



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Web Services and Applications Deployment Guide

Web Services Configuration Options

4/10/2025

# Web Services Configuration Options

The configuration options below can be set in the `server-settings.yaml` file.

## General Configuration

### `externalApiUrl`

Default Value: None

Valid Values: A public schema-based URL ending with `/api/v1`.

Mandatory: Yes

Specifies the prefix used for resources in the public API. In a development environment, the host and port should be set to the host name or IP address of the Workspace Web Edition & Web Services node. In a production environment, the host and port should be set to the host name or IP address of the load balancer in a production environment. For example, `https://192.0.2.20/api/v1`.

### `internalApiUrl`

Default Value: None

Valid Values: A public schema-based URL ending with `/internal-api`.

Mandatory: Yes

Specifies the prefix used for internal resources. In a development environment, the host and port should be set to the host name or IP address of the Workspace Web Edition & Web Services node. In a production environment, the host and port should be set to the host name or IP address of the load balancer in a production environment. For example, `http://192.0.2.20/internal-api`.

### `externalApiUrlV2`

Default Value: None

Valid Values: A public schema-based URL ending with `/api/v2`.

Mandatory: Yes

Specifies the prefix used for resources in the public API. In a development environment, the host and port should be set to the host name or IP address of the Workspace Web Edition & Web Services node. In a production environment, the host and port should be set to the host name or IP address of the load balancer in a production environment. For example, `https://192.0.2.20/api/v2`.

### `internalApiUrlV2`

Default Value: None

Valid Values: A public schema-based URL ending with `/internal-api`.

Mandatory: Yes

Specifies the prefix used for internal resources. In a development environment, the host and port should be set to the host name or IP address of the Workspace Web Edition & Web Services node. In a

production environment, the host and port should be set to the host name or IP address of the load balancer in a production environment. For example, `http://192.0.2.20/internal-api`.

### applicationName

Default Value: None

Valid Values: A valid application name

Mandatory: Yes

The name of the Workspace Web Edition & Web Services node application object in Configuration Server. For example, `WWEWS_node`.

### applicationType

Default Value: None

Valid Values: A valid application type

Mandatory: Yes

The type of the Workspace Web Edition & Web Services node application object in Configuration Server. This value should be `CFGGenericClient`.

### cmeUserName

Default Value: None

Valid Values: A valid Configuration Server user

Mandatory: Yes The username that the Workspace Web Edition & Web Services server uses to connect to Configuration Server.

### Important

Genesys recommends that you use the provided "default" account in Configuration Server. It is possible to use a different account, but you must take care in configuring the user's account permissions. Outside of a lab setting, this is best done in consultation with Genesys.

### cmePassword

Default Value: None

Valid Values: A valid password

Mandatory: Yes

The password for the Configuration Server user Workspace Web Edition & Web Services uses to connect to Configuration Server.

### syncNode

Default Value: None

Valid Values: `true`, `false`

Mandatory: No

Specifies whether the node is the synchronization node. This node is responsible for importing objects from Configuration Server into Cassandra, subscribing to changes notifications with Configuration Server, and processing updates.

### Important

In each Workspace Web Edition & Web Services cluster, one node must be configured as the synchronization node: `syncNode = true`. All other nodes in the cluster must have `syncNode = false`.

#### opsUserName

Default Value: None

Valid Values: Any alphanumeric value that can include special characters

Mandatory: Yes

Specifies the name of the Workspace Web Edition & Web Services super user. Workspace Web Edition & Web Services creates this user at startup.

#### opsUserPassword

Default Value: None

Valid Values: Any alphanumeric value, including special characters

Mandatory: Yes

Specifies the password for the Workspace Web Edition & Web Services super user. Workspace Web Edition & Web Services creates this user at startup.

#### inactiveUserTimeout

Default Value: 60

Valid Values: An integer greater than 0

Mandatory: No

Specifies the interval, in seconds, at which the inactive user cleanup process is run by the server. This process is run to invalidate HTTP sessions for users who have been deleted or whose user roles have changed.

#### dispositionAttachedDataKey

Default Value: `disposition`

Valid Values: Any string value

Mandatory: No

Specifies the key used to represent call disposition in the attached data. This value is typically `disposition`. If you use a different key in your Genesys solution, set the value of this option to your key.

### caCertificate

Default Value: None  
Valid Values: Path to a signed certificate  
Mandatory: No

Specifies the path to a certificate signed by a Certificate Authority. The file must be in the .pem format. The certificate can be used if the WVEWS Cluster application uses Transport Layer Security (TLS) to connect to Genesys servers. For more information about TLS connections, see "Chapter 17 - Introduction to Genesys Transport Layer Security" in the [Genesys Security Deployment Guide](#).

## Connectivity

### reconnectAttempts

Default Value: None  
Valid Values: An integer greater than 0  
Mandatory: Yes

Specifies the number of attempts Workspace Web Edition & Web Services makes to connect to any Genesys server before attempting to connect to the backup.

### reconnectTimeout

Default Value: None  
Valid Values: An integer greater than 0  
Mandatory: Yes

Specifies the timeout, in milliseconds, between the reconnect attempts.

### activationTimeout

Default Value: 12000  
Valid Values: An integer greater than 0  
Mandatory: No

Specifies the timeout, in milliseconds, for connecting to any Genesys server (except Configuration Server). This may include several individual attempts if the initial attempt to connect is unsuccessful.

### Important

The activation timeout for Configuration Server is specified with the `configServerActivationTimeout` option.

### connectionTimeout

Default Value: 4000

Valid Values: An integer greater than 0

Mandatory: No

Specifies the timeout, in milliseconds, for an individual connection attempt to any Genesys server (except Configuration Server).

### Important

The connection timeout for Configuration Server is specified with the `configServerConnectionTimeout` option.

### configServerActivationTimeout

Default Value: 35000

Valid Values: An integer greater than 0

Mandatory: No

Specifies the timeout, in milliseconds, for connecting to Configuration Server. This may include several individual attempts if the initial attempt to connect is unsuccessful.

### configServerConnectionTimeout

Default Value: 15000

Valid Values: An integer greater than 0

Mandatory: No

Specifies the timeout, in milliseconds, for an individual connection attempt to Configuration Server.

## Reporting

### nodeId

Default Value: None

Valid Values: Any unique identifier, such as the node host name or IP

Mandatory: No

Specifies the unique identifier for the Workspace Web Edition & Web Services node. Each node in a cluster must have a unique `nodeId`.

### statisticsTTL

Default Value: 86400 (24 hours)

Valid Values: An integer greater than 0

Mandatory: No

Specifies, in seconds, the time-to-live for statistics stored in Cassandra.

### Warning

Setting a longer time-to-live increases the amount of storage Workspace Web Edition & Web Services uses for statistics.

#### statConnectionTimeout

Default Value: 5000

Valid Values: A positive integer greater than 0

Mandatory: No

Specifies the connection timeout, in milliseconds, for connecting to Stat Server.

#### statReconnectAttempts

Default Value: 1

Valid Values: A positive integer

Mandatory: No

Specifies the number of reconnect attempts before switching to the backup Stat Server, if the connection to the primary Stat Server is lost.

#### statReconnectTimeout

Default Value: 10000

Valid Values: An integer greater than 0

Mandatory: No

Specifies the timeout, in milliseconds, before reconnecting to Stat Server.

#### statOpenTimeout

Default Value: 60000

Valid Values: An integer greater than 0

Mandatory: No

Specifies the timeout, in milliseconds, between when a request is sent to Stat Server to open a statistic and when Workspace Web Edition & Web Services server determines the statistic has not been opened. If the timeout expires, the Workspace Web Edition & Web Services server discards the request and sends a new one.