GENESYS™

Configurations Options Reference Manual

[sml] Section

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[sml] Section

This section must be called **sml**.

Options in this section are defined in the annex of the Application object, as follows:

- `Application object > Options tab > Advanced View (Annex)`

> ### Warning
> Use the **hangup-restart**, **heartbeat-period**, and **heartbeat-period-thread-class-<n>** options with great care, and only with those applications for which support of this functionality has been announced. Failure to use these options properly could result in unexpected behavior, from ignoring the options to an unexpected restart of the application.

autostart

Default Value: `false`
Valid Values: `true, false`
Changes Take Effect: After restart of the application

Specifies if SCS can start this application automatically every time that SCS establishes a connection with LCA, and if LCA does not report this application as `Started`.

hangup-restart

Default Value: `true`
Valid Values: `true, false`
Changes Take Effect: Immediately

If set to `true` (the default), specifies that LCA is to restart the unresponsive application immediately without any user intervention.

If set to `false`, specifies that LCA is only to generate a notification that the application has stopped responding; the application is not automatically restarted.

> ### Important
> This option is set to `true` automatically in Solution Control Server; any other value is ignored.

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heartbeat-period

Default Value: 0
Valid Values:

0	This method of detecting an unresponsive application is not used by this application.
<min value>-604800	Length of timeout, in seconds, where min value is: • 40 seconds for Configuration Server and Solution Control Server. • 10 seconds for applications that support hangup detection if you are using Solution Control Server 8.1.1 (or later).

Changes Take Effect: Immediately

Specifies the maximum amount of time, in seconds, in which heartbeat messages are expected from an application. If Local Control Agent (LCA) does not receive a heartbeat message from the application within this period, it assumes the application is not responding and carries out corrective action.

This option can also be used to specify the maximum heartbeat interval for threads registered with class zero (0). This thread class is reserved for use by the Management Layer only.

> ## Important
>
> Genesys does not recommend that you set the heartbeat period option for Configuration Server and Solution Control Server if you are using Solution Control Server 8.1.0.(or earlier).

If this option is not configured or is set to zero (0), heartbeat detection is not used by this application.

heartbeat-period-thread-class-<n>

Default Value: None Valid Values:

0	Value specified by heartbeat-period in application is used.
3-604800	Length of timeout, in seconds; equivalent to 3 seconds–7 days.

Changes Take Effect: Immediately

Specifies the maximum amount of time, in seconds, in which heartbeat messages are expected from a thread of class <n> registered by an application. If a heartbeat message from the thread is not received within this period, the thread is assumed to be not responding, and therefore, the

application is unable to provide service.

> ### Important
>
> Do not set this option to a value less than the **heartbeat-period** option.

If this option is not configured or is set to zero (0), but the application has registered one or more threads of class <n>, the value specified by the value of **heartbeat-period** for the application will also be applied to these threads.

Refer to application-specific documentation to determine what thread classes, if any, are used.

suspending-wait-timeout

Default Value: 10
Valid Values: 5-600
Changes Take Effect: Immediately

Specifies a timeout (in seconds) after the Stop Graceful command is issued to an application during which the status of the application should change to Suspending if the application supports graceful shutdown. If the status of the application does not change to Suspending before the timeout expires, it is assumed that the application does not support graceful shutdown, and it is stopped ungracefully.

Use this option if you are unsure whether the Application supports graceful shutdown.

> ### Important
>
> Genesys recommends that you do not set this option for any Management Layer component (Configuration Server, Message Server, Solution Control Server, or SNMP Master Agent). These components by definition do not support graceful shutdown, so this option is not required.