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SIP Feature Server Deployment Guide

Configuration options

12/16/2025

Configuration options

Set these configuration options in Genesys Administrator, in the Options tab of the SIP Feature Server Application object (or the GAX Application object, as noted).

Contents

- **1 Configuration options**
 - 1.1 Cassandra section
 - 1.2 Cluster section
 - 1.3 dialplan section
 - 1.4 dm section
 - 1.5 dm-gax-plugin section
 - 1.6 fs-gax-plugin section
 - 1.7 gdpr section
 - 1.8 Log section
 - 1.9 Monitoring section
 - 1.10 python section
 - 1.11 security section
 - 1.12 SMTP section
 - 1.13 TServer section
 - 1.14 VoicemailServer section (Application object)
 - 1.15 VoicemailServer section (Switch)
 - 1.16 history-log section
 - 1.17 ScheduledTasks section

Cassandra section

Option	Values (default value in bold)	
connection-pool-limit	15 , or any positive number	Limits the number of connections per host. This is a limiting feature in embedded Cassandra. This value must be less than or equal to request-rate-gax . maximum 15 connections per host. Note: Only SIP Feature Server.
connection-type	thrift (or empty) for THRIFT or cql for CQL, values are not case-sensitive.	When set to CQL, Cassandra uses the CQL interface to connect to embedded Cassandra using the CQL Feature Server. Y (com.genesyslab.cassandra.feature.server.launcher/_64.x) embedded Cassandra. Takes effect after restart.
logFile	cassandra.log	The log file name.
logLevel	error , none, debug, info, warning, critical	The log level; apply to all loggers.
maxFileSize	20000000	The threshold, in bytes, for rolling the log to dial plan logs.
maxFileCount	2	The number of log files to keep.
replicationStrategyClassName	SimpleStrategy , NetworkTopologyStrategy	Specifies the strategy for replicating data. - SimpleStrategy: Replicates data to the number of nodes specified in the replication_factor property. This is the recommended strategy for single and multi-data center deployments. - NetworkTopologyStrategy: Replicates data to the values specified in the replication_factor property. This strategy is used in single and multi-data center deployments.
replicationOptions	replication_factor=2 , replication_factor=3, replication_factor=4, ... (or) data center 1 name=number of replication nodes, data center 2 name=number of replication nodes, ...	Specifies the number of replicas for each data center, depending on the strategy. - When replication_factor is specified, any of the first replication_factor nodes used in the replication. - When replication_factor is not specified, NetworkTopologyStrategy is used to specify the number of replicas used in the replication.
readConsistencyLevel and writeConsistencyLevel	CL_ONE	Do not change the consistency level.

Option	Values (default value in bold)	
		number of nodes
regionalKeyspace	None	Defines the keyspace for the regional keyspace. regionalKeyspace=us_east regionalKeyspace=eu_west
regionalReplicationOptions	None	Defines the number of replicas to configure the number of replicas for the regional keyspace. regionalReplicationOptions=us_east=2, eu_west=2
retry-max-attempts	None , <positive integer value>	Defines the maximum number of times to retry a failed Cassandra connection. Note: For Cassandra 3.11, the interval in the retry-interval-ms option must be greater than or equal to the retry-max-attempts value.
retry-sleep-ms	None , <positive integer value>	Defines the interval between retries for a failed Cassandra connection. To be configured in milliseconds. Note: This option must be greater than or equal to the retry-max-attempts value for Cassandra to retry a failed connection.
nodes	None , Comma-separated Cassandra node IP address or FQDN that are local to its data center	Mandatory if Feature Server application is deployed to a Cassandra cluster. Specifies the IP address or FQDN of the Cassandra nodes in the cluster.
keyspace	sipfs , <keyspace name (alpha numeric value)>	Defines the keyspace for the sipfs application. By default, sipfs uses the keyspace sipfs to any desired external Cassandra cluster.
username	None , <cassandra username>	Configure this option if you want to use an external Cassandra cluster.
password	None , <cassandra password>	Configure this option if you want to use an external Cassandra cluster.
nodeFailureTolerance	None , [replication_factor of its data center - 1].	Specifies that the number of nodes in the configured data center must be greater than the configured node failure tolerance. This option must be less than the replication_factor of its data center. For example, if a data center has a replication_factor of 3, you must configure this option to 2 for the Cassandra cluster.
trusted-ca	Default is empty (no certificate validation), Absolute or relative path (from Feature Server installation folder) to the PEM file that has trusted authority certificate to validate remote Cassandra server when establishing the TLS connection.	Specifies whether to use TLS for connections and its Dialplan. If the path is not set incorrectly, Feature Server won't occur errors. If you want to use the cassandra_encryption_options option, you must set this option to the path of the trusted-ca file.

Option	Values (default value in bold)	
		(com.genesyslab.v launcher/_64.xml)
verify-host	false , true	Specifies whether the FQDN of host be is enabled for Ca values provided If the FQDNs doesn't is not set or cassandra does not give any re

Cluster section

Option	Values (default value in bold)	
master	false , true	When set to true Feature Server a synchronization (such as people, Configuration Se data occurs rega import of Tenant Feature Server o Important: Des master.
confsync	false , true	When set to true Server, this optio the synchronizat with Configuratio server is not ope time synchroniza regardless of thi effect immediate
disable-initial-import	Valid values: false , true	Set to false to e data upon startu To prevent another initial import trigger Configuring to false data and switch data rare scenarios, Cassa inconsistent. This ma available in the Cassa Server would re-imp duplication. To preven to true after first sta trigger in the subsequ
reimport-on-conf-history-log-error	false , true	If set to true, in application, then automatically tri
reimport-on-conf-history-log-error-max-attempts	5 , Positive integer value	This limits the nu

Option	Values (default value in bold)	
		occur due to per history log inform Server. This option is available in later versions.

dialplan section

Except for `active`, which indicates whether you are using the Feature Server dial plan or the SIP Server dial plan, these options apply only if you are using the Feature Server dial plan.

Option	Values (default value in bold)	
<code>active</code>	true , false	Determines whether the dial plan displays the Feature Server dial plan or the SIP Server dial plan. Setting this option to false displays the SIP Server dial plan and hides the Feature Server dial plan. Applicable only for applications. Value
<code>cassandraPoolSize</code>	15 and above, or any positive number	Specifies the SIP Server Cassandra pool size for operations. You must restart the SIP Server for the changes to take effect.
<code>default-dn</code>	None , any valid DN	Specifies the default DN for the Feature Server. Applicable only for the Feature Server cluster.
<code>dialplanEnhancement</code>	false , true	When set to true, enables performance monitoring, heartbeat, health checks, and other improvements for the dial plan. Important This option is supported in SIP Server 8.1.202.33 and later, and Feature Server 8.1.103.79 and later.
<code>heartbeatFailInterval</code>	60	The timeout, in seconds, for queries from the Feature Server to the SIP Server. If the timeout occurs, the previous request is retried.
<code>heartbeatOkInterval</code>	300	The timeout, in seconds, for queries from the Feature Server to the SIP Server. If the timeout occurs, the previous request is retried.
<code>logFile</code>	none , <dial plan script working directory>, <another directory>	The log file location. Applicable only to the dial plan.
<code>logHandler</code>	RotatingFileHandler , <code>DialPlanRotatingFileHandler</code>	When set to <code>DialPlanRotatingFileHandler</code> , the log file is generated as <code>logfile_name.YYYYMMDD.HHMMSS.log</code> .

Option	Values (default value in bold)	
		When set to Rotating, the format <i>logfile_name</i>
logLevel	none , debug, info, warning, error, critical	The log level; ap
log-python-stdout-capture	false , true	When Cassandra set to CQL, then captures the error sub-process of F main Feature Se process termina
maxFileSize	1000000	The threshold, in is created; appli
maxFileCount	2	The number of b applies only to d
port	8800 , <other valid http port>	The port specific the Feature Serv
profileRefreshInterval	300	SIP Feature Serv and partitions in the timer config (Valid values can Important This option is supp 8.1.202.33 and late

dm section

Option	Values (default value in bold)	
Active	false , true	When set to true manage devices
fs_url	<i>IP address:port/fs, FQDN:port/fs</i> , none	Specifies the ad processes Firmw management. In resolves to the IP Server instances example, http:// fs. When this op attempts to dete and port will be Restart required
audiocodes/genesys/polycom/yealink	None , comma separated value of the device model names to be supported	Device Managen phone models th but only if the co supported.
UA_Pattern_[audiocodes/genesys/polycom/yealink]	None , parameters with value specific to the phone model	Custom UA head phones with a di default supporte

dm-gax-plugin section

Set the dm-gax-plugin configuration options in the Options tab of the GAX Application object.

Option	Values (default value in bold)	
fs_urls	<i>IP address:port/fs, FQDN:port/fs, none</i>	Specifies the addresses that control devices that control devices. For an N Servers. For an N FQDNs of N servers separated by a comma. http://10.10.10.10:8080/fs http://10.10.10.10:8080/fs Restart required.

fs-gax-plugin section

Set the fs-gax-plugin configuration options in the Options tab of the GAX Application object.

Option	Values (default value in bold)	
fs_urls	<i>IP address:port/fs, FQDN:port/fs, none</i>	Specifies the addresses that control devices that control devices. For an N Servers. For an N FQDNs of N servers separated by a comma. http://10.10.10.10:8080/fs http://10.10.10.10:8080/fs Restart required.

gdpr section

Set this option in the gdpr section on the Options tab of the Master Feature Server application.

Option	Values (default value in bold)	
gdpr-directory	An absolute path to the directory with read and write access	The forget-me task from this directory forget-me task w

Log section

Feature Server uses standard Genesys logging, with the following exceptions to the default values. For details of all logging options, see [Common Configuration Options log section](#).

Option	Values (default value in bold)	
internal	Error , Info, Debug	The PSDK logging same log file.
verbose	trace , all, debug, interaction, standard, none	The verbose log

Monitoring section

Option	Values (default value in bold)	
active	true , false	Determines whether the environment starts monitoring. If set to true, the option environment monitoring interval, disk space, set to using environment
corrupted-messages-threshold	None , <positive integer value>	Specifies the threshold for corrupted messages
logFile	monitoring.log , <i>string.log</i>	The log file name in the application directory logs.
logLevel	info , debug, warning, error, critical	The log level; apply
maxFileSize	1000000	The threshold, in bytes, at which a log file is created; apply
maxFileCount	2	The number of log files to keep; only to monitoring
monitoring-request-interval	60000 (one minute), 10000 (ten seconds) and above	The frequency with which requests are monitored
prometheus-monitoring	false , true	When set to true, the Feature Server to capture metrics monitored using Prometheus; change requires
request-rate-gax	50 , zero, or any positive number	The number of requests per second for Feature Server and dm-gax-plugin . When the value is changed, it is applied. Note: Only SIP Feature Server support this option. In 8.1.202.40, the default
request-rate-vm	50 , zero, or any positive number	The number of requests per second for Feature Server

Option	Values (default value in bold)	
		Platform (MCP) c access. When the value is co applied. Note: Only SIP Featu support this option. I 8.1.202.40, the defa
request-rate-dm	100 , zero, or any positive number	The number of r Feature Server c requests from IP Balancing (ELB) When the value is co applied. Note: Only SIP Featu support this option. I 8.1.202.40, the defa

python section

Option	Values (default value in bold)	
process-launcher	python or empty , Absolute file path or an executable name (if can be found using Operating System's PATH , as applicable to FS process) to start the standalone python process installed on the system.	When Cassandra set to CQL, the D Scheduler script using external p helps to specify python 3.X exec execution of Dia scripts is perform interpreter (pyth

security section

Option	Values (default value in bold)	
security-headers-enabled	true , false	When set to tru to all API calls in

SMTP section

Set these options, used in email notifications of voicemail, in the SMTP section on the Options tab of the SIP Feature Server Application object.

Option	Values (default value in bold)	
Host	<i>Server host name</i>	The name of the server to use to generate voicemail.
channel	SMTP , TLS, SSL	The connection protocol to use. TLS and SSL require a password.
port	<i>port number</i>	The port number to use, depending on the channel.
username	<i>valid username</i>	The username required for SMTP server when using TLS or SSL security.
password	<i>valid password</i>	The password for the SMTP server.
trusted	false , true	When set to true, the specified SMTP server validation is bypassed during installation of certificates.

TServer section

Set these options, used in Find Me Follow Me, in the TServer section on the Options tab of the SIP Server (**not** SIP Feature Server) Application object.

Option	Values (default value in bold)	
fmfm-prompt-file	A valid filename	Specifies the file name of the prompt. Must be located in the MCP folder/user folder on the Platform server. The file name must end with confirmation-prompt.wav.
fmfm-confirmation-digit	0-9	Specifies the digit for confirmation. The digit must be a number in the range 0-9. If you enter a different digit, you must delete the file and place the file in the folder on the Media Server.
fmfm-confirmation-timeout	An integer between 5 and 60; the default value is 10	Specifies the time (in seconds) for the user to enter a digit with no input), in seconds. The value must be an integer between 5 and 60. The value includes playing the prompt and time for the user to enter a digit. Note: A call is considered timed out, the entered digit is not saved, and the user must input at all.
fmfm-trunk-group	A valid Trunk Group DN name	Specifies the Trunk Group DN name that is generated, when the user calls to Media Server. The name must be a valid DN that represents the Trunk Group.

Option	Values (default value in bold)	
msml-support	true , false	that DN to play n calls to FMFM de When set to tru required to use F

VoicemailServer section (Application object)

Set these options in the VoicemailServer section on the Options tab of the SIP Feature Server Application object.

Option	Values (default value in bold)	
access-first-prompt-delay-ms	0 , zero or any positive integer no greater than 6000 (6000 ms = 6 seconds).	Enables delay in first prompt during call. Delay will be limited to milliseconds, the next largest value. For example, 800 ms rounded to 600 ms. Overrides the value.
advance-audio-control	true , false	Displays advance audio controls (rewind, pause, and play) to application user. switch level.
cassandra-counter	true , false	When set to true, Cassandra is used for counter. When set to false, methodology to messages count. Note: This option is 8.1.202.19 and later deployments, this option after upgrading all the 8.1.202.19 and later.
disable	true, false	When set to true, can be disabled for b managing mailbox. can be still provided disabled.
disable-general-deposit-prompt	false , true	When set to true, prompt, Please the tone and p during voicemail.
enable-default-password	false , true	Indicates whether default password set to false, SIP IDs to be used a true, administrative.

Option	Values (default value in bold)	
		passwords to all passwords can be once, after which passwords. Default passwords a to false. When use not take effect.
group-optout-use-default	false , true	When set to true voicemail-optout optout prompt. V any optout prom have an Optout
language	<server locale> , de, en-AU, en-GB, en-US, es, es-MX, fr, it, ja, pt-BR, ru, zh-CN, ko	The language us overrides the lan and overridden mailbox: Note: The group ma is accessed. • When access personal mai • When access accessed thr application-le • When access language is u • When deposit the group ma
locale	en-US , other locale strings	Specifies the def User Interface (T
max-concurrent-sessions	Numeric Value	This option restr voicemail access option is not con restriction for th which takes effe This option will b login option is s
play-disclaimer	false , true	When set to true recorded disclaim Overrides the va
play-review-on-deposit	true , false	Specifies whethe (TUI) will play th confirm press 1, rerecord press 3 When set to true, th When set to false, t continues as if the c

Option	Values (default value in bold)	
		Note: You can set the skip-confirm-ouptout-prompt on both levels, the skip-optout-prompt has precedence.
prompt-delay-ms	0 , zero or any positive integer in multiples of 600 ms and not greater than 6000 ms (6000 ms = 6 seconds).	Enables delay by multiples of 600 ms for the first prompt during login. If the next largest value is, for example, 800 ms, 800 ms is rounded to 600 ms. Note: For the home feature, only access-first-prompts in access-first-prompts .
security-account-lockout-duration	10 , zero or any positive integer	Specifies the time in seconds the Feature Server will wait before allowing a user that has been locked out to attempt login again; the user will be locked out after 10 login attempts. A user can be only an administrator.
security-max-login-attempt-count	4 , any positive integer	Specifies the maximum number of login attempts while accessing the system. The user will be locked after 4 failed attempts.
security-password-enhanced-validation	false , true	When set to true, users must enter their passwords twice (for example, "To enter your password, please enter your password again") and select the correct mailbox password using their mailbox ID.
security-password-check-internal-call	true , false	Specifies whether the password check is played when a user logs in from an internal extension.
security-password-length-min	4 , any positive integer	Specifies the minimum password length in digits. Increasing the minimum password length requires users to reset their passwords to the new minimum.
skip-optout-prompt	false , true	When set to true, the skip-optout-prompt, "To enter your password, please enter your password again" options, press 0 to skip the voicemail deposit prompt.
skip-confirm-ouptout-prompt	false , true	When set to true, the skip-confirm-ouptout-prompt, "To continue, please press 1, To leave the voicemail deposit prompt, press 2" options, press 1 to skip the voicemail deposit prompt.
suspending-state-timeout	-1 , any integer greater than 0	Maximum time, in seconds, the Feature Server will be in a suspended state for ongoing voice calls. By default (when the Feature Server is configured), Feature Server sessions are completed after the shutdown of the voice call or maintenance or a software update.

Option	Values (default value in bold)	
		ensures the following: • Ongoing TUI messages before shutdown • New TUI voice messages to an alternate destination • New web UI messages to an alternate Feature Server
time-zone	<server time zone> , any valid time zone (see http://joda-time.sourceforge.net/timezones.html)	Specifies the default time zone for messages (applies to all messages). Overrides any value set in the configuration when the time zone is set to a value other than the default.
user-login	false , true	Indicates whether users can login through a command-line interface.
voice-can-deposit-during-extended-absence	true , false	When set to true, allows a user to deposit a message after the absence period.
voice-enrollment-enabled	true , false	When set to true, enables voice enrollment.
voice-greeting-extended-max-duration	24 , any positive integer	Specifies the length of time for the user to respond after the period for confirmation of their recording.
voice-greeting-personal-max-duration	12 , any positive integer	Specifies the length of time for the user to respond after the period for confirmation of their recording.
voice-message-max-duration	10 , any positive integer	Specifies, in seconds, the maximum length of a message.
voice-message-priority-enabled	false , true	Enables callers to send priority messages when they are leaving a message. When set to true, priority messages are sent with urgent delivery, and all other messages are sent with normal delivery.
voice-mailbox-message-count	10 , any positive integer	Specifies the maximum number of messages per mailbox.
voice-mwi	true , false	If set to false, FS will not handle voicemail messages.
voicemail-optout-destination	empty (means that the feature is disabled) , any phone number or routing point	When set, enables voicemail to the destination specified at the moment during which the user opted out, but overridden with the Mailboxes set in the Provisioning Mailbox configuration.
voicemail-quorum	false , true	Obsolete. The value is ignored.

Option	Values (default value in bold)	
vxml-access-fetch-timeout	60 , any positive integer	This parameter c

VoicemailServer section (Switch)

Set these options in the VoicemailServer section on the Options tab of the SIP Switch object, not in the Application object.

Option	Values (default value in bold)	
access-first-prompt-delay-ms	0 , zero or any positive integer no greater than 6000 (6000 ms = 6 seconds).	Enables delay in first prompt during access. Delay will be limited to 6000 milliseconds, the next largest value. For example, 800 ms rounded to 600 ms, overridden by the value. Overridden by the value.
advance-audio-control	true , false	Displays advance audio controls (rewind, pause, and play) to the application user. Overridden by the application level.
language	< server locale >, de, en-AU, en-GB, en-US, es, es-MX, fr, it, ja, pt-BR, ru, zh-CN, ko	The language used for the application level is overridden by the server locale or mailbox level. Note: The group mailbox language is accessed. - When accessing personal mailbox - When accessing mailbox accessed through application-level - When accessing mailbox language is used - When depositing message to the group mailbox
play-disclaimer	false , true	When set to true, the recorded disclaimer is played. Overridden by the application level, so to enable this feature, must also set this option to true at application level.
play-review-on-deposit	true , false	Specifies whether the TUI will play the recorded message after confirm press 1, or rerecord press 3.

Option	Values (default value in bold)	
		When set to true, the... When set to false, the... continues as if the c... Note: You can set th... If set on both levels, precedence.
time-zone	<server time zone> , any valid time zone (see http://joda-time.sourceforge.net/timezones.html)	Specifies the default time zone for messages (applies when the time zone of the application is set to default.
voicemail-optout-destination	empty (means that the feature is disabled) , any phone number or routing point	When set, enable voicemail to the moment during a voicemail-optout has a value or w... Mailboxes setting... Provisioning mail

history-log section

Set these options in the history-log section on the Options tab of the Configuration Server application object.

Option	Values (default value in bold)	
active	true , false	When Feature Server is reconnected, the Configuration Server logs the period are written upon reconnection.
expiration	30 , 1-30	History log expiration period.
max-records	1000 , 1-1000	Maximum records in history log.

ScheduledTasks section

Set these options in the ScheduledTasks section on the Options tab of the Master Feature Server application.

When SSL and Cassandra authentication is enabled, the following three additional parameters must be appended to the existing values for the **<script name>.cmd** option:

- **-u** <username>—The Cassandra username. Default value is "cassandra".
- **--pw** <password>—The Cassandra password. Default value is "cassandra".
- **--tls**—Enables SSL connection.

For example, if we consider **update-mailbox-counters** task, **update-mailbox-counters.cmd** must be set as "**refreshInvalidMailboxCounters.py -H localhost -p 9160 -o update-mailbox-counters.log -u cassandra -pw cassandra -tls**".

Option	Values (default value in bold)	
update-mailbox-counters.active	false , true	When set to true and will schedule in the update-mailbox-counters option.
update-mailbox-counters.cmd	refreshInvalidMailboxCounters.py -H localhost -p 9160 -o update-mailbox-counters.log	Command line for execution Command line format: refreshInvalidMailboxCounters.py -H localhost -p 9160 -o <log file> -u <username> -pw <password> -tls where: • refreshInvalidMailboxCounters.py name of the script file. The default location is /FS_install/bin/refreshInvalidMailboxCounters.py. • -H localhost host name of the Cassandra host. The host name may be changed in the deployments. • -o <script file> filename and location of the script file. The filename is update-mailbox-counters.log and the location is /FS_install/bin/. • -v enables verbose mode. • -f all <number> changes invalid messages. If all is missing, then the default value is all and no change. The word 'all' is the default value which is the default value.
update-mailbox-counters.schedule	0 0 6 ? * SUN	Schedule time for the task configured in cron.
delete-expired-messages.active	false , true	When set to true and will schedule the task delete-expired-messages.
delete-expired-messages.cmd	removeExpiredMessages.py -H localhost -p 9160 -o delete-expired-messages.log	Command line for execution. Command line format: removeExpiredMessages.py -H localhost -p 9160 -o <log file> -u <username> -pw <password> -tls where:

Option	Values (default value in bold)	
		• removeExpired the script file <code>/<FS_install></code> • -H localhost: Cassandra host may be changed in deployments • -o <script log file name> filename and location is <script log file name> Important For each run, the script <code><script log file name></code>
delete-expired-messages.schedule	0 0 4 ? * SUN	Schedule time for delete-expired-messages configured in cron
forget-me.active	false , true	When set to true, the script will schedule the option forget-me
forget-me.cmd	forgetMe.py --dbhost <host> --dbport <port>	Command line format Command line format: dbport <port> where: • forgetMe.py located in <code>/usr/bin/feature-server-util</code>. • --dbhost <host> Feature Server host
forget-me.schedule	0 0 6 ? **	Schedule time for forget-me configured in cron
reimport.active	false , true	When set to true, the script will schedule the option reimport.schedule
reimport.schedule	Time in CRON format	Schedule time for reimport configured in CRON