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GVP Documentation Supplement

Reliable Connection Retry

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Reliable Connection Retry

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SUMMARY: Resource Manager (RM) can now resend a failed SIP request message—specifically, a TCP message for non-INVITE client transactions—using a reliable channel, instead of immediately sending an error to the originator of the request. (GVP-21311)
Three new gateway parameters enable this behavior.

- [Configure Reliable Connection Retry](#)
- [Parameters Used in Reliable Connection Retry](#)

Configure Reliable Connection Retry

Follow these steps to specify the parameters correctly:

1. Open Genesys Administrator.
2. Select the **Resource Manager** Application.
3. Open the section **Connections** and select the Gateway where the parameters will be added.
4. Click **Edit** and select the **Advanced** tab.
5. Enter all three parameters listed below into the **Application Parameters** text box, separated by semicolons:
 - `retrydest-on-conerr=<ipaddress:port>`
 - `connerr-retry-timeout=<timeout>` (in milliseconds)
 - `connerr-max-retries=<attempts>`

For example:

```
retrydest-on-conerr=192.000.0.000:8008; connerr-retry-timeout=3000; connerr-max-retries=10
```

See [Parameters Used in Reliable Connection Retry](#) for details about these parameters.

With this feature enabled, the message is re-sent until...

- **...the connection succeeds** — RM forwards the received successful response to the originator of the request.
OR
- **...the retries number** (`connerr-max-retries`) **is reached** — RM tries to connect again, every time that `connerr-retry-timeout` is reached.
OR
- **...the timeout value** (`Timer_F`) **is reached** — RM returns a 408 Request Timeout response code to the originator of the request.

Tip

RM adds these parameters to the X-Genesys-Session-ID header while forwarding the INVITE request to MCP from a specific SIP-S gateway resource. Thus, any SIP request that is made from MCP to SIP-S via RM for the call would contain these configured parameters inside the message.

Parameters Used in Reliable Connection Retry

Parameter: `retrydest-on-conerr`

Valid values: `<IPAddress:Port>`

...where

- *IPAddress* is the same IP Address where the message was previously sent. If not specified or incorrect, then Resource Manager does not retry.
- *Port* is a valid port. If not specified or invalid, Resource Manager uses the default 5060.

Specifies the destination that Resource Manager uses to retry the connection for sending a message, following a connection error.

Required: `connerr-max-retries > 1`.

Parameter: `connerr-retry-timeout`

Valid values: A positive integer that specifies milliseconds. The default is 3000 (3 seconds).

Specifies how much time Resource Manager waits, after a connection error, for the before it retries the connection.

Parameter: `connerr-max-retries`

Valid values: A non-negative integer.

Specifies the number of retries. Any positive number >1 enables this function. Any other value, including omission or no value (the default), disables it.
