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Social Media Solution Guide

settings Section

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esp-proc-timeout

Default Value: 60

Valid Values: 5–180

Changes Take Effect: After restart

Specifies the length of time, in seconds, to process ESP requests received by the server. A negative ESP response is returned to a requester if the request is not processed in the specified time.

hide-attached-data

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Hides (true) or shows (false) in the log file attached data of interactions submitted to Interaction Server.

session-chat-request-timeout

Default Value: 40

Valid Values: 10–600

Changes Take Effect: After restart

Specifies the length of time, in seconds, to process requests to Chat Server in session mode. A chat session is not created by Social Messaging Server, or an active one is terminated by Social Messaging Server, if the request to Chat Server is not processed in the specified time.

Important

Genesys recommends that the value of `session-chat-request-timeout` be larger than the value of the Chat Server option `server-reply-timeout` (described in the [eServices 8.5 Reference Manual](#)).

session-max-number

Default Value: 10

Valid Values: 0–5000

Changes Take Effect: After restart

Specifies the maximum number of simultaneous chat sessions Social Messaging Server will process.

Important

The `session-max-number` option provides resource allocation for all media channels for which the server supports chat sessions. Usually, up to 300-400 concurrent sessions on one Chat Server are expected at maximum.

session-shutdown-timeout

Default Value: 180

Valid Values: 60-604800

Changes Take Effect: After restart

Specifies the length of time, in seconds, before an active chat session is terminated. The session is terminated if no new messages are received from a media channel during this timespan.

Important

The session-shutdown-timeout option is used for all media channels for which the server supports chat sessions.

subject-size

Default Value: 25

Valid Values: Any integer from 4-80

Changes Take Effect: After restart

Specifies the maximum size (number of characters) of a subject string for an inbound message. The subject string is created by truncating the inbound message body to the specified length. A value of 0 means that a Subject attribute is not added to an interaction.

workspace-location

Valid values: Local or network path; for example, c:\sms-workspace\ or \\remote-box\shared-folder\

Default: (none)

Takes effect: Upon restart

Specifies the location of the workspace for Social Messaging Server. The workspace is a dedicated folder that is used by primary and backup instances to store and retrieve its data. This helps ensure proper behavior during recovery after failover or switchover.

Notes:

- You must create this folder and assign create/delete/write/read access permissions to it for both primary and backup instances of Social Messaging Server.
- The path must include the final slash (\), as in the examples.
- If the option is automatically synchronized between primary and backup servers, the value must be a network path.