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Genesys Engage Digital (eServices)

UCS DAP

12/13/2025

UCS DAP

These options are configured on the main UCS DAP.

JDBC Info Tab

Tip

If the JDBC Info tab does not appear in the DAP object, select the JDBC Connection check box on the General tab.

- **Debug**

Debug

Default Value: false

Valid Values: true, false

Changes Take Effect:

Enables (true) or disables (false) the debug mode on the JDBC driver. If set to true, the driver's debug information will be written to the console window. The JDBC driver uses its own code to output debug information, so UCS cannot redirect it to a log file. Debug information is written to the console window only.

Options Tab (settings section)

These options are configured in the **settings** section on the **Options** tab. The section can have any

name.

- connection-failed-retry
- db-schema-name
- inactive-scroll-timeout
- inactive-txn-timeout
- instance
- interpret-prepared-statements
- login-timeout
- long-query-timeout
- max-connections
- max-idle-time
- service
- time-format

connection-failed-retry

Default Value: 2

Valid Values: Any integer greater than or equal to 0

Changes Take Effect: After restart

Specifies the number of attempts to get a database connection when the connection is refused by the server hosting the database. This option applies only to MSSQL databases

db-schema-name

Default Value: No default value

Valid Values: Any character string

Changes Take Effect: After restart

This option stores the name of the owner that created (is the owner of) the UCS database schema. This option is only used when UCS connects to an Oracle database using an account that is not the owner of the database schema.

inactive-scroll-timeout

Default Value: 600

Valid Values: Any positive integer

Changes Take Effect: After restart

Specifies the maximum time in seconds that UCS keeps scroll results to this database before closing to release system resources. If set to 0 or less, the default value is used.

inactive-txn-timeout

Default Value: 3600

Valid Values: Any positive integer

Changes Take Effect: After restart

Specifies the maximum time in seconds that UCS keeps inactive transactions to this database before closing to release system resources. If set to 0 or less, the default value is used.

instance

Default Value: No default value

Valid Values: Any valid MSSQL instance name

Changes Take Effect: After restart

Specifies the name of the MSSQL (Microsoft SQL) instance that UCS looks to for the database. This database is the one entered in the Database Name field on the DB Info tab of the UCS DAP configuration objects. If the option does not exist, UCS looks for that database on the default MSSQL instance.

interpret-prepared-statements

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Enables or disables the interpretation of prepared SQL statement parameters in log messages. When disabled (false), statement parameters appear with question marks in the requests. When enabled (true), the real values of statement parameters appear in the requests.

login-timeout

Default Value: 10

Valid Values: Any integer greater than or equal to 0

Changes Take Effect: After restart

Specifies the maximum time, in seconds, that Universal Contact Server will wait to get a new connection from the database or a used connection from the pool. A value of 0 means there is no timeout.

long-query-timeout

Default Value: 7200

Valid Values: Any integer greater than or equal to 0
Changes Take Effect: After restart

Specifies, in seconds, the query timeout used for long running SQL requests such as archiving/purging-related queries.

max-connections

Default Value: 40
Valid Values: Any integer from 0-5000
Changes Take Effect: After restart

Specifies the maximum number of connections that Universal Contact Server can open simultaneously to this database. With a value of 0 or less, the default value (40) will be used.

max-idle-time

Default Value: 310
Valid Values: Any integer from 0-3600
Changes Take Effect: After restart

Specifies the maximum time, in seconds, that Universal Contact Server retains idle connections to this database before it closes the connection and releases system resources. With a value of 0, there is no time limit for idle connections; once connections are opened they remain open. This option only applies to MSSQL and Oracle databases.

service

Default Value: No default value
Valid Values: Any valid service name
Changes Take Effect: After restart

Specifies the network service name of a database; see the `service_names` parameter in the `init.ora` (or `init<dbName>.ora`) file. If the service name is specified, the service name replaces the database name. This option applies only to Oracle databases.

time-format

Default Value: ISO8601

Valid Values:

- *time* - The time string is formatted according to the HH:MM:SS.sss (hours, minutes, seconds, and

milliseconds) format.

- *locale* - The time string is formatted according to the system's locale.
- *ISO8601* - The date in the time string is formatted according to the ISO 8601 format. Fractions of seconds are given in milliseconds.

Changes Take Effect: Immediately

Specifies how log files represent the time when an application generates log records.