

GENESYS

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Deployment Guide

Configuration Options

Configuration Options

LRM Application object

LRM Application object

You can set the following configuration options in the [Irm] section on the Options tab of each LRM Application object.

data-retention-days

Default Value: 400 Valid Values: Integer Changes Take Effect: After restart

Specifies the number of days that LRM keeps data in the database.

Irm-excluded-time-1, Irm-excluded-time-2, Irm-excluded-time-3

Default Value: None Valid Values: HH:MM:SS (hours, minutes, seconds);(duration in seconds, maximum value is 600) Changes Take Effect: After restart

Optional. Specifies the time interval (start time, and duration in seconds) for which LRM does not calculate concurrent seats.

For example, a value of 18:00:00;600 means that LRM does not calculate concurrent seats for 10 minutes (600 seconds), starting at 1800 hours.

Warning

- If you do not use one or more of these options, remove them from the **Options** tab of the LRM **Application** object.
- If you use the option without specifying a value, or with a value in the incorrect format (for example, an empty string), LRM does not work properly and cannot calculate concurrent seats.

Irm-network-switch

Default Value: false Valid Value: false or true Changes Take Effect: After restart

Specifies the presence of the network switch under LRM.

schedule

Default Value: 01:00 Valid Value: HH:MM[:SS] Changes Take Effect: After restart

Specifies the time of day when the LRM executes the statistics gathering job.

nightly_data_calculation_max_days

Default Value: 7 Valid Value: Integer Changes Take Effect: After restart

Specifies the maximum number of days for which the nightly scheduled job will calculate ICON and GVP data, if the LRM missed calculating data for some days.

first_time_data_calculation_max_days

Default Value: 2 Valid Value: Integer Changes Take Effect: After restart

Specifies the maximum number of days the nightly scheduled job will calculate ICON and GVP data for the first time the LRM runs the statistics job.

schedule-retry-max

Default Value: 0 Valid Value: Integer Changes Take Effect: After restart

Specifies the number of times the LRM should attempt to retry the nightly statistics gathering job if it fails.

schedule-retry-delay

Default Value: 30 Valid Value: Integer Changes Take Effect: After restart

Specifies the delay (in minutes) after the previous statistics job has failed before it tries to run the job again.

DAP Application object

DAP Application object

Set the following configuration option in the [Irm] section on the Options tab of the DAP Application object.

role

Default Value: main Valid Value: main or icon Changes Take Effect: Immediately

Specifies the role of the DAP. Set the LRM DAP value to main and the ICON DAP value icon.

GAX Application object

GAX Application object

Set the following configuration options in the [Irm] section on the Options tab of the GAX Application object.

agentgroup_enabled

Default Value: false Valid Value: true or false Changes Take Effect: Immediately

Specifies whether Agent group usage reporting is enabled.

license_type

Default Value: concurrent Valid Value: concurrent or enabled Changes Take Effect: Immediately

Specifies either enabled or concurrent as the license type. When set to enabled, only enabled seat information is shown. When concurrent, both the enabled and concurrent seat information are shown. By default, LRM reports using concurrent seats.

operation_type

Default Value: compliance Valid value: compliance or hosted Changes take Effect: Next user login

Specifies whether LRM operates in either hosted mode or compliance mode. When operating in hosted mode, all LRM features are available. When operating in compliance mode, the following features are not available: reports for tenants, and provisioned count configuration.

placegroup_enabled

Default Value: false Valid Value: true or false Changes Take Effect: Immediately

Specifies whether Place Group usage reporting is enabled.