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Genesys Interaction Recording

GIR_plugin

5/3/2025

GIR_plugin

Options for this component are contained in the following configuration sections:

- **rcs**
- **recording**

Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

Power users: **Download a CSV file** containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
rcs	htcc_base_url	Empty	After restart
rcs	htcc_http_timeout	20	After restart
rcs	htcc_keepalive_interval	60	After restart
rcs	httpclient.cookiepolicy	BEST_MATCH	After restart
rcs	rcs_keepalive_interval	60	After restart
rcs	show_cert_with_upload_privilege	false	After restart
rcs	trusted_ca_rcs	true	After restart
rcs	trusted_ca_rws	true	After restart
recording	htcc_base_url	Empty	After restart
recording	rcsurl	https://rcshost:8080	After restart
Section	Option	Default	Changes Take Effect