLE  
DataIntegrityCorrection=DISABLE  
DataStatistics=DISABLE  
Index=DISABLE  
Ixn=DISABLE  
KnowledgeLibrary=DISABLE  
OMInteraction=DISABLE  
OMInteractions=DISABLE  
OMResponse=DISABLE  
PhoneCall=DISABLE  
ResourceProperty=DISABLE  
Stat=DISABLE  
Stencil=DISABLE  
URSService=DISABLE
```

The following screen shot displays this configuration in Genesys Administrator.



Genesys Administrator

Tenant: Environment

MONITORING | PROVISIONING | DEPLOYMENT | OPERATIONS

PROVISIONING > Environment > Applications > UCS_Lin_b

Navigation: Search, Environment, Alarm Conditions, Scripts, Application Templates, Applications, Hosts, Solutions, Time Zones, Business Units/Sites, Tenants, Table Access Points, Formats, Fields

Switching, Routing/eServices, Desktop, Accounts, Voice Platform, Outbound Contact

UCS_Lin_b... - Unknown - Exited - \Applications\7. Multimedia\

Configuration | Options | Permissions | Dependencies | Alarms | Logs

View: Advanced View (Options)

Name	Section	Option	Value
services/Archive	services	Archive	disable
services/ArchiveSynchro	services	ArchiveSynchro	disable
services/Callback	services	Callback	disable
services/Chat	services	Chat	disable
services/ConfigSynchro	services	ConfigSynchro	disable
services/Contact	services	Contact	disable
services/CustomerView	services	CustomerView	enable
services/DataIntegrityCorrection	services	DataIntegrityCorrection	disable
services/DataStatistics	services	DataStatistics	disable
services/Index	services	Index	disable
services/Idx	services	Idx	disable
services/KnowledgeLibrary	services	KnowledgeLibrary	disable
services/OMContacts	services	OMContacts	disable
services/OMInteraction	services	OMInteraction	disable
services/OMInteractions	services	OMInteractions	disable
services/OMResponse	services	OMResponse	disable
services/PhoneCall	services	PhoneCall	disable
services/ResourceProperty	services	ResourceProperty	disable
services/Stat	services	Stat	disable
services/Stencil	services	Stencil	disable
services/SystemInformation	services	SystemInformation	disable
services/URSService	services	URSService	disable

Displaying objects 1 - 100 of 111

2/8/2013

Important

CustomerView is the only enabled parameter.

- To disable Remote Method Invocation (RMI), set the enable-rmi parameter in the settings section on the Options tab of the Context Services UCS application to false.
- To assign the RMI port, set the ucsapi parameter in the ports section on the Options tab of the Context Services UCS application to a correct port number. For example, 7550.

Important

Even if RMI is not used, this port number must be assigned.

Multiple Context Services on a Single Database

When configuring multiple Context Services on the same database:

1. Start one Context Services with the option `ConfigSynchro` set to `ENABLE` and all other options set to `DISABLE`.
2. Configure all other Context Services instances as described previously, with the listed options set to `DISABLE`.

When in the customizing phase, you may have to change the configuration of the core Profile attributes in the Configuration Layer. In this case:

- One (and only one) instance must have the option `ConfigSynchro` set to `ENABLE`. Use this instance to update Profiles or Services metadata.
- After each change, reload the cache on each of other instances using `/metadata/cache` URI.