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Genesys Engage Digital (eServices)

settings Section

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hide-attached-data

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Specifies whether the log file hides (true) or shows (false) attached data of interactions submitted to Interaction Server.

ucs-reconnect-timeout

Default Value: 80000

Valid Values: Any integer greater than 0. Should be set higher than UCS's DAP time-out

Changes Take Effect: At start/restart

Specifies, in milliseconds, the timeout of E-mail Server's connection to UCS. Starting in release 8.1.400.00, if UCS has the timeout set to 0 for its DAP connection, this is interpreted as 60 seconds. Previously 0 was interpreted as an infinite timeout. The default value of 65 seconds for the connection from E-mail Server to UCS then ensures that E-mail Server works well with UCS out of the box; that is, without changing any default values.

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Important

To avoid inconsistency, E-mail Server, like every other client of UCS, should have the timeout of its connection to UCS set to a higher value than the timeout of UCS's connection to its Database Access Point (DAP). This allows UCS to consistently either perform long queries or abort them, in accord with the clients' requirements.

UCS-X

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Introduced: 8.5.200.02

Specifies whether the legacy UCS or UCS-X integration is used. When set to false, legacy ESP integration is used. When set to true, the advanced REST integration is used.