Troubleshooting

CometD

12/20/2025

CometD

Tuning the CometD timeout interval to optimize chat channels for mobile device activity and for notifications

When people use their mobile devices, they often need a longer chat timeout interval than they do for their laptops. For example you might start a chat and then:

- Lock your screen for a minute or two

- Switch to another application before you resume your chat

Given that the default value for CometD's maximum timeout interval is 15 seconds, these everyday patterns of mobile device usage can cause your customers to experience unexpected disconnections when you use the Web Engagement Chat Widgets in scenarios involving mobile devices. Although a 15-second timeout interval can be just right for dealing with unstable networks, Genesys recommends that you consider increasing this value to something like 120 or 180 seconds in order to avoid these mobile-related problems.

You can also adjust this interval in situations where your network is experiencing significant delays, since Web Engagement uses CometD as a channel for notification messages.

> ### Important
> It is also important to avoid overly large values for this option, which can adversely affect memory consumption and performance on the server side.

Tuning the CometD for multiple iFrames on a web page

The Tracker script receives real-time notifications only on the active web page. This is because, by default, CometD opens only one long poll session per domain connection, per browser. When GWE monitors the active web page along with one or more iFrames, either only the main page or only one iFrame receives notifications from the GWE server. The other instances of Tracker wait for an available long poll connection.

To monitor a web page that contains multiple iFrames, set the maxSessionsPerBrowser option to the number of iFrames on the web page.

Important

Genesys recommends setting the maxSessionsPerBrowser option to the **minimal** required level. For example, if you use Genesys Web Engagement to monitor a web page that contains one iFrame, set the **maxSessionsPerBrowser** option to 2. Do not set it to -1 (unlimited).