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GVP Documentation Supplement

Resource Manager Logical Resource Group Configuration options

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These options (in CTI_LRG CTI and in GW LRGs) configure fallback mechanisms that handle scenarios where CTIC/ICM is unavailable. Logical Resources are configured one of two ways:

- As sections within the Resource Manager (RM). In this case, configuration options are available within these sections.
- Or as a named applications folder under Configuration Unit in a Tenant. In this case, configuration options are available within the `gvp.lrg` section of the named applications folder.

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Gateway Resource Group Option

remove-ruri-capability-on-fallback

Section: Gateway Resource group section
Valid Values: true or false (default)

This parameter is used only for the Gateway resource group. It disables or enables the capability for selecting a VXML resource when falling back to VXML after CTIC returns a 404 error. This capability is specified in an INVITE Request URI (`gvp.rm.resource-req`).

- Set to true to disable Resource Manager's use of the `gvp.rm.resource-req` option for VXML fallback after a CTIC 404 error.
- Set to false to enable Resource Manager's use of `gvp.rm.resource-req`.

Note: This option is NOT available during configuration of a Gateway Resource Group via Genesys Administrator. Specify this parameter manually in the Gateway Logical Resource Group (GW LRG) section, using the format `remove-ruri-capability-on-fallback = true (or = false)`.

CTI Connector Failover Options

Resource Manager (RM) has three new options in the CTI Connector (CTIC) Logical Resource Group (LRG) for handling CTIC failover.

Important: These options are *not* available during configuration of a CTIC Resource Group via Genesys Administrator. You must specify them manually in the CTIC LRG.

fail-over-cti-handling

Valid Values: reject (default), answer, script;<service-type>;<URL>
Takes Effect: After restart

This option specifies RM behavior when all attempts to use CTIC fail. For example: all CTICs are down, or port capacity of the CTIC LRG is exceeded, or all CTICs in the LRG were tried but failed.

- Set to reject to reject the call.
- Set to answer to answer the call.
- Set to script;<service-type>;<URL> to specify that RM redirects the call to the service <service-type> and informs that service to run the page at the URL (same behavior as `rm.cti-unavailable-action`).

cti-unavailable-respcode

Valid Values: No value specified (default), none, SIP response codes for which next CTI resource

should *not* be retried.

Takes Effect: After restart

- Specifies a list of response codes to be intercepted and given special treatment. Separate each code in the list with a semicolon (;).
If CTIC returns a response code matching a code provided in the list, RM does not retry any other CTIC; instead RM takes action based on the group-level option `cti-unavailable-action`, or based on the server-level option `rm.cti-unavailable-action`.
- When set to empty or none, RM retries the next CTIC available in the CTI LRG in response to any error from CTIC.
- When no value is specified, RM checks the server-level parameter `rm.cti-unavailable-respcode` and takes the action specified there.

Note: `cti-unavailable-respcode` overrides the server parameter `rm.cti-unavailable-respcode`.

`cti-unavailable-action`

Valid Values: `reject` (default), `answer`, `script;<service-type>;<URL>`

Takes Effect: After restart

Specifies the behavior expected when the SIP response code received from CTIC matches a response code that is configured in `rm.cti-unavailable-respcode`.

- Set to `reject` to reject the call.
- Set to `answer` to answer the call.
- Set to `script;<service-type>;<URL>` to specify that RM redirects the call to the service `<service-type>` and informs that service to run the page at the URL (same behavior as `rm.cti-unavailable-action`).

When no value is specified, RM uses the server-level parameter `rm.cti-unavailable-action`.

Note: This option overrides `rm.cti-unavailable-action`.