Genesys Interaction Recording

rcs Section

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- htcc_base_url
- htcc_http_timeout
- htcc_keepalive_interval
- httpclient.cookiepolicy
- rcs_keepalive_interval
- show_cert_with_upload_privilege
- trusted_ca_rcs
- trusted_ca_rws

htcc_base_url

Default Value: Empty
Valid Values: Interaction Recording Web Services load balancer URL (or Web Services server URL if you're using version 8.5.210.02 or earlier); for example; http://<Interaction Recording Web Services IP Address>:8081
Changes Take Effect: After restart

Specifies the HTCC Base URL.

htcc_http_timeout

Default Value: 20
Valid Values: Integers > 0
Changes Take Effect: After restart

Specifies the HTTP timeout value (in seconds) for HTCC API.

htcc_keepalive_interval

Default Value: 60
Valid Values: Integers > 0
Changes Take Effect: After restart

The interval in seconds the Plugin will be sending a request to HTCC API to keep the user session alive.

httpclient.cookiepolicy

Default Value: BEST_MATCH
Valid Values: rfc2109, rfc2965, BEST_MATCH, BROWSER_COMPATIBILITY, NETSCAPE, IGNORE_COOKIES
Changes Take Effect: After restart

Allows a user to specify which cookie policy to use for HTCC to work around the load balancer settings.

rcs_keepalive_interval

Default Value: 60
Valid Values: Integers > 0
Changes Take Effect: After restart

The interval in seconds the Plugin will be sending a request to RCS to keep the user session alive.

show_cert_with_upload_privilege

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart

Configures whether or not the GAX requires the RECORD_KEY_UPLOAD privilege to show the Screen Recording Certificates menu.

trusted_ca_rcs

Default Value: true
Valid Values: true, false
Changes Take Effect: After restart

Configures whether or not the certificate will be validated when making a secure outbound connection to Recording Crypto Server (RCS).

trusted_ca_rws

Default Value: true
Valid Values: true, false
Changes Take Effect: After restart

Configures whether or not the certificate will be validated when making a secure outbound connection to Interaction Recording Web Services (RWS).