

## **GENESYS**

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## Genesys Voice Platform

**CTI Connector** 

## CTI Connector

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

- CTIC
- ems
- ICMC
- IServer\_Sample
- IVRSC

- log
- mediacontroller
- sip
- Tenant1

## 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	<b>Changes Take Effect</b>
CTIC	copy-originatingleg- headers	X-Genesys-GVP-Session- Data	After restart
CTIC	CTIFramework	IVRServerClient	After restart
CTIC	DefaultDNIS		After restart
CTIC	disable_cdr	false	After restart
CTIC	fips_enabled	False	After restart
CTIC	GetDNISFromIServer	false	After restart
CTIC	IVRPortBaseIndex	-1	After restart
CTIC	MaxIVRPorts	2000	After restart
ems	logconfig.MFSINK	•  * *	immediately
Section	Option	Default	<b>Changes Take Effect</b>

Section	Option	Default	Changes Take Effect
ems	logconfig.TRAPSINK •	* *	At start/restart
ems	trace_flag	FALSE	immediately
ICMC	CancelResponseTimeoutM	<b>S2</b> 500	After restart
ICMC	ConnectMsgTimeoutMSec	3500	After restart
ICMC	DNISIndicator		After restart
ICMC	eccSessionIdVarName	userSessionId	At start/restart
ICMC	eccvariablelist	userSessionId:5000	At start/restart
ICMC	enablePreRouting	false	After restart
ICMC	ICMInterface	0	After restart
ICMC	ICMUnavailableAction	hangup	At start/restart
ICMC	NewCallTimeoutMsec	1500	After restart
ICMC	RunScriptResultTimeoutM	<b>€</b> 2500	After restart
ICMC	SessionIdleTimeoutMSec	120000	After restart
ICMC	TransferOnDialogFailure	false	At start/restart
ICMC	translation-routed-call	false	After restart
ICMC	TrunkGroupID	0	After restart
IServer_Sample	cafile		After restart
IServer_Sample	certificate		After restart
IServer_Sample	clientname		After restart
IServer_Sample	enablekeepalivereq	0	After restart
IServer_Sample	iserveraddr		After restart
IServer_Sample	iserversocket		After restart
IServer_Sample	IVRSCClientPortRange		After restart
IServer_Sample	keepalivereqinterval	5	After restart
IServer_Sample	keepaliveresptimeout	3	After restart
IServer_Sample	key		After restart
IServer_Sample	noofkeepalivereqtosendin	f <b>a</b> lurecase	After restart
IServer_Sample	password		After restart
IServer_Sample	secured	false	After restart
IServer_Sample	type		After restart
IServer_Sample	verifydepth	1	After restart
IServer_Sample	verifypeer	false	After restart
IVRSC	customeriserverslist	IServer_Sample;	After restart
IVRSC	fetchscriptidfromurs	0	After restart
IVRSC	scriptidkeyname		After restart
Section	Option	Default	<b>Changes Take Effect</b>

IVRSC   WaitTimeforCallCreationInNetworkMode   Interest   Immediately	Section	Option	Default	<b>Changes Take Effect</b>
tog check-point portity false immediately log debug/logs/CTIConnector immediately log debug/logs/CTIConnector immediately log expire 20 immediately log expire 20 immediately log interaction/logs/CTIConnector immediately log keep-startup-file false After restart log memory immediately log messagefile log message format short immediately log print-attributes false immediately log segment logo immediately log segment logo immediately log spool immediately log standard/logs/CTIConnector immediately log immediately log immediately log immediately log time_convert local immediately log time_format time immediately log trace/logs/CTIConnector immediately log trace/logs/CTIConnector immediately log verbose standard immediately log immediately log immediately log trace/logs/CTIConnector immediately log verbose standard immediately mediacontroller sdp.localhost \$LocalIPs\$ immediately mediacontroller sdp.localhost \$LocalIPv\$ immediately mediacontroller sdp.localhost \$LocalIPv\$ immediately mediacontroller sdp.localhost.pip6 \$LocalIPv6\$ immediately mediacontroller sdp.localhost.pip6 \$LocalIPv6\$ immediately mediacontroller sdp.localhost.pip6 \$LocalIPv6\$ immediately mediacontroller sdp.localhost.pip6 \$LocalIPv6\$ immediately sip localuser CTIConnector At start/restart sip ttp.portrange At start/restart transport0 transport0 transport0 transport0 transport0 transport0 transport1 transport1 transport2 tls:any.5081 At start/restart transport2 tls:any.5080 At start/restart transport2 tls:any.5081 At start/r	IVRSC	WaitTimeforCallCreationIn	<b>N@</b> tworkMode	
compatible-output-priority   false   immediately	log	all	/logs/CTIConnector	immediately
log debug/logs/CTIConnector immediately log expire 20 immediately log interaction/logs/CTIConnector immediately log keep-startup-file false After restart log memory immediately log messagefile line false After restart log messagefile line false After restart log messagefile line false immediately, if an application cannot find its *.lms file at startup log message format short immediately log print-attributes false immediately log segment 10000 immediately log segment 10000 immediately log spool immediately log spool immediately log time_convert local immediately log time_format time immediately log trace/logs/CTIConnector immediately log trace/logs/CTIConnector immediately log trace/logs/CTIConnector immediately log trace/logs/CTIConnector immediately log trace immediately log trace/logs/CTIConnector immediately log time_format time immediately log werbose standard immediately mediacontroller codec_check_exclusion.psy/£ads immediately mediacontroller sdp.localhost stocallP\$ immediately mediacontroller sdp.localhost stocallP\$ immediately mediacontroller sdp.localhost stocallP\$ immediately mediacontroller sdp.localhost stocallPv6\$ immediately mediacontroller sdp.localhost.pv6 stocallPv6\$ immediately sip localuser CTIConnector At start/restart sip tcp.portrange false immediately start/restart sip transport.0 transport0 udp:any:5080 At start/restart transport2 tts:any:5081 At start/restart transport2 ttransport2 tts:any:5081 At start/restart transport2 ttransport2 tts:any:5081 At start/restart transport2 tts:any:5081 At start/restart transport2 tts:any:5081 At start/restart transport2 tts:any:5081 At start/restart	log	check-point	1	immediately
log expire 20 immediately log interaction/logs/CTIConnector immediately log keep-startup-file false After restart log memory immediately, Immediately, Immediately, Immediately, Immediately, If an application cannot find its *I.ms file at startup log message_format short immediately immediately log print-attributes false immediately log segment 10000 immediately log spool   10000 immediately log spool   immediately log standard/logs/CTIConnector immediately log time_convert local immediately log trace/logs/CTIConnector immediately log trace/logs/CTIConnector immediately log verbose standard immediately log trace/logs/CTIConnector immediately log verbose standard immediately mediacontroller sdp.defaultipversion true immediately mediacontroller sdp.localhost \$LocalIP\$ immediately mediacontroller sdp.localhost \$LocalIP\$ immediately mediacontroller suppress_bye_after_refer false immediately mediacontroller suppress_bye_after_refer false immediately sip localuser CTIConnector At start/restart sip tup.portrange At start/restart sip transport.0 transport0 udp:any:5080 After restart  **Transport2** transport2** tesny:5081 cert=\$InstallationRoots/config/ At start/restart transport.2 transport2** tesny:5081 cert=\$InstallationRoots/config/ At start/restart  **Transport2** tesny:5081 cert=\$InstallationRoots/config/ At start/restart	log		false	immediately
log keep-startup-file false After restart log memory immediately log keep-startup-file false After restart log memory immediately log messagefile log message_format short immediately log message_format short immediately log print-attributes false immediately log segment 10000 immediately log spool immediately log standard/logs/CTIConnector immediately log time_convert local immediately log time_format time immediately log trace/logs/CTIConnector immediately log trace/logs/CTIConnector/logs/CTIConnector/logs/CTIConnector/	log	debug	/logs/CTIConnector	immediately
log   keep-startup-file   false   After restart     log   memory   immediately     log   messagefile     Immediately     log   messagefile   Immediately     log   message_format   short   immediately     log   print-attributes   false   immediately     log   segment   10000   immediately     log   spool   immediately     log   standard  /logs/CTIConnector   immediately     log   standard  /logs/CTIConnector   immediately     log   time_convert   local   immediately     log   time_format   time   immediately     log   trace  /logs/CTIConnector   immediately     log   verbose   standard   immediately     log   verbose   standard   immediately     mediacontroller   codec_check_exclusion.pay/kads   immediately     mediacontroller   sdp.defaultipversion   true   immediately     mediacontroller   sdp.localhost   \$LocalIP\$   immediately     mediacontroller   sdp.localhost   \$LocalIP\$   immediately     mediacontroller   suppress_bye_after_refer   false   immediately     mediacontroller   suppress_bye_after_refer   false   immediately     mediacontroller   suppress_bye_after_refer   false   immediately     sip   localuser   CTIConnector   At start/restart     sip   tcp.portrange   At start/restart     sip   transport.0   transport0   transport0   At start/restart     sip   transport.1   transport1 tcp:any:5080   At start/restart     transport2 tls:any:5081   cert=\$installationRoot\$/config/   X509_certificate.pem   At start/restart     transport2 transport2 lisany:5081   cert=\$installationRoot\$/config/   At start/restart     sip   transport.2   transport2 lisany:5081   cert=\$installationRoot\$/config/   At start/restar	log	expire	20	immediately
log memory   immediately   lmmediately   lmmediately   limmediately   limmediately   limmediately   limmediately   limmediately   log   message_format   short   immediately   log   print-attributes   false   immediately   log   segment   10000   immediately   log   spool   immediately   log   standard  /logs/CTIConnector   immediately   log   time_convert   local   immediately   log   time_format   time   immediately   log   trace  /logs/CTIConnector   immediately   log   trace  /logs/CTIConnector   immediately   log   verbose   standard   immediately   log   locally   local	log	interaction	/logs/CTIConnector	immediately
Immediately, if an application cannot find its *.Ims file at startup	log	keep-startup-file	false	After restart
log message_format short immediately log print-attributes false immediately log segment 10000 immediately log spool immediately log standard/logs/CTIConnector immediately log time_convert local immediately log trace/logs/CTIConnector immediately log trace/logs/CTIConnector immediately log trace/logs/CTIConnector immediately log verbose standard immediately log verbose standard immediately mediacontroller codec_check_exclusion.pay_tbads immediately mediacontroller sdp.localhost \$LocalIP\$ immediately mediacontroller sdp.localhost \$LocalIP\$ immediately mediacontroller sdp.localhost.pv6 \$LocalIP\$ immediately mediacontroller suppress_bye_after_refer false immediately sip localuser CTIConnector At start/restart sip tcp.portrange	log	memory		immediately
International Print Pr	log	messagefile		application cannot find
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Iog	log	print-attributes	false	immediately
Standard  /logs/CTIConnector   immediately	log	segment	10000	immediately
log time_convert local immediately log time_format time immediately log trace/logs/CTIConnector immediately log verbose standard immediately mediacontroller codec_check_exclusion.payliads immediately mediacontroller sdp.localhost true immediately mediacontroller sdp.localhost \$LocalIP\$ immediately mediacontroller sdp.localhost.ipv6 \$LocalIPv6\$ immediately mediacontroller suppress_bye_after_refer false immediately sip localuser CTIConnector At start/restart sip mtusize 1500 After restart sip tcp.portrange At start/restart sip tts.portrange At start/restart sip transport.0 transport0 udp:any:5080 At start/restart  transport2 tls:any:5081 cert=\$InstallationRoot\$/config/ x509_private_key.pem At start/restart key=\$InstallationRoot\$/config/ x509_private_key.pem	log	spool		immediately
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log trace/logs/CTIConnector immediately log verbose standard immediately mediacontroller codec_check_exclusion.payltads immediately mediacontroller sdp.defaultipversion true immediately mediacontroller sdp.localhost \$LocalIP\$ immediately mediacontroller sdp.localhost.ipv6 \$LocalIPv6\$ immediately mediacontroller suppress_bye_after_refer false immediately sip localuser CTIConnector At start/restart sip mtusize 1500 After restart sip tcp.portrange At start/restart sip tts.portrange At start/restart sip transport.0 transport0 udp:any:5080 At start/restart  transport2 tls:any:5081  transport2 tls:any:5080  At start/restart transport2 tls:any:5081 cert=\$InstallationRoot\$/config/ x509_private_key.pem  At start/restart ky=\$InstallationRoot\$/config/ x509_private_key.pem	log	time_convert	local	immediately
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mediacontrollercodec_check_exclusion.payloadsimmediatelymediacontrollersdp.defaultipversiontrueimmediatelymediacontrollersdp.localhost\$LocalIP\$immediatelymediacontrollersdp.localhost.ipv6\$LocalIPv6\$immediatelymediacontrollersuppress_bye_after_referfalseimmediatelysiplocaluserCTIConnectorAt start/restartsipmtusize1500After restartsiptcp.portrangeAt start/restartsiptls.portrangeAt start/restartsiptransport.0transport0 udp:any:5080At start/restartsiptransport.1transport1 tcp:any:5080At start/restartsiptransport.2transport2 tls:any:5081 cert=\$InstallationRoot\$/config/ x509_certificate.pem key=\$InstallationRoot\$/config/ x509_private_key.pem	log	trace	/logs/CTIConnector	immediately
mediacontrollersdp.defaultipversiontrueimmediatelymediacontrollersdp.localhost\$LocalIP\$immediatelymediacontrollersdp.localhost.ipv6\$LocalIPv6\$immediatelymediacontrollersuppress_bye_after_referfalseimmediatelysiplocaluserCTIConnectorAt start/restartsipmtusize1500After restartsiptcp.portrangeAt start/restartsiptls.portrangeAt start/restartsiptransport.0transport0 udp:any:5080At start/restartsiptransport.1transport1 tcp:any:5080At start/restartsiptransport.2 tls:any:5081 cert=\$InstallationRoot\$/config/ x509_certificate.pem key=\$InstallationRoot\$/config/ x509_private_key.pemAt start/restart	log	verbose	standard	immediately
mediacontrollersdp.localhost\$LocalIP\$immediatelymediacontrollersdp.localhost.ipv6\$LocalIPv6\$immediatelymediacontrollersuppress_bye_after_referfalseimmediatelysiplocaluserCTIConnectorAt start/restartsipmtusize1500After restartsiptcp.portrangeAt start/restartsiptls.portrangeAt start/restartsiptransport.0transport0 udp:any:5080At start/restartsiptransport.1transport1 tcp:any:5080At start/restartsiptransport.1transport2 tls:any:5081 cert=\$InstallationRoot\$/config/ x509_certificate.pem key=\$InstallationRoot\$/config/ x509_private_key.pem	mediacontroller	codec_check_exclusion.pa	yllo2ads	immediately
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mediacontroller suppress_bye_after_refer false immediately sip localuser CTIConnector At start/restart sip mtusize 1500 After restart sip tcp.portrange At start/restart sip tls.portrange At start/restart sip transport.0 transport0 udp:any:5080 At start/restart sip transport.1 transport1 tcp:any:5080 At start/restart transport2 tls:any:5081 cert=\$InstallationRoot\$/config/x509_certificate.pem At start/restart key=\$InstallationRoot\$/config/x509_private_key.pem	mediacontroller	sdp.localhost	\$LocalIP\$	immediately
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sip mtusize 1500 After restart  sip tcp.portrange At start/restart  sip tls.portrange At start/restart  sip transport.0 transport0 udp:any:5080 At start/restart  sip transport.1 transport1 tcp:any:5080 At start/restart  transport2 tls:any:5081 cert=\$lnstallationRoot\$/config/x509_certificate.pem At start/restart  key=\$lnstallationRoot\$/config/x509_private_key.pem	mediacontroller	suppress_bye_after_refer	false	immediately
sip tcp.portrange At start/restart  sip tls.portrange At start/restart  sip transport.0 transport0 udp:any:5080 At start/restart  sip transport.1 transport1 tcp:any:5080 At start/restart  transport2 tls:any:5081 cert=\$lnstallationRoot\$/config/ x509_certificate.pem At start/restart  key=\$lnstallationRoot\$/config/ x509_private_key.pem	sip	localuser	CTIConnector	At start/restart
sip transport.0 transport0 udp:any:5080 At start/restart  sip transport.1 transport1 tcp:any:5080 At start/restart  transport2 tls:any:5081 cert=\$lnstallationRoot\$/config/x509_certificate.pem At start/restart key=\$lnstallationRoot\$/config/x509_private_key.pem	sip	mtusize	1500	After restart
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transport2 tls:any:5081 cert=\$InstallationRoot\$/config/ x509_certificate.pem At start/restart key=\$InstallationRoot\$/config/ x509_private_key.pem	sip	transport.0		At start/restart
cert=\$InstallationRoot\$/config/ x509_certificate.pem At start/restart key=\$InstallationRoot\$/config/ x509_private_key.pem	sip	transport.1	transport1 tcp:any:5080	At start/restart
Section Option Default Changes Take Effect	sip	transport.2	cert=\$InstallationRoot\$/co x509_certificate.pem key=\$InstallationRoot\$/co	At start/restart
	Section	Option	Default	<b>Changes Take Effect</b>

Section	Option	Default	<b>Changes Take Effect</b>
sip	transport.localaddress		At start/restart
sip	transport.localaddress.srv	false	At start/restart
sip	transport.localaddress_ipv	/6	At start/restart
sip	transport.routefailovertim	e5	At start/restart
sip	transport.routerecoverytin	n <b>e</b> 0	At start/restart
sip	transport.staticroutelist		At start/restart
sip	transport.unavailablewak	<mark>eutp</mark> ue	At start/restart
Tenant1	Ports	9000	After restart
Tenant1	TenantName		After restart
Section	Option	Default	<b>Changes Take Effect</b>