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Genesys Engage Digital (eServices)

Chat Server

4/9/2025

Chat Server

This section describes the options contained in ChatServer.xml. As of release 8.5.104 and later, if you want to configure Chat Server for high availability operation with Cassandra, you must create a Resource Access Point application. You can then use the options contained in the ChatServerCassandraRAP.xml file described in [Chat Server: Resource Access Point for Cassandra](#) for further configuration.

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

- [client-file-transfer](#)
- [endpoints:*tenant_dbid*](#)
- [esp-settings](#)
- [health-service](#)
- [inactivity-control](#)
- [log](#)
- [log-filter](#)
- [log-filter-data](#)
- [settings](#)
- [transcript-cleanup](#)

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 |
|----------------------|--------------------------------------|--|---------------------|
| client-file-transfer | delete-file | odd | Immediately |
| client-file-transfer | download-attempts | 10 | Immediately |
| client-file-transfer | file-name-check | windows | Immediately |
| client-file-transfer | upload-file-types | jpg:png:tif:gif:bmp:png:xls:xml:doc:rtf:pptx:pdf:csv:htm:txt | Immediately |
| client-file-transfer | upload-max-file-size | 2097152 | Immediately |
| client-file-transfer | upload-max-files | 3 | Immediately |
| Section | Option | Default | Changes Take Effect |

| Section | Option | Default | Changes Take Effect |
|-------------------------|-----------------------|---|---------------------|
| client-file-transfer | upload-max-total-size | 5242880 | Immediately |
| client-file-transfer | upload-need-agent | true | Immediately |
| endpoints:*tenant_dbid* | default | | Immediately |
| esp-settings | esp-default-nickname | system | Immediately |
| health-service | allow-gms-info | false | Immediately |
| health-service | log-output-content | set | Immediately |
| health-service | log-output-proviso | update | Immediately |
| health-service | log-output-timeout | 0 | Immediately |
| health-service | soap-accept-timeout | 5 | After restart |
| health-service | soap-receive-timeout | 10 | After restart |
| health-service | soap-send-timeout | 30 | After restart |
| inactivity-control | enabled | false | Immediately |
| inactivity-control | include-notices | major | Immediately |
| inactivity-control | message-alert | Chat session will be closed soon due to inactivity of chat participants. | Immediately |
| inactivity-control | message-alert2 | Chat session will be closed very soon due to inactivity of chat participants. | Immediately |
| inactivity-control | message-close | Chat session closed due to inactivity of chat participants. | Immediately |
| inactivity-control | timeout-alert | 255 | Immediately |
| inactivity-control | timeout-alert2 | 0 | Immediately |
| inactivity-control | timeout-close | 45 | Immediately |
| log | all | stdout | Immediately |
| log | buffering | false | Immediately |
| log | expire | 10 | Immediately |
| log | messagefile | ChatServer.lms | Immediately |
| log | segment | 10MB | Immediately |
| log | standard | stdout | Immediately |
| log | time-format | ISO8601 | Immediately |
| log | trace | stdout | Immediately |
| log | verbose | all | Immediately |
| log-filter | default-filter-type | copy | Immediately |
| log-filter | string-max-print-size | 128 | Immediately |
| log-filter-data | MessageText | hide | Immediately |
| Section | Option | Default | Changes Take Effect |

| Section | Option | Default | Changes Take Effect |
|-----------------|----------------------------|---------------------|---------------------|
| log-filter-data | Nickname | copy | Immediately |
| log-filter-data | StructuredText | hide | Immediately |
| log-filter-data | Subject | copy | Immediately |
| log-filter-data | Transcript | hide | Immediately |
| settings | allow-duplicated-kvp | true | Immediately |
| settings | async-chat-enforce | none | Immediately |
| settings | async-idle-alert | 86400 | Immediately |
| settings | async-idle-close | 3600 | Immediately |
| settings | async-idle-notices | major | Immediately |
| settings | attach-session-statistics | none | Immediately |
| settings | attach-stats-rep-events | 0 | Immediately |
| settings | attach-stats-rep-place | 0 | Immediately |
| settings | connection-down-report-scs | true | Immediately |
| settings | flex-disconnect-timeout | 45 | Immediately |
| settings | flex-no-agents-timeout | 0 | Immediately |
| settings | flex-push-content | session-id, user-id | Immediately |
| settings | flex-push-enabled | true | Immediately |
| settings | flex-push-on-join | false | Immediately |
| settings | flex-push-resend-attempts | 10 | Immediately |
| settings | flex-push-resend-delay | 15 | Immediately |
| settings | flex-push-timeout | 300 | Immediately |
| settings | hide-attached-data | true | Immediately |
| settings | identify-create-contact | -1 | Immediately |
| settings | illegal-xml-char-mask | * | Immediately |
| settings | ixn-resend-attempts | 10 | Immediately |
| settings | ixn-resend-delay | 1 | Immediately |
| settings | ixn-submittedby-name | | After restart |
| settings | limit-average-interval | 15 | Immediately |
| settings | limit-for-flex-users | 1001 | Immediately |
| settings | limit-for-reply-delay | 2000 | Immediately |
| settings | limit-for-sessions | 1000 | Immediately |
| settings | limits-control-enabled | false | Immediately |
| settings | limits-reached-report-scs | true | Immediately |
| settings | limits-restore-threshold | 80 | Immediately |
| Section | Option | Default | Changes Take Effect |

| Section | Option | Default | Changes Take Effect |
|----------|----------------------------|-----------------|---------------------|
| settings | log-suppress-ping-activity | never | Immediately |
| settings | max-waiting-requests | 500 | Immediately |
| settings | message-log-print-size | 0 | Immediately |
| settings | report-silent-monitoring | none | Immediately |
| settings | security-token-size | 20 | Immediately |
| settings | send-typing-notice-back | true | Immediately |
| settings | server-reply-timeout-ixn | 35 | Immediately |
| settings | server-reply-timeout-ucs | 35 | Immediately |
| settings | server-session-nickname | system | Immediately |
| settings | session-password-enforce | never | Immediately |
| settings | session-restoration-gap | 100 | Immediately |
| settings | session-restoration-mode | none | Immediately |
| settings | session-restore-do-purge | false | Immediately |
| settings | session-restore-extend-by | none | Immediately |
| settings | session-restore-push-send | false | Immediately |
| settings | shutdown-notify-flex-push | 0 | Immediately |
| settings | stop-abandoned-interaction | never | Immediately |
| settings | transcript-auto-save | 0 | Immediately |
| settings | transcript-auto-ucs-mode | 0 | Immediately |
| settings | transcript-cleanup-action | replace-digits | Immediately |
| settings | transcript-cleanup-apply | never | Immediately |
| settings | transcript-cleanup-mask | An asterisk (*) | Immediately |
| settings | transcript-cleanup-typing | none | Immediately |
| settings | transcript-content-control | 0 | Immediately |
| settings | transcript-resend-attempts | 10 | Immediately |
| settings | transcript-resend-delay | 1 | Immediately |
| settings | transcript-save-notices | selective | Immediately |
| Section | Option | Default | Changes Take Effect |

| Section | Option | Default | Changes Take Effect |
|--------------------|--------------------------|----------------|---------------------|
| settings | transcript-save-on-error | continue | Immediately |
| settings | use-contact-server | true | At start/restart |
| settings | user-register-timeout | 25 | Immediately |
| settings | web-user-max-messages | 100 | Immediately |
| settings | xml-request-max-size | 32768 | Immediately |
| transcript-cleanup | allow-bot-unmask | false | Immediately |
| transcript-cleanup | apply-area | never | Immediately |
| transcript-cleanup | apply-config | mix | Immediately |
| transcript-cleanup | clean-subject | never | Immediately |
| transcript-cleanup | default-repchar | * | Immediately |
| transcript-cleanup | default-spec | replace-digits | Immediately |
| transcript-cleanup | save-replaced | none | Immediately |
| transcript-cleanup | typing-preview | none | Immediately |
| transcript-cleanup | ucs-default-group | Chat | Immediately |
| transcript-cleanup | ucs-update-interval | 300 | Immediately |
| transcript-cleanup | unmask-live-dialog | none | Immediately |
| Section | Option | Default | Changes Take Effect |