GENESYS™

Stat Server

RTME Options Reference

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RTME Options Reference

Welcome to the Options Reference for Stat Server. This document provides full information about all the configuration options that are set on the Stat Server application object and in Stat Server–related configuration sections on other objects, such as DNs.

Stat Server Application

You are not required to configure any options to start a Stat Server application.

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

- common
- db-direct-connection
- ha
- java-config
- java-extensions
- jvm-options
- log
- log-extended
- log-filter
- log-filter-data
- OCCExtension
- overload
- sml
- statserver

> ### 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
common	enable-ipv6	0 (for backward compatibility)	Immediately
common	rebind-delay	10	After restart
db-direct-connection	debug	0	After restart
db-direct-connection	enable	off	After restart
db-direct-connection	verbose	0	After restart
ha	addp-remote-timeout	10	Immediately
ha	addp-timeout	10	Immediately
ha	addp-trace	both	Immediately
ha	chunk-size	5000	Immediately
ha	chunk-timeout	1	Immediately
ha	connect-timeout	2	Immediately
ha	session-expiration-period	1800	Immediately
ha	session-expiration-timeout	120	Immediately
java-config	java-extension-loading-timeout	60	Immediately
java-config	java-extensions-dir	./java/ext	After restart, or upon setting the enable-java configuration option to true.
java-config	java-libraries-dir	./java/lib	After restart, or upon setting the enable-java configuration option to true.
java-config	jvm-path	No default value	After restart, or upon setting the enable-java configuration option to true.
java-extensions	<filename>.jar	No default value	During Java Extension initialization phase
java-extensions	<Name>	No default value	During Java Extension initialization phase
log	alarm	No default value	Immediately
log	all	No default value	Immediately
log	buffering	true	Immediately
log	check-point	1	Immediately
log	compatible-output-priority	false	Immediately
log	debug	No default value	Immediately
log	enable-thread	false	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
log	expire	10	Immediately
log	interaction	No default value	Immediately
log	keep-startup-file	false	After restart
log	memory	No default value	Immediately
log	memory-storage-size	2 MB	When memory output is created
log	messagefile	StatServer.lms	After restart or Immediately, if Stat Server cannot locate the statserver.lms file at startup
log	message_format	short	Immediately
log	print-attributes	false	Immediately
log	segment	100 MB	Immediately
log	spool	The Stat Server working directory	Immediately
log	standard	No default value	Immediately
log	throttle-period	30	Immediately
log	throttle-threshold	5000	Immediately
log	time_convert	local	Immediately
log	time_format	time	Immediately
log	trace	No default value	Immediately
log	verbose	all	Immediately
log	x-conn-debug-all	0	After restart
log	x-conn-debug-api	0	After restart
log	x-conn-debug-dns	0	After restart
log	x-conn-debug-open	0	After restart
log	x-conn-debug-security	0	After restart
log	x-conn-debug-select	0	After restart
log	x-conn-debug-timers	0	After restart
log	x-conn-debug-write	0	After restart
log-extended	level-reassign-disable	false	Immediately
log-extended	level-reassign-<eventID>	Default value of log event <eventID>. Refer to the *Common Log Events Help* or statserver.lms (located in the directory where Stat Server is installed) for a listing of each of Stat Server's the default	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
		levels.	
log-filter	default-filter-type	copy	Immediately
log-filter	filtering	true	Immediately, if application is subscribed to notifications that this option has been changed.
log-filter-data	<key name>	copy	Immediately
OCCExtension	assignment-reset-delay	30000	After restart
OCCExtension	java-extension-jar	OCCStatExtension.jar	After restart
OCCExtension	print-level	standard	After restart
overload	allow-new-connections-during-overload	true	Immediately
overload	allow-new-requests-during-overload	true	Immediately
overload	cpu-cooldown-cycles	30	After restart
overload	cpu-poll-timeout	10	After restart
overload	cpu-threshold-high	80	After restart
overload	cpu-threshold-low	60	After restart
overload	cut-debug-log	true	Immediately
overload	protection	false	Immediately
overload	qos-default-overload-policy	0	After restart
overload	qos-recovery-enable-lms-messages	false	After restart
sml	hangup-restart	true	Immediately
sml	heartbeat-period	0	Immediately
sml	suspending-wait-timeout	10	Immediately
statserver	accept-clients-in-backup-mode	yes	After restart
statserver	acw-absorb-mode	0	After restart
statserver	allow-acw-connid-overwrite	false	After restart
statserver	allow-asm-outbound-on-established	true	After restart
statserver	allow-vq-orig-dns-from-environment	yes	After restart
statserver	auto-backup-interval	15	After restart
statserver	backup-file-aggregates-store	true	Immediately upon notification
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
statserver	backup-file-name	ssbackup.000	After restart
statserver	binding-threshold	10	After restart
statserver	capacity-treat-acw-as-interaction	no	After restart
statserver	check-stuck-calls	no	Immediately upon notification
statserver	check-stuck-calls-duration	600	After restart
statserver	check-stuck-calls-frequency	600	After restart
statserver	check-vq-stuck-calls-frequency	600	After restart
statserver	config-reload-delay-if-primary	false	Immediately
statserver	consult-acw-mode	always	After restart
statserver	db-timeout	30	After restart
statserver	db-txn-max-retries	3	After restart
statserver	debug-level	Init	Immediately upon notification
statserver	DefaultAgentSPT	... (an ellipsis)	After restart
statserver	DefaultDNSPT	... (an ellipsis)	After restart
statserver	DefaultRPSPT	... (an ellipsis)	After restart
statserver	disconnect-from-lca-on-history-log-expired	false	After restart
statserver	do-backup-in-background	yes	After restart
statserver	enable-binding	no	Immediately upon notification
statserver	enable-java	false	After restart, or upon setting the value to true.
statserver	filters-allow-wildcards-in-values	no	After restart
statserver	generate-stat-validity-events	yes	After restart
statserver	generate-transfer-taken-on-ringing	yes	After restart
statserver	identity-in-login-table	off	After restart
statserver	ignore-disabled-objects-in-group-statistics	no	After restart
statserver	ignore-disabled-objects-in-queue-statistics	no	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
statserver	ignore-off-hook-on-position	no	After restart
statserver	interaction-agent-party-in-progress-on-tenant-max-number	2147483647	After restart
statserver	interaction-agent-party-in-progress-on-tenant-media-list	chat	After restart
statserver	interaction-wait-on-sa-max-number	2147483647	After restart
statserver	interaction-wait-on-sa-media-list	"chat"	After restart
statserver	interaction-wait-on-tenant-max-number	2147483647	After restart
statserver	interaction-wait-on-tenant-media-list	"chat"	After restart
statserver	ixn-id-in-status-table	off	Immediately upon notification
statserver	load-balance-aht	90	After restart (when defined within the Stat Server Application object)
statserver	local-time-in-status-table	off	Immediately upon notification
statserver	local-time-in-status-table	off	Immediately upon notification
statserver	login-table	off	Immediately upon notification
statserver	management-port	3031	After restart
statserver	max-client-connections	0	After restart
statserver	max-unsent-sql-statements	100000 (SQL statements)	After restart
statserver	mm-agent-logout-optimization	false	After restart
statserver	mm-media-list-lower-case	true	After restart
statserver	mm-skip-reason-changed-events	no (for backward compatibility)	After restart
statserver	multimedia-activity-in-status-table	yes	After restart
statserver	nec-position-extension-linked	no	After restart
statserver	old-stats-remove	yes	Immediately
statserver	old-stats-remove-	4320	After restart
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
	interval		
statserver	position-extension-linked	yes	After restart
statserver	qinfo-table	off	Immediately upon notification
statserver	queue-disable-dcid-for-missed-calls	no	After restart
statserver	queue-use-pseudo-actions	true	After restart
statserver	reconnect-timeout	10	After restart
statserver	reg-delay	0	After restart
statserver	reg-dns-chunk-delay	10	After restart
statserver	reg-dns-chunk-volume	1000	After restart
statserver	reg-error-delay	0	After restart
statserver	reg-error-max-count	0	After restart
statserver	rp-handle-queueing-events	no	After restart
statserver	send-timeout	300	After restart
statserver	show-attached-data	no	Immediately upon notification
statserver	show-queued-interactions	no	Immediately upon notification
statserver	stat-file-show-clients-list	false	Immediately
statserver	stat-file-show-options	false	Immediately
statserver	stat-file-timeout	10	Immediately
statserver	status-table	off	Immediately
statserver	status-table-update-end-time-at-end-only	no	After restart
statserver	subscribe-for-all-ixn-server-events	no	After restart
statserver	suppress-agent-status-updates-for-ixn-server	no	Immediately upon notification
statserver	suppress-user-data	undefined	Upon DN re-registration
statserver	time-format	%m/%d/%Y %H:%M:%S	After restart
statserver	use-server-id		Immediately
statserver	vag-statistics-active-agents-only	no	After restart
statserver	voice-reasons-table	no	Immediately upon notification
statserver	vq-clean-call-details-upon-party-changed	yes	After restart
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
statserver	vq-ignore-third-party-dn	yes	Upon DN re-registration
statserver	vq-treat-unknown-third-party-dn-as-agent-dn	yes	After restart
statserver	vq-use-alt-enter-time	no	After restart
statserver	warn-unsent-sql-statements	5000 (SQL statements)	After restart
statserver	warn-unsent-sql-statements	5000 (SQL statements)	After restart
statserver	xx-disconnect-clients-on-ixn-server-disconnect	no	After restart
Section	Option	Default	Changes Take Effect

Other Configuration Objects

Switch

The following options are configured on the Switch object.

Section	Option	Default	Changes Take Effect
statserver	position-extension-linked	Depends on the switch type (see description)	On Stat Server start
statserver	suppress-user-data	no	Upon DN re-registration
Section	Option	Default	Changes Take Effect

DN

The following options are configured on the DN object.

Section	Option	Default	Changes Take Effect
statserver	media-type	No default value	Immediately upon notification
statserver	use-alt-enter-time	no	Immediately upon notification
TServer	multimedia	no	Immediately upon notification
Section	Option	Default	Changes Take Effect