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Genesys Engage Digital (eServices)

Interaction Server

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Interaction Server

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This document provides information about the configuration options that you set on the Interaction Server application object, as well as those you set on other related objects, such as database access points (DAPs).

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Important

Additional Interaction Server options can be configured on the Annex tab of any Business Process Interaction Queue or Interaction Queue View object (in the Resources > Scripts folder). Refer to the "Creating Business Process Objects" chapter of the [Universal Routing Business Process User's Guide](#) for more information.

For options that are set on the Interaction Server object itself, each section has its own page. For options that are set on other objects, each object has a page, which may include multiple sections.

Interaction Server application

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

- [agent-reservation](#)
- [cluster-settings](#)
- [health-service](#)
- [java-config](#)
- [license](#)
- [log](#)
- [log-control](#)
- [log-filter](#)
- [reporting-extensions](#)
- [settings](#)
- [udata-filters](#)

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
agent-reservation	reject-subsequent-request	true	Immediately
agent-reservation	request-collection-time	100	Immediately
agent-reservation	reservation-time	10000	Immediately
cluster-settings	enable-submit	true	Immediately
cluster-settings	media-types		Immediately
health-service	enable-keepalive	false	After restart
health-service	log-output-timeout	0	Immediately (after current interval)
health-service	soap-accept-timeout	10	After restart
health-service	soap-endpoint	http://{ServerName}:{ServerPort}/health	After restart
health-service	soap-hostname		After restart
health-service	soap-receive-timeout	10	After restart
health-service	soap-send-timeout	30	After restart
java-config	jvm-path	No default value	After restart
license	ics_custom_media_channel	0	Immediately
license	ics_email_webform_channel	0	Immediately
license	ics_live_web_channel	0	Immediately
license	ics_multi_media_agent_sea	0	Immediately
license	ics_sms_channel	0	Immediately
license	license-file		At start/restart
log	all		Immediately
log	buffering	false	Immediately
log	debug		Immediately
log	enable-thread	false	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
log	expire	10	Immediately
log	messagefile	interaction_server.lms	At start/restart
log	segment	false	Immediately
log	standard		Immediately
log	throttle-period	3600	Immediately
log	throttle-threshold	5000	Immediately
log	time-format	ISO8601	Immediately
log	trace		Immediately
log	verbose	standard	Immediately
log-control	agent-configuration	true	Immediately
log-control	capture-point-trace	false	Immediately
log-control	configuration	true	Immediately
log-control	database	true	Immediately
log-control	datastream	false	Immediately
log-control	log-custom-message-content	false	Immediately
log-control	log-debug-info-delayed-logout	false	Immediately
log-control	log-longest-requests-number	10	Immediately
log-control	log-requests-timing-period	5	Immediately
log-control	mandatory-keys-to-log		Immediately
log-control	max-protocol-attribute-size	256	Immediately
log-control	max-protocol-message-size	10000	Immediately
log-control	max-segments-traced-number	5	Immediately
log-control	protocol	true	Immediately
log-control	pull-for-strategy-operation	false	Immediately
log-control	routing	true	Immediately
log-control	sql-statement-verbose	false	Immediately
log-control	submitters-operation	false	Immediately
log-control	task-processing	true	Immediately
log-control	trace-java-attach-thread	false	Immediately
log-control	trace-segmented-views	false	Immediately
log-control	views-operation	false	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
log-control	workflow-configuration	true	Immediately
log-filter	default-filter-type	copy	Immediately, applies to all new reporting events
reporting-extensions	interactions	enable:all	Immediately
reporting-extensions	system	enable:all	Immediately
settings	agent-login-control	none	Immediately
settings	agent-session-restore-timeout	0	Immediately
settings	allow-duplicates-in-change	true	Immediately
settings	allow-duplicates-in-submit	true	Immediately
settings	allow-multiple-agent-connections	true	Immediately
settings	collect-error-counters	false	Immediately
settings	collect-esp-error-counters	false	Immediately
settings	collect-request-counters	false	Immediately
settings	completed-queues		Immediately
settings	database-request-timeout	0	Immediately
settings	database-request-warning-timeout	0	Immediately
settings	default-max-submission-rate	10/second	Immediately
settings	default-max-submitted-per-router	1000	Immediately
settings	default-max-submitted-per-strategy	200	Immediately
settings	default-view-freeze-interval	300	As soon as the current freeze interval for a given view expires
settings	delay-updates	true	Immediately, for new interactions or for interactions pulled from the database. Ignored for active interactions (those being handled by an agent or router).
settings	delayed-logout-panic-threshold	0	Immediately
settings	delayed-logout-timeout	0	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	delivering-timeout	30	Immediately
settings	enable-place-in-queue-reason	false	Immediately
settings	enable-revoke-from-agent	false	Immediately
settings	handling-timeout	180	Immediately
settings	have-segmentation-indexes	false	After restart
settings	hide-attached-data	true	Immediately
settings	hide-strategy-change-activity	true	Immediately
settings	hide-strategy-esp-activity	true	Immediately
settings	high-pull-threshold	200	Immediately
settings	honor-segmentation-generations	false	After restart
settings	ignore-read-only-on-change	false	Immediately
settings	ignore-read-only-on-submit	true	Immediately
settings	incremental-login-request-timeout	2000	Immediately
settings	login-session-timeout	1440	Immediately
settings	low-pull-threshold	50	Immediately
settings	max-current-clients	4096	Immediately
settings	max-current-database-requests	1000	Immediately
settings	max-current-interactions-cached	5000	Immediately
settings	max-current-loggers-queue-size	30000	Immediately
settings	max-current-request-queue-size	1000	Immediately
settings	max-current-request-queue-wait	3	Immediately
settings	max-current-tasks	1000	Immediately
settings	max-database-request-queue-size	10000	Immediately
settings	max-interactions-per-pull	100	Immediately
settings	max-interactions-per-snapshot	500	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	max-number-of-snapshots	2000	Immediately
settings	max-output-timeout	15	Immediately
settings	max-userdata-size	0	Immediately
settings	max-workbin-interactions	200	Immediately
settings	no-userdata-changed-response-to-urs	false	Immediately
settings	not-ready-on-invitation-timeout	true	Immediately
settings	notify-workbin-userdata-changed	false	Immediately
settings	number-of-database-connections	5	Immediately, but any open connections remain open until shutdown
settings	pull-hold-timeout	60	Immediately
settings	registration-timeout	30	Immediately for all new clients
settings	reset-states-on-shutdown	true	Immediately
settings	routing-timeout	720	Immediately for all new interactions submitted to URS
settings	schema-name		After restart
settings	statistic-interval	5	Immediately
settings	submit-timer-interval	2000	As soon as the current submit interval expires
settings	third-party-server-queue-size	200	Immediately; however, does not affect ESP (External Service Protocol) requests already received from Universal Routing Server or other clients
settings	third-party-server-timeout	30	Immediately
settings	third-party-server-window-size	10	Immediately; however, does not affect requests already sent to ESP (External Service Protocol) servers.
udata-filters	agent		Immediately
udata-filters	esp		Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
udata-filters	reporting		Immediately
udata-filters	router		Immediately
Section	Option	Default	Changes Take Effect

Database Access Points (DAPs)

Interaction Server uses the following DAPs to connect to various databases for a number of purposes:

- Interaction Server DAP
- Event Logger DAP
- MSMQ-MQSeries Event Logger DAP
- JMS Event Logger DAP

Interaction Server DAP

The following options are configured on the Interaction Server DAP.

Section	Option	Default	Changes Take Effect
settings	blob-chunk-size	1024	After restart of Interaction Server
settings	connection-string	No default value	After restart of Interaction Server
settings	connections	5	After restart of Interaction Server
settings	dbprotocol	odbc	After restart of Interaction Server
settings	odbc-string	No default value	After restart of Interaction Server
settings	queue-size	20000	Immediately
Section	Option	Default	Changes Take Effect

Event Logger DAP

The following options are configured on the Event Logger DAP.

Section	Option	Default	Changes Take Effect
agent-custom-data	<custom event content attribute name>	No default value	After restart of Interaction Server
custom-custom-data	<custom event content attribute name>	No default value	After restart of Interaction Server
event-filtering	event-filter-by-id	No default value	Immediately
event-filtering	log-agent-activity	true	Immediately
event-filtering	log-agent-state		Immediately
event-filtering	log-esp-service	true	Immediately
event-filtering	log-queue	true	Immediately
event-filtering	log-strategy	true	Immediately
event-filtering	log-userdata	true	Immediately
logger-settings	batch-size	500	Immediately
logger-settings	connection-string	No default value	After restart of Interaction Server
logger-settings	delivery-protocol	eventlog	After restart of Interaction Server
logger-settings	max-queue-size	20000	Immediately
logger-settings	odbc-string	No default value	After restart of Interaction Server
logger-settings	reconnection-pause	5000	Immediately
logger-settings	schema-name	dbo	After restart
logger-settings	storing-timeout	500	Immediately
Section	Option	Default	Changes Take Effect

MSMQ-MQSeries Event Logger DAP

The following options are configured on the MSMQ-MQSeries Event Logger DAP.

Section	Option	Default	Changes Take Effect
event-filtering	event-filter-by-id	No default value	Immediately
logger-settings	delivery-protocol	eventlog	After restart
logger-settings	delivery-queue-manager-name	No default value	After restart
logger-settings	delivery-queue-name	No default value	After restart
logger-settings	udata	No default value	Immediately
Section	Option	Default	Changes Take Effect

JMS Event Logger DAP

The following options are configured on the JMS Event Logger DAP.

Section	Option	Default	Changes Take Effect
event-filtering	event-filter-by-id	No default value	Immediately
Section	Option	Default	Changes Take Effect

Integrated Capture Points

Interaction Server supports the following integrated capture points to interact with external source systems:

- Database Capture Point
- File Capture Point
- JMS Capture Point
- Kafka Capture Point
- Web Service Capture Point

Database Capture Point

The following options are configured on the Database Capture Point.

Section	Option	Default	Changes Take Effect
db-queries	assignedUpdateSql		Upon restart
db-queries	canceledUpdateSql		Upon restart
db-queries	capturedUpdateSql		Upon restart
db-queries	captureQuerySql		Upon restart
db-queries	completedUpdateSql		Upon restart
db-queries	errorHeldUpdateSql		Upon restart
db-queries	errorUpdateSql		Upon restart
db-queries	heldUpdateSql		Upon restart
db-queries	queuedUpdateSql		Upon restart
db-queries	rejectedUpdateSql		Upon restart
db-queries	restartedUpdateSql		Upon restart
db-queries	resumedUpdateSql		Upon restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
db-queries	routeRequestedUpdateSql		Upon restart
db-queries	sourceErrorUpdateSql		Upon restart
db-queries	sourceUpdatedUpdateSql		Upon restart
db-queries	sourceUpdateQuerySql		Upon restart
db-queries	startupQuerySql		Upon restart
db-queries	stoppedUpdateSql		Upon restart
db-queries	updatedUpdateSql		Upon restart
default-values	InteractionSubtype	InboundNew	Upon restart
default-values	InteractionType	Inbound	Upon restart
default-values	MediaType	workitem	Upon restart
iwd-parameters	CancelQueues	iWD_Canceled	Upon restart
iwd-parameters	CompleteQueues	iWD_Completed	Upon restart
iwd-parameters	ErrorHeldQueues	iWD_ErrorHeld	Upon restart
iwd-parameters	RejectQueues	iWD_Rejected	Upon restart
iwd-parameters	RestartQueues	iWD_New	Upon restart
notification-filtering	disable-unsolicited-notifications	false	Upon restart
notification-filtering	notify-assigned	true	Upon restart
notification-filtering	notify-changed	true	Upon restart
notification-filtering	notify-created	true	Upon restart
notification-filtering	notify-error	true	Upon restart
notification-filtering	notify-held	true	Upon restart
notification-filtering	notify-moved	true	Upon restart
notification-filtering	notify-resumed	true	Upon restart
notification-filtering	notify-route-requested	true	Upon restart
notification-filtering	notify-stopped	true	Upon restart
settings	capture-point-type		Upon restart
settings	connection-string		Upon restart
settings	data-source-name		Upon restart
settings	ignore-nulls-in-source-update	false	Upon restart
settings	inbound-exception-sleep-interval	30	Upon restart
settings	inbound-max-batch-size	1000	Upon restart
settings	inbound-scan-interval	10000	Upon restart
settings	notifications-batch-size	500	Upon restart
settings	notifications-storing-timeout	1000	Upon restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	output-queue-size	5000	Upon restart
settings	password		Upon restart
settings	report-notification-exception-on-no-data	false	Upon restart
settings	updates-exception-sleep-interval	30	Upon restart
settings	updates-max-batch-size	1000	Upon restart
settings	updates-scan-interval	10000	Upon restart
settings	username		Upon restart
Section	Option	Default	Changes Take Effect

File Capture Point

The following options are configured on the File Capture Point.

Section	Option	Default	Changes Take Effect
default-values	InteractionSubtype	InboundNew	Upon restart
default-values	InteractionType	Inbound	Upon restart
default-values	MediaType	workitem	Upon restart
inbound-transformer-parameters	AllowAnyAttributes	false	Upon restart
inbound-transformer-parameters	CancelQueues	iWD_Canceled	Upon restart
inbound-transformer-parameters	CaseSensitiveActions	false	Upon restart
inbound-transformer-parameters	CaseSensitiveAttributes	false	Upon restart
inbound-transformer-parameters	CompleteQueues	iWD_Completed	Upon restart
inbound-transformer-parameters	ExtendedAttributes		Upon restart
inbound-transformer-parameters	RestartQueues	iWD_New	Upon restart
inbound-transformer-parameters	SchemaDocumentPath	./iwd_scripts/iwd_messages.xsd	Upon restart
notification-filtering	disable-unsolicited-notifications	false	Upon restart
notification-filtering	notify-assigned	true	Upon restart
notification-filtering	notify-changed	true	Upon restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
notification-filtering	notify-created	true	Upon restart
notification-filtering	notify-error	true	Upon restart
notification-filtering	notify-held	true	Upon restart
notification-filtering	notify-moved	true	Upon restart
notification-filtering	notify-resumed	true	Upon restart
notification-filtering	notify-route-requested	true	Upon restart
notification-filtering	notify-stopped	true	Upon restart
outbound-transformer-parameters	CancelQueues	iWD_Canceled	Upon restart
outbound-transformer-parameters	CompleteQueues	iWD_Completed	Upon restart
outbound-transformer-parameters	ErrorHeldQueues	iWD_ErrorHeld	Upon restart
outbound-transformer-parameters	ExtendedAttributes		Upon restart
outbound-transformer-parameters	RejectQueues	iWD_Rejected	Upon restart
outbound-transformer-parameters	RestartQueues	iWD_New	Upon restart
settings	after-rollback-delay	30	Upon restart
settings	canceled-directory		Upon restart
settings	capture-point-type		Upon restart
settings	completed-directory		Upon restart
settings	error-directory		Upon restart
settings	error-held-directory		Upon restart
settings	inbound-directory	[required]	Upon restart
settings	inbound-scan-interval	10	Upon restart
settings	include-ids-in-duplicate-error	false	Upon restart
settings	iwd-compatibility-mode	true	Upon restart
settings	move-non-xml-from-inbound	true	Upon restart
settings	notification-directory		Upon restart
settings	notification-naming-mode	by-id	Upon restart
settings	number-outbound-threads	1	Upon restart
settings	output-queue-size	5000	Upon restart
settings	processed-directory		Upon restart
settings	rejected-directory		Upon restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	rollback-on-transformation-fail	false	Upon restart
settings	xsl-inbound-transform-path	./iwd_scripts/iWD2IxnServerTransformer.groovy	Upon restart
settings	xsl-outbound-transform-path	./iwd_scripts/IxnServer2iWDTransformer.groovy	Upon restart
Section	Option	Default	Changes Take Effect

JMS Capture Point

The following options are configured on the JMS Capture Point.

Section	Option	Default	Changes Take Effect
default-values	InteractionSubtype	InboundNew	Upon restart
default-values	InteractionType	Inbound	Upon restart
default-values	MediaType	workitem	Upon restart
inbound-transformer-parameters	AllowAnyAttributes	false	Upon restart
inbound-transformer-parameters	CancelQueues	iWD_Canceled	Upon restart
inbound-transformer-parameters	CaseSensitiveActions	false	Upon restart
inbound-transformer-parameters	CaseSensitiveAttributes	false	Upon restart
inbound-transformer-parameters	CompleteQueues	iWD_Completed	Upon restart
inbound-transformer-parameters	ExtendedAttributes		Upon restart
inbound-transformer-parameters	RestartQueues	iWD_New	Upon restart
inbound-transformer-parameters	SchemaDocumentPath	./iwd_scripts/iwd_messages.xsd	Upon restart
notification-filtering	disable-unsolicited-notifications	false	Upon restart
notification-filtering	notify-assigned	true	Upon restart
notification-filtering	notify-changed	true	Upon restart
notification-filtering	notify-created	true	Upon restart
notification-filtering	notify-error	true	Upon restart
notification-filtering	notify-held	true	Upon restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
notification-filtering	notify-moved	true	Upon restart
notification-filtering	notify-resumed	true	Upon restart
notification-filtering	notify-route-requested	true	Upon restart
notification-filtering	notify-stopped	true	Upon restart
outbound-transformer-parameters	CancelQueues	iWD_Canceled	Upon restart
outbound-transformer-parameters	CompleteQueues	iWD_Completed	Upon restart
outbound-transformer-parameters	ErrorHeldQueues	iWD_ErrorHeld	Upon restart
outbound-transformer-parameters	ExtendedAttributes		Upon restart
outbound-transformer-parameters	RejectQueues	iWD_Rejected	Upon restart
outbound-transformer-parameters	RestartQueues	iWD_New	Upon restart
settings	after-rollback-delay	30	Upon restart
settings	capture-point-type		Upon restart
settings	consumer-receive-timeout	1000	Upon restart
settings	copy-original-properties-in-reply	false	Upon restart
settings	error-queue-name		Upon restart
settings	inbound-queue-name	[required]	Upon restart
settings	include-ids-in-duplicate-error	false	Upon restart
settings	jms-connection-factory-lookup-name	[required]	Upon restart
settings	jms-initial-context-factory	[required]	Upon restart
settings	jms-provider-url	[required]	Upon restart
settings	notification-queue-name		Upon restart
settings	number-outbound-threads	1	Upon restart
settings	number-receiving-sessions	3	Upon restart
settings	outbound-message-type	binary	Upon restart
settings	output-queue-size	5000	Upon restart
settings	password		Upon restart
settings	processed-queue-name		Upon restart
settings	reconnect-timeout	10	Upon restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	rollback-on-transformation-fail	false	Upon restart
settings	use-correlation-id-in-reply	false	Upon restart
settings	use-jms-reply-to	false	Upon restart
settings	username		Upon restart
settings	xsl-inbound-transform-path	./iwd_scripts/iWD2IxnServerTransformer.groovy	Upon restart
settings	xsl-outbound-transform-path	./iwd_scripts/IxnServer2iWDTransformer.groovy	Upon restart
Section	Option	Default	Changes Take Effect

Kafka Capture Point

The following options are configured on the Kafka Capture Point.

Section	Option	Default	Changes Take Effect
consumer-options	auto.offset.reset	earliest	Upon restart
consumer-options	max.poll.interval.ms	600000	Upon restart
consumer-options	max.poll.records	20	Upon restart
custom-options-provider	class-name		Upon restart
default-values	InteractionSubtype	InboundNew	Upon restart
default-values	InteractionType	Inbound	Upon restart
default-values	MediaType	workitem	Upon restart
inbound-transformer-parameters	AllowAnyAttributes	false	Upon restart
inbound-transformer-parameters	CancelQueues	iWD_Canceled	Upon restart
inbound-transformer-parameters	CaseSensitiveActions	false	Upon restart
inbound-transformer-parameters	CaseSensitiveAttributes	false	Upon restart
inbound-transformer-parameters	CompleteQueues	iWD_Completed	Upon restart
inbound-transformer-parameters	ExtendedAttributes		Upon restart
inbound-transformer-parameters	RestartQueues	iWD_New	Upon restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
parameters			
inbound-transformer-parameters	SchemaDocumentPath	./iwd_scripts/iwd_messages.xsd	Upon restart
notification-filtering	disable-unsolicited-notifications	false	Upon restart
notification-filtering	notify-assigned	true	Upon restart
notification-filtering	notify-changed	true	Upon restart
notification-filtering	notify-created	true	Upon restart
notification-filtering	notify-error	true	Upon restart
notification-filtering	notify-held	true	Upon restart
notification-filtering	notify-moved	true	Upon restart
notification-filtering	notify-resumed	true	Upon restart
notification-filtering	notify-route-requested	true	Upon restart
notification-filtering	notify-stopped	true	Upon restart
outbound-transformer-parameters	CancelQueues	iWD_Canceled	Upon restart
outbound-transformer-parameters	CompleteQueues	iWD_Completed	Upon restart
outbound-transformer-parameters	ErrorHeldQueues	iWD_ErrorHeld	Upon restart
outbound-transformer-parameters	ExtendedAttributes		Upon restart
outbound-transformer-parameters	RejectQueues	iWD_Rejected	Upon restart
outbound-transformer-parameters	RestartQueues	iWD_New	Upon restart
producer-options	retries	10	Upon restart
settings	after-rollback-delay	30	Upon restart
settings	capture-point-type	kafka	Upon restart
settings	consumer-group	InteractionServer	Upon restart
settings	consumer-receive-timeout	1000	Upon restart
settings	copy-original-headers-in-reply	false	Upon restart
settings	correlation-id-header-key	CorrelationID	Upon restart
settings	error-topic-name		Upon restart
settings	inbound-topic-name	[required]	Upon restart
settings	include-ids-in-duplicate-error	false	Upon restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	kafka-server	[required]	Upon restart
settings	notification-topic-name		Upon restart
settings	number-outbound-threads	4	Upon restart
settings	number-receiving-sessions	4	Upon restart
settings	output-queue-size	5000	Upon restart
settings	processed-topic-name		Upon restart
settings	reconnect-timeout	10	Upon restart
settings	rollback-on-transformation-fail	false	Upon restart
settings	xsl-inbound-transform-path	./iwd_scripts/iWD2IxnServerTransformer.groovy	Upon restart
settings	xsl-outbound-transform-path	./iwd_scripts/IxnServer2iWDTransformer.groovy	Upon restart
Section	Option	Default	Changes Take Effect

Web Service Capture Point

The following options are configured on the Web Service Capture Point.

Section	Option	Default	Changes Take Effect
default-values	InteractionSubtype	InboundNew	Upon restart
default-values	InteractionType	Inbound	Upon restart
default-values	MediaType	workitem	Upon restart
iwd-parameters	CancelQueues	iWD_Canceled	Upon restart
iwd-parameters	CompleteQueues	iWD_Completed	Upon restart
iwd-parameters	empty-string-treatment-in-update	ignore	Upon restart
iwd-parameters	ErrorHeldQueues	iWD_ErrorHeld	Upon restart
iwd-parameters	RejectQueues	iWD_Completed	Upon restart
iwd-parameters	RestartQueues	iWD_New	Upon restart
settings	backlog-accepted-requests	1000	Upon restart
settings	cacert-file		Upon restart
settings	capture-point-type		Upon restart
settings	cipher-list	default	Upon restart of the Capture Point
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	enable-keepalive	true	Upon restart
settings	iwd-compatibility-mode	true	Upon restart
settings	number-inbound-threads	10	Upon restart
settings	password		Upon restart
settings	protocol	http	Upon restart
settings	reconnect-timeout	10	Upon restart
settings	require-client-authentication	false	Upon restart
settings	sec-protocol	default	Upon restart of the Capture Point
settings	server-key-file		Upon restart
settings	soap-accept-timeout	1	Upon restart
settings	soap-backlog-size	100	Upon restart
settings	soap-endpoint	http://{ServerName}:{ServerPort}/Genesys/Interaction/{CapturePointName}/WebServiceCapturePoint	Upon restart
settings	soap-hostname		Upon restart
settings	soap-receive-timeout	10	Upon restart
settings	soap-send-timeout	30	Upon restart
Section	Option	Default	Changes Take Effect

Universal Routing Server (URS)

The following options are configured on Universal Routing Server (URS).

Section	Option	Default	Changes Take Effect
<Interaction-Server>	max-submission-rate	No default value	Immediately
<Interaction-Server>	max-submitted-interactions	No default value	Immediately; but does not affect interactions already submitted to URS
Section	Option	Default	Changes Take Effect

workbin Script

The following options are configured on the workbin Script.

Section	Option	Default	Changes Take Effect
Workbin	max-workbin-interactions	200	Immediately
Section	Option	Default	Changes Take Effect