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Configurations Options Reference Manual

[addp] Section

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[addp] Section

This section contains the parameters necessary to configure Advanced Disconnect Detection Protocol (ADDP) between Local Control Agent (LCA) and Solution Control Server.

This section must be called **addp**.

addp-timeout

Default: 9

Valid Values: 0 or any positive integer

Changes Take Effect: When connection is reestablished

Specifies the ADDP timeout in seconds used by Solution Control Server. If Solution Control Server does not receive messages from LCA within this interval, Solution Control Server sends a polling message. Solution Control Server interprets the lack of response from LCA within the same time period as a loss of connection.

If this value is set to 0, ADDP is not used by Solution Control Server.

Important

If there is particular risk of network delays, Genesys recommends setting ADDP timeouts to values equal to or greater than 10 seconds, instead of relying on default values to avoid false detection of disconnection.

addp-remote-timeout

Default: 0

Valid Values: 0 or any positive integer

Changes Take Effect: When connection is reestablished.

Specifies the ADDP timeout in seconds used by LCA. After the connection between Solution Control Server and LCA is established, this value is passed to LCA. If LCA does not receive messages from Solution Control Server within this interval, LCA sends a polling message. LCA interprets the lack of response from Solution Control Server within the same time period as a loss of connection.

If this value is set to 0 (default), ADDP is not used by LCA.

addp-trace

Default Value: off

Valid Values:

false, no, off	Turns ADDP off.
true, yes, on, local	ADDP trace occurs on the side of SCS.
remote	ADDP trace occurs on the side of LCA.
both, full	ADDP trace occurs at both SCS and LCA.

Changes Take Effect: After restart

Determines whether ADDP messages are written to the primary and backup SCS log files. This option applies only if the value of the protocol option is **addp**.