

GENESYS

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Social Media Solution Guide

channel-<any name>-monitor-<any name> Section

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faulty-conditions-delay

Default value: value of the x-faulty-conditions-delay option

Valid values: 0 - 3600

Changes take effect: Immediately.

Specifies, in seconds, a timespan that takes effect in the event of problems with Facebook communications. Depending on the scenario, the Driver either restarts the affected monitor after the timespan or puts the monitor into sleeping mode for the length of the timespan. This option was introduced in release 8.5.101.17.

The description of the corresponding channel-level option includes a listing of the scenarios and explanations of the Driver's behavior in each.

history-length

Default Value: value of the x-history-length option

Valid Values: Any positive integer.

Changes Take Effect: After the time interval specified in the sampling-period or x-sampling-period options.

Specifies how many successfully submitted interaction IDs the RSS/ATOM driver will keep in the history file in order to avoid a duplicate submission.

Important

This option overwrites the option x-print-rss-channel in the main channel section.

itx-submit-timeout

Default Value: 10 Valid Values: 1–60

Changes Take Effect: Immediately

Specifies the amount of time, in seconds, that Social Messaging Server waits for a positive response when it submits a request with an inbound message to Interaction Server.

itx-resubmit-attempts

Default Value: 3 Valid Values: 0–9

Changes Take Effect: Immediately

Specifies the number of times that Social Messaging Server resubmits an interaction after the itx-submit-timeout timeout expires.

itx-resubmit-delay

Default Value: 30

Valid Values: 1-120

Changes Take Effect: Immediately

Specifies the time, in seconds, that Social Messaging Server waits between attempts to resubmit an

interaction.

print-rss-channel

Default value: false Valid values: true, false

Changes take effect: After the time interval specified in the sampling-period or x-sampling-period

options.

Specifies whether the driver should print common fields of the received RSS/ATOM feed to a log file.

Important

This option overwrites the option x-print-rss-channel in the main channel section.

print-rss-items

Default value: 0

Valid values: Any interger 0 and above. Changes take effect: After the time interval specified in the sampling-period or x-sampling-period options.

Specifies how many received RSS/ATOM items the driver prints to a log file.

Important

This option overwrites the option x-print-rss-items in the main channel section.

rss-url

Default value: empty Valid values: Any valid URL.

Changes take effect: After the time interval specified in the sampling-period or x-sampling-period

options.

Specifies URL of an RSS feeder, which is used to request data from the feeder.