GVP Documentation Supplement

Documentation equalization about Reporting Server Options

4/5/2026

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SUMMARY: Documenting a set of RS options (hidden parameters) that were used to fix an issue in customer's environment.

The next publication of the GVP 8.1 Troubleshooting Guide will include this revision.

CHAPTER: Appendix B: Frequently Asked Questions
SECTION: Troubleshooting options
CHANGE TO MAKE on page 51:

Add a new section "Troubleshooting options" after the section "GVP Dashboard", and include the following information on RS options:

Sometimes in some specific cases, engineering might request some "hidden" options adjustments to troubleshoot and/or fine tune a customer's environment. Those options are not described in the options reference guide due to a safeguard measure. A few of them are described here, for an informational purpose.

> ### Warning
> Never change these options unless specifically instructed by Genesys Customer Care or Genesys Engineering.

Version: 8.5.130.61
Section: persistence

hibernate.connection.isolation
Default Value: 2
Valid Values: 1, 2, 4, 8
Changes Take Effect: at start/restart

This parameter can be used to configure the JDBC transaction isolation level for MS SQL Server. Valid integer values are 1 (READ UNCOMMITTED), 2 (READ COMMITTED), 4 (REPEATABLE READ), and 8 (SERIALIZABLE).

hibernate.remote.database
Default Value:
Valid Values: Database Name
Changes Take Effect: at start/restart

The name of remote database that will be used for RS. Used to help construct the JDBC connection URL.

A minor change is required when Reporting Server is deployed with an Oracle RAC database. When

the hibernate.remote.database configuration option is used, the Reporting Server internally appends some parameters to the value of the hibernate.remote.url option, including the value of the hibernate.remote.database option. Therefore, ensure the hibernate.remote.url option is properly configured for use with Oracle RAC by configuring the hibernate.remote.database option with the value blank.

To support SCAN addresses used in Oracle, set these Reporting Server options:

[persistence] hibernate.remote.database <make it empty>

[persistence] hibernate.remote.url = jdbc:oracle:thin:@<SCAN address>:<port>/<service name>

The first of these means to set the hibernate.remote.data option to blank, [mentioned already in the config file] where as for the second option you should replace the <SCAN address> with the FQDN of the scan address you've set up for Oracle RAC, <port> is the port number to access Oracle, and <service name> is the name of the Oracle service that has been set up to be used by the Reporting Server.

For example: jdbc:oracle:thin:@dbgenesys-scan.pdc.hcnet.vn:1521/gvreport.pdc.hcnet.vn [Not related to your configuration]

Then try to start Reporting Server.

hibernate.remote.dialect
Default Value:
Valid Values: org.hibernate.dialect.SQLServerDialect, org.hibernate.dialect.Oracle10gDialect
Changes Take Effect: at start/restart

The dialect Hibernate should use when interacting with the database.

hibernate.remote.driver
Default Value:
Valid Values: com.microsoft.sqlserver.jdbc.SQLServerDriver, oracle.jdbc.driver.OracleDriver
Changes Take Effect: at start/restart

SQL Driver Hibernate should use when interacting with the database.

hibernate.remote.url
Default Value:
Valid Values: JDBC URL
Changes Take Effect: at start/restart

The JDBC URL that RS should use to connect with the database. For Oracle, the final URL is constructed by appending a colon plus the hibernate.remote.database string to this option's value.

For SQL Server, the final URL is constructed by appending ';databasename=' plus the hibernate.remote.database string to this option's value. The JDBC connection URL will equal the hibernate.remote.url string if the hibernate.remote.database parameter is set to empty.

See also hibernate.remote.database.

hibernate.remote.user
Default Value:
Valid Values: User Name
Changes Take Effect: at start/restart

The user name that RS should use to connect the the remote database.

hibernate.show_sql
Default Value: false
Valid Values: false, true
Changes Take Effect: at start/restart

Enables output of the SQL statement generated by Hibernate to the console.

password
Default Value:
Valid Values: User Password
Changes Take Effect: at start/restart

The password that RS should use to connect the the remote database.

rs.histonly.enabled
Default Value: false
Valid Values: false, true
Changes Take Effect: at start/restart

Configures the RS to run in HIST-Only Mode. The RS will never write to the remote database, but will continue to support historical report queries. The HIST-Only RS does not support writing CDR, OR, SQA, or log data. It does not support data summarization or data purging. It does not support realtime (RT) call reports.

rs.nodb.enabled
Default Value: false
Valid Values: false, true
Changes Take Effect: at start/restart

Enables the 'no DB' feature for running the RS without a remote DB. This option controls 'no DB' mode. In 'no DB' mode, the RS functions without a remote DB, however, only a limited number of reporting services are available.

rs.partitioning.enabled
Default Value: false
Valid Values: false, true
Changes Take Effect: at setup

Enables CDR/VAR/Upstream partitioning feature. This option must not be changed after initial RS installation (unless the database is reconfigured).

rs.partitioning.partitions-per-day
Default Value: 8
Valid Values: 1, 2, 3, 4, 6, 8, 12, 24
Changes Take Effect: at start/restart

Number of partitions a day for CDR/VAR/CustomVAR/EVENT storage. It must be a divider of 24. The higher values are suitable for smaller partitions and high capacity storage. Smaller values correspond to larger partitions and lower storage capacity.

rs.partitioning.upstream-partition-number
Default Value: 1
Valid Values: 1, 5, 10, 50 and 100

Changes Take Effect: at start/restart

Number of Event Log partitions per a single CDR partition. Higher number intended for larger number of event metrics per call. At the same time higher number would result in heavier DB activity associated with storing and querying metric results. The number can be 1 (default), 5, 10, 50 and 100.

rs.partitioning.upstream-start-time.enabled
Default Value: true
Valid Values: false, true
Changes Take Effect: at setup

Enables faster VAR CDR/CDR EVENT queries by using START_TIME query hint.

rs.storage.metricsfilter
Default Value: *
Valid Values: ...
Changes Take Effect: at start/restart

This option controls the metrics that should be persisted to the database backend.

RS uses the string provided to filter metrics before saving to the database. The string uses the same format as in Reporting Client, such as 0-16,18,25,35,36,41,52-55,74,128,136-141. The default value is "*". When the parameter is missing, the default value will be assumed and all metrics received will be saved to the database.

rs.storage.upstream-serializer.watermark
Default Value: 60000
Valid Values: ...
Changes Take Effect: at start/restart

Defines the maximal number of calls cached in the serializer component before new calls are no longer processed.