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Configurations Options Reference Manual

[csproxy] Section

12/21/2025

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[csproxy] Section

This section must be called **csproxy**.

allow-empty-password

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether Configuration Server Proxy allows an empty (blank) password in a client connection request. If the option is set to false and the password in a request is not specified, Configuration Server Proxy rejects the request and generates a corresponding error message.

Important

The Tenant option **password-min-length** overrides the value of **allow-empty-password** for all users in the Tenant in which the latter option is configured. Genesys strongly recommends that you use **password-min-length** instead of **allow-empty-password**. The latter has been provided only for purposes of backward compatibility.

Refer to the [User Passwords](#) section of the *Genesys Security Deployment Guide* for more information about this option and how to use it.

allow-external-empty-password

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

This option is used only if external authentication is being used.

Specifies whether Configuration Server Proxy allows an empty (blank) password in a client connection request when these requests are authenticated externally. When set to true (default), Configuration Server Proxy will permit an unspecified password in an externally authenticated request.

If the option is set to false and the password in a request is not specified, Configuration Server Proxy rejects the request and generates a corresponding error message, regardless of the value of the two other options.

Refer to the [User Passwords](#) section of the *Genesys Security Deployment Guide* for more information about this option and how to use it.

allow-mixed-encoding

Default Value: false

Valid Values: `true`, `false`

Changes Take Effect: When the next client connects

Specifies if Configuration Server Proxy checks if the encoding of user interface client applications at client registration matches the current encoding of Configuration Server Proxy. If set to `false` (the default), only those interface clients with the same encoding mode can connect to Configuration Server Proxy. If set to `true`, Configuration Server Proxy will not check, and the interface client can connect to Configuration Server Proxy regardless of its encoding mode.

Warning

Be very careful if you are setting this option to `true`. If a client sends any string data that is encoded differently than the encoding used by Configuration Server Proxy, Configuration Server Proxy will terminate immediately.

cfglib-connect-tmout

Default Value: 20

Valid Values: Any integer from 0 to 65536 seconds

Changes Take Effect: After restart

Sets a timeout (in seconds) for this instance of Configuration Server Proxy to expect a TCP success or failure response from the remote Configuration Server to which it is connecting. If the connection has not been made when the timeout expires, all pending connection requests are cancelled.

When set to 0 (zero), this timeout is disabled.

The value of this parameter overrides that of the **-cfglib-connect-tmout** command-line parameter.

client-record-sync-timeout

Default Value: 0

Valid Values: Any positive integer from 0 to 20

Changes Take Effect: Immediately

Specifies a duration in seconds during which client records from Configuration Server (primary) or Configuration Server Proxy (primary) will be synched to their corresponding Backup Configuration Server in scenarios of switchover or shutdown in primary Configuration Server.

client-response-timeout

Default Value: 600

Valid Values: Positive integer up to 86400 (24 hours)

Changes Take Effect: Immediately

Limits the time, in seconds, during which Configuration Server Proxy retains prepared unsent data in its memory. If this timeout expires and the data is still unsent, Configuration Server Proxy disconnects the client and discards all the data related to it.

cs-persistent-failover-tmout

Default Value: 60 seconds

Valid Values: Integer value in seconds.

Changes Take Effect:

During persistent mode start, the Configuration Server Proxy tries a connection attempt with DBMS for up to `cs-persistent-failover-tmout` periods of time. This means that if within a configured period of time (**cs-persistent-failover-tmout**), the Configuration Server Proxy is unable to connect to master Configuration Server, then the CS Proxy would alternatively try to connect to DBMS.

Again, if within a configured period of time (**db-persistent-failover-tmout**) the CS Proxy is unable to connect with DBMS, then the CS Proxy would alternatively try to connect to Master CS. It keep continuing until the connection with master/DBMS is successful.

Important

This option is applicable for Configuration Server Proxy.

configurable-master-server

Default Value: false

Valid Values: true, false

Changes Take Effect: For the next reconnect to the master

Specifies whether or not to use the default Configuration Server application (named as **confserv**). If set to true, the default Configuration Server application will not be used for any process. If set to false, the default Configuration Server application will be used in all the processes.

If you are setting up a Configuration Server Proxy for the main Configuration Server application that does not carry the name **confserv**, then it is considered that the default Configuration Server application is not used.

delay-reload

Default Value: 0

Valid Values: 0 or any positive integer

Changes Take Effect: For the next reconnect to the master

Specifies the time interval, in seconds, that Configuration Server Proxy waits to reload data from the master Configuration Server after the initial connection failed. When multiple proxies are connected to the master Configuration Server, this feature enables you to prioritize proxy reloads and decrease the time each proxy remains out of service while reloading the data.

This option does not delay initial data load after Configuration Server restart and it does not delay the attempt to restore the previous session to the master Configuration Server. This option takes effect only if an attempt to restore the previous session with the master Configuration Server fails.

Tip

Specify short but different delay reload settings for different proxies to establish the order in which proxies initiate reload. You can use this option in conjunction with the **proxy-load-max** option to further delay data reloading process for the proxies.

delay-reload-backup

Default Value: 0

Valid Values: 0 or any positive integer

Changes Take Effect: For the next reconnect to the master

Specifies the time interval, in seconds, that the backup Configuration Server Proxies or the backup master server must wait to reload data from the master Configuration Server after the initial connection failed. You can specify a higher delay period for the backup Configuration Server proxies to ease the load on the master Configuration Server after network outages when multiple clients need to reload data at the same time.

The configured reload delay period applies to the master Configuration Server when it needs to reload data while running in the backup mode or after being switched to backup mode upon a switchover.

This option does not delay initial data load after Configuration Server restart and it does not delay the attempt to restore the previous session to the master Configuration Server. This option takes effect only if an attempt to restore the previous session with the master Configuration Server fails.

Tip

Specify different delay reload settings for different proxies to establish the order in which proxies initiate reload. You can use this option in conjunction with the **proxy-load-max** option to further delay data reloading process for the proxies.

encoding

Default Value: UTF-8

Valid Values: UTF-8, UTF-16, ASCII, ISO-8859-1, ISO-8859-2, ISO-8859-3, ISO-8859-4, ISO-8859-5, ISO-8859-6, ISO-8859-7, ISO-8859-8, ISO-8859-9, ebcdic-cp-us, ibm1140, gb2312, Big5, koi8-r, Shift_JIS, euc-kr Changes Take Effect: After restart

Sets the UCS (Universal Character Set) transformation format (such as UTF-8, UTF-16, Shift_JIS, and so on) that Configuration Server Proxy uses when exporting configuration data into an XML (Extensible Markup Language) file. The Configuration Import Wizard (CIW) must initiate the export operation. If the operating system settings do not support the specified value, Configuration Server Proxy uses the default value.

Specify the UTF-8 encoding format unless you are using wide-character codesets (such as Chinese, Japanese, Korean).

force-vag-calculation

Default Value: false

Valid Values:

false	proxy-side VAG calculation disabled
true	proxy-side VAG calculation enabled if the proxy is connected to the master Configuration Server started with disable-vag-calculation=true

Changes take effect: After proxy restart or complete data reload.

Runtime changes of this option are intentionally ignored. For the proxy-side VAG processing to operate correctly, the **force-vag-calculation** option on both primary and backup proxies should be set to `true` and the **disable-vag-calculation** option on both primary and backup master Configuration Server should be set to `true` (this option on the master also requires restart to take effect).

In order to prevent double VAG calculation (on both master and proxy) the following applies:

- If the proxy configured with **force-vag-calculation=true** loads/reloads data from the master with enabled VAG processing (**disable-vag-calculation** on the master is absent or not set to `true`), the value of this option on the proxy is intentionally ignored and the proxy-side VAG processing remains disabled.
- If the proxy with enabled VAG processing upon data reload from the master determines that the master no longer has VAG processing disabled (that is, because of the master being reconfigured while the proxy was offline or misconfiguration with different values between master primary and backup), the proxy-side VAG processing is disabled.

last-login

Default Value: false

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Specifies whether the Last Logged In Display feature is to be used. If set to `true`, the feature is used for this Configuration Server Proxy. Last Logged In information is sent to clients of the Application, and is stored and displayed by Genesys graphical user interfaces that support this feature.

If set to `false` (the default), this feature is not used for this Configuration Server Proxy.

For more information about the Last Logged In Display feature and this option, see the “Last Logged In Display” topic in the *Genesys Security Deployment Guide*.

last-login-synchronization

Default Value: false

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Specifies whether Last Logged In information is synchronized between this Configuration Server Proxy and others in the environment. If set to `true`, this Configuration Server Proxy sends notifications

about changes in Last Logged In information to others in the configuration.

If set to `false` (the default), Last Logged In information is not synchronized between this Configuration Server Proxy and others in the configuration.

This option is ignored if the **last-login** option is set to `false`.

For more information about the Last Logged In Display feature and this option, see the “Last Logged In Display” chapter in the *Genesys Security Deployment Guide*.

locale

Default Value: No default value

Valid Values: Any valid locale name or abbreviation

Changes Take Effect: Immediately

On Windows operating systems, specifies the locale setting that Configuration Server Proxy uses when transforming configuration object information from internal representation for export to an XML file.

Select values for this option from the official Microsoft locale list. For example, for English, specify `english` or `eng`; for Japanese, specify `japan` or `jpn`; and so on.

The specified locale value must be supported by your operating system, and must match the value that is defined by the `LANG` environment variable (or derived from the values of the `LC_ALL` and `LC_CTYPE` environment variables, as specified in the vendor documentation).

management-port

Default Value: No default value

Valid Values: Any valid TCP/IP port

Changes Take Effect: After restart

Specifies the TCP/IP port that management software uses to monitor and control the operation of Configuration Server Proxy. If not specified, management agents cannot monitor and control the operation of Configuration Server Proxy. You cannot set this option to the value specified for the **port** option.

max-client-output-queue-size

Default Value: 1024

Valid Values:

0	No limit
Any positive integer	Threshold value (in KB)

Changes Take Effect: Immediately

Specifies the threshold on the amount of memory (in KB), used by prepared unsent data for a single client, at which Configuration Server Proxy defers processing requests from that client.

When the amount of unsent data drops below that threshold, Configuration Server Proxy restarts processing incoming requests from the client in the order that they were originally received.

max-output-queue-size

Default Value: 0

Valid Values:

0	No limit
Any positive integer	Threshold value (in MB)

Changes Take Effect: Immediately

Specifies the threshold on the total amount of memory (in MB), used by prepared unsent data, at which Configuration Server Proxy defers processing of all incoming requests. While processing of the incoming requests is deferred, Configuration Server Proxy continues to receive and store incoming requests for further processing.

When the amount of unsent data drops below that threshold, Configuration Server Proxy restarts processing incoming requests.

Important

Use this option with extreme care. Reaching the threshold specified by this option effectively halts Configuration Server Proxy until the size of outgoing buffers drops below the specified value. This option is intended to be a last resort defense against unexpected termination due to memory starvation.

objects-cache

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Specifies if Configuration Server Proxy uses internal caching. When set to true, Configuration Server Proxy caches objects requested by client applications. This is the default behavior of Configuration Server Proxy in previous releases. When this option is set to false, the objects are not cached, reducing the amount of memory used by Configuration Server Proxy.

Important

Disabling the cache may increase the load on Configuration Server Proxy during client application registration. Use this option with care.

packet-size

Default Value: 1024000

Valid Values: 1–2147483648

Changes Take Effect: Immediately

Specifies, in bytes, the target maximum size of the packet in a single message.

Warning

Do not change this option unless instructed by Customer Care.

proxy-cluster-name

Default Value: No default value

Valid Values: Name of Configuration Server objects

Changes Take Effect: When next client connects

Specifies the name of a Configuration Server object that represents a load balancer network interface to Configuration Server Proxy clients.

The object represented by this name must exist in the Configuration Database, be of type Configuration Server, have a port configured to match the listening port of the load balancer, and be associated with a host with the address of the load balancer network interface to which clients must connect.

The object must not be associated with any real Genesys Configuration Server process in the system. All clients that are configured to use load-balanced Configuration Server Proxies must be configured to use this application object instead of actual Configuration Server Proxies when configuring their ADDP and other connections parameters.

This option takes effect only in a load-based Configuration Server Proxies configuration.

-proxy-persistent-mode

Default Value:

Valid Values: Command-line add **-proxy-persistent-mode** during Server start.

Changes Take Effect:

By this command-line option, on startup, Configuration Server Proxy would try to connect to Master Configuration Server, as usual. If unable to connect to the master CS, then CS proxy would make a connection to ConfigDB and load configuration data from DB in persistent mode.

Also, the application mode will be always PRIMARY (SCM_PROXY_PRIMARY) in persistent mode. But, mode will not be changeable (LCA mode request will be ignored) through LCA request when CS proxy is started in persistent mode.

Once every 1 hour, the below log is printed and indicates CS proxy started in persistent mode.

Example Log:

```
00:11:00.108 Std 22175 Proxy Server started as persistent mode due to master (hostA:888)
unavailability or non-reachable.
```

Important

This command-line option is applicable only for Configuration Server proxy.

proxy-writable

Default Value: false

Valid Values:

true	Configuration Server Proxy accepts requests from clients for updates to user-defined data, and forwards these requests to the Master Configuration Server.
false	Configuration Server Proxy does not accept requests from clients for updates to user-defined data. Clients must send the requests to the Master Configuration Server directly.

Changes Take Effect: Immediately

Specifies whether Configuration Server Proxy accepts requests from client applications for updates to user-defined data, such as hot keys, shortcuts, and recently dialed numbers. If accepted, Configuration Server Proxy then forwards the requests to the Master Configuration Server, where the updates are stored.

Important

This mode is intended to be used with Genesys agent-facing applications only. You should still connect your administrative GUIs, and any other applications that write extensively to the configuration, to the Master Configuration Server directly.

vag-clusters

Default Value:

Valid Values: true, false

Changes Take Effect: After proxy restart or complete data reload

The prerequisites are:

- CS with **disable-vag-calculation**=true
- Writable proxy with **force-vag-calculation**=true

The section **vag-clusters** on the proxy's application object is introduced for selective VAG Calculation on Configuration Server Proxies.

To assign a VAG to a cluster:

1. In the VAG's Agent Group object, create a section named **vag-clusters**.
2. Add the option with the cluster name and value true.

A VAG can be set to true only once in **vag-clusters**.