GENESYS™

intelligent Workload Distribution

Genesys Configuration Options Current

1/1/2022

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intelligent Workload Distribution Options Reference

Welcome to the Options Reference for intelligent Workload Distribution. This document describes the configuration options for the following components of intelligent Workload Distribution:

- iWD Runtime Node Server
- iWD Manager Server
- iWD History Node Server
- iWD Web Server

iWD Runtime Node Server

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

- access-log
- log

> **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
access-log	archive	false	After restart
access-log	log-filename	/GCTI/iWD/ iwd_dm_access.log	After restart
access-log	log-to-console	false	After restart
access-log	log-to-file	true	After restart
access-log	max-file-size		After restart
access-log	max-history	5	After restart
access-log	time-zone	UTC	After restart
log	archive	false	After restart
log	centralized-log-level	STANDARD	After restart
log	centralized-logging	false	After restart
log	console-log-level		After restart
log	file-log-level		After restart
log	level	INFO	After restart
log	log-filename	/GCTI/iWD/iwd_dm.log	After restart
log	log-to-console	false	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
log	log-to-file	true	After restart
log	max-file-size		After restart
log	max-history	5	After restart
log	time-zone	UTC	After restart
Section	**Option**	**Default**	**Changes Take Effect**

access-log Section

- archive
- log-filename
- log-to-console

- log-to-file
- max-file-size
- max-history

- time-zone

archive

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to archive old logs in separate files. Archived filenames are set to <log-filename without extension>-%d-%i<log-filename extension> if file-max-size's set, otherwise: <log-filename without extension>-%d<log-filename extension>

log-filename

Default Value: /GCTI/iWD/iwd_dm_access.log
Valid Values: Valid file path
Changes Take Effect: After restart

The path to log file.

log-to-console

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to log to the console.

log-to-file

Default Value: true
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to log to the file.

max-file-size

Default Value:
Valid Values: The value can be expressed in bytes, kilobytes, megabytes or gigabytes by suffixing a numeric value with KB, MB and respectively GB. For example, 5000000, 5000KB, 5MB and 2GB are all valid values, with the first three being equivalent.
Changes Take Effect: After restart

Used if archive is true. The maximum size of the currently active file before a rollover is triggered.

max-history

Default Value: 5
Valid Values: integer greater than or equal to 0 (zero means to keep infinite number of files)
Changes Take Effect: After restart

Used if archive is true. Controls the maximum number of days for archive files to keep, asynchronously deleting older files.

time-zone

Default Value: UTC
Valid Values: The ID for a time zone, either an abbreviation such as PST, a full name such as America/Los_Angeles, or a custom ID such as GMT-8:00.
Changes Take Effect: After restart

The time zone to which event timestamps will be converted.

log Section

- archive
- centralized-log-level
- centralized-logging
- console-log-level

- file-log-level
- level
- log-filename
- log-to-console

- log-to-file
- max-file-size
- max-history
- time-zone

archive

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to archive old logs in separate files. Archived filenames are set to <log-filename without extension>-%d-%i<log-filename extension> if file-max-size's set, otherwise: <log-filename without extension>-%d<log-filename extension>

centralized-log-level

Default Value: STANDARD
Valid Values: STANDARD, ALARM
Changes Take Effect: After restart

Log level of console appender. Centralized appender supports only levels higher than or equal to INFO. STANDARD level corresponds to INFO, so INFO, WARN and ERROR logs will be sent to Message Server, ALARM level corresponds to ERROR log level

centralized-logging

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to enable centralized logging.

console-log-level

Default Value:
Valid Values: OFF, ERROR, WARN, INFO, DEBUG, TRACE or ALL
Changes Take Effect: After restart

Log level of console appender. If not set, logger level is used. Appender level can narrow down logger level but not extend it.

file-log-level

Default Value:
Valid Values: OFF, ERROR, WARN, INFO, DEBUG, TRACE or ALL
Changes Take Effect: After restart

File appender log level. If not set, logger level is used. Appender level can narrow down logger level but not extend it.

level

Default Value: INFO
Valid Values: OFF, ERROR, WARN, INFO, DEBUG, TRACE or ALL
Changes Take Effect: After restart

Log level.

log-filename

Default Value: /GCTI/iWD/iwd_dm.log
Valid Values: Valid file path
Changes Take Effect: After restart

The path to log file.

log-to-console

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to log to the console.

log-to-file

Default Value: true
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to log to the file.

max-file-size

Default Value:
Valid Values: The value can be expressed in bytes, kilobytes, megabytes or gigabytes by suffixing a numeric value with KB, MB and respectively GB. For example, 5000000, 5000KB, 5MB and 2GB are all valid values, with the first three being equivalent.
Changes Take Effect: After restart

Used if archive is true. The maximum size of the currently active file before a rollover is triggered.

max-history

Default Value: 5
Valid Values: integer greater than or equal to 0 (zero means to keep infinite number of files)
Changes Take Effect: After restart

Used if archive is true. Controls the maximum number of days for archive files to keep, asynchronously deleting older files.

time-zone

Default Value: UTC
Valid Values: The ID for a time zone, either an abbreviation such as PST, a full name such as America/Los_Angeles, or a custom ID such as GMT-8:00.
Changes Take Effect: After restart

The time zone to which event timestamps will be converted.

iWD Manager Server

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

- clientApplication
- iWD
- log
- oauth
- tomcat

> ## 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
clientApplication	name		After restart
iWD	cfgConnectionTimeout	60000	After restart
iWD	filterElementValuePattern	(?U)([\p{Alnum} _%.\-\\]\p{M}*)*	After restart
iWD	ixnConnectionTimeout	60000	After restart
iWD	msgConnectionTimeout	60000	After restart
iWD	pullRetryDelayMillis	30	After restart
iWD	pullRetryTimeoutMillis	500	After restart
iWD	queryEscapeCharacter	^	After restart
iWD	taskHistorySizeLimit	5000	After restart
iWD	ucsConnectionTimeout	60000	After restart
log	archive	false	After restart
log	centralized-log-level	STANDARD	After restart
log	centralized-logging	false	After restart
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
log	console-log-level		After restart
log	file-log-level		After restart
log	level	INFO	After restart
log	log-filename	/GCTI/iWD/ iwd_manager.log	After restart
log	log-to-console	false	After restart
log	log-to-file	true	After restart
log	max-file-size		After restart
log	max-history	5	After restart
log	time-zone	UTC	After restart
oauth	base.uri		After restart
oauth	client_id		After restart
oauth	enabled	false	After restart
oauth	password		After restart
oauth	redirect.uri	Empty	After restart
tomcat	accessLogDirectory	/GCTI/iWD	After restart
tomcat	accessLogEnabled	false	After restart
tomcat	accessLogPattern	common	After restart
tomcat	accessLogPrefix	iwd_manager_access	After restart
tomcat	accessLogSuffix	.log	After restart
tomcat	allowBackslash	true	After restart
tomcat	allowEncodedSlash	true	After restart
tomcat	connectionTimeout	60000	After restart
tomcat	contextPath	/iwd_manager	After restart
tomcat	host	0.0.0.0	After restart
tomcat	jsDebugEnabled	false	After restart
tomcat	proxyName	localhost	After restart
tomcat	proxyPort	80	After restart
tomcat	proxySslEnabled	false	After restart
tomcat	proxySupportEnabled	false	After restart
tomcat	relaxedPathChars		After restart
tomcat	relaxedQueryChars		After restart
tomcat	serverName	Apache	After restart
tomcat	sessionTimeout	60	After restart
Section	**Option**	**Default**	**Changes Take Effect**

oauth Section

- base.uri
- client_id
- enabled
- password
- redirect.uri

base.uri

Default Value:
Valid Values: A fully qualified URI for the OAuth service endpoint; e.g.: http://localhost:8095/auth/v3
Changes Take Effect: After restart

Base URI of authorization server that will be accessed during authentication. Locations constructed with this URI will look like: <base_uri>/oauth/authorize, <base_uri>/sign-out, etc. Expected format for GWS Auth: <protocol>://<host>:<port>/auth/v3 ; e.g.: http://localhost:8095/auth/v3 .

client_id

Default Value:
Valid Values: OAuth2 client ID
Changes Take Effect: After restart

Client Identifier required to authenticate IWD manager on authorization server (GWS Auth).

enabled

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Enable OAuth based authentication

password

Default Value:

Valid Values: OAuth 2 client secret
Changes Take Effect: After restart

Client Secret required to authenticate IWD manager on authorization server (GWS Auth).

redirect.uri

Default Value: Empty
Valid Values: A fully qualified URI for the iWD Manager endpoint
Changes Take Effect: After restart
Discontinued: 9.0.016.06

After authentication is done, the authorization server redirects users back to iWD Manager using the provided URI.

For example: http://localhost:8090/iwd_manager

log Section

- archive
- centralized-log-level
- centralized-logging
- console-log-level

- file-log-level
- level
- log-filename
- log-to-console

- log-to-file
- max-file-size
- max-history
- time-zone

archive

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to archive old logs in separate files. Archived filenames are set to <log-filename without extension>-%d-%i<log-filename extension> if file-max-size's set, otherwise: <log-filename without extension>-%d<log-filename extension>

centralized-log-level

Default Value: STANDARD
Valid Values: STANDARD, ALARM
Changes Take Effect: After restart

Log level of console appender. Centralized appender supports only levels higher than or equal to INFO. STANDARD level corresponds to INFO, so INFO, WARN and ERROR logs will be sent to Message Server, ALARM level corresponds to ERROR log level

centralized-logging

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to enable centralized logging.

console-log-level

Default Value:
Valid Values: OFF, ERROR, WARN, INFO, DEBUG, TRACE or ALL
Changes Take Effect: After restart

Log level of console appender. If not set, logger level is used. Appender level can narrow down logger level but not extend it.

file-log-level

Default Value:
Valid Values: OFF, ERROR, WARN, INFO, DEBUG, TRACE or ALL
Changes Take Effect: After restart

File appender log level. If not set, logger level is used. Appender level can narrow down logger level but not extend it.

level

Default Value: INFO
Valid Values: OFF, ERROR, WARN, INFO, DEBUG, TRACE or ALL
Changes Take Effect: After restart

Log level.

log-filename

Default Value: /GCTI/iWD/iwd_manager.log
Valid Values: Valid file path
Changes Take Effect: After restart

The path to log file.

log-to-console

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to log to the console.

log-to-file

Default Value: true
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to log to the file.

max-file-size

Default Value:
Valid Values: The value can be expressed in bytes, kilobytes, megabytes or gigabytes by suffixing a numeric value with KB, MB and respectively GB. For example, 5000000, 5000KB, 5MB and 2GB are all valid values, with the first three being equivalent.
Changes Take Effect: After restart

Used if archive is true. The maximum size of the currently active file before a rollover is triggered.

max-history

Default Value: 5
Valid Values: integer greater than or equal to 0 (zero means to keep infinite number of files)
Changes Take Effect: After restart

Used if archive is true. Controls the maximum number of days for archive files to keep, asynchronously deleting older files.

time-zone

Default Value: UTC
Valid Values: The ID for a time zone, either an abbreviation such as PST, a full name such as America/Los_Angeles, or a custom ID such as GMT-8:00.
Changes Take Effect: After restart

The time zone to which event timestamps will be converted.

tomcat Section

- accessLogDirectory
- accessLogEnabled
- accessLogPattern
- accessLogPrefix
- accessLogSuffix
- allowBackslash
- allowEncodedSlash

- connectionTimeout
- contextPath
- host
- jsDebugEnabled
- proxyName
- proxyPort
- proxySslEnabled

- proxySupportEnabled
- relaxedPathChars
- relaxedQueryChars
- serverName
- sessionTimeout

accessLogDirectory

Default Value: /GCTI/iWD
Valid Values: Valid path to directory
Changes Take Effect: After restart

Absolute or relative pathname of a directory in which access log files will be placed. If a relative path is specified, it is interpreted as relative to $CATALINA_BASE

accessLogEnabled

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Enables access logging

accessLogPattern

Default Value: common
Valid Values: Valid pattern code
Changes Take Effect: After restart

A formatting layout identifying the various information fields from the request and response to be logged, or the word common or combined to select a standard format. Supported pattern codes are described on https://tomcat.apache.org/tomcat-8.5-doc/config/valve.html#Access_Log_Valve

accessLogPrefix

Default Value: iwd_manager_access
Valid Values: Valid prefix for filename
Changes Take Effect: After restart

The prefix added to the start of each log file's name.

accessLogSuffix

Default Value: .log
Valid Values: Valid suffix for filename
Changes Take Effect: After restart

The suffix added to the end of each log file's name.

allowBackslash

Default Value: true
Valid Values: true or false
Changes Take Effect: After restart

Allow encoded backslash in url.

allowEncodedSlash

Default Value: true
Valid Values: true or false
Changes Take Effect: After restart

Allow encoded slash in url.

connectionTimeout

Default Value: 60000
Valid Values: Any integer from 0-86400000
Changes Take Effect: After restart

The number of milliseconds this Connector will wait, after accepting a connection, for the request URI line to be presented. Use a value of -1 to indicate no (i.e. infinite) timeout

contextPath

Default Value: /iwd_manager
Valid Values: The valid context path
Changes Take Effect: After restart

Application context path.

host

Default Value: 0.0.0.0
Valid Values: The valid host
Changes Take Effect: After restart

The host can either be a machine name or a textual representation of its IP address. Setting the host to 0.0.0.0 indicates that Server will be listening on all interfaces.

jsDebugEnabled

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Enables JavaScript debugging

proxyName

Default Value: localhost
Valid Values: Valid server name
Changes Take Effect: After restart

Proxy server name

proxyPort

Default Value: 80
Valid Values: Any integer from 1-65535
Changes Take Effect: After restart

Proxy server port

proxySslEnabled

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Indicates if proxy has SSL enabled

proxySupportEnabled

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Enables Proxy Support

relaxedPathChars

Default Value:
Valid Values:
Changes Take Effect: After restart

Allows provided chars to be used in url path

relaxedQueryChars

Default Value:
Valid Values:
Changes Take Effect: After restart

Allows provided chars to be used in url query

serverName

Default Value: Apache
Valid Values: The valid server name
Changes Take Effect: After restart

Server name in response header

sessionTimeout

Default Value: 60
Valid Values: Any integer from 0-1440
Changes Take Effect: After restart

Set the default session timeout (in minutes) for this web application

iWD Section

- cfgConnectionTimeout
- filterElementValuePattern
- ixnConnectionTimeout

- msgConnectionTimeout
- pullRetryDelayMillis
- pullRetryTimeoutMillis

- queryEscapeCharacter
- taskHistorySizeLimit
- ucsConnectionTimeout

cfgConnectionTimeout

Default Value: 60000
Valid Values: Any integer from 0-86400000
Changes Take Effect: After restart

Connection to Config Server timeout in milliseconds.

filterElementValuePattern

Default Value: (?U)([\p{Alnum} _%.\-\\]\p{M}*)*
Valid Values: Valid Java compatible regular expression
Changes Take Effect: After restart

Allowed values in GTL filter criteria. The syntax has to be compatible with Java regular expressions (https://docs.oracle.com/javase/8/docs/api/java/util/regex/Pattern.html). Default for Unicode: a sequence of (alphabetic or digit or space or dot or minus, followed by zero or more modifiers). The characters ' (apostrophe) and " (quotation) are forbidden internally in stored filters, regardless of this pattern. They may be allowed in quick (ad hoc) filters.

ixnConnectionTimeout

Default Value: 60000
Valid Values: Any integer from 0-86400000
Changes Take Effect: After restart

Connection to Interaction Server timeout in milliseconds.

msgConnectionTimeout

Default Value: 60000
Valid Values: Any integer from 0-86400000
Changes Take Effect: After restart

Connection to Message Server timeout in milliseconds.

pullRetryDelayMillis

Default Value: 30
Valid Values: Any integer from 0-86400000
Changes Take Effect: After restart

When a request to "pull" an interaction from Interaction Server fails, it will be automatically repeated after some time of waiting. Time of waiting before each attempt.

pullRetryTimeoutMillis

Default Value: 500
Valid Values: Any integer from 0-86400000
Changes Take Effect: After restart

When a request to "pull" an interaction from Interaction Server fails, it will be automatically repeated after some time of waiting. Maximum time of trying to pull an interaction (in milliseconds).

queryEscapeCharacter

Default Value: ^
Valid Values: Any character supported by the database
Changes Take Effect: After restart
Introduced: 9.0.012

The escape character instructs the LIKE operator to treat the wildcard characters as the regular characters. It is used in custom QL filter.

taskHistorySizeLimit

Default Value: 5000
Valid Values: Any integer from 1-500000
Changes Take Effect: After restart

Maximum number of events to display in Task History

ucsConnectionTimeout

Default Value: 60000
Valid Values: Any integer from 0-86400000
Changes Take Effect: After restart

Connection to UCS timeout in milliseconds.

clientApplication Section

- name

name

Default Value:
Valid Values: The valid name of client application
Changes Take Effect: After restart

iWD Manager requires additional application to initiate connections after user login.

Provide the client application name

iWD History Node Server

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

- access-log
- iWD
- log
- server

> **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
access-log	archive	false	After restart
access-log	archived-file-count	5	After restart
access-log	archived-log-filename-pattern		After restart
access-log	log-filename	/GCTI/iWD/ iwd_history_access.log	After restart
access-log	log-to-console	false	After restart
access-log	log-to-file	true	After restart
access-log	max-file-size		After restart
access-log	max-history	5	After restart
access-log	time-zone	UTC	After restart
iWD	allow-listed-attributes		After restart
iWD	batch-size	1000	After restart
iWD	block-listed-attributes		After restart
iWD	migrate-schema	false	After restart
iWD	process-dm	true	After restart
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
iWD	process-gtl	true	After restart
iWD	processor-threads	10	After restart
iWD	receive-timeout	10	After restart
iWD	stop-processing	remove	After restart
iWD	stop-processing-delay	60	After restart
iWD	stop-processing-interval	60	After restart
iWD	taskEventLimit		After restart
log	archive	false	After restart
log	archived-file-count	5	After restart
log	archived-log-filename-pattern		After restart
log	centralized-log-level	STANDARD	After restart
log	centralized-logging	false	After restart
log	console-log-level		After restart
log	file-log-level		After restart
log	level	INFO	After restart
log	log-filename	/GCTI/iWD/ iwd_history.log	After restart
log	log-to-console	false	After restart
log	log-to-file	true	After restart
log	max-file-size		After restart
log	max-history	5	After restart
log	time-zone	UTC	After restart
server	single-host-bind	false	After restart
Section	**Option**	**Default**	**Changes Take Effect**

access-log Section

- archive
- archived-file-count
- archived-log-filename-pattern

- log-filename
- log-to-console
- log-to-file

- max-file-size
- max-history
- time-zone

archive

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to archive old logs in separate files. Archived filenames are set to <log-filename without extension>-%d-%i<log-filename extension> if file-max-size's set, otherwise: <log-filename without extension>-%d<log-filename extension>

archived-file-count

Default Value: 5
Valid Values: Any nonnegative integer
Changes Take Effect: After restart

The number of archived files to keep. Value 0 indicates an infinite number.

archived-log-filename-pattern

Default Value:
Valid Values: Valid filename pattern
Changes Take Effect: After restart

The filename pattern for archived access log files. Required if the value of **archive** is `true`. If **max-file-size** is specified, rollover is size-based, and the pattern must contain `%i` for an integer index of the archived file. Otherwise rollover is date-based, and the pattern must contain `%d`, which is replaced with the date in yyyy-MM-dd form. If the pattern ends with .gz or .zip, files will be compressed as they are archived.

log-filename

Default Value: /GCTI/iWD/iwd_history_access.log
Valid Values: Valid file path
Changes Take Effect: After restart

The path to log file.

log-to-console

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to log to the console.

log-to-file

Default Value: true
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to log to the file.

max-file-size

Default Value:
Valid Values: The value can be expressed in bytes, kilobytes, megabytes or gigabytes by suffixing a numeric value with KB, MB and respectively GB. For example, 5000000, 5000KB, 5MB and 2GB are all valid values, with the first three being equivalent.
Changes Take Effect: After restart

Used if archive is true. The maximum size of the currently active file before a rollover is triggered.

max-history

Default Value: 5
Valid Values: integer greater than or equal to 0 (zero means to keep infinite number of files)
Changes Take Effect: After restart

Used if archive is true. Controls the maximum number of days for archive files to keep,

asynchronously deleting older files.

time-zone

Default Value: UTC
Valid Values: The ID for a time zone, either an abbreviation such as PST, a full name such as America/Los_Angeles, or a custom ID such as GMT-8:00.
Changes Take Effect: After restart

The time zone to which event timestamps will be converted.

log Section

- archive
- archived-file-count
- archived-log-filename-pattern
- centralized-log-level
- centralized-logging

- console-log-level
- file-log-level
- level
- log-filename
- log-to-console

- log-to-file
- max-file-size
- max-history
- time-zone

archive

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to archive old logs in separate files. Archived filenames are set to <log-filename without extension>-%d-%i<log-filename extension> if file-max-size's set, otherwise: <log-filename without extension>-%d<log-filename extension>

archived-file-count

Default Value: 5
Valid Values: Any nonnegative integer
Changes Take Effect: After restart

The number of archived files to keep. Value 0 means an infinite number of files.

archived-log-filename-pattern

Default Value:
Valid Values: Valid filename pattern
Changes Take Effect: After restart

The filename pattern for archived files. Required if the value of **archive** is true. If **max-file-size** is specified, rollover is size-based, and the pattern must contain %i for an integer index of the archived

file. Otherwise rollover is date-based, and the pattern must contain %d, which is replaced with the date in yyyy-MM-dd form. If the pattern ends with `.gz` or `.zip`, files will be compressed as they are archived.

centralized-log-level

Default Value: STANDARD
Valid Values: STANDARD, ALARM
Changes Take Effect: After restart

Log level of console appender. Centralized appender supports only levels higher than or equal to INFO. STANDARD level corresponds to INFO, so INFO, WARN and ERROR logs will be sent to Message Server, ALARM level corresponds to ERROR log level

centralized-logging

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to enable centralized logging.

console-log-level

Default Value:
Valid Values: OFF, ERROR, WARN, INFO, DEBUG, TRACE or ALL
Changes Take Effect: After restart

Log level of console appender. If not set, logger level is used. Appender level can narrow down logger level but not extend it.

file-log-level

Default Value:
Valid Values: OFF, ERROR, WARN, INFO, DEBUG, TRACE or ALL
Changes Take Effect: After restart

File appender log level. If not set, logger level is used. Appender level can narrow down logger level but not extend it.

level

Default Value: INFO
Valid Values: OFF, ERROR, WARN, INFO, DEBUG, TRACE or ALL
Changes Take Effect: After restart

Log level.

log-filename

Default Value: /GCTI/iWD/iwd_history.log
Valid Values: Valid file path
Changes Take Effect: After restart

The path to log file.

log-to-console

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to log to the console.

log-to-file

Default Value: true
Valid Values: true or false
Changes Take Effect: After restart

Determines whether to log to the file.

max-file-size

Default Value:
Valid Values: The value can be expressed in bytes, kilobytes, megabytes or gigabytes by suffixing a numeric value with KB, MB and respectively GB. For example, 5000000, 5000KB, 5MB and 2GB are all valid values, with the first three being equivalent.
Changes Take Effect: After restart

Used if archive is true. The maximum size of the currently active file before a rollover is triggered.

max-history

Default Value: 5
Valid Values: integer greater than or equal to 0 (zero means to keep infinite number of files)
Changes Take Effect: After restart

Used if archive is true. Controls the maximum number of days for archive files to keep, asynchronously deleting older files.

time-zone

Default Value: UTC
Valid Values: The ID for a time zone, either an abbreviation such as PST, a full name such as America/Los_Angeles, or a custom ID such as GMT-8:00.
Changes Take Effect: After restart

The time zone to which event timestamps will be converted.

iWD Section

- allow-listed-attributes
- batch-size
- block-listed-attributes
- migrate-schema

- process-dm
- process-gtl
- processor-threads
- receive-timeout

- stop-processing
- stop-processing-delay
- stop-processing-interval
- taskEventLimit

allow-listed-attributes

Default Value:
Valid Values: Comma separated list of attributes
Changes Take Effect: After restart
Introduced: 9.0.016.09

Specifies the (comma-separated) list of attributes to be shown in global task list history. For example, specific desired system-generated or strategy-generated attributes. You can specify _ALL_ keyword to allow all attributes.

batch-size

Default Value: 1000
Valid Values: Valid number of events
Changes Take Effect: After restart

Maximum number of events which will be saved at once in history DB. Note: one event may translate to multiple rows in the database.

block-listed-attributes

Default Value:
Valid Values: Comma separated list of attributes
Changes Take Effect: After restart
Introduced: 9.0.016.09

Specifies the (comma-separated) list of attributes to be filtered out of global task list history. For example, unwanted system-generated or strategy-generated attributes. You can specify _ALL_ keyword to block all attributes except listed in the allow-listed-attributes list.

migrate-schema

Default Value: false
Valid Values: true or false
Changes Take Effect: After restart

Determines whether database schema should be migrated (i.e. updated) during application start.

process-dm

Default Value: true
Valid Values: true or false
Changes Take Effect: After restart

Determines whether datamart events should be processed and saved in history DB.

process-gtl

Default Value: true
Valid Values: true or false
Changes Take Effect: After restart

Determines whether GTL history events should be processed and saved in history DB.

processor-threads

Default Value: 10
Valid Values: Valid number of processor threads
Changes Take Effect: After restart

Number of processor threads used for events processing.

receive-timeout

Default Value: 10
Valid Values: Valid number of miliseconds
Changes Take Effect: After restart

Number of miliseconds since last event received from JMS queue after which cached events will be flushed to the history DB.

stop-processing

Default Value: remove
Valid Values: Keep or remove
Changes Take Effect: After restart

History Node behavior after receiving "Stop processing" event from Interaction Server. If "keep", interaction history will be preserved; if "remove", interaction history will be purged after specified timeout.

stop-processing-delay

Default Value: 60
Valid Values: Valid number of seconds
Changes Take Effect: After restart

Number of seconds since stop processing event received from JMS queue after which interaction history will be purged from database.

stop-processing-interval

Default Value: 60
Valid Values: Valid number of seconds
Changes Take Effect: After restart

Frequency of history purge in seconds.

taskEventLimit

Default Value:
Valid Values: Any positive integer
Changes Take Effect: After restart
Introduced: 9.0.013.11

The maximum number of events that will be migrated from the Events Log database. If the parameter is not defined or it is set to 0 (zero) the migration process will try to process all existing events of Events Log database.

server Section

- single-host-bind

single-host-bind

Default Value: false
Valid Values: Listen to single or all addresses
Changes Take Effect: After restart

Determines on which address History Node will be listening. If true, History Node only listens to address specified in Server Info; if false, History Node listens to all available addresses on the machine (0.0.0.0).

iWD Web Server

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

- boot
- ixn

- security

> ### 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
boot	iwdweb.config_server.client_app_name		After restart
ixn	capture_point_id		After restart
ixn	default_media_type	workitem	After restart
ixn	department_id		After restart
ixn	interaction_subtype	InboundNew	After restart
ixn	interaction_type	Inbound	After restart
ixn	priority	2	After restart
ixn	process_id		After restart
ixn	request_submit_timeout	10	After restart
ixn	solution_id		After restart
security	iwdweb.tls.keyStore		After restart
security	iwdweb.tls.keyStorePassword		After restart
security	iwdweb.tls.validateCert	off	After restart
Section	**Option**	**Default**	**Changes Take Effect**

security Section

- iwdweb.tls.keyStore
- iwdweb.tls.keyStorePassword
- iwdweb.tls.validateCert

iwdweb.tls.keyStore

Default Value:
Valid Values: The valid path to key storage
Changes Take Effect: After restart

Path to the TLS key store.

iwdweb.tls.keyStorePassword

Default Value:
Valid Values: The valid password to key storage
Changes Take Effect: After restart

TLS key store password.

iwdweb.tls.validateCert

Default Value: off
Valid Values: on, off
Changes Take Effect: After restart

Always validate certificate. With value off, certificate is not being validated.

boot Section

- iwdweb.config_server.client_app_name

iwdweb.config_server.client_app_name

Default Value:
Valid Values: The valid name of client application
Changes Take Effect: After restart

iWDWeb requires additional application to initiate connections after user login.

Provide the client application name

ixn Section

- capture_point_id
- default_media_type
- department_id

- interaction_subtype
- interaction_type
- priority

- process_id
- request_submit_timeout
- solution_id

capture_point_id

Default Value:
Valid Values: The valid name of capture point identifier
Changes Take Effect: After restart

iWDWeb requires a capture point identifier used to submit interaction to Interaction Server.

Provide the capture point identifier

default_media_type

Default Value: workitem
Valid Values: The valid name of media type
Changes Take Effect: After restart

iWDWeb requires a media type of interaction used to submit it to Interaction Server.

Provide the media type

department_id

Default Value:
Valid Values: The valid name of department identifier
Changes Take Effect: After restart

iWDWeb requires a department identifier used to submit interaction to Interaction Server.

Provide the department identifier

interaction_subtype

Default Value: InboundNew
Valid Values: The valid name of interaction subtype from Interaction Subtype Business Attribute
Changes Take Effect: After restart

A subtype of interaction used in submit it to Interaction Server.

Provide the interaction subtype

interaction_type

Default Value: Inbound
Valid Values: The valid name of interaction type from Interaction Type Business Attribute
Changes Take Effect: After restart

A type of interaction used in submit it to Interaction Server.

Provide the interaction type

priority

Default Value: 2
Valid Values: The value of priority
Changes Take Effect: After restart

An interaction priority used to submit it to Interaction Server.

Provide the interaction priority

process_id

Default Value:
Valid Values: The valid name of process identifier
Changes Take Effect: After restart

iWDWeb requires a process identifier used to submit interaction to Interaction Server.

Provide the process identifier

request_submit_timeout

Default Value: 10
Valid Values: The value of submit protocol timeout
Changes Take Effect: After restart

Protocol timeout value for submit interaction to Interaction Server.

Provide the submit protocol timeout

solution_id

Default Value:
Valid Values: The valid name of solution identifier
Changes Take Effect: After restart

iWDWeb requires a soltution identifier used to submit interaction to Interaction Server.

Provide the solution identifier

Change History

Content under development