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Genesys Engage Digital (eServices)

E-mail Server

9/8/2025

E-mail Server

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

- [chat-client](#)
- [email-encoding](#)
- [email-processing](#)
- [endpoints:<tenant_dbid>](#)
- [endpoints:*tenant_dbid*](#)
- [iwe-processing](#)
- [log](#)
- [log-filter](#)
- [mime-customization](#)
- [outbound-collaboration-invite](#)
- [pop-client](#)
- [proxy](#)
- [secret-<secretName>](#)
- [secret-*secretName*](#)
- [services](#)
- [settings](#)
- [smtp-client](#)
- [ucs-x](#)
- [web-proxy](#)

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
chat-client	address		Immediately
chat-client	block-parent-userdata-with-prefix		Immediately
email-encoding	x-user-defined	us-ascii	At start/restart
email-processing	attachment-mngt	LEAVE	Immediately
email-processing	autobot-agent-login-name		Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
email-processing	autowar-detect-period	00:10:00	Immediately
email-processing	autowar-max-reply-count	5	Immediately
email-processing	autowar-scan-all-threads-of-contact	false	Immediately
email-processing	bcc-address		Immediately
email-processing	cc-userdata-limit	-1	At start/restart
email-processing	check-email-address	true	At start/restart
email-processing	contact-identification	IDENTIFY-AND-CREATE	Immediately
email-processing	default-domain		Immediately
email-processing	default-from-address		Immediately
email-processing	default-inbound-queue		Immediately
email-processing	enable-autowar-detect	false	At start/restart
email-processing	enable-extract-uuencoded-file	false	Immediately
email-processing	enable-firstname-lastname-auto-filling	true	Immediately
email-processing	enable-inbound-processor	true	Immediately
email-processing	enable-inbound-submitter	true	Immediately
email-processing	enable-mail-loops	false	Immediately
email-processing	enable-message-id-check	true	At the next POP cycle
email-processing	enable-outbound-submitter	true	Immediately
email-processing	enable-same-mail-from-mailboxes	false	At the next POP cycle
email-processing	enable-stop-initial-emailin-after-extreply	true	Immediately
email-processing	ext-resource-incoming-address		Immediately
email-processing	fieldcode-format-locale		Immediately
email-processing	inbound-msg-thread-pool-size	10	Immediately
email-processing	inbound-processor-high-watermark	50	At start/restart
email-processing	inbound-processor-low-watermark	10	At start/restart
email-processing	inbound-processor-period	00:00:30	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
email-processing	inbound-processor-thread-pool-size	5	At start/restart
email-processing	inbound-submitter-high-watermark	50	At start/restart
email-processing	inbound-submitter-low-watermark	10	At start/restart
email-processing	inbound-submitter-period	00:00:30	Immediately
email-processing	ixn-server-cnx-max-idle-time	00:05:00	At start/restart
email-processing	ndr-senders-list	mailer-daemon,postmaster,mmdf	Immediately
email-processing	outbound-msg-charset	utf-8	Immediately
email-processing	outbound-status-update-retry-count	1	Immediately
email-processing	outbound-submitter-high-watermark	50	At start/restart
email-processing	outbound-submitter-low-watermark	10	At start/restart
email-processing	outbound-submitter-period	00:00:30	Immediately
email-processing	quote-cc	Cc:	Immediately
email-processing	quote-from	From:	Immediately
email-processing	quote-prefix	>	Immediately
email-processing	quote-sent	Sent:	Immediately
email-processing	quote-separator	----- Original Message -----	Immediately
email-processing	quote-subject	Subject:	Immediately
email-processing	quote-to	To:	Immediately
email-processing	socket-timeout	00:02:00	Immediately
email-processing	subject-forward-prefix	Fwd:	Immediately
email-processing	subject-reply-prefix	Re:	Immediately
email-processing	subject-threading-substrings	re:,reply,out of office,out of the office	Immediately
endpoints:*tenant_dbid*	default	*queue name*	Immediately
endpoints:<tenant_dbid>	default	<queue name>	Immediately
iwe-processing	address		Immediate
iwe-processing	endpoint	default	Immediately
log	all	stdout	Immediately
log	buffering	false	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
log	debug	stdout	Immediately
log	messagefile	EmailServer.lms	At start/restart
log	standard	stdout	Immediately
log	trace	stdout	Immediately
log	verbose	standard	Immediately
log-filter	default-filter-type	copy	Immediately
log-filter	email-address-filter-type	copy	Immediately
mime-customization	enable-inbound	false	At the next pop cycle
mime-customization	enable-inbound-debug-log	false	At the next pop cycle
mime-customization	enable-outbound	false	Immediately
mime-customization	enable-outbound-debug-log	false	Immediately
mime-customization	inbound-class-name		At the next pop cycle
mime-customization	inbound-keep-received-mime	false	At the next pop cycle
mime-customization	outbound-class-name		Immediately
mime-customization	outbound-keep-sent-mime	false	Immediately
outbound-collaboration- invite	attach-parent-email	true	Immediately
outbound-collaboration- invite	attach-parent-email- masquerading-from- address		Immediately
outbound-collaboration- invite	quote-parent-email	false	Immediately
pop-client	address		Immediately
pop-client	allow-bad-msg-size	false	At the next pop cycle
pop-client	client-id		At the next pop cycle
pop-client	connect-timeout	00:05:00	At the next pop cycle
pop-client	copy-message-to- recipients	false	At the next pop cycle
pop-client	copy-message-with- header	X-Genesys-To	At the next pop cycle
pop-client	cycle-time	00:00:30	At the next pop cycle
pop-client	delete-bad-formatted- msg	false	At the next pop cycle
pop-client	delete-big-msg	false	At the next pop cycle
pop-client	directory-id		At the next pop cycle
pop-client	enable-big-msg-	true	At the next pop cycle
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	stripping		
pop-client	enable-client	true	At the next pop cycle
pop-client	enable-debug	false	At the next pop cycle
pop-client	endpoint	default	At the next pop cycle
pop-client	exchange-version	Exchange2010	At the next pop cycle
pop-client	failed-items-folder-name	failedItems	At the next pop cycle
pop-client	folder-path	INBOX	At the next pop cycle
pop-client	folder-separator	/	At the next pop cycle
pop-client	grant-type		At the next pop cycle
pop-client	inbound-msg-copy-limit	10	At the next pop cycle
pop-client	leave-msg-on-server	false	At the next POP cycle
pop-client	mail.javamail-property	No default value	At the next POP cycle
pop-client	mailbox		At the next pop cycle
pop-client	maximum-msg-number	100	At the next POP cycle
pop-client	maximum-msg-size	5	At the next pop cycle
pop-client	move-failed-ews-item	true	At the next pop cycle
pop-client	password	No default value	At the next POP cycle
pop-client	pop-connection-security	none	At restart
pop-client	port	110	At the next pop cycle
pop-client	processed-items-folder-name	empty string	At the next POP cycle
pop-client	protocol-timeout	00:05:00	At the next pop cycle
pop-client	scope	https://outlook.office.com/.default	At the next pop cycle
pop-client	secret	smtp	At the next pop cycle
pop-client	server		At the next pop cycle
pop-client	service-account	No default value	At the next POP cycle
pop-client	service-mailbox-delimiter		At the next POP cycle
pop-client	service-plus-mailbox-connect	true	At the next POP cycle
pop-client	tenant-authority	https://login.microsoftonline.com/	At the next pop cycle
pop-client	type	POP3	At the next pop cycle
proxy	host		At start/restart
proxy	password		At start/restart
proxy	port	0	At start/restart
proxy	socksVersion	5	At start/restart
proxy	useProxy	false	At start/restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
proxy	user		At start/restart
secret-*secretName*	password	false	At the next POP cycle for pop-client;At start/restart for smpt-client
secret-<secretName>	password	No default value	At the next POP cycle for a POP client (pop-client) or at start/restart for an SMTP client (smtp-client)
services	third-party-max-queueing-time	15000	At start/restart
services	third-party-pool-size	50	At start/restart
settings	hide-attached-data	true	At start/restart
settings	ucs-reconnect-timeout	80000	At start/restart
settings	ucs-x	false	At start/restart
smtp-client	allow-delegate	false	At start/restart
smtp-client	client-id		At start/restart
smtp-client	cnx-check-idle-time	00:00:30	At start/restart
smtp-client	cnx-max-idle-time	00:05:00	At start/restart
smtp-client	cnx-pool-size	10	At start/restart
smtp-client	connect-timeout	00:05:00	Immediately
smtp-client	directory-id		At start/restart
smtp-client	enable-authentication	false	Immediately
smtp-client	enable-debug	false	Immediately
smtp-client	exchange-version	Exchange2010	At the next pop cycle
smtp-client	grant-type		At start/restart
smtp-client	password	No default value	At start/restart
smtp-client	port	25	Immediately
smtp-client	protocol-timeout	00:05:00	Immediately
smtp-client	scope	https://outlook.office.com/.default	At start/restart
smtp-client	secret	smtp	At start/restart
smtp-client	server		Immediately
smtp-client	server-type	SMTP	At the next cycle
smtp-client	smtp-connection-security	none	At restart
smtp-client	tenant-authority	https://login.microsoftonline.com/	At start/restart
smtp-client	token-expiry-margin-time	00:00:10	Immediately
smtp-client	user		Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
ucs-x	ccid		At start/restart
ucs-x	gws-auth-client-id		At start/restart
ucs-x	gws-auth-path	/auth/v3/oauth/token	At start/restart
ucs-x	gws-auth-url		At start/restart
ucs-x	gws-grant-type	client_credentials	At start/restart
ucs-x	password		At start/restart
ucs-x	ucs-x-path	/ucs/v3/rest/request/	At start/restart
ucs-x	ucs-x-url		At start/restart
web-proxy	host		At start/restart
web-proxy	password		At start/restart
web-proxy	port	0	At start/restart
web-proxy	usageType	both	At start/restart
web-proxy	useProxy	false	At start/restart
web-proxy	user		At start/restart
Section	Option	Default	Changes Take Effect
