Web Services API Reference

Configuration

4/13/2025

Configuration

This operation is part of the ServiceAPI section of the Web Services API.

Overview

With this request, a Contact Center administrator or an OPS user can retrieve the entire GWS configuration using the API or for a specific instance.

Additionally, they can also retrieve configuration changes between two specific dates (in *yyyy/MM/dd* format) for all instances or for a specific instance. The configuration changeset can be retrieved completely or partially as a diff using the `fullSettings` parameter.

Request URL	/api/v2/service/configuration
HTTP method	GET

Samples

Retrieving the latest configuration for all instances

Request

```
GET ../api/v2/service/configurations/latest
```

HTTP response

```
{
  "statusCode":0,
  "configurations":
  {
  "GWS":
  {
    "instances":
    [
      "usw1gws-000-001.usw1.genprim.com-bCnTPP0I4UnoS8Aj96ywQw==":
      {
        "serverSettings"
        {
          {
            "applicationType": "CFGGenericClient",
            "destroyScopeOnCometDSessionExpiration": false,
            "maxHoursStandardResponsesStale": 1,
            "contactCenterSynchronizationTimeout": "60000",
            "cdrCleanupReadTimeout": 43200,
            "logHeaderSettings": {
              "updateOnPremiseInfoInterval": 600,
```

```
        "enableLogHeader": true
      },
      "elasticSearchSettings": {
        "transportClient": {
          "pingTimeout": 5000,
          "ignoreClusterName": false,
          "useSniff": false,
          "nodesSamplerInterval": 5000
        },
        "useTransportClient": false,
        "indexVerificationInterval": 720,
        "enableScheduledIndexVerification": true,
        "readTimeout": 3333,
        "enableIndexVerificationAtStartUp": true,
        "waitToIndexTimeout": 0,
        "indexPerContactCenter": true,
        "retriesOnConflict": 3,
        "clientNode": false
      },
      ...
      "cachingSettings": {
        "voiceContextCaching": true,
        "contactCenterSettingsTTL": 60,
        "transactionsTTL": 30,
        "virtualAgentGroupSettingsTTL": 1,
        "enableSystemWideCaching": true,
        "voiceContextRefreshInterval": 30,
        "virtualAgentGroupsTTL": 30,
        "agentStatesTTL": 30,
        "voiceContextReadSliceSize": 500,
        "skillsTTL": 30,
        "businessUnitSettingsTTL": 60,
        "socialMediaSettingTTL": 1800,
        "cleanupPeriod": 1800,
        "businessAttributesTTL": 30,
        "contactCenterFeaturesTTL": 1
      },
      "inactiveUserTimeout": 60,
      "syncNode": true,
      "awsS3MaxConnection": 50,
      "temporaryAuthenticationTokenTTL": 300,
      "statReconnectTimeout": 10000,
      "webDAVMaxConnection": 50,
      "enableCsrfProtection": true,
      "statistics": {
        "locationAwareMonitoringDistribution": false,
        "enableMultipleDataCenterMonitoring": false,
        "unchangedSimpleStatsSaveIntervalSeconds": 150
      }
    },
    "cassandraSettings":
    {
      "primaryCluster":
      {
        "read_consistency_level": "CL_QUORUM",
        "replicationFactor": 1,
        "should_sync_schema": true,
        "retryMaxAttempt": 1,
        "thriftPort": 9160,
        "async_writes_pool_size": 0,
        "maxPendingConnectionsPerHost": 80,
        "retry_max_attempt": 0,
        "jmx_port": 7199,
```

```
                "rowsPageSize": -1,
                "retry_sleep_time_ms": 0,
                "cols_page_size": -1,
                "max_conns_per_host": 16,
                "rows_page_size": -1,
                "max_blocked_threads_per_host": 160,
                "retrySleepTimeMs": 5000,
                "max_pending_conns_per_host": 80,
                "maxConnections": 16,
                "replication_factor": 1,
                "jmxPort": 7199,
                "writeConsistencyLevel": "CL_QUORUM",
                "readConsistencyLevel": "CL_QUORUM",
                "readCheckProbability": 0,
                "asyncWritesPoolSize": 8,
                "max_cons": 16,
                "should_drop_existing_schema": false,
                "colsPageSize": -1,
                "maxBlockedThreadsPerHost": 160,
                "write_consistency_level": "CL_QUORUM",
                "thrift_port": 9160,
                "useSSL": false,
                "keyspace": "sipfs",
                "nodes": "localhost",
                "cassandraVersion": "1.2",
                "maxConnectionsPerHost": 16
             }
          },
          "secondaryCluster":
          {
             ...
          }
        },
        "onPremiseSettings":
        {
          "onPremiseMode": false,
          "tlsEnabled": false
        },
        ...
      },
      ...
    },
    "Cassandra":
    {
      "instances": [
        "%cassandra_node_hostname%":
        {
          ...
        }
      ]
    },
    "ElasticSearch":
    {
      "instances": [
        "%es_node_hostname%":
        {
          ...
        }
      ]
    }
  }
}
```

Retrieving the latest configuration for a specific instance

Request

```
GET ../api/v2/service/configurations/%instance_name%/latest
```

HTTP response

```
{
  "statusCode":0,
  "configurations":
  {
  "usw1gws-000-001.usw1.genprim.com-bCnTPP0I4UnoS8Aj96ywQw==":
  {
    "serverSettings"
    {
      {
        "applicationType": "CFGGenericClient",
        "destroyScopeOnCometDSessionExpiration": false,
        "maxHoursStandardResponsesStale": 1,
        "contactCenterSynchronizationTimeout": "60000",
        "cdrCleanupReadTimeout": 43200,
        "logHeaderSettings": {
        "updateOnPremiseInfoInterval": 600,
        "enableLogHeader": true
      },
      "elasticSearchSettings": {
        "transportClient": {
          "pingTimeout": 5000,
          "ignoreClusterName": false,
          "useSniff": false,
          "nodesSamplerInterval": 5000
        },
        "useTransportClient": false,
        "indexVerificationInterval": 720,
        "enableScheduledIndexVerification": true,
        "readTimeout": 3333,
        "enableIndexVerificationAtStartUp": true,
        "waitToIndexTimeout": 0,
        "indexPerContactCenter": true,
        "retriesOnConflict": 3,
        "clientNode": false
      },
      ...
      "cachingSettings": {
        "voiceContextCaching": true,
        "contactCenterSettingsTTL": 60,
        "transactionsTTL": 30,
        "virtualAgentGroupSettingsTTL": 1,
        "enableSystemWideCaching": true,
        "voiceContextRefreshInterval": 30,
        "virtualAgentGroupsTTL": 30,
        "agentStatesTTL": 30,
        "voiceContextReadSliceSize": 500,
        "skillsTTL": 30,
        "businessUnitSettingsTTL": 60,
        "socialMediaSettingTTL": 1800,
        "cleanupPeriod": 1800,
        "businessAttributesTTL": 30,
        "contactCenterFeaturesTTL": 1
      },
```

```
    "inactiveUserTimeout": 60,
    "syncNode": true,
    "awsS3MaxConnection": 50,
    "temporaryAuthenticationTokenTTL": 300,
    "statReconnectTimeout": 10000,
    "webDAVMaxConnection": 50,
    "enableCsrfProtection": true,
    "statistics": {
      "locationAwareMonitoringDistribution": false,
      "enableMultipleDataCenterMonitoring": false,
      "unchangedSimpleStatsSaveIntervalSeconds": 150
    }
  },
  "cassandraSettings":
  {
    "primaryCluster":
    {
      "read_consistency_level": "CL_QUORUM",
      "replicationFactor": 1,
      "should_sync_schema": true,
      "retryMaxAttempt": 1,
      "thriftPort": 9160,
      "async_writes_pool_size": 0,
      "maxPendingConnectionsPerHost": 80,
      "retry_max_attempt": 0,
      "jmx_port": 7199,
      "rowsPageSize": -1,
      "retry_sleep_time_ms": 0,
      "cols_page_size": -1,
      "max_conns_per_host": 16,
      "rows_page_size": -1,
      "max_blocked_threads_per_host": 160,
      "retrySleepTimeMs": 5000,
      "max_pending_conns_per_host": 80,
      "maxConnections": 16,
      "replication_factor": 1,
      "jmxPort": 7199,
      "writeConsistencyLevel": "CL_QUORUM",
      "readConsistencyLevel": "CL_QUORUM",
      "readCheckProbability": 0,
      "asyncWritesPoolSize": 8,
      "max_cons": 16,
      "should_drop_existing_schema": false,
      "colsPageSize": -1,
      "maxBlockedThreadsPerHost": 160,
      "write_consistency_level": "CL_QUORUM",
      "thrift_port": 9160,
      "useSSL": false,
      "keyspace": "sipfs",
      "nodes": "localhost",
      "cassandraVersion": "1.2",
      "maxConnectionsPerHost": 16
    },
    "secondaryCluster":
    {
      ...
    }
  },
  "onPremiseSettings":
  {
    "onPremiseMode": false,
    "tlsEnabled": false
  }
```

```
      }
    }
    }
}
```

Retrieving the configuration changes for all instances between two dates

Request

```
GET ../api/v2/service/configurations?fullSettings☆tDate=2018/04/02&endDate=2018/05/01
```

HTTP response

```
{
    "statusCode": 0,
     "configurations": {
         "test1.gws.genesys.com-bCnTPP0I4UnoS8Aj96ywQw==": [
             {
                 "timestamp": "2018/04/02 10:04:02",
                 "serverSettings": {
                     "applicationType": "CFGGenericClient",
                     ...
                 },
                 "jettySettings": {
                      ...
                 },
                 "onPremiseSettings": {
                     "tlsEnabled": false,
                     .....
                 },
                 "cassandraSettings": {
                      ...
                 }
             }
         ],
          "test2.gws.genesys.com-bCnTPP0I4UnoS8Aj96ywQw==": [
              ...
          ]
    }
}
```

Retrieving the configuration changes between two dates for a specific instance

Request

```
GET ../api/v2/ops/service/configurations/%instance_name%?startDate=2018/04/02
```

HTTP response

```
{
  "statusCode":0,
  "configurations":
  {
```

```
    "test.gws.genesys.com-bCnTPP0I4UnoS8Aj96ywQw==": [
    {
      "timestamp": "2018/04/02 10:04:02",
      "serverSettings"
      {
        "cachingSettings": {
          "voiceContextCaching": true,
          "contactCenterSettingsTTL": 60
        }
      }
    },
    {
      "timestamp": "2018/04/05 10:12:21",
      "serverSettings"
      {
        "syncNode": true
      }
    },
    ...
    ]
  }
}
```