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Genesys Engage Digital (eServices)

license

12/17/2025

license

- `ics_custom_media_channel`
- `ics_email_webform_channel`
- `ics_live_web_channel`
- `ics_multi_media_agent_seat`
- `ics_sms_channel`
- `license-file`

ics_custom_media_channel

Default Value: 0

Valid Values: Any positive integer up to the number of licenses for the feature in the license file

Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license to support OpenMedia capabilities. Each login at a place uses one license per media type, not including e-mail, chat and sms. E-mail, chat and sms are not considered custom media and have their own options, `ics_email_webform_channel`, `ics_live_web_channel` and `ics_sms_channel` respectively.

ics_email_webform_channel

Default Value: 0

Valid Values: Any positive integer up to the number of licenses for the feature in the license file

Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license to support e-mail capabilities. Each login for media at a place uses one license. See "Media and Licensing Example" for an example of how to determine the number of licenses you need when supporting multiple media types.

ics_live_web_channel

Default Value: 0

Valid Values: Any positive integer up to the number of licenses for the feature in the license file

Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license to support chat capabilities. Each login for media at a place uses one license. See "Media and Licensing Example" for an example of how to determine the number of licenses you need when supporting multiple media types.

ics_multi_media_agent_seat

Default Value: 0

Valid Values: Any positive integer up to the number of licenses for the feature in the license file

Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license. This limits the total number of places that can be logged in, even without a media type. Each login at a place uses one license. See "Media and Licensing Example" for an example of how to determine the number of licenses you need when supporting multiple media types.

ics_sms_channel

Default Value: 0

Valid Values: Any positive integer up to the number of licenses for the feature in the license file

Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license to support SMS capabilities. Each login for media at a place uses one license. See "Media and Licensing Example" for an example of how to determine the number of licenses you need when supporting multiple media types.

license-file

Default Value:

Valid Values: Any valid port address in the format,

<your_license_server_port>@<your_license_server_host> or the full path to the license file

Changes Take Effect: At start/restart

Specifies the location of the license file.