

GENESYS

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Deployment Guide

LRM Configuration Options

LRM 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.

agentgroup_enabled

Default Value: false Valid Values: true or false Changes Take Effect: After restart Specifies whether the LRM Server collects statistics and reports for agent groups.

binding.address

Default Value: :: Valid Values: String representing an IP address. Changes Take Effect: After restart Specifies the address to which the HTTP/HTTPS listening socket binds to receive requests.

The default value :: binds to all IPv4 and IPv6 addresses. If your system does not have IPv6 configured, then you must set it to another valid value. You can set it to either one of the addresses for this server or 0.0.0.0 to bind to all available IPv4 addresses on this server.

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.

first_time_data_calculation_max_days

Default Value: 2 Valid Values: 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 LRM runs the statistics job.

Irm-excluded-time-1, Irm-excluded-time-2, Irm-excluded-time-3 (Optional)

Default Value: None Valid Values: HH:MM:SS (hours, minutes, seconds); Duration (Seconds. The maximum value is 600) For example:18:00:00;600 Changes Take Effect: After restart Specifies the time interval (start time and duration in seconds) for which LRM does not calculate concurrent seats.

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 Values: false or true Changes Take Effect: After restart Specifies the presence of the network switch under LRM.

Irm-retention-days

Default Value: 400 Valid Values: positive integer Changes Take Effect: After restart Specifies the number of days LRM data is kept in the database.

nightly_data_calculation_max_days

Default Value: 7 Valid Values: Integer Changes Take Effect: After restart Specifies the maximum number of days the nightly scheduled job will calculate ICON and GVP data for, if LRM missed calculating data for some days.

placegroup_enabled

Default Value: false Valid Values: true or false Changes Take Effect: After restart Specifies whether the LRM Server should collect statistics and reports for place groups.

schedule

Default Value: 01:00 Valid Values: HH:MM[:SS] Changes Take Effect: After restart Specifies the time of day when LRM executes the statistics gathering job.

schedule-retry-delay

Default Value: 30 Valid Values: 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.

schedule-retry-max

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

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

DAP Application object

DAP Application object

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

role

Default Value: main Valid Values: main or icon Changes Take Effect: Immediately Specifies the role of the DAP. The LRM DAP value should be set to main and the ICON DAP value should be set to icon.

GAX Application object

GAX Application object

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

agentgroup_enabled

Default Value: false Valid Values: true or false Changes Take Effect: Immediately Specifies whether Agent group usage reporting is enabled.

license_type

Default Value: concurrent Valid Values: 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 Values: 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 Values: true or false Changes Take Effect: Immediately Specifies whether Place Group usage reporting is enabled.