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# Genesys Interaction Recording

Genesys Configuration Options Current

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# Genesys Interaction Recording Options Reference

Welcome to the Options Reference for Genesys Interaction Recording.

## Important

This content is under development and might not be comprehensive or completely up to date. Refer to the Options Reference pages for configuring [Interaction Recording Web Services](#) and [Genesys Interaction Recording](#) (Recording Processor Script, Recording Crypto Server, Plug-in for GAX, Recording Muxer Script), in the [Genesys Interaction Recording Solution Guide](#), for additional information.

This document describes the configuration options for the following components of Genesys Interaction Recording:

- [Recording Crypto Server](#)
- [Recording Plug-in for GAX](#)

# recording\_crypto

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

- [general](#)
- [provision](#)
- [htcc](#)

## 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
general	<a href="#">archive.enable</a>	false	After restart
htcc	<a href="#">baseurl</a>	https://htcchost:8080/ cloud-web	After restart
htcc	<a href="#">domain</a>	htcc	After restart
htcc	<a href="#">password</a>	opspassword	After restart
htcc	<a href="#">user</a>	ops	After restart
provision	<a href="#">type</a>	rsc	After restart
Section	Option	Default	Changes Take Effect

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# provision Section

- **type**

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## type

**Default Value:** rcs

**Valid Values:**

**Changes Take Effect:** After restart

Identifies the application type has type Record Crypto Server.

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## htcc Section

- [baseurl](#)
- [password](#)
- [domain](#)
- [user](#)

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### baseurl

**Default Value:** <https://htcchost:8080/cloud-web>

**Valid Values:**

**Changes Take Effect:** After restart

Specifies the base URL for the Web Services connection. This parameter is dependent on the Web Services server protocol (http or https), port, and URL suffix..

### domain

**Default Value:** htcc

**Valid Values:**

**Changes Take Effect:** After restart

Specifies the domain of the Web Services contact center. This is the domain ID set for the contact center within Web Services.

### password

**Default Value:** opspassword

**Valid Values:**

**Changes Take Effect:** After restart

Specifies the password of the operations user for the Web Services connection.

## user

**Default Value:** ops

**Valid Values:**

**Changes Take Effect:** After restart

Specifies the name of the operations user for the Web Services connection.

## general Section

- [archive.enable](#)

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### archive.enable

**Default Value:** false

**Valid Values:**

**Changes Take Effect:** After restart

Enables the RCS application to perform archiving.



# GIR\_plugin

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

- `rcs`
- `recording`

## 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
	<a href="#">trusted_ca_rws</a>	true	After restart
rcs	<a href="#">htcc_base_url</a>	Empty	After restart
rcs	<a href="#">htcc_http_timeout</a>	20	After restart
rcs	<a href="#">htcc_keepalive_interval</a>	60	After restart
rcs	<a href="#">httpClient.cookiepolicy</a>	BEST_MATCH	After restart
rcs	<a href="#">rcs_keepalive_interval</a>	60	After restart
rcs	<a href="#">show_cert_with_upload_privacy</a>	false	After restart
rcs	<a href="#">trusted_ca_rws</a>	true	After restart
rcs	<a href="#">trusted_ca_rcs</a>	true	After restart
recording	<a href="#">rcsurl</a>	https://rcshost:8080	After restart
Section	Option	Default	Changes Take Effect

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## rccs Section

- `htcc_base_url`
- `htcc_http_timeout`
- `htcc_keepalive_interval`
- `httpclient.cookiepolicy`
- `rccs_keepalive_interval`
- `show_cert_with_upload_privilege`
- `trusted_ca_rccs`
- `trusted_ca_rws`

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### htcc\_base\_url

**Default Value:** Empty

**Valid Values:** Valid URL strings

**Changes Take Effect:** After restart

Specifies the HTCC Base URL.

### htcc\_http\_timeout

**Default Value:** 20

**Valid Values:** Integers > 0

**Changes Take Effect:** After restart

Specifies the HTTP timeout value (in seconds) for HTCC API.

### htcc\_keepalive\_interval

**Default Value:** 60

**Valid Values:** Integers > 0

**Changes Take Effect:** After restart

The interval in seconds the Plugin will be sending a request to HTCC API to keep the user session alive.

## httpclient.cookiepolicy

**Default Value:** BEST\_MATCH

**Valid Values:** rfc2109, rfc2965, BEST\_MATCH, BROWSER\_COMPATIBILITY, NETSCAPE, IGNORE\_COOKIES

**Changes Take Effect:** After restart

Allows a user to specify which cookie policy to use for HTCC to work around the load balancer settings.

## rcs\_keepalive\_interval

**Default Value:** 60

**Valid Values:** Integers > 0

**Changes Take Effect:** After restart

The interval in seconds the Plugin will be sending a request to RCS to keep the user session alive.

## show\_cert\_with\_upload\_privilege

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** After restart

Configures whether or not the GAX requires the RECORD\_KEY\_UPLOAD privilege to show the Screen Recording Certificates menu.

## trusted\_ca\_rcs

Extension:DynamicPageList (DPL), version 2.01 : Warning: No results.

## trusted\_ca\_rws

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** After restart

Configures whether or not the certificate will be validated when making a secure outbound

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connection to Interaction Recording Web Services (RWS).

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## recording Section

- `rcurl`

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### `rcurl`

**Default Value:** `https://rcshost:8080`

**Valid Values:** Any URL

**Changes Take Effect:** After restart

Specifies the URL to the Recording Crypto Server.

# Change History

Content under development