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Genesys Administrator Extension Deployment Guide

general Section

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general Section

This section must be called `general`, and is configured in the Genesys Administrator Extension Server Application object of type **Genesys Administrator Server**.

The options in this section are required for the general behavior of Genesys Administrator Extension.

auditing

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: After Genesys Administrator Extension is restarted.

By default GAX is set to audit all actions that are performed by users. Set to `false` if auditing is not required.

client_app_name

Default Value: `default`

Valid Values: The valid name of an application object of type Configuration Manager.

Changes Take Effect: After Genesys Administrator Extension is restarted.

Specifies the name of the client application. GAX requires a client application object to enable access control of the browser-based interface.

confserv_timeout

Default Value: `30`

Valid Values: The value of the timeout protocol.

Changes Take Effect: Immediately.

Protocol timeout value for connections to Configuration Server.

confserv_trusted

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Specifies if token-based authentication is used for secure communication with Configuration Server.

default_account_dbid

Default Value: `100`

Valid Values: The database ID of the default account. A valid DBID that represents the person object that should be used as the default account (refer to [Default Account Support](#)).

Changes Take Effect: After Genesys Administrator Extension is restarted.

The DBID that is assigned to default account. This DBID can be set to any DBID of any valid user. The

user with the specified DBID will have all role privileges.

If this option is not set, GAX uses the value 100 for the DBID. The default account is identified by DBID. The default value for the DBID is 100. If the default account is deleted and recreated, it will be assigned a new DBID. Use the `default_account_dbid` option to specify the DBID of the default account if the value is not 100.

disableCLOG

Default Value: false

Valid Values: true, false

Changes Take Effect: Dynamic

Specifies if Angular JS loading should be prevented in the browser. By default, this value is set to true.

disable_change_password

Default Value: false

Valid Values: true, false

Changes Take Effect: After browser refresh

Specifies if **Change Password** appears in the **default** menu of GAX. By default, **Change Password** appears on GAX unless this option is set to true.

enable_bulk_change_sets

Default Value: false

Valid Values: true, false

Changes Take Effect: After browser refresh

Specifies if **Bulk Change Sets** feature appears in the **Administration** menu of GAX. If set to false (the default) or not configured, the feature does not appear in any menu and cannot be used.

help_external_url

Default Value: docs.genesys.com

Valid Values: Any reachable website domain or IP address (do not include http:// prefix). You must include a port number after the address. For example: docs.mycompany.com:4001

Changes Take Effect: After page refresh

Specifies the location of Genesys Administrator Extension Help content—either the Genesys Documentation website (docs.genesys.com) or an internal company server for those that have installed the offline documentation package.

inactivity_timeout

Default Value: 600

Valid Values: Any integer value.

Changes Take Effect: Immediately.

Specifies the value of the inactivity timeout in seconds. A negative value deactivates this timer.

msgsrv_attempts

Default Value: 1

Valid Values: Any positive integer value greater than 0

Changes Take Effect: After Genesys Administrator Extension is restarted

Specifies the number of connection attempts that will be made until GAX tries to connect to the backup Message Server.

msgsrv_max_switchovers

Default Value: -1

Valid Values: Any integer value

Changes Take Effect: After Genesys Administrator Extension is restarted

Specifies the number of switch-overs between Message Servers before GAX gives up trying to reconnect. 0 specifies no reconnection attempts. A negative values specifies unlimited reconnection attempts.

msgsrv_timeout

Default Value: 10

Valid Values: Any positive integer value

Changes Take Effect: After Genesys Administrator Extension is restarted

Specifies the protocol timeout value for connections to Message Server.

msgsrv_warmstandby_timeout

Default Value: 60

Valid Values: Any integer value

Changes Take Effect: Immediately

The time in seconds between reconnection attempts to Message Server

quick_filter_only_on_enter

Default Value: false

Valid Values: true, false

Changes Take Effect: After browser refresh

Specifies if the quick filters search starts only when the user presses **Enter**.

scs_attempts

Default Value: 1

Valid Values: Any positive integer value greater than 0

Changes Take Effect: After Genesys Administrator Extension is restarted

Specifies the number of connection attempts that will be made until GAX tries to connect to the backup Solution Control Server.

scs_max_switchovers

Default Value: -1

Valid Values: Any integer value

Changes Take Effect: After Genesys Administrator Extension is restarted

Specifies the number of switch-overs between Solution Control Servers before GAX gives up trying to reconnect. A value of zero (0) specifies no reconnection attempts. A negative value specifies unlimited reconnection attempts.

scs_timeout

Default Value: 10

Valid Values: Any positive integer value

Changes Take Effect: After Genesys Administrator Extension is restarted

Specifies the protocol timeout value for connections to Solution Control Server.

search_person_required_field_choices

Default Value: Not Applicable

Valid Values: NAME_NUMBER, FIRST_NAME, LAST_NAME, EMPLOYEE_ID

Changes Take Effect: After Genesys Administrator Extension is restarted

Specifies the mandatory fields for the Person objects to avoid blank search in search page. This is an optional parameter.

scs_warmstandby_timeout

Default Value: 60

Valid Values: Any integer value

Changes Take Effect: After Genesys Administrator Extension is restarted

The time in seconds between reconnection attempts to Solution Control Server.

session_timeout

Default Value: 900

Valid Values: Any positive integer value

Changes Take Effect: Immediately.

The time, in seconds, after which the session will be destroyed if there is no activity for that session. The value of this option must be greater than or equal to **inactivity_timeout**.

skill_assignment_max_agent_updates

Default Value: -1

Valid Values: Any integer value

Changes Take Effect: After browser refresh

Set the maximum number of agents that the user can select when using the **Edit Skills** operation. A warning message is shown if the user exceeds this selection limit. The value -1 indicates that there is

no limit.

skill_assignment_max_skill_updates

Default Value: -1

Valid Values: Any integer value

Changes Take Effect: After browser refresh

Set the maximum number of agent skill changes that the user can perform when using the **Edit Skills** operation. A warning message is shown if the user exceeds this changes limit. The value -1 indicates that there is no limit.

The following actions count towards the number of changes:

- Assigning a new skill to the selected agents
- Removing an existing skill to the selected agents
- Changing the Rating value of the assigned skills
- Applying the skill that has been assigned to some of the selected agents to all the selected agents (Changing the checkbox from minus symbol to checked state)

token_life_in_minutes

Default Value: 1440

Valid Values: Any positive integer value

Changes Take Effect: Immediately.

Specifies the life of the password token used in token-based authentication. Genesys recommends that you use the default value, unless you have an overriding reason.

validate_data

Default Value: none

Valid Values: string, none

Changes Take Effect: After browser refresh

Specifies whether to validate the input data before storing into the configuration database. This validation is enabled only when this option is set to string.