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## Genesys Engage Digital (eServices)

UCS DAP

5/3/2025

## 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

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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

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**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.