

# **GENESYS**

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## intelligent Workload Distribution

**iWD** Section

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- 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.