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Genesys Engage Digital (eServices)

Genesys Configuration Options Current

10/31/2023

Table of Contents

eServices Options Reference	7
Apple Business Chat Plugin For Workspace Desktop Edition	9
interaction-workspace Section	12
Genesys Driver for use with Apple Business Chat via Hub	20
channel-abc-hub Section	22
operational-notifications Section	27
BotGatewayServer	28
channel-chatbot Section	30
channel-chatbot-monitor-tls Section	35
channel-chatbot-monitor-addp Section	38
Chat Server	40
client-file-transfer	45
endpoints:*tenant_dbid*	48
esp-settings	49
health-service	50
inactivity-control	52
log-filter-data	55
log-filter	57
log	58
settings	63
transcript-cleanup	82
Chat Server: Resource Access Point for Cassandra	86
settings Section	88
cassandra	89
encryption	93
Classification Server and Training Server	95
cengine	97
license	99
log	100
log-extended	105
log-filter	106
log-filter-data	107
settings	108
Content Analyzer Plug-in for GAX	110
gax-content-analyzer Section	111

Digital Messaging Server	112
log-extended Section	115
log Section	116
channel-any_name Section	121
settings Section	125
endpoints-tenant_dbid Section	129
channel-any_name-monitor-any_name Section	130
log-filter Section	131
log-filter-data Section	132
eServices Manager Plug-in for GAX	133
gax-km Section	134
km Section	135
Restricted Options	137
E-mail Server	138
chat-client Section	145
email-encoding Section	146
email-processing Section	147
endpoints:<tenant_dbid> Section	161
iwe-processing Section	162
log-filter Section	163
log Section	164
mime-customization Section	168
outbound-collaboration-invite Section	171
pop-client Section	173
proxy Section	185
secret-<secretName> Section	187
services Section	188
settings Section	189
smtp-client Section	191
ucs-x Section	198
web-proxy Section	200
Genesys Cloud API Driver for Facebook	202
channel-facebook-*any-name* Section	204
Genesys Cloud API Driver for Twitter	211
channel-twitter-*any-name* Section	213
Genesys Driver for SMS and MMS	220
settings #To be merged with the settings section of DMS# Section	223

channel-any_name_for_mms_mm7 Section	224
channel-any_name_for_sms Section	226
Genesys Driver for use with Genesys Hub	239
channel-ghub Section	241
Genesys Hub Plug-in for use with Workspace Desktop Edition	248
applebcsession-channel Section	254
applebcsession-appname Section	255
interaction-workspace Section	256
whatsappsession-channel Section	279
whatsappsession-appname Section	280
Interaction Server	281
settings	299
log	316
log-control	321
log-filter	323
reporting-extensions	324
agent-reservation	325
license	326
udata-filters	328
health-service	330
java-config	332
jvm-options	333
cluster-settings	334
Interaction Server DAP	335
Event Logger DAP	337
MSMQ-MQSeries Event Logger DAP	344
JMS Event Logger DAP	347
Database Capture Point	348
File Capture Point	362
JMS Capture Point	374
Kafka Capture Point	387
Web Service Capture Point	405
Universal Routing Server (URS)	413
workbin Script	415
Strategy Object	416
Interaction Server Cluster	417
cluster-settings Section	418

Interaction Server Proxy	419
log-filter	421
log-control	422
log	424
settings	429
Interaction Server Proxy Cluster	432
cluster-settings Section	433
Knowledge Manager	434
security Section	435
training Section	436
general Section	437
Privacy Manager Plug-in for GAX	439
gax-privacy-manager Section	440
privacy-manager-plugin	441
Social Messaging Server	442
SMS Server	443
channel-any_name_for_mms_mm7 Section	447
channel-any_name_for_sms Section	449
endpoints:tenant_dbid Section	461
log Section	462
log-filter Section	467
log-filter-data Section	468
settings Section	469
Social Media Plug-in for use with Workspace Desktop Edition	472
interaction-workspace Section	480
Universal Contact Server	514
log	519
log-filter	524
ports	525
settings	526
index	535
index.contact	536
index.srl	538
index.interaction	540
cvview	542
business-attributes	544
authentication	545

scheduled-job-XX	547
http.tls.keystore	549
http.tls.key	550
esp.tls.keystore	551
esp.tls.key	552
UCS DAP	553
Universal Contact Server Proxy	558
log Section	559
Genesys Driver for use with WeChat	562
channel-*any name*	564
WeChat Plug-in for Workspace Desktop Edition	567
interaction-workspace Section	570

eServices Options Reference

Welcome to the Options Reference for eServices. This document describes the configuration options for the following components of eServices:

- [Apple Business Chat Plugin for Workspace Desktop Edition](#)
- [Genesys Driver for use with Apple Business Chat via Hub](#)
- [BotGatewayServer](#)
- [Chat Server](#)
- [Chat Server: Resource Access Point for Cassandra](#)
- [Classification Server](#)
- [Content Analyzer Plug-in for GAX](#)
- [Digital Messaging Server](#)
- [E-mail Server](#)
- [eServices Manager Plug-in for GAX](#)
- [Genesys Cloud API Driver for Facebook](#)
- [Genesys Cloud API Driver for Twitter](#)
- [Genesys Driver for SMS and MMS](#)
- [Genesys Driver for use with Genesys Hub](#)
- [Genesys Hub Plug-in for use with Workspace Desktop Edition](#)
- [Interaction Server](#)
- [Interaction Server Cluster](#)
- [Interaction Server Proxy](#)
- [Interaction Server Proxy Cluster](#)
- [Knowledge Manager](#)
- [Privacy Manager](#)
- [SMS Server](#)
- [Social Media Plug-in for use with Workspace Desktop Edition](#)
- [Training Server](#)
- [Universal Contact Server](#)
- [Universal Contact Server Proxy](#)
- [Genesys Driver for use with WeChat](#)
- [WeChat Plug-in](#)

Chapters on the eServices components that are not listed above are under development; refer to the [eServices 8.5 Reference Manual](#) for those components.

Important

Descriptions of configuration options provided in this *Options Reference* are definitive. Refer to the [eServices 8.5 Reference Manual](#) only for those eServices components that are not yet covered in the *Options Reference*.

Apple Business Chat Plugin For Workspace Desktop Edition

Important

Apple Business Chat Plug-in for Workspace Desktop Edition is no longer a separate component. All its functionality is now available in Genesys Hub Plug-in for Workspace Desktop Edition. Genesys Hub Plug-in for Workspace Desktop Edition configuration option names and their values for `whatsappsession` and `applebcsession` have been changed. WhatsApp and Apple Business Chat tasks and privileges are now present in the Genesys Hub Plug-in for Workspace Desktop Edition XML template. Genesys recommends re-importing the XML template and reconfiguring options and role privileges to address these changes. See [eServices Configuration Options Reference](#) for more details.

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

- [interaction-workspace](#)

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
interaction-workspace	applebcsession.attachment-filter	*.*	Immediately
interaction-workspace	applebcsession.attachment-max-size	10240	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	applebcsession.auto-answer	false	At the next interaction
interaction-workspace	applebcsession.background-color-agent	#FFF3F7FB	Immediately
interaction-workspace	applebcsession.background-color-agent.high-contrast	#FF007E72	Immediately
interaction-workspace	applebcsession.background-color-client	#FFDBE5F4	Immediately
interaction-workspace	applebcsession.background-color-client.high-contrast	#FF021A87	Immediately
interaction-workspace	applebcsession.background-color-error	#FFFF6347	Immediately
interaction-workspace	applebcsession.background-color-error.high-contrast	#FFFF0000	Immediately
interaction-workspace	applebcsession.background-color-external	#FFF5F5F5	Immediately
interaction-workspace	applebcsession.background-color-external.high-contrast	#FF00766B	Immediately
interaction-workspace	applebcsession.background-color-notification	#FFFCC	Immediately
interaction-workspace	applebcsession.background-color-notification.high-contrast	#333300	Immediately
interaction-workspace	applebcsession.background-color-sessioninfo	#FFD3D3D3	Immediately
interaction-workspace	applebcsession.background-color-sessioninfo.high-contrast	#FF000000	Immediately
interaction-workspace	applebcsession.emojis-business-attribute		At the next interaction
interaction-workspace	applebcsession.font-size-text	15	Immediately
interaction-workspace	applebcsession.generic-thumbnail-height	50	Immediately
interaction-workspace	applebcsession.generic-thumbnail-width	50	Immediately
interaction-workspace	applebcsession.get-transcript-interactions	true	At the next interaction
interaction-workspace	applebcsession.image-thumbnail-height	100	Immediately
interaction-workspace	applebcsession.image-thumbnail-width	200	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	applebcsession.max-text-message-size	5000	At the next interaction
interaction-workspace	applebcsession.on-hold-queue		At next interaction attempt to put chat in queue.
interaction-workspace	applebcsession.pending-response-to-customer	30,50	At the next interaction.
interaction-workspace	applebcsession.reconnect-attempts	5	Immediately
interaction-workspace	applebcsession.reconnect-timeout	10	Immediately
interaction-workspace	applebcsession.show-system-messages-in-history	false	At the next interaction
interaction-workspace	applebcsession.toast-information-key	Subject	Immediately
interaction-workspace	applebcsession.transcript-interactions-count	20	At the next interaction
interaction-workspace	applebcsession.typing-timeout	10	Immediately
interaction-workspace	applebcsession.url-regex	(?i)(http https ftp)\:\V[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(:[a-zA-Z0-9\-\.\.\? \!/\ +&%\\$#\! =~\)\{1,*\}*\[^\u2026\<'"'\.\.\)\(\[s]	Immediately
Section	Option	Default	Changes Take Effect

interaction-workspace Section

- `applebcsession.attachment-filter`
- `applebcsession.attachment-max-size`
- `applebcsession.auto-answer`
- `applebcsession.background-color-agent`
- `applebcsession.background-color-agent.high-contrast`
- `applebcsession.background-color-client`
- `applebcsession.background-color-client.high-contrast`
- `applebcsession.background-color-error`
- `applebcsession.background-color-error.high-contrast`
- `applebcsession.background-color-external`
- `applebcsession.background-color-external.high-contrast`
- `applebcsession.background-color-notification`
- `applebcsession.background-color-notification.high-contrast`
- `applebcsession.background-color-sessioninfo`
- `applebcsession.background-color-sessioninfo.high-contrast`
- `applebcsession.emojis-business-attribute`
- `applebcsession.font-size-text`
- `applebcsession.generic-thumbnail-height`
- `applebcsession.generic-thumbnail-width`
- `applebcsession.get-transcript-interactions`
- `applebcsession.image-thumbnail-height`
- `applebcsession.image-thumbnail-width`
- `applebcsession.max-text-message-size`
- `applebcsession.on-hold-queue`
- `applebcsession.pending-response-to-customer`
- `applebcsession.reconnect-attempts`
- `applebcsession.reconnect-timeout`
- `applebcsession.show-system-messages-in-history`
- `applebcsession.toast-information-key`
- `applebcsession.transcript-interactions-count`
- `applebcsession.typing-timeout`
- `applebcsession.url-regex`

applebcsession.attachment-filter

Default Value: *.*

Valid Values: One or more of *.jpg;*.mp4;*.mov;*.amr;*.jpeg;*.bmp;*.png;*.gif;*.mp3;

Changes Take Effect: Immediately

List, separated by semicolon, of media file types that are permitted for attachments

applebcsession.attachment-max-size

Default Value: 10240

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: Immediately

Maximum attachment file size, in KB

applebcsession.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether Apple Business Chat interactions are (true) or are not (false) answered automatically.

applebcsession.background-color-agent

Default Value: #FFF3F7FB

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for agent messages

applebcsession.background-color-agent.high-contrast

Default Value: #FF007E72

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for agent messages for HighContrast theme

applebcsession.background-color-client

Default Value: #FFDBE5F4

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for client messages

applebcsession.background-color-client.high-contrast

Default Value: #FF021A87

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for client messages for HighContrast theme

applebcsession.background-color-error

Default Value: #FFFF6347

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for error messages

applebcsession.background-color-error.high-contrast

Default Value: #FFFF0000

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for error messages for HighContrast theme

applebcsession.background-color-external

Default Value: #FFF5F5F5

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for external messages

applebcsession.background-color-external.high-contrast

Default Value: #FF00766B

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for external messages for HighContrast theme

applebcsession.background-color-notification

Default Value: #FFFFCC

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for notification messages

applebcsession.background-color-notification.high-contrast

Default Value: #333300

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for notification messages for HighContrast theme

applebcsession.background-color-sessioninfo

Default Value: #FFD3D3D3

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for session info messages

applebcsession.background-color-sessioninfo.high-contrast

Default Value: #FF000000

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for session info messages for HighContrast theme

applebcsession.emojis-business-attribute

Default Value:

Valid Values: Any valid business attribute name.

Changes Take Effect: At the next interaction

Valid Name of Business Attribute containing emojis.

applebcsession.font-size-text

Default Value: 15

Valid Values: Any integer from 10 to 50

Changes Take Effect: Immediately

Font size for message text in transcript

applebcsession.generic-thumbnail-height

Default Value: 50

Valid Values: Any integer from 1 to 1080

Changes Take Effect: Immediately

Thumbnail height, in pixels, for all binary attachments other than images

applebcsession.generic-thumbnail-width

Default Value: 50

Valid Values: Any integer from 1 to 1920

Changes Take Effect: Immediately

Thumbnail width, in pixels, for all binary attachments other than images

applebcsession.get-transcript-interactions

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction

Specifies whether the main interaction window does (true) or does not (false) show transcripts of past interactions with the contact

applebcsession.image-thumbnail-height

Default Value: 100

Valid Values: Any integer from 1 to 1080

Changes Take Effect: Immediately

Thumbnail height, in pixels, for all image attachments

applebcsession.image-thumbnail-width

Default Value: 200

Valid Values: Any integer from 1 to 1920

Changes Take Effect: Immediately

Thumbnail width, in pixels, for all image attachments

applebcsession.max-text-message-size

Default Value: 5000

Valid Values: Any integer from 1 to 2147483647.

Changes Take Effect: At the next interaction

Specifies the maximum size of the message in bytes.

applebcsession.on-hold-queue

Default Value:

Valid Values: Any valid Script name of type 'Interaction Queue'.

Changes Take Effect: At next interaction attempt to put chat in queue.

Specifies the Interaction Queue where the chat interaction is placed when the agent hits the 'place chat on hold' button.

applebcsession.pending-response-to-customer

Default Value: 30,50

Valid Values: A comma-separated list value: warning time, maximum time

Changes Take Effect: At the next interaction.

Defines two alarm thresholds, in seconds, that warn agents that they have a pending response to a chat from a customer. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time.

applebcsession.reconnect-attempts

Default Value: 5

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the number of attempts to reconnect to the chat session to make in the case of a connection loss.

applebcsession.reconnect-timeout

Default Value: 10

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the duration, in seconds, between each attempt to reconnect to the chat session in the case of connection loss.

applebcsession.show-system-messages-in-history

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether system messages (such as joined/left session, error messages, and so on) are (true) or are not (false) shown when displaying previous chat sessions.

applebcsession.toast-information-key

Default Value: Subject

Valid Values: Any valid attached data key name.

Changes Take Effect: Immediately

Specifies whether the Information area is displayed in the Apple Business Chat interaction notification. The option specifies the name of the attached data key that contains the information. This option can be overridden by a routing strategy, as described in the Workspace Desktop Edition Deployment Guide.

applebcsession.transcript-interactions-count

Default Value: 20

Valid Values: Any integer from 1 to 1000

Changes Take Effect: At the next interaction

The number of previous chat sessions that are shown when the Agent clicks "See older messages...".

applebcsession.typing-timeout

Default Value: 10

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the duration, in seconds, for Agent typing notifications.

applebcsession.url-regex

Default Value: `(?i)(http|https|ftp)\:VV[a-zA-Z0-9\-\.] +\.[a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?V?([a-zA-Z0-9\-\._\?|\!/\|\\+&%\$#!\=\~\)\(\[*])*\^[^\u2026\<|'"\".\\.|\s]`

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Genesys Driver for use with Apple Business Chat via Hub

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

- [channel-abc-hub](#)
- [operational-notifications](#)

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
channel-abc-hub	driver-classname	com.genesyslab.mcr.smsenrichment.abc.HubDriver	After restart
channel-abc-hub	inbound-route		After restart
channel-abc-hub	inbound-route-by-call	An empty string	After restart
channel-abc-hub	media-type-chat-by-call	applebcsession	After restart
channel-abc-hub	password		After restart
channel-abc-hub	session-asyncmode	false	After restart
channel-abc-hub	ucs-in-use	true	After restart
channel-abc-hub	x-hub-apikey		After restart
channel-abc-hub	x-hub-baseurl		After restart
channel-abc-hub	x-hub-channelid		After restart
channel-abc-hub	x-hub-pull-reserve-time	10	After restart
channel-abc-hub	x-hub-pull-size	1000	After restart
channel-abc-hub	x-hub-pull-timeout	1000	After restart
channel-abc-hub	x-hub-userid		After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
channel-abc-hub	x-media-subtype-chat		After restart
channel-abc-hub	x-media-type-chat	applebcsession	After restart
operational-notifications	msg-not-delivered	Your message could not be transmitted. Please try again later or call our hotline. We apologize for the inconvenience.	After restart
Section	Option	Default	Changes Take Effect

channel-abc-hub Section

- driver-classname
- inbound-route
- inbound-route-by-call
- media-type-chat-by-call
- password
- session-asyncmode
- ucs-in-use
- x-hub-apikey
- x-hub-baseurl
- x-hub-channelid
- x-hub-pull-reserve-time
- x-hub-pull-size
- x-hub-pull-timeout
- x-hub-userid
- x-media-subtype-chat
- x-media-type-chat

driver-classname

Default Value: com.genesyslab.mcr.smsserver.channel.abc.HubDriver

Valid Values: com.genesyslab.mcr.smsserver.channel.abc.HubDriver

Changes Take Effect: After restart

Specifies the class name of the media driver for a specific media service.

inbound-route

Default Value:

Valid Values: Comma-separated list of endpoints

Changes Take Effect: After restart

Specifies the endpoints for inbound messages arriving from the media channel.

For example:

101:abc_endpoint -- endpoint for 'regular' interactions, which are processed in 'paging' mode

101:abc_endpoint, 101:chat_endpoint -- same as previous, plus additional end point that Chat Server uses to place interactions in 'chat session' mode

inbound-route-by-call

Default Value: An empty string

Valid Values: A valid endpoint

Changes Take Effect: After restart

Introduced: 9.1.000.03

Specifies the endpoint for outbound chat sessions created by `invite-to-chat` requests. This endpoint must exist in the Chat Server configuration. Chat Server will use this endpoint to place interactions to an interaction queue. If the option is not configured or empty, the channel does not support `invite-to-chat` requests.

For example: **`inbound-route-by-call`** = `101:chat_endpoint`, where `101:chat_endpoint` is the endpoint from the Chat Server configuration.

media-type-chat-by-call

Default Value: `applebcsession`

Valid Values: Any valid string

Changes Take Effect: After restart

Introduced: 9.1.000.03

Specifies the media type assigned to interactions that are submitted to Interaction Server by Chat Server created by `invite-to-chat` requests (outbound chat sessions).

password

Default Value:

Valid Values: Any valid string

Changes Take Effect: After restart

Specifies the administrator user's password to access the Genesys Social Analytics cloud platform. Contact Genesys Customer Care to obtain the value of this option. This field should be set up once and not changed without first communicating with Genesys team. **CRITICAL:** Changing this field without taking care will stop the connection between your Social Engagement system and Apple Messages for Business, and may cause a loss of data.

session-asyncmode

Default Value: `false`

Valid Values: `true/false`

Changes Take Effect: After restart

Enables support of asyn chat mode in Chat Server. If `session-asyncmode` is set to `true`, then chat sessions' closing by DMS' timeout is disabled.

ucs-in-use

Default Value: `true`

Valid Values: `true`

Changes Take Effect: After restart

Allows the use of Universal Contact Server to save data. The option should be set to 'true'.

x-hub-apikey

Default Value:

Valid Values: Any valid string

Changes Take Effect: After restart

Specifies an access key that is used by the driver to access Genesys Social Analytics cloud API. Contact Genesys Customer Care to obtain the value of this option. This field should be set up once and not changed without first communicating with Genesys team. **CRITICAL:** Changing this field without taking care will stop the connection between your Social Engagement system and Apple Messages for Business, and may cause a loss of data.

x-hub-baseurl

Default Value:

Valid Values: Any valid string

Changes Take Effect: After restart

Specifies the Genesys Social Analytics cloud platform URL. Contact Genesys Customer Care to obtain the value of this option. This field should be set up once and not changed without first communicating with Genesys team. **CRITICAL:** Changing this field without taking care will stop the connection between your Social Engagement system and Apple Messages for Business, and may cause a loss of data.

x-hub-channelid

Default Value:

Valid Values: Any valid string

Changes Take Effect: After restart

Specifies a channel ID in Genesys Social Analytics cloud platform. Contact Genesys Customer Care to obtain the value of this option. This field should be set up once and not changed without first communicating with Genesys team. **CRITICAL:** Changing this field without taking care will stop the connection between your Social Engagement system and Apple Messages for Business, and may cause a loss of data.

x-hub-pull-reserve-time

Default Value: 10

Valid Values: 1-300

Changes Take Effect: After restart

Introduced: 9.1.000.03

Specifies how long, in seconds, fetched messages are reserved by Genesys Hub.

x-hub-pull-size

Default Value: 1000

Valid Values: min option value 1, max option value is 9999

Changes Take Effect: After restart

Specifies how many messages per request are pulled

x-hub-pull-timeout

Default Value: 1000

Valid Values: Any positive integer

Changes Take Effect: After restart

Specifies a delay (in milliseconds) between requests for messages from the Hub

x-hub-userid

Default Value:

Valid Values: Any valid string

Changes Take Effect: After restart

Specifies a user's email address associated with a channel in Genesys Social Analytics cloud platform. Contact Genesys Customer Care to obtain the value of this option. This field should be set up once and not changed without first communicating with Genesys team. **CRITICAL:** Changing this field without taking care will stop the connection between your Social Engagement system and Apple Messages for Business, and may cause a loss of data.

x-media-subtype-chat

Default Value:

Valid Values: applebc

Changes Take Effect: After restart

Specifies the media subtype that is assigned to interactions that are submitted to Interaction Server by Chat Server based on incoming messages.

x-media-type-chat

Default Value: applebcsession

Valid Values: applebcsession

Changes Take Effect: After restart

Specifies the media type that is assigned to interactions that are submitted to Interaction Server by Chat Server based on incoming messages.

operational-notifications Section

- `msg-not-delivered`

msg-not-delivered

Default Value: Your message could not be transmitted.\nPlease try again later or call our hotline.\nWe apologize for the inconvenience.

Valid Values: Any string

Changes Take Effect: After restart

Introduced: 9.1.000.03

Enables users to customize the auto-reply message in case of Genesys Hub outage.

BotGatewayServer

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

- [channel-chatbot](#)
- [channel-chatbot-monitor-tls](#)
- [channel-chatbot-monitor-addp](#)

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
channel-chatbot	driver-classname	com.genesyslab.chat.bots.driver.ChannelChatbotDriver	After restart
channel-chatbot	file-upload-max-size	2097152	Immediately
channel-chatbot	file-upload-types	jpg:tif:gif:bmp:png:xls:xlsx:doc:docx:pdf:csv:htm:txt	Immediately
channel-chatbot	ha-bot-recovery-batch	200	Immediately
channel-chatbot	ha-bot-recovery-enabled	false	After restart
channel-chatbot	ha-bot-start-unrestricted	false	Immediately
channel-chatbot	ha-chat-reconnecting-attempts	15	Immediately for new connections
channel-chatbot	ha-chat-reconnecting-delay	10	Immediately for new connections
channel-chatbot	hide-attached-data	true	Immediately
channel-chatbot	holdup-attribute-name	ScheduledAt	Immediately for new connections
channel-chatbot	holdup-reset-seconds	30	Immediately for new connections
channel-chatbot	holdup-timeout-seconds	300	Immediately for new connections
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
channel-chatbot	kafka-batch-size	100	Immediately
channel-chatbot	kafka-buffer-memory	33554432	Immediately
channel-chatbot	kafka-cluster-brokers		Immediately
channel-chatbot	kafka-topic-name	chat-bots-reporting	Immediately
channel-chatbot	kafka-zookeeper-nodes		Immediately
channel-chatbot	message-log-print-size	0	Immediately
channel-chatbot	tenant-dbid	valid value must be provided	After restart
channel-chatbot	ucs-in-use	true	After restart
channel-chatbot-monitor-addp	enabled	false	Immediately for new connections
channel-chatbot-monitor-addp	local-timeout	7	Immediately for new connections
channel-chatbot-monitor-addp	remote-timeout	11	Immediately for new connections
channel-chatbot-monitor-addp	trace-mode	off	Immediately for new connections
channel-chatbot-monitor-tls	cipher-list		Immediately for new connections
channel-chatbot-monitor-tls	crl		Immediately for new connections
channel-chatbot-monitor-tls	password		Immediately for new connections
channel-chatbot-monitor-tls	provider	ANY	Immediately for new connections
channel-chatbot-monitor-tls	sec-protocol	TLSv12	Immediately for new connections
channel-chatbot-monitor-tls	tls-target-name-check	no	Immediately for new connections
channel-chatbot-monitor-tls	trusted-ca		Immediately for new connections
Section	Option	Default	Changes Take Effect

channel-chatbot Section

- driver-classname
- file-upload-max-size
- file-upload-types
- ha-bot-recovery-batch
- ha-bot-recovery-enabled
- ha-bot-start-unrestricted
- ha-chat-reconnecting-attempts
- ha-chat-reconnecting-delay
- hide-attached-data
- holdup-attribute-name
- holdup-reset-seconds
- holdup-timeout-seconds
- kafka-batch-size
- kafka-buffer-memory
- kafka-cluster-brokers
- kafka-topic-name
- kafka-zookeeper-nodes
- message-log-print-size
- tenant-dbid
- ucs-in-use

driver-classname

Default Value: com.genesyslab.chat.bots.cbpdriver.ChatbotDriver

Valid Values: Any string

Changes Take Effect: After restart

Defines the driver class name for DMS. For Bot Gateway Server this must always be "com.genesyslab.chat.bots.cbpdriver.ChatbotDriver".

file-upload-max-size

Default Value: 2097152

Valid Values: Any integer from 0-1073741823

Changes Take Effect: Immediately

Specifies the maximum file size that can be uploaded by bot (in bytes).

file-upload-types

Default Value: jpg:tif:gif:bmp:png:xls:xlsx:doc:ppt:pptx:pdf:csv:htm:txt

Valid Values: Any string

Changes Take Effect: Immediately

A colon-separated list of file extensions (case-insensitive), indicating the types of files that can be uploaded by bot. An empty string disables file uploading for bots.

ha-bot-recovery-batch

Default Value: 200
Valid Values: Any integer from 1-1000000
Changes Take Effect: Immediately
Introduced: 9.0.006.04

Specifies the number of interactions in a single batch, which BGS fetches from Interaction Server during a bot recovery procedure.

ha-bot-recovery-enabled

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart
Introduced: 9.0.006.04

Enables (true) or disables (false, the default) bot recovery mode, when BGS restores bot sessions during startup or switchover to primary mode.

ha-bot-start-unrestricted

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 9.0.006.04

In the case of starting multiple bots in the same chat session on different pairs of BGS instances, this option permits a bot to start even if HA support for the bot is not possible.

ha-chat-reconnecting-attempts

Default Value: 15
Valid Values: Any integer from 0-1000000
Changes Take Effect: Immediately for new connections
Introduced: 9.0.005.05

Specifies how many times Bot Gateway Server tries to reconnect the bot to the chat session when there is a Chat Server disconnect.

ha-chat-reconnecting-delay

Default Value: 10

Valid Values: Any integer from 0-86400

Changes Take Effect: Immediately for new connections

Introduced: 9.0.005.05

Specifies the delay between attempts when Bot Gateway Server tries to reconnect the bot to the chat session when there is a Chat Server disconnect.

hide-attached-data

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Prohibits or allows the printing of (attached) user data in the log output. A value of true prohibits printing.

holdup-attribute-name

Default Value: ScheduledAt

Valid Values: Valid interaction custom attribute

Changes Take Effect: Immediately for new connections

Introduced: 9.0.002.09

Specifies the interaction custom attribute name which is used by Bot Gateway Server as a timestamp for waiting mode. The interaction custom attribute name must be used in the workflow view condition so it will wait until the bot finishes the execution.

holdup-reset-seconds

Default Value: 30

Valid Values: Any integer from 1-300

Changes Take Effect: Immediately for new connections

Modified: 9.0.005.05

Specifies an interval, in seconds, which Bot Gateway Server subtracts from "holdup-timeout-seconds" when it needs to extend the waiting period (for example, while the bot is still running). If this interval is more than or equal to "holdup-timeout-seconds" then the default value is used instead. Applies only for bots which are started with parameter ChatBotHoldup with value "true" (for example, in waiting mode).

holdup-timeout-seconds

Default Value: 300

Valid Values: Any integer from 31-1800
Changes Take Effect: Immediately for new connections
Modified: 9.0.005.05

Specifies a waiting timeout, in seconds, which Bot Gateway Server sets for the interaction in ScheduledAt attribute. Applies only for bots which are started with parameter ChatBotHoldup=true (for example, in waiting mode).

kafka-batch-size

Default Value: 100
Valid Values: Any integer from 0-1073741823
Changes Take Effect: Immediately

Specifies the maximum batch size that BGS sends to the Kafka server.

kafka-buffer-memory

Default Value: 33554432
Valid Values: Any integer from 0-1073741823
Changes Take Effect: Immediately

Specifies the total bytes of memory reserved for BGS cache of Kafka records waiting to be sent to the server.

kafka-cluster-brokers

Default Value:
Valid Values: Any string
Changes Take Effect: Immediately

Specifies a set of Kafka brokers in form of host:port separated by semicolon or comma.

kafka-topic-name

Default Value: chat-bots-reporting
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the name of Kafka topic to store the data.

kafka-zookeeper-nodes

Default Value:

Valid Values: Any string

Changes Take Effect: Immediately

Specifies a set of Zookeeper nodes in form of host:port separated by semicolon or comma. This option is used only if kafka-cluster-brokers is not specified (in other words empty).

message-log-print-size

Default Value: 0

Valid Values: Any integer from 0-7000

Changes Take Effect: Immediately

Specifies the number of characters from the whole client message that the log prints, starting from the beginning of the message.

tenant-dbid

Default Value: valid value must be provided

Valid Values: Integer value with DBID

Changes Take Effect: After restart

Modified: 9.0.005.05

Specifies DBID of a tenant associated with channel.

ucs-in-use

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Allows BGS to communicate with UCS which is required for structured messages and file attachments. BGS application must have connection to UCS if this option is set to "true".

channel-chatbot-monitor-tls Section

- cipher-list
- provider
- trusted-ca
- crt
- sec-protocol
- password
- tls-target-name-check

cipher-list

Default Value:

Valid Values: Any string

Changes Take Effect: Immediately for new connections

String consisting of space-separated cipher suit names. Information on cipher names can be found online. Used to calculate enabled cipher suites. Only ciphers present in both the cipher suites supported by security provider and the cipher-list parameter are valid. Example:
"TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA
TLS_ECDH_RSA_WITH_3DES_EDE_CBC_SHA"

crt

Default Value:

Valid Values: Any string

Changes Take Effect: Immediately for new connections

Path to a Certificate Revocation List (CRL) file in PEM format. Path can use both forward and backward slash characters. Applications will use CRL during certificate validation process to check if the (seemingly valid) certificate was revoked by CA (certification authority). This option is useful to stop usage of leaked certificates by unauthorized parties.

password

Default Value:

Valid Values: Any string

Changes Take Effect: Immediately for new connections

JKS keystore password. Used only if for JKS provider.

provider

Default Value: ANY

Valid Values: ANY, JKS, MSCAPI, NONE, PEM

Changes Take Effect: Immediately for new connections

Specifies the security provider to be used. If provider is not recognized or misconfigured then NONE provider is used.

- **ANY:** Trusts any certificates. Can be used on the server side when you do not expect any certificates from clients (for example, during testing), or for automatic detection of a provider by trusted-ca option.
- **JKS:** Retrieves a CA certificate from a Java Keystore file and uses Java built-in validation logic.
- **MSCAPI:** Uses the Microsoft CryptoAPI and Windows certificate services to retrieve CA certificates and validate certificates.
- **NONE:** Prohibits establishing the secure connection.
- **PEM:** Reads a CA certificate from an X.509 PEM file.

sec-protocol

Default Value: TLSv12

Valid Values: SSLv23, SSLv3, TLSv1, TLSv11, TLSv12

Changes Take Effect: Immediately for new connections

Specifies the protocol used by the server to set up secure connections. Exactly how this option behaves depends on the platform on which the application for which the option is configured, is running. On Windows this option complements Windows operating system settings that enable and disable a particular secure protocol. If there is a conflict between Windows settings and this option, the operating system settings are used. On UNIX and Linux platforms, this option controls how the Security Pack on UNIX selects the protocol to use.

tls-target-name-check

Default Value: no

Valid Values: host, no

Changes Take Effect: Immediately for new connections

When set to "host", enables matching of certificate's Alternative Subject Name or Subject fields against expected host name. PSDK supports DNS names and IP addresses as expected host names.

trusted-ca

Default Value:**Valid Values:** Any string**Changes Take Effect:** Immediately for new connections

For PEM provider must contain a path to a X.509 certificate file in PEM format. Path can use both forward and backward slash characters. For JKS provider must contain a path to a keystore file (.jks). Path can use both forward and backward slash characters. For other providers this parameter is ignored. Note: If the value is not empty and provider "ANY " is specified, then a provider is set based on the file extension: *.jks for JKS provider; *.pem and *.crt for PEM provider.

channel-chatbot-monitor-addp Section

- **enabled**
- **local-timeout**
- **remote-timeout**
- **trace-mode**

enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately for new connections

Enables (true) or disables (false, the default) an addp for connections to Chat Server for all chat bot sessions.

local-timeout

Default Value: 7

Valid Values: Any integer from 1-84600

Changes Take Effect: Immediately for new connections

Specifies the duration, in seconds, that Bot Gateway Server sends polling signals to the Chat Server.

remote-timeout

Default Value: 11

Valid Values: Any integer from 1-84600

Changes Take Effect: Immediately for new connections

Specifies the duration, in seconds, that Chat Server sends polling signals to the Bot Gateway Server.

trace-mode

Default Value: off

Valid Values: client, remote, full, off

Changes Take Effect: Immediately for new connections

Specifies the level of logging for ADDP.

- **client:** Select Trace On Client Side to turn on ADDP at the client. The client application will generate ADDP-related messages in its logs.
- **remote:** Select Trace On Server Side to turn on ADDP at the server. The application will generate ADDP-related messages in its logs.
- **full:** Select Trace On Both Sides to turn on ADDP at both the client and server. The Client and server applications will both generate ADDP-related messages in their logs.
- **off:** Select Trace Is Turned Off to turn off ADDP tracing altogether. ADDP-related messages will not be generated.

Chat Server

This section describes the options contained in ChatServer.xml. As of release 8.5.104 and later, if you want to configure Chat Server for high availability operation with Cassandra, you must create a Resource Access Point application. You can then use the options contained in the ChatServerCassandraRAP.xml file described in [Chat Server: Resource Access Point for Cassandra](#) for further configuration.

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

- [client-file-transfer](#)
- [endpoints:*tenant_dbid*](#)
- [esp-settings](#)
- [health-service](#)
- [inactivity-control](#)
- [log](#)
- [log-filter](#)
- [log-filter-data](#)
- [settings](#)
- [transcript-cleanup](#)

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
client-file-transfer	delete-file	odd	Immediately
client-file-transfer	download-attempts	10	Immediately
client-file-transfer	file-name-check	windows	Immediately
client-file-transfer	upload-file-types	jpg:png:tif:gif:bmp:png:xls:xml:doc:rtf:pptx:pdf:csv:htm:txt	Immediately
client-file-transfer	upload-max-file-size	2097152	Immediately
client-file-transfer	upload-max-files	3	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
client-file-transfer	upload-max-total-size	5242880	Immediately
client-file-transfer	upload-need-agent	true	Immediately
endpoints:*tenant_dbid*	default		Immediately
esp-settings	esp-default-nickname	system	Immediately
health-service	allow-gms-info	false	Immediately
health-service	log-output-content	set	Immediately
health-service	log-output-proviso	update	Immediately
health-service	log-output-timeout	0	Immediately
health-service	soap-accept-timeout	5	After restart
health-service	soap-receive-timeout	10	After restart
health-service	soap-send-timeout	30	After restart
inactivity-control	enabled	false	Immediately
inactivity-control	include-notices	major	Immediately
inactivity-control	message-alert	Chat session will be closed soon due to inactivity of chat participants.	Immediately
inactivity-control	message-alert2	Chat session will be closed very soon due to inactivity of chat participants.	Immediately
inactivity-control	message-close	Chat session closed due to inactivity of chat participants.	Immediately
inactivity-control	timeout-alert	255	Immediately
inactivity-control	timeout-alert2	0	Immediately
inactivity-control	timeout-close	45	Immediately
log	all	stdout	Immediately
log	buffering	false	Immediately
log	expire	10	Immediately
log	messagefile	ChatServer.lms	Immediately
log	segment	10MB	Immediately
log	standard	stdout	Immediately
log	time-format	ISO8601	Immediately
log	trace	stdout	Immediately
log	verbose	all	Immediately
log-filter	default-filter-type	copy	Immediately
log-filter	string-max-print-size	128	Immediately
log-filter-data	MessageText	hide	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
log-filter-data	Nickname	copy	Immediately
log-filter-data	StructuredText	hide	Immediately
log-filter-data	Subject	copy	Immediately
log-filter-data	Transcript	hide	Immediately
settings	allow-duplicated-kvp	true	Immediately
settings	async-chat-enforce	none	Immediately
settings	async-idle-alert	86400	Immediately
settings	async-idle-close	3600	Immediately
settings	async-idle-notices	major	Immediately
settings	attach-session-statistics	none	Immediately
settings	attach-stats-rep-events	0	Immediately
settings	attach-stats-rep-place	0	Immediately
settings	connection-down-report-scs	true	Immediately
settings	flex-disconnect-timeout	45	Immediately
settings	flex-no-agents-timeout	0	Immediately
settings	flex-push-content	session-id, user-id	Immediately
settings	flex-push-enabled	true	Immediately
settings	flex-push-on-join	false	Immediately
settings	flex-push-resend-attempts	10	Immediately
settings	flex-push-resend-delay	15	Immediately
settings	flex-push-timeout	300	Immediately
settings	hide-attached-data	true	Immediately
settings	identify-create-contact	-1	Immediately
settings	illegal-xml-char-mask	*	Immediately
settings	ixn-resend-attempts	10	Immediately
settings	ixn-resend-delay	1	Immediately
settings	ixn-submittedby-name		After restart
settings	limit-average-interval	15	Immediately
settings	limit-for-flex-users	1001	Immediately
settings	limit-for-reply-delay	2000	Immediately
settings	limit-for-sessions	1000	Immediately
settings	limits-control-enabled	false	Immediately
settings	limits-reached-report-scs	true	Immediately
settings	limits-restore-threshold	80	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	log-suppress-ping-activity	never	Immediately
settings	max-waiting-requests	500	Immediately
settings	message-log-print-size	0	Immediately
settings	report-silent-monitoring	none	Immediately
settings	security-token-size	20	Immediately
settings	send-typing-notice-back	true	Immediately
settings	server-reply-timeout-ixn	35	Immediately
settings	server-reply-timeout-ucs	35	Immediately
settings	server-session-nickname	system	Immediately
settings	session-password-enforce	never	Immediately
settings	session-restoration-gap	100	Immediately
settings	session-restoration-mode	none	Immediately
settings	session-restore-do-purge	false	Immediately
settings	session-restore-extend-by	none	Immediately
settings	session-restore-push-send	false	Immediately
settings	shutdown-notify-flex-push	0	Immediately
settings	stop-abandoned-interaction	never	Immediately
settings	transcript-auto-save	0	Immediately
settings	transcript-auto-ucs-mode	0	Immediately
settings	transcript-cleanup-action	replace-digits	Immediately
settings	transcript-cleanup-apply	never	Immediately
settings	transcript-cleanup-mask	An asterisk (*)	Immediately
settings	transcript-cleanup-typing	none	Immediately
settings	transcript-content-control	0	Immediately
settings	transcript-resend-attempts	10	Immediately
settings	transcript-resend-delay	1	Immediately
settings	transcript-save-notices	selective	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	transcript-save-on-error	continue	Immediately
settings	use-contact-server	true	At start/restart
settings	user-register-timeout	25	Immediately
settings	web-user-max-messages	100	Immediately
settings	xml-request-max-size	32768	Immediately
transcript-cleanup	allow-bot-unmask	false	Immediately
transcript-cleanup	apply-area	never	Immediately
transcript-cleanup	apply-config	mix	Immediately
transcript-cleanup	clean-subject	never	Immediately
transcript-cleanup	default-repchar	*	Immediately
transcript-cleanup	default-spec	replace-digits	Immediately
transcript-cleanup	save-replaced	none	Immediately
transcript-cleanup	typing-preview	none	Immediately
transcript-cleanup	ucs-default-group	Chat	Immediately
transcript-cleanup	ucs-update-interval	300	Immediately
transcript-cleanup	unmask-live-dialog	none	Immediately
Section	Option	Default	Changes Take Effect

client-file-transfer

- [delete-file](#)
- [download-attempts](#)
- [file-name-check](#)
- [upload-file-types](#)
- [upload-max-file-size](#)
- [upload-max-files](#)
- [upload-max-total-size](#)
- [upload-need-agent](#)

delete-file

Default Value: odd

Valid Values: ban, even, odd

Changes Take Effect: Immediately

Specifies how the client deletes files in a chat session. Possible values:

- **ban:** prohibits file deletion for client.
- **even:** allows file deletion and restores consumed quota.
- **odd:** allows file deletion but does not restore consumed quota.

download-attempts

Default Value: 10

Valid Values: Any integer from 0-1000

Changes Take Effect: Immediately

Specifies how many times a client can download files in a chat session. Set this option to "0" to disable file downloading by a client.

file-name-check

Default Value: windows

Valid Values: none, path, windows

Changes Take Effect: Immediately

Specifies how filename must be verified during file transfer. Possible values:

- **none:** do not verify filename.
- **path:** check if filename does not contain path controlling symbols.
- **windows:** check if filename complies with naming rules on windows platform.

upload-file-types

Default Value: jpg:png:tif:gif:bmp:png:xls:xlsx:doc:ppt:pptx:pdf:csv:htm:txt

Valid Values: Any string

Changes Take Effect: Immediately

Modified: 8.5.301.06

A colon-separated list of file extensions (case-insensitive), indicating the types of files the client can upload. An empty string disables file uploading for the client.

upload-max-file-size

Default Value: 2097152

Valid Values: Any integer from 0-1073741823

Changes Take Effect: Immediately

Specifies the maximum file size for client upload (in bytes).

upload-max-files

Default Value: 3

Valid Values: Any integer from 0-1000

Changes Take Effect: Immediately

Specifies the maximum number of client file uploads allowed per chat session.

upload-max-total-size

Default Value: 5242880

Valid Values: Any integer from 0-1073741823

Changes Take Effect: Immediately

Specifies the maximum cumulative size of client uploaded files per chat session (in bytes).

upload-need-agent

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Specifies if an agent must be present for the client to upload a file.

endpoints:*tenant_dbid*

tenant_dbid in this section name represents the database ID of the tenant, in decimal format. For example, a complete endpoints section name might be: endpoints:101.

In addition to the **default** option, Chat Server can have multiple options where each additional option defines an endpoint to connect to the applicable Interaction Server queue. For example, if a customer wants to define a different entry queue for a specific channel, they can add a special endpoint that can be used subsequently in the Digital Messaging Server (DMS) configuration for this channel.

- default

default

Default Value:

Valid Values: Any valid queue name (from the tenant identified by tenant DBID in section name).

Changes Take Effect: Immediately

Specifies the name of the default queue used for routing chat requests if Chat Server is unable to resolve the queue keyword from the web application. No value is automatically configured for this option. You can configure this section either manually or using the Interaction Routing Designer.

esp-settings

- [esp-default-nickname](#)

esp-default-nickname

Default Value: system

Valid Values: Any string

Changes Take Effect: Immediately

A name to impersonate the strategy in chat sessions where no nickname is provided in the ESP (External Service Protocol) request.

health-service

- [allow-gms-info](#)
- [log-output-content](#)
- [log-output-proviso](#)
- [log-output-timeout](#)
- [soap-accept-timeout](#)
- [soap-receive-timeout](#)
- [soap-send-timeout](#)

allow-gms-info

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables or disables collecting and provisioning statistics for GMS flex-push activity.

log-output-content

Default Value: set

Valid Values: all, new, set

Changes Take Effect: Immediately

Specifies which health metrics are printed in the log:

- **all:** All defined metrics.
- **new:** Metrics that were updated after the most recent output to the log.
- **set:** Metrics with non-zero values (the default).

Attention: Deleting this option or setting it to an empty value resets the values of all cumulative health metrics to zero.

log-output-proviso

Default Value: update

Valid Values: always, update

Changes Take Effect: Immediately

Specifies how health metrics are printed in the log:

- **always:** Metrics are printed in the log whenever the timeout specified by "log-output-timeout" expires.
- **update:** Metrics are printed in the log only if they were recently updated.

log-output-timeout

Default Value: 0

Valid Values: Any integer from 0-86400

Changes Take Effect: Immediately

Specifies, in seconds, the period at the end of which Chat Server outputs health metrics to the log. A value of zero disables output.

soap-accept-timeout

Default Value: 5

Valid Values: Any integer from 1-86400

Changes Take Effect: After restart

An incomplete accept request that does not finish processing during the allotted time is aborted.

soap-receive-timeout

Default Value: 10

Valid Values: Any integer from 1-86400

Changes Take Effect: After restart

An incomplete receive request that does not finish processing during the allotted time is aborted.

soap-send-timeout

Default Value: 30

Valid Values: Any integer from 1-86400

Changes Take Effect: After restart

An incomplete send request that does not finish processing during the allotted time is aborted.

inactivity-control

- **enabled**
- **include-notices**
- **message-alert**
- **message-alert2**
- **message-close**
- **timeout-alert**
- **timeout-alert2**
- **timeout-close**

enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables (true) or disables (false, the default) chat session inactivity control by Chat Server. For active sessions, enabling or disabling of inactivity control takes effect only after some activity of chat participants occurs, or after the current inactivity timeout (specified by the "timeout-alert", "timeout-alert2" and "timeout-close" options) expires.

include-notices

Default Value: major

Valid Values: none, major, major2, typing, all

Changes Take Effect: Immediately

Modified: 8.5.310.09

Specifies which notifications count as chat session activity for the purpose of inactivity control.

- **all:** All user notifications are included (custom, push URL, typing on/off, update nickname).
- **major:** Only major notifications are included (push URL, file uploaded, file deleted).
- **major2:** Extends the major value with custom notifications.
- **none:** All notifications are excluded.
- **typing:** Only major and "typing on" notifications are included.

message-alert

Default Value: Chat session will be closed soon due to inactivity of chat participants.

Valid Values: Any string
Changes Take Effect: Immediately

Specifies the message sent to chat participants upon expiration of the timeout which is specified by the option "timeout-alert". If an empty string is specified, no message is sent.

message-alert2

Default Value: Chat session will be closed very soon due to inactivity of chat participants.
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the message sent to chat participants upon expiration of the timeout configured as the value of the "timeout-alert2" option. If an empty string is specified, no message is sent.

message-close

Default Value: Chat session closed due to inactivity of chat participants.
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the message sent to chat participants upon expiration of the timeout specified by the option "timeout-close". If an empty string is specified, no message is sent.

timeout-alert

Default Value: 255
Valid Values: Any integer from 1-86400
Changes Take Effect: Immediately
Modified: 8.5.301.06

Specifies an inactivity alert timeout, in seconds. The inactivity timeout is set (or reset) for a session after any of the following activities: chat participant joined or left, chat participant sent a message or a notice (as defined by "include-notices"). If no qualifying activity is detected during this timeout, Chat Server:

- Sends the IDLE_CONTROL_ALERT notice with a message specified by the value of the "message-alert" option.
- Starts the timeout specified by the value of the "timeout-alert2" (if specified) or "timeout-close" option.

timeout-alert2

Default Value: 0
Valid Values: Any integer from 0-86400

Changes Take Effect: Immediately
Modified: 8.5.301.06

Specifies the second inactivity alert timeout, in seconds. The inactivity timeout is set (or reset) for a session after any of the following activities: chat participant joined or left, chat participant sent a message or a notice (as defined by "include-notices"). If no qualifying activity is detected during this timeout, Chat Server

- Sends the IDLE_CONTROL_ALERT notice with a message specified by the value of the "message-alert2" option.
- Starts the timeout specified by the value of the "timeout-close" option.

Attention: Timeout will not be used if the specified value is zero.

timeout-close

Default Value: 45
Valid Values: Any integer from 1-86400
Changes Take Effect: Immediately
Modified: 8.5.301.06

Specifies, in seconds, a timeout that starts after "timeout-alert" or "timeout-alert2" (if specified) expires. If any qualifying activity occurs, (see "timeout-alert" or "timeout-alert2" for a description of what qualifies as activity), the timeout stops and both "timeout-alert" and "timeout-alert2" timers are reset. If qualifying activity does not occur, Chat Server:

- Sends the IDLE_CONTROL_CLOSE notice with a message specified by the value of the "message-close" option.
- Closes the chat session.

log-filter-data

- **MessageText**
- **Nickname**
- **StructuredText**
- **Subject**
- **Transcript**

MessageText

Default Value: hide

Valid Values: copy, skip, hide

Changes Take Effect: Immediately

Specifies log filtering type for attribute MessageText.

Nickname

Default Value: copy

Valid Values: copy, skip, hide

Changes Take Effect: Immediately

Specifies log filtering type for attribute Nickname.

StructuredText

Default Value: hide

Valid Values: copy, skip, hide

Changes Take Effect: Immediately

Specifies log filtering type for attribute StructuredText.

Subject

Default Value: copy

Valid Values: copy, skip, hide

Changes Take Effect: Immediately

Specifies log filtering type for attribute Subject.

Transcript

Default Value: hide

Valid Values: copy, skip, hide

Changes Take Effect: Immediately

Specifies log filtering type for attribute Transcript.

log-filter

- [default-filter-type](#)
- [string-max-print-size](#)

default-filter-type

Default Value: copy

Valid Values: copy, skip, hide

Changes Take Effect: Immediately

Sets the default for filtering the output of userdata to log. This default filter applies to all user data keys, except any individual key in the log- filter-data section. You can set the default filter to one of three values:

- **copy:** The keys and values of the userdata are copied to the log.
- **hide:** The keys of the userdata are copied to the log; the values are replaced with strings of asterisks.
- **skip:** The userdata are not copied to the log.

string-max-print-size

Default Value: 128

Valid Values: Any integer from 0-7000

Changes Take Effect: Immediately

Specifies the maximum output length for string of Unicode attributes in the Chat Server logs.

log

- [all](#)
- [buffering](#)
- [expire](#)
- [messagefile](#)
- [segment](#)
- [standard](#)
- [time-format](#)
- [trace](#)
- [verbose](#)

all

Default Value: stdout

Valid Values:

- **stdout:** Log events are sent to the Standard output (stdout).
- **stderr:** Log events are sent to the Standard error output (stderr).
- **network:** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
- **memory:** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- **[filename]:** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile

buffering

Default Value: false

Valid Values:

- **true**: Enables buffering.
- **false**: Disables buffering.

Changes Take Effect: Immediately

Turns on/off operating system file buffering. The option is applicable only to the stderr and stdout output. Setting this option to true increases the output performance.

expire

Default Value: 10

Valid Values:

- *false* - No expiration; all generated segments are stored.
- *<number>* file or *<number>* - Sets the maximum number of log files to store. Specify a number from 1-100.
- *<number>* day - Sets the maximum number of days before log files are deleted. Specify a number from 1-100.

If an option's value is set incorrectly-out of the range of valid values - it is automatically reset to 10.

Changes Take Effect: Immediately

Determines whether log files expire. If they do, sets the measurement for determining when they expire, along with the maximum number of files (segments) or days before the files are removed. This option is ignored if log output is not configured to be sent to a log file.

messagefile

Default Value: ChatServer.lms

Valid Values: ChatServer.lms

Changes Take Effect: Immediately

Logging message file used by Chat Server.

segment

Default Value: 10MB

Valid Values:

-
- *false* - No segmentation is allowed.
 - *<number>* KB or *<number>* - Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB.
 - *<number>* MB Sets the maximum segment size, in megabytes.
 - *<number>* hr Sets the number of hours for the segment to stay open. The minimum number is 1 hour.

Changes Take Effect: Immediately

Specifies whether there is a segmentation limit for a log file. If there is, sets the mode of measurement, along with the maximum size. If the current log segment exceeds the size set by this option, the file is closed and a new one is created. This option is ignored if log output is not configured to be sent to a log file.

standard

Default Value: stdout

Valid Values:

- **stdout:** Log events are sent to the Standard output (stdout).
- **stderr:** Log events are sent to the Standard error output (stderr).
- **network:** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
- **memory:** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- **[filename]:** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example: standard = stderr, network

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 to represent, in a log file, the time when an application generates log records.

trace

Default Value: stdout

Valid Values:

- **stdout:** Log events are sent to the Standard output (stdout).
- **stderr:** Log events are sent to the Standard error output (stderr).
- **network:** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
- **memory:** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- **[filename]:** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example: trace = stderr, network

verbose

Default Value: all

Valid Values:

- **all**: All log events (that is, log events of the Standard, Trace, Interaction, and Debug levels) are generated.
- **debug**: The same as all.
- **trace**: Log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels) are generated, but log events of the Debug level are not generated.
- **interaction**: Log events of the Interaction level and higher (that is, log events of the Standard and Interaction levels) are generated, but log events of the Trace and Debug levels are not generated.
- **standard**: Log events of the Standard level are generated, but log events of the Interaction, Trace, and Debug levels are not generated.
- **none**: No output is produced.

Changes Take Effect: Immediately

Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.

settings

- allow-duplicated-kvp
- async-chat-enforce
- async-idle-alert
- async-idle-close
- async-idle-notice
- attach-session-statistics
- attach-stats-rep-events
- attach-stats-rep-place
- connection-down-report-scs
- flex-disconnect-timeout
- flex-no-agents-timeout
- flex-push-content
- flex-push-enabled
- flex-push-on-join
- flex-push-resend-attempts
- flex-push-resend-delay
- flex-push-timeout
- hide-attached-data
- identify-create-contact
- illegal-xml-char-mask
- ixn-resend-attempts
- ixn-resend-delay
- ixn-submittedby-name
- limit-average-interval
- limit-for-flex-users
- limit-for-reply-delay
- limit-for-sessions
- limits-control-enabled
- limits-reached-report-scs
- limits-restore-threshold
- log-suppress-ping-activity
- max-waiting-requests
- message-log-print-size
- report-silent-monitoring
- security-token-size
- send-typing-notice-back
- server-reply-timeout-ixn
- server-reply-timeout-ucs
- server-session-nickname
- session-password-enforce
- session-restoration-gap
- session-restoration-mode
- session-restore-do-purge
- session-restore-extend-by
- session-restore-push-send
- shutdown-notify-flex-push
- stop-abandoned-interaction
- transcript-auto-save
- transcript-auto-ucs-mode
- transcript-cleanup-action
- transcript-cleanup-apply
- transcript-cleanup-mask
- transcript-cleanup-typing
- transcript-content-control
- transcript-resend-attempts
- transcript-resend-delay
- transcript-save-notice
- transcript-save-on-error
- use-contact-server
- user-register-timeout
- web-user-max-messages
- xml-request-max-size

allow-duplicated-kvp

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.201.05

With a value of "false", Chat Server will return an error when any duplicated key-value pairs (for example, pairs with the same key name) in userdata or event attributes in chat protocol requests are provided. With a value of "true", Chat Server will ignore such conditions (and will use the value from the latest key-value pair).

Attention: While the backward compatibility default value is set to "true", it is recommended it be set to "false" for more controlled behavior.

async-chat-enforce

Default Value: none

Valid Values: none, flex, basic, both

Changes Take Effect: Immediately

Introduced: 8.5.307.04

Specifies when Chat Server forces chat sessions to run in async mode.

- **none:** no forcing is applied.
- **flex:** chat sessions run in async mode, when started via flex chat protocol.
- **basic:** chat sessions run in async mode, when started via basic chat protocol.
- **both:** all chat sessions run in async mode.

async-idle-alert

Default Value: 86400

Valid Values: Any integer from 1-1728000

Changes Take Effect: Immediately

Introduced: 8.5.202.09 (Restricted); 8.5.301.06 (Generally Available)

Specifies an inactivity alert timeout (in seconds) which is enabled only for async chat sessions. The inactivity timeout is set (or reset) for a session after any of the following activities: agent joined or left, any chat participant sent a message or a notice (as defined by "async-idle-notices"). If no qualifying activity is detected during this timeout, Chat Server:

- Sends the IDLE_CONTROL_ALERT notice with a message specified by the value of the "message-alert" option (in the section [inactivity-control]).
- Updates the interaction properties: GCTI_Chat_AsyncStatus=3 and GCTI_Chat_AsyncCheckAt={time to check interaction at}.
- Starts the timeout specified by the value of the "async-idle-close" option.

async-idle-close

Default Value: 3600

Valid Values: Any integer from 1-1728000

Changes Take Effect: Immediately

Introduced: 8.5.202.09 (Restricted); 8.5.301.06 (Generally Available)

Specifies, in seconds, a timeout that starts after "async-idle-alert" (enabled only for async chat sessions). If any qualifying activity occurs, (see "async-idle-alert" for a description of what qualifies as activity), the timeout stops and "async-idle-alert" timer is reset. If no qualifying activity is detected during this timeout, Chat Server:

- Sends the IDLE_CONTROL_CLOSE notice with a message specified by the value of the "message-close" option (in the section [inactivity-control]).
- Closes the chat session.

async-idle-notices

Default Value: major

Valid Values: none, major, major2, typing, all

Changes Take Effect: Immediately

Introduced: 8.5.202.09 (Restricted); 8.5.301.06 (Generally Available)

Modified: 8.5.310.09

Specifies which notifications count as async chat session activity for the purpose of inactivity control.

- **all:** All user notifications are included (custom, push URL, typing on/off, update nickname).
- **major:** Only major notifications are included (push URL, file uploaded, file deleted).
- **major2:** Extends the major value with custom notifications.
- **none:** All notifications are excluded.
- **typing:** Only major and "typing on" notifications are included.

attach-session-statistics

Default Value: none

Valid Values: all, fired, none

Changes Take Effect: Immediately

Enables calculating various statistics and attaching them to the interaction's user data at the end of the chat session. Possible values are:

- **none:** Do not attach anything.
- **all:** Attach all possible statistics (both encountered and non-encountered).
- **fired:** Attach only statistics that were encountered during the course of the chat session.

Note: Genesys recommends that you change the value of this option from the default value of "none" to "fired" if you deploy Historical Reporting for either Chat or Bot Gateway.

attach-stats-rep-events

Default Value: 0

Valid Values: Any integer from 0-7

Changes Take Effect: Immediately

Introduced: 8.5.315.05

Enables the delivery of historical reporting data through custom reporting events. This type of delivery allows multiple updates through each chat session, versus only a single delivery at the end of a chat session through the userdata. Through this option, you can specify when the delivery of the reporting data must occur. The value of the option can be set to the sum of the following integers:

- **0:** The functionality is disabled (default value).
- **1:** Custom Reporting Event with reporting data is sent instead of a userdata update at the end of a chat session.
- **2:** Custom Reporting Event with reporting data is sent when async chat is placed on hold (when GCTI_Chat_AsyncStatus is set to -2).
- **4:** Custom Reporting Event with reporting data is sent when a message from the customer arrives during the chat session hold (when GCTI_Chat_AsyncStatus is set to 2).

For example, to force Chat Server to deliver reporting data for all possible cases, set the option to a value of 7, which is the sum of 1, 2 and 4. Attention: if this functionality is enabled, make sure that the option attach-stats-rep-place is set to the correct value.

attach-stats-rep-place

Default Value: 0

Valid Values: Any integer from 0-1000000

Changes Take Effect: Immediately

Introduced: 8.5.315.05

If attach-stats-rep-events is set to a non-zero value, this option must contain the DBID (numeric value) of a configured place. This parameter is required for backward compatibility of GIM operations. Creating a simulated/fake place for this purpose is recommended. The same place can be shared between multiple instances of Chat Server.

connection-down-report-scs

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

With a value of 'false', Chat Server does not send a 'SERVICE UNAVAILABLE' notification to Solution Control Server when Chat Server detects disconnection from Interaction Server and/or UCS. This can prevent Chat Server from switching over when configured as primary/backup.

flex-disconnect-timeout

Default Value: 45
Valid Values: Any integer from 1-1728000
Changes Take Effect: Immediately
Modified: 8.5.301.06

Specifies timeout (in seconds) after which Chat Server disconnects an inactive web (flex) chat client. Inactivity is defined as the absence of protocol requests, not the absence of messages.

flex-no-agents-timeout

Default Value: 0
Valid Values: Any integer from 0-1728000
Changes Take Effect: Immediately
Modified: 8.5.308.06

Specifies timeout (in seconds) after which Chat Server disconnects a web (flex) chat participant if there are no agents in the chat session. After timeout expires, the timer fires (in other words, activates) only upon a subsequent request from a chat participant. Setting this option to "0" disables this functionality.

flex-push-content

Default Value: session-id, user-id
Valid Values: Any combination of: app-dbid, secure-key, session-id, user-id
Changes Take Effect: Immediately
Introduced: 8.5.311.06

Defines the content for flex-push notifications. It can include any combination of the following values: app-dbid, secure-key, session-id, user-id.

flex-push-enabled

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately
Modified: 8.5.308.06

Enables or disables new connection registrations for push-flex notifications. Push-flex notifications are used by the web API for CometD and push messaging on either mobile devices or HTTP server.

flex-push-on-join

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately

Introduced: 8.5.315.05

Prohibits or allows a push-flex notification subscription during the chat session creation (via REST "Chat API Version 2").

flex-push-resend-attempts

Default Value: 10

Valid Values: Any integer from 0-1000000

Changes Take Effect: Immediately

Introduced: 8.5.308.06

Specifies how many times Chat Server tries to resend a flex-push notification when the resend functionality is requested by a chat participant. Chat Server stops resending flex-push notification when either a delivery confirmation is being received or the total specified number of attempts is reached. Setting this option to "0" completely disables resending these flex-push notification (except for the first notice).

flex-push-resend-delay

Default Value: 15

Valid Values: Any integer from 1-86400

Changes Take Effect: Immediately

Introduced: 8.5.308.06

Specifies how long, in seconds, Chat Server waits before resending flex-push notification when resend functionality is requested by a chat participant. Chat Server continues to resend flex-push notification until it reaches the total specified number of times, specified by flex-push-resend-attempts.

flex-push-timeout

Default Value: 300

Valid Values: Any integer from 1-1728000

Changes Take Effect: Immediately

Introduced: 8.5.202.09 (Restricted); 8.5.301.06 (Generally Available)

Modified: 8.5.310.09

Specifies timeout (in seconds) after which Chat Server sends ping notification for push-flex connected client. If no request from the client is submitted within the next "flex-push-timeout", Chat Server activates flex-disconnect-timeout. Inactivity is defined as the absence of protocol requests, not the absence of messages

hide-attached-data

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Prohibits or allows the printing of (attached) user data in the log output. A value of true prohibits printing.

identify-create-contact

Default Value: -1

Valid Values: -1, 0, 1, 2, 3

Changes Take Effect: Immediately

If this option is set to '-1', Chat Server searches user data for 'IdentifyCreateContact' and sends the value of that parameter to UCS to determine whether to carry out contact identification. If this option is set to '0', Chat Server does not send the parameter 'IdentifyCreateContact' to UCS. For all other values (1-3) Chat Server sends those values to UCS (thus overwriting any value specified by 'IdentifyCreateContact' in the user data).

Note: UCS accepts the following values for 'IdentifyCreateContact':

- **1:** No attempt to identify the contact and no creation of a contact.
- **2:** Contact identification is attempted but if no contact is found a new one is not created.
- **3 (default):** Contact identification is attempted and if no contact is found a new one is created.

illegal-xml-char-mask

Default Value: *

Valid Values: Any character

Changes Take Effect: Immediately

Specifies the character that replaces illegal XML characters in incoming data from Chat Server clients. If more than one character is specified, the first one is used. If this option is empty, Chat Server does not replace illegal characters. Note that the presence of illegal characters could lead to failure of the request, followed by an error reply from Chat Server.

ixn-resend-attempts

Default Value: 10

Valid Values: Any integer from 0-1000000

Changes Take Effect: Immediately

Specifies how many times Chat Server resends "Update" and "Stop" requests to Interaction Server. If a request fails due to a recoverable reason or because the timeout expires, Chat Server continues to send the request until it reaches the total specified number of attempts. Debugging purposes only: Set this option to "0" to completely disable sending these requests to Interaction Server.

ixn-resend-delay

Default Value: 1

Valid Values: Any integer from 0-86400

Changes Take Effect: Immediately

Specifies how long, in seconds, Chat Server waits before resending "Update" and "Stop" requests to Interaction Server for the first time if the initial request failed due to a recoverable reason or because the timeout expired. For each subsequent resend, the current delay is multiplied by two. For example, if the current delay is four seconds and a resend occurs, the following delay is set to eight seconds. If there is another resend, the delay is set to 16 seconds. Set this option to "0" to disable requests resending.

ixn-submittedby-name

Default Value:

Valid Values: Any valid string value

Changes Take Effect: After restart

Introduced: 8.5.316.02

Specifies the value for the parameter SubmittedBy that Chat Server uses during the registration in Interaction Server. Using the same value for Chat Server applications forces Interaction Server to distribute EventProcessingStopped for all Chat Server instances instead of sending it only to the application which initially submitted the interaction.

limit-average-interval

Default Value: 15

Valid Values: Any integer from 0-1000000

Changes Take Effect: Immediately

Specifies the interval, in seconds, for calculating the average time it takes Chat Server to process an incoming request. A value of "0" disables the calculation. This interval is used to calculate the value for the option "limit-for-reply-delay".

limit-for-flex-users

Default Value: 1001

Valid Values: Any integer from 0-1000000

Changes Take Effect: Immediately

Defines the maximum number of flex users that Chat Server handles simultaneously.

limit-for-reply-delay

Default Value: 2000

Valid Values: Any integer from 0-1000000

Changes Take Effect: Immediately

Specifies the maximum possible delay, in milliseconds, required for Chat Server to process an incoming request. The delay is calculated as an average value over an interval defined by the option "limit-average-interval".

limit-for-sessions

Default Value: 1000

Valid Values: Any integer from 0-1000000

Changes Take Effect: Immediately

Defines the maximum number of chat sessions that Chat Server handles simultaneously.

limits-control-enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables (true) or disables (false) load restriction for Chat Server, controlled by options: limit-for-flex-users, limit-for-reply-delay, limit-for-sessions.

limits-reached-report-scs

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

With a value of "false" Chat Server does not send "SERVICE UNAVAILABLE" notifications to Solution Control Server when Chat Server reaches any of its configured load limits. This can prevent Chat Server from switching over when configured as primary/backup.

limits-restore-threshold

Default Value: 80

Valid Values: Any integer from 0-100

Changes Take Effect: Immediately

Specifies the level (as percentage of maximum value) which metric must drop below in order to restore the service.

log-suppress-ping-activity

Default Value: never

Valid Values: never, always, selective

Changes Take Effect: Immediately

Enables omission of flex protocol "ping" (i.e. empty Refresh request/replies) activity from logs.

- **never:** Do not suppress "ping" activity.
- **always:** Completely suppress "ping" activity.
- **selective:** Suppress "ping" activity except for non-empty replies (flex eventStatus).

max-waiting-requests

Default Value: 500

Valid Values: Any integer from 0-1000000

Changes Take Effect: Immediately

Specifies the maximum number of sessions which reside in a waiting state after being created. A waiting state is defined as waiting for an agent to join the chat session. A value of 0 means that Chat Server will not create any new sessions.

message-log-print-size

Default Value: 0

Valid Values: Any integer from 0-7000

Changes Take Effect: Immediately

Specifies the number of characters from the whole client message that the log prints, starting from the beginning of the message.

report-silent-monitoring

Default Value: none

Valid Values: none, all, agents, clients

Changes Take Effect: Immediately

Specifies how Chat Server notifies chat session participants that the chat is being monitored. Possible

values:

- **none**: notification is disabled.
- **all**: notifies both agent and client participants.
- **agents**: notifies only agent participants.
- **clients**: notifies only client participants.

security-token-size

Default Value: 20

Valid Values: Any integer from 1-1000

Changes Take Effect: Immediately

Specifies the number of characters for crypto-random generated security tokens used in chat protocols (the secureKey property).

send-typing-notice-back

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Enables/disables sending typing notification event in transcript which is sent back to the client.

Attention: For backward compatibility value must be set to "true".

server-reply-timeout-ixn

Default Value: 35

Valid Values: Any integer from 1-86400

Changes Take Effect: Immediately

Specifies how long (in seconds) Chat Server waits for a reply from Interaction Server. If no reply is received within the specified timeout, Chat Server considers the corresponding request to have failed.

server-reply-timeout-ucs

Default Value: 35

Valid Values: Any integer from 1-86400

Changes Take Effect: Immediately

Specifies how long (in seconds) Chat Server waits for a reply from UCS. If no reply is received within the specified timeout, Chat Server considers the corresponded request to have failed.

server-session-nickname

Default Value: system

Valid Values: Any string

Changes Take Effect: Immediately

A name to impersonate Chat Server in chat sessions when Chat Server performs specific actions on the chat session (such as inactivity control monitoring).

session-password-enforce

Default Value: never

Valid Values: never, all, flex, clients, agents

Changes Take Effect: Immediately

Modified: 8.5.301.06

Specifies how Chat Server enforces the password when a participant joins the chat session. Possible values:

- **never:** session password verification is disabled.
- **all:** require password when any user joins a session.
- **flex:** require password when flex protocol user joins a session.
- **clients:** require password when a client (flex protocol user or basic protocol user of type "CLIENT") joins a session.
- **agents:** require password when an agent (basic protocol user of type "AGENT") joins a session.

session-restoration-gap

Default Value: 100

Valid Values: Any integer from 1-1000000

Changes Take Effect: Immediately

Specifies the maximum gap between adjacent event IDs allowed when restoring a chat session from the UCS transcript (in HA mode). If the gap exceeds the specified value (that is, too many events are missing), Chat Server does not restore the chat session. This option allows for additional control of the integrity of chat transcripts.

session-restoration-mode

Default Value: none

Valid Values: none, simple
Changes Take Effect: Immediately

Allows ("simple") or prohibits ("none") Chat Server's processing of requests for session restoration (when Chat Server is working in high availability mode).

session-restore-do-purge

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.312.10

Enables or disables sending purging requests to Chat Server which handles the chat session before it is restored in this instance.

session-restore-extend-by

Default Value: none
Valid Values: none, agent, esp, both
Changes Take Effect: Immediately
Introduced: 8.5.312.10
Modified: 8.5.316.02

Specifies how Chat Server enables the session restoration from agent desktop and workflow:

- **none:** The functionality is disabled.
- **agent:** Allows Agent Desktop to start a session restoration.
- **esp:** Allows the Workflow to start a session restoration.
- **both:** Allows both Agent Desktop and Workflow to start a session restoration.

session-restore-push-send

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.315.05

Enables or disables resuming push notifications after a session restoration from agent desktop and workflow as defined by the configuration option session-restore-extend-by. When enabled, flex-push-timeout (instead of flex-disconnect-timeout) is used after a session restoration and push notifications are resumed.

shutdown-notify-flex-push

Default Value: 0

Valid Values: 0, 1, 2

Changes Take Effect: Immediately

Introduced: 8.5.315.05

If this option is set to 1 (for cluster and non-cluster mode) or 2 (cluster mode only) and the customer has subscribed to push notifications, Chat Server sends a push notification that the customer has left the chat session during the Chat Server shutdown. If set to 0, no push-notifications will be sent.

stop-abandoned-interaction

Default Value: never

Valid Values: always, never, noagents, noanswer

Changes Take Effect: Immediately

Modified: 8.5.301.06

Specifies how Chat Server handles chat interactions (in Interaction Server) when the chat session is finished. Possible values:

- **always:** interactions are always stopped when the chat session is finished (not recommended value).
- **never:** interactions are never stopped by Chat Server (recommended value).
- **noagents:** interactions are stopped only if there are currently no agents or supervisors in the session (use value wisely).
- **noanswer:** interactions are stopped only if no agents ever joined the session - in other words, the session was never answered (use value wisely).

Note: When the chat session is closing, it ignores the presence of bot participants when evaluating this option (in other words, bot participants are not considered "agents"). The legacy "true" and "false" values are also supported and converted to new values as following:

- "false" is interpreted as "never"
- "true" is interpreted as "noanswer"

By default, Chat Server does not stop any interaction after the chat session is finished. Instead, Chat Server updates the IsOnline interaction property to false and attaches reporting statistics. If your deployment includes Genesys Info Mart reporting, Genesys recommends that you set the value of this option to "noanswer", to enable accurate reporting of abandoned chats. In all other deployments, Genesys recommends that you set the value of this option to "never", and have the agent desktop and/or a workflow stop the interaction. Values other than "never" must be used cautiously, as stopping the interaction from Chat Server may lead to conflicts with updates from the agent desktop.

transcript-auto-save

Default Value: 0

Valid Values: 0, 1, 2

Changes Take Effect: Immediately

If this option is set to 1 (recommended for HA) or 2, Chat Server sends the updated chat session transcript to Universal Contact Server after each submitted message. If set to 0, no UCS records are updated until the chat session ends. For the value 2, Chat Server also sends a special TRANSCRIPT_SAVE_DONE notification for basic clients (which can be used in custom agent desktops only).

transcript-auto-ucs-mode

Default Value: 0

Valid Values: Any integer from 0-7

Changes Take Effect: Immediately

Introduced: 8.5.314.02

Modified: 8.5.315.05

Only when Cassandra HA is enabled and only for async chat, this option forces Chat Server to save the current content of the chat session transcript to UCS (along with saving it in Cassandra), when a qualified event is produced within the async chat session. The value of the option can be set to the sum of the following integers:

- **0:** The functionality is disabled (default value).
- **1:** Chat Transcript is sent to UCS when async chat is placed on hold (GCTI_Chat_AsyncStatus=-2).
- **2:** Chat Transcript is sent to UCS when agent desktop disconnects (GCTI_Chat_AsyncStatus=4).
- **4:** Chat Transcript is sent to UCS when agent transfers async chat (GCTI_Chat_AsyncStatus=5).

For example, to force Chat Server to save the chat session transcript to UCS when the chat is placed on hold, as well as when the agent transfers the chat, the value must be set to 5, which is the sum of 1 and 4.

transcript-cleanup-action

Default Value: replace-digits

Valid Values: none, replace-all, replace-digits

Changes Take Effect: Immediately

Modified: 8.5.103

Specify how sensitive data is masked out. Possible values:

- **none:** no data is masked out, but Chat Server prints a notice in the log that sensitive data was found.
- **replace-all:** all symbols in the substring (matched by regular expression) are replaced.
- **replace-digits:** only digits in the substring (matched by regular expression) are replaced.

In release 8.5.103, this option was renamed **default-spec** and moved to the **[transcript-cleanup]** section.

transcript-cleanup-apply

Default Value: never

Valid Values: always, history-final, never

Changes Take Effect: Immediately

Modified: 8.5.103

Enables/disables masking out sensitive data in chat session messages. Possible values:

- **always:** mask out sensitive data both in real-time and in transcript written to UCS.
- **history-final:** mask out sensitive data only in transcript written to UCS.
- **never:** disable this functionality.

In release 8.5.103, this option was renamed **apply-area** and moved to the **[transcript-cleanup]** section.

transcript-cleanup-mask

Default Value: An asterisk (*)

Valid Values: Any character

Changes Take Effect: Immediately

Modified: 8.5.103

Specifies the character that replaces sensitive data. If more than one character is specified, the first one is used.

In release 8.5.103, this option was renamed **default-rep-char** and moved to the **[transcript-cleanup]** section.

transcript-cleanup-typing

Default Value: none

Valid Values: any, message, none, notice

Changes Take Effect: Immediately

Discontinued: 8.5.103 (replaced by typing-preview in the transcript-cleanup section)

Enables/disables masking out sensitive data in typing notifications only (by replacing all digits with the character specified by "transcript-cleanup-mask"). Possible values:

- **any:** mask out sensitive data both in message part and notice part of notification.
 - **message:** mask out sensitive data only in message part of notification.
 - **none:** disable this functionality.
 - **notice:** mask out sensitive data only in notice part of notification.
-

In release 8.5.103, this option was renamed **typing-preview** and moved to the **[transcript-cleanup]** section.

transcript-content-control

Default Value: 0

Valid Values: Any integer from 0-3

Changes Take Effect: Immediately

Introduced: 8.5.315.05

Enables or disables different chat session transcript content features. The value of the option can be set to the sum of the following integers:

- **0:** The functionality is disabled (default value).
- **1:** Messages and notices with `'{"content-control":{"exclude-store":"true"}}'` in eventAttributes are not saved into the chat transcript (in UCS and/or Cassandra).
- **2:** Messages and notices with `'{"content-control":{"expire-sec":"<seconds>"}}'` in eventAttributes are removed from the chat transcript after specified number of `<seconds>`.

transcript-resend-attempts

Default Value: 10

Valid Values: Any integer from 0-1000000

Changes Take Effect: Immediately

Modified: 8.5.301.06

Specifies how many times Chat Server tries to send "Update" and "Close" requests to UCS. If one request fails (with a recoverable reason), or a timeout expires, Chat Server continues to send requests until it reaches the total specified number of times. Setting this option to "0" completely disables sending these requests to UCS and should be used only for debug purposes.

Note: When Cassandra is deployed, the resending of the "Update" request is configured by "retry-attempts" in Cassandra RAP.

transcript-resend-delay

Default Value: 1

Valid Values: Any integer from 0-86400

Changes Take Effect: Immediately

Modified: 8.5.301.06

Specifies how long, in seconds, Chat Server waits before resending "Update" and "Close" requests to UCS for the first time if the initial request failed due to a recoverable reason or because the timeout expired. For each subsequent resend, the current delay is multiplied by two. For example, if the current delay is four seconds and a resend occurs, the following delay is set to eight seconds. If another resend occurs, the delay is set to 16 seconds. Set this option to "0" to disable resending requests.

Note: When Cassandra is deployed, the resending of the "Update" request is configured by "resent-delay" in Cassandra RAP.

transcript-save-notices

Default Value: selective

Valid Values: all, none, selective, selective2

Changes Take Effect: Immediately

Specifies which notifications are saved in the transcript in the UCS database.

- **all:** All notifications are saved in the transcript.
- **none:** No notifications are saved in the transcript.
- **selective:** All notifications except typing notifications (USER_TYPING_ON and USER_TYPING_OFF) and idle control notifications (IDLE_CONTROL_ALERT and IDLE_CONTROL_CLOSE) are saved in the transcript.
- **selective2:** All notifications except typing notifications (USER_TYPING_ON and USER_TYPING_OFF) are saved in the transcript.

transcript-save-on-error

Default Value: continue

Valid Values: continue, close

Changes Take Effect: Immediately

Specifies how to process an unrecoverable error from Universal Contact Server in the course of a chat session (when updating the transcript). The possible actions are to continue, or to close the chat session.

use-contact-server

Default Value: true

Valid Values: true, false

Changes Take Effect: At start/restart

If this option is set to true, Chat Server creates and updates records in the Universal Contact Server database for each session that is created. If set to false, Chat Server does not interact with Universal Contact Server.

user-register-timeout

Default Value: 25

Valid Values: Any integer from 1-86400

Changes Take Effect: Immediately

Specifies the timeout, in seconds, during which the chat client must send a registration/login request before it is disconnected. This option is intended for debugging Web Applications. It has almost no practical use in a regular environment.

web-user-max-messages

Default Value: 100

Valid Values: Any integer from 0-1000000

Changes Take Effect: Immediately

Sets a limit on the number of messages a web user can submit during a session. This limit prevents the transcript from growing too large, thus reducing the over-consumption of RAM as well as Universal Contact Server database space.

xml-request-max-size

Default Value: 32768

Valid Values: Any integer from 200-2147482624

Changes Take Effect: Immediately

Modified: 8.5.308.06

Sets a limit on the size (in bytes) of incoming XML packets. This limit helps prevent Chat Server from hanging during an XML parsing of overly large amounts of incoming data. The actual payload size (in symbols) could be estimated roughly as the XML packet size multiplied by 0.45.

transcript-cleanup

- [allow-bot-unmask](#)
- [apply-area](#)
- [apply-config](#)
- [clean-subject](#)
- [default-repchar](#)
- [default-spec](#)
- [save-replaced](#)
- [typing-preview](#)
- [ucs-default-group](#)
- [ucs-update-interval](#)
- [unmask-live-dialog](#)

allow-bot-unmask

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.301.06

Allows bot participants to unmask sensitive data in chat session messages when transcript cleanup is enabled.

apply-area

Default Value: never
Valid Values: always, history-all, history-final, never
Changes Take Effect: Immediately
Modified: 8.5.301.06

Allows you to enable or disable the masking of sensitive data in chat session messages. Possible values:

- **always:** masks sensitive data both in real-time and in the transcript (intermediate and final) written to UCS.
- **history-all:** masks sensitive data in the transcript (intermediate and final) written to UCS. Note: after session restoration in the case of a Chat Server failover, real-time PII data is masked out.
- **history-final:** masks sensitive data in the transcript (final only) written to UCS.
- **never:** disables the masking functionality.

Note: This option replaces the "transcript-cleanup-apply" option in the [settings] section, used in previous releases.

apply-config

Default Value: mix

Valid Values: cfg, mix, ucs

Changes Take Effect: Immediately

Specifies the configuration source which Chat Server reads to mask sensitive data. Possible values:

- **cfg:** uses Chat Server hardcoded rules.
- **mix:** tries to use the PII configuration from UCS. If it is not specified for a given chat session, uses Chat Server hardcoded rules.
- **ucs:** uses the PII configuration from UCS. If it is not specified for the given chat session then do not process session messages.

clean-subject

Default Value: never

Valid Values: never, history, interaction, both

Changes Take Effect: Immediately

Specifies if transcript cleanup rules should process a chat subject. Possible values:

- **never:** disables subject masking functionality.
- **history:** cleans up chat subject only in UCS history record.
- **interaction:** cleans up chat subject only in interaction's user data.
- **both:** cleans up chat subject in both UCS history record and interaction's user data.

default-repchar

Default Value: *

Valid Values: Any character

Changes Take Effect: Immediately

Modified: 8.5.301.06

Specifies the character used to replace sensitive data. If multiple characters are specified, then the first one is used.

Note: This option replaces the "transcript-cleanup-mask" option in the [settings] section, used in previous releases.

default-spec

Default Value: replace-digits

Valid Values: none, replace-all, replace-digits

Changes Take Effect: Immediately
Modified: 8.5.301.06

Specifies how sensitive data is masked. Possible values:

- **none:** while no data is masked, Chat Server prints a notice in the log that sensitive data was found.
- **replace-all:** replaces all symbols in a substring that are matched by a regular expression.
- **replace-digits:** replaces only the digits in a substring that are matched by a regular expression.
- **replace-digits-N:** is used like **replace-digits** but leaves the last N number of digits untouched.

Note: This option replaces the "transcript-cleanup-action" option in the [settings] section, used in previous releases.

save-replaced

Default Value: none
Valid Values: none, original
Changes Take Effect: Immediately

Specifies how Chat Server preserves the original message in the transcript after the message was modified by the transcript PII cleanup procedure. Possible values:

- **none:** does not preserve the original message in transcript.
- **original:** preserves the original message in transcript in eventAttributes under the tag "original".

typing-preview

Default Value: none
Valid Values: any, message, none, notice
Changes Take Effect: Immediately

Enables or disables masking sensitive data only in typing notifications by replacing all digits with characters defined by "default-repchar". Possible values:

- **any:** masks sensitive data in both the message and notice part of a notification.
- **message:** masks sensitive data in only the message part of a notification.
- **none:** disables this functionality.
- **notice:** masks sensitive data in only the notice part of a notification.

Note: This option replaces the "transcript-cleanup-typing" option in the [settings] section, used in previous releases.

ucs-default-group

Default Value: Chat

Valid Values: Any string

Changes Take Effect: Immediately

This option specifies the default group name in the PII UCS configuration. If the value is empty then the first available group is used.

ucs-update-interval

Default Value: 300

Valid Values: Any integer from 0-86400

Changes Take Effect: Immediately

Specifies how often, in terms of seconds, Chat Server reads the PII UCS configuration updates. Updates is suspended if the specified interval is zero.

unmask-live-dialog

Default Value: none

Valid Values: none, agents, all, both

Changes Take Effect: Immediately

Modified: 8.5.314.02

Allows unmasking sensitive data in messages from a customer and from an agent. Unmasking applies only if an active agent (one that is visible to the customer) is present in the session. Coaching and monitoring agents will not see unmasked data. For active agents, only the data sent after the agent joined the session is unmasked.

- **none:** disables this functionality.
- **agents:** sensitive data only in customer messages is unmasked only for agents.
- **all:** sensitive data only in customer messages is unmasked for agents and for the customer.
- **both:** sensitive data both in customer and agent messages are unmasked for agents and for the customer.

Chat Server: Resource Access Point for Cassandra

This section describes the options contained in ChatServerCassandraRAP.xml. Use these options to create a Resource Access Point application for use in configuring Chat Server for high availability operation with Cassandra..

Note:This functionality is available in releases 8.5.104 and later.

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

- [cassandra](#)
- [encryption](#)
- [settings](#)

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
cassandra	connect-timeout	5	After restart
cassandra	contact-points	127.0.0.1	After restart
cassandra	enabled	true	After restart
cassandra	keyspace	genesys_chat_server	After restart
cassandra	password		After restart
cassandra	port	9042	After restart
cassandra	read-consistency	quorum	After restart
cassandra	request-timeout	12	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
cassandra	resent-delay	1	After restart
cassandra	retry-attempts	10	After restart
cassandra	username		After restart
cassandra	window-size	128	After restart
cassandra	write-consistency	quorum	After restart
encryption	client-certificate-file		After restart
encryption	client-private-key-file		After restart
encryption	enabled	false	After restart
encryption	password		After restart
encryption	trusted-cert-dir		After restart
encryption	verify-peer-cert	true	After restart
encryption	verify-peer-identity	false	After restart
settings	leave-transcript	false	After restart
Section	Option	Default	Changes Take Effect

settings Section

- [leave-transcript](#)

leave-transcript

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Set to false (default) to remove intermediate chat transcripts on session close. Set to true to retain the latest version of intermediate chat transcripts in Cassandra for Chat HA.

cassandra

- connect-timeout
- contact-points
- enabled
- keyspace
- password
- port
- read-consistency
- request-timeout
- resent-delay
- retry-attempts
- username
- window-size
- write-consistency

connect-timeout

Default Value: 5

Valid Values: Any integer from 1-86400

Changes Take Effect: After restart

Specifies how long, in seconds, Chat Server waits for a connection confirmation from the Cassandra Cluster.

contact-points

Default Value: 127.0.0.1

Valid Values: Any valid contact points

Changes Take Effect: After restart

Specifies a comma-delimited list of contact points for the Cassandra Cluster. For example, "IP1, IP2, IP3". If not set, the Cassandra Cluster uses the host defined in the Server Info tab as a contact point. If set, this option's value is used instead of the host defined in the Server Info tab.

enabled

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Set to true (default) to enable Cassandra for Chat HA. Set to false to disable.

keyspace

Default Value: genesys_chat_server

Valid Values: Any valid Cassandra keyspace name

Changes Take Effect: After restart

Keyspace used by Chat Servers.

password

Default Value:

Valid Values: Any string (could be empty)

Changes Take Effect: After restart

Password for the Cassandra Cluster authentication.

port

Default Value: 9042

Valid Values: Any integer from 1-65535

Changes Take Effect: After restart

Specifies the Cassandra Cluster connection port. If not set, the default listening port in the Server Info tab is used. If set, this option's value is used instead of the port defined in Server Info.

read-consistency

Default Value: quorum

Valid Values: Possible values:one, two, three, quorum, all, local_quorum, each_quorum, local_one

Changes Take Effect: After restart

Specifies the consistency of read requests.

request-timeout

Default Value: 12

Valid Values: Any integer from 1-86400

Changes Take Effect: After restart

Specifies how long, in seconds, Chat Server waits for a reply from the Cassandra Cluster.

resent-delay

Default Value: 1

Valid Values: Any integer from 0-86400

Changes Take Effect: After restart

Specifies how long, in seconds, Chat Server waits before resending a request to the Cassandra Cluster when the previous request failed due to a recoverable reason or because the timeout expired. For each subsequent resend, the current delay is multiplied by two. For example, if the current delay is four seconds and a resend occurs, the following delay is set to eight seconds. If another resend occurs, the delay is set to 16 seconds. Chat Server resends the request immediately when the option is set to "0".

retry-attempts

Default Value: 10

Valid Values: Any integer from 0-1000000

Changes Take Effect: After restart

Specifies how many times Chat Server resends a request to the Cassandra Cluster. If a request fails or the timeout expires, Chat Server attempts to resend the request until it reaches the maximum tries specified. Set this option to zero to disable resending.

username

Default Value:

Valid Values: Any string (could be empty)

Changes Take Effect: After restart

Username for the Cassandra Cluster authentication.

window-size

Default Value: 128

Valid Values: Any integer from 1-1000000

Changes Take Effect: After restart

Specifies the maximum number of simultaneous outstanding requests to Cassandra Cluster.

write-consistency

Default Value: quorum

Valid Values: Possible values: any, one, two, three, quorum, all, local_quorum, each_quorum,

local_one

Changes Take Effect: After restart

Specifies the consistency of update, insert, and delete requests.

encryption

- `client-certificate-file`
- `client-private-key-file`
- `enabled`
- `password`
- `trusted-cert-dir`
- `verify-peer-cert`
- `verify-peer-identity`

client-certificate-file

Default Value:

Valid Values: Any valid file path

Changes Take Effect: After restart

A relative path to a public client key file in PEM format. The path must be accessible for all running instances of Chat Server.

client-private-key-file

Default Value:

Valid Values: Any valid file path

Changes Take Effect: After restart

A relative path to a private client key file in PEM format. The path must be accessible for all running instances of Chat Server. To set password protection over the private key, see the option "password".

enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Set to false (default) to disable using SSL features in Chat Server's communication with Cassandra nodes. Set to true to enable.

password

Default Value:**Valid Values:** Any string (can be empty)**Changes Take Effect:** After restart

An optional client key password. The password is used to access the contents of the client-private-key-file.

trusted-cert-dir

Default Value:**Valid Values:** Any valid file path**Changes Take Effect:** After restart

A relative path to the directory with .pem file(s) containing the trusted certificates for each node. The path must be accessible for all running instances of Chat Server. Note: A single .pem file must contain a single certificate.

verify-peer-cert

Default Value: true**Valid Values:** true, false**Changes Take Effect:** After restart

Indicates whether the peer certificate needs to be checked for validity.

verify-peer-identity

Default Value: false**Valid Values:** true, false**Changes Take Effect:** After restart

Indicates whether the peer certificate needs to be checked for an IP address matching the certificate's common name or a subject alternative name.

Classification Server and Training Server

The options for these two components are the same, except that Training Server does not have a **[license]** section.

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

- [engine](#)
- [license](#)
- [log](#)
- [log-extended](#)
- [log-filter](#)
- [log-filter-data](#)
- [settings](#)

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
engine	log-level	standard	Immediately
engine	log-path	CEngineLog	Immediately
engine	screen-match-all	false	After restart
engine	screen-timeout	15000	After restart
engine	subject-body-header	false	Immediately
engine	treat-empty-as-false	false	Immediately
license	license-file	No default value	At start/restart
log	all	stdout	Immediately
log	buffering	false	Immediately
log	expire	10	Immediately
log	log4j2-config-profile	log4j2.xml	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
log	messagefile	km-server.lms	Immediately
log	segment	100MB	Immediately
log	standard	stdout	Immediately
log	time-format	ISO8601	Immediately
log	trace	stdout	Immediately
log	verbose	standard	Immediately
log-extended	logger-instr-id	com.genestslab.platform:level-format	After restart
log-extended	logger-psdk	com.genestslab.platform:level-format	After restart
log-filter	default-filter-type	copy	Immediately
log-filter	string-max-print-size	128	Immediately
log-filter-data	sample_name	hide	Immediately
settings	hide-attached-data	true	Immediately
settings	logging-filter-active	false	After restart
settings	logging-filter-spec	logging-filter-default.json	After restart
settings	logging-max-message-size	5000	
Section	Option	Default	Changes Take Effect

engine

The **engine** section applies only to Classification Server.

- [log-level](#)
- [log-path](#)
- [screen-match-all](#)
- [screen-timeout](#)
- [subject-body-header](#)
- [treat-empty-as-false](#)

log-level

Default Value: standard
Valid Values: standard, none
Changes Take Effect: Immediately
Discontinued: 8.5.2

Sets the logging level for the server

log-path

Default Value: CEngineLog
Valid Values: Any valid path
Changes Take Effect: Immediately
Discontinued: 8.5.2

Sets the path to the server log folder

screen-match-all

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart
Introduced: 8.5.100.07 in Classification Server only

Turns on (true) or off (false) extended matching mode for screening rules. In extended matching mode, all matches of a screening rule produce key-value pairs, which are returned as a result of the screening request.

screen-timeout

Default Value: 15000

Valid Values: 1-300000

Changes Take Effect: After restart

Introduced: 9.0.000.07 in Classification Server only

Specifies the maximum time, in milliseconds, of a Screening Rule's regular expression processing. If processing a Screening Rule takes more than the specified time (the option setting), Classification Server terminates the processing and sends the Fault ESP response to the requester. This prevents Classification Server from being unresponsive when processing a regular expression takes an excessively long time.

subject-body-header

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: In Classification Server only

Modified: 9.0.000.07

Specifies how an e-mail's Subject, Body, and Header fields are treated during screening.

- If the option is set to `true`, the **Pattern is found in any selected field (OR relation)** check box for each individual rule is ignored, all selected content is concatenated into one string, and a screening rule is applied to that string.
- If the option is set to `false`:
 - And the **Pattern is found in any selected field (OR relation)** check box is selected, all selected content is concatenated into one string, and a screening rule is applied to that string.
 - And the **Pattern is found in any selected field (OR relation)** check box is not selected, a screening rule is applied to each selected content separately and a screening result is calculated as follows: a screening result for the Subject **AND** a screening result for the Header **AND** a screening result for the Body. All selected email areas are included in a screening result calculation.

treat-empty-as-false

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 9.0.000.11

The default value, `false`, preserves the current behavior of the Classification Server while matching screening rules. The value, `true`, forces the server to treat empty elements (subject, text, headers) as not matched with any rule.

license

This section and its single option belong to Classification Server only. They are not used by Training Server.

- [license-file](#)

license-file

Default Value: No default value

Valid Values: Any valid port address in the format `license_server_port@license_server_host` or the full path to the license file.

Changes Take Effect: At start/restart

Specifies location of the license file.

log

- all
- buffering
- expire
- log4j2-config-profile
- messagefile
- segment
- standard
- time-format
- trace
- verbose

all

Default Value: stdout

Valid Values:

- **stdout:** Log events are sent to the Standard output (stdout).
- **stderr:** Log events are sent to the Standard error output (stderr).
- **network:** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
- **memory:** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- **[filename]:** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

buffering

Default Value: false

Valid Values:

- **true**: Enables buffering.
- **false**: Disables buffering.

Changes Take Effect: Immediately

Turns on/off operating system file buffering. The option is applicable only to the stderr and stdout output. Setting this option to true increases the output performance.

expire

Default Value: 10

Valid Values:

- *false* - No expiration; all generated segments are stored.
- *<number>* file or *<number>* - Sets the maximum number of log files to store. Specify a number from 1-100.
- *<number>* day - Sets the maximum number of days before log files are deleted. Specify a number from 1-100.

If an option's value is set incorrectly-out of the range of valid values - it will be automatically reset to 10.

Changes Take Effect: Immediately

Determines whether log files expire. If they do, sets the measurement for determining when they expire, along with the maximum number of files (segments) or days before the files are removed. This option is ignored if log output is not configured to be sent to a log file.

log4j2-config-profile

Default Value: log4j2.xml

Valid Values: Any string

Changes Take Effect: After restart

Introduced: 9.0.000.02 in Classification Server, 9.0.000.07 in Training Server

Logging configuration file used by log4j2. The file is supplied with the server and is located in the installation directory. Loggers can be controlled by editing this file. For more information, see [log4j2-config-profile](#).

messagefile

Default Value: km-server.lms

Valid Values: km-server.lms
Changes Take Effect: Immediately

Logging message file used by Server.

segment

Default Value: 100MB
Valid Values: false - No segmentation is allowed.

- *<number>* KB or *<number>* - Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB.
- *<number>* MB Sets the maximum segment size, in megabytes.
- *<number>* hr Sets the number of hours for the segment to stay open. The minimum number is 1 hour.

Changes Take Effect: Immediately

Specifies whether there is a segmentation limit for a log file. If there is, sets the mode of measurement, along with the maximum size. If the current log segment exceeds the size set by this option, the file is closed and a new one is created. This option is ignored if log output is not configured to be sent to a log file.

standard

Default Value: stdout

Valid Values:

- **stdout:** Log events are sent to the Standard output (stdout).
- **stderr:** Log events are sent to the Standard error output (stderr).
- **network:** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
- **memory:** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- **[filename]:** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

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. Fractional seconds are given in milliseconds.

Changes Take Effect: Immediately

Specifies how to represent, in a log file, the time when an application generates log records.

trace

Default Value: stdout

Valid Values:

- **stdout:** Log events are sent to the Standard output (stdout).
- **stderr:** Log events are sent to the Standard error output (stderr).
- **network:** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
- **memory:** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- **[filename]:** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

verbose

Default Value: standard

Valid Values:

- **all:** All log events (that is, log events of the Standard, Trace, Interaction, and Debug levels) are generated.
- **debug:** The same as all.
- **trace:** Log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels) are generated, but log events of the Debug level are not generated.
- **interaction:** Log events of the Interaction level and higher (that is, log events of the Standard and Interaction levels) are generated, but log events of the Trace and Debug levels are not generated.
- **standard:** Log events of the Standard level are generated, but log events of the Interaction, Trace, and Debug levels are not generated.
- **none:** No output is produced.

Changes Take Effect: Immediately

Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.

log-extended

- [logger-instr-id](#)
- [logger-psdk](#)

logger-instr-id

Default Value: com.genestslab.platform:level=fatal

Valid Values: io.netty.channel.nio.NioEventLoop:level=[trace, debug, info, warn, error, fatal]

Changes Take Effect: After restart

Introduced: 9.0.000.07 in Classification Server, 9.0.000.07 in Training Server

Specifies an appropriate level of logging for the underlying Netty library. The normal setting for the level of info is fatal. This level is chosen to avoid the excessive logging info.

logger-psdk

Default Value: com.genestslab.platform:level=fatal

Valid Values: com.genestslab.platform:level=[trace, debug, info, warn, error, fatal]

Changes Take Effect: After restart

Introduced: 9.0.000.02 in Classification Server, 9.0.000.07 in Training Server

Specifies a level of logging for the PSDK library. The normal setting for the level of info is "fatal". This level is chosen to avoid the excessive logging info. For more information on the options in the "log-extended" section refer to the Genesys documentation. See also: [logger-<id>](#).

log-filter

- [default-filter-type](#)
- [string-max-print-size](#)

default-filter-type

Default Value: copy

Valid Values: copy, skip, hide

Changes Take Effect: Immediately

Sets the default for filtering the output of userdata to log. This default filter applies to all user data keys, except any individual key in the log- filter-data section. You can set the default filter to one of three values:

- **copy:** The keys and values of the userdata are copied to the log.
- **hide:** The keys of the userdata are copied to the log; the values are replaced with strings of asterisks.
- **skip:** The userdata are not copied to the log.

string-max-print-size

Default Value: 128

Valid Values: Any integer from 0-7000

Changes Take Effect: Immediately

Specifies the maximum output length for string of Unicode attributes in the Server logs.

log-filter-data

- `sample_name`

sample_name

Default Value: hide

Valid Values: copy, skip, hide

Changes Take Effect: Immediately

Sample - How to specify log filtering type for an attribute.

settings

- [hide-attached-data](#)
- [logging-filter-active](#)
- [logging-filter-spec](#)
- [logging-max-message-size](#)

hide-attached-data

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Prohibits, or allows, the printing of attached data in the log output. The default value (true) prohibits printing. Note: Be sure this option has the same value as the Knowledge Manager option of the same name, located in that component's general section.

logging-filter-active

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Introduced: 9.0.000.02 in Classification Server, 9.0.000.07 in Training Server

Specifies whether regular expression based filtering of logging is on (true) or off (false).

logging-filter-spec

Default Value: logging-filter-default.json

Valid Values: logging-filter-default.json

Changes Take Effect: After restart

Introduced: 9.0.000.02 in Classification Server, 9.0.000.07 in Training Server

Specifies the file, which contains filters used in regular expression based filtering of logging.

logging-max-message-size

Default Value: 5000

Valid Values: 100-1000000

Changes Take Effect:

Introduced: 9.0.000.07 in Classification Server, 9.0.000.07 in Training Server

Specifies the maximum length of characters for a logging record.

Content Analyzer Plug-in for GAX

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

- [gax-content-analyzer](#)

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
gax-content-analyzer	app-name	No default value	After save
gax-content-analyzer	connection-timeout	3	After save
gax-content-analyzer	interactions-per-request	1000	After save
Section	Option	Default	Changes Take Effect

gax-content-analyzer Section

- **app-name**
- **connection-timeout**
- **interactions-per-request**

app-name

Default Value: No default value
Valid Values: Any string
Changes Take Effect: After save
Introduced: 8.5.200.18

Name of the Content Analyzer Plug-in for GAX Application object

connection-timeout

Default Value: 3
Valid Values: Any integer from 1-180
Changes Take Effect: After save
Introduced: 8.5.200.18

Specifies, in seconds, a timeout for Content Analyzer Plug-in for GAX attempts to connect to the server (UCS or Classification Server) specified in the current request.

interactions-per-request

Default Value: 1000
Valid Values: Any integer from 1-2000
Changes Take Effect: After save
Introduced: 8.5.200.18

Specifies a number of interactions per request to UCS when Training Object is created.

Digital Messaging Server

Important

Digital Messaging Server was called Social Messaging Server in releases prior to 9.0.0. For Social Messaging Server options, refer to the [Social Media Solution Guide](#).

Options for this component have two sources:

- The usual template file that is provided as part of the installation of the component.
- Various .cfg files, which are provided as part of the installation of the following driver components. You install the Driver, then import the file into your Digital Messaging Server. The options thus created are documented in separate chapters in this Options Reference:
 - [Genesys Driver for use with Apple Business Chat via Hub](#)
 - [Genesys Cloud API Driver for use with Facebook](#)
 - [Genesys Cloud API Driver for use with Twitter](#)
 - [Genesys Driver for use with WeChat](#)
 - [Genesys Driver for use with Genesys Hub](#)
 - [Genesys Driver for SMS and MMS](#)
 - [Bot Gateway Server](#)

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

- [channel-any_name](#)
- [channel-any_name-monitor-any_name](#)
- [endpoints:tenant_dbid](#)
- [log](#)
- [log-extended](#)
- [log-filter](#)
- [log-filter-data](#)
- [settings](#)

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
channel-any_name	business-id	An empty string	After restart
channel-any_name	driver-classname		After restart
channel-any_name	inbound-route	An empty string	After restart
channel-any_name	inbound-route-by-call	An empty string	After restart
channel-any_name	media-origin	generic-media	After restart
channel-any_name	media-type-chat-by-call	An empty string	After restart
channel-any_name	reconnection-timeout	180	After restart
channel-any_name	session-asyncmode	false	After restart
channel-any_name	tenant-dbid		After restart
channel-any_name	ucs-in-use	false	After restart
channel-any_name	ucs-request-timeout	10	After restart
channel-any_name-monitor-any_name	option	An empty string	Depends on an option
endpoints:tenant_dbid	endpoint_name_for_paging		After restart
log	all	stdout	After restart
log	buffering	false	After restart
log	expire	10	After restart
log	log4j2-config-profile	log4j2.xml	After restart
log	messagefile	dmsserver.lms	After restart
log	segment	100MB	After restart
log	standard	stdout	After restart
log	time-format	ISO8601	After restart
log	trace	stdout	After restart
log	verbose	standard	After restart
log-extended	logger-instr-id	io.netty.channel.nio.NioEventLoopHandler	After restart = fatal
log-extended	logger-psdk	com.genesyslab.platform:logger-fatal	After restart
log-filter	default-filter-type	copy	At start/restart
log-filter	string-max-print-size	128	After restart
log-filter-data	sample_name	hide	After restart
settings	esp-proc-timeout	60	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	hide-attached-data	true	After restart
settings	logging-filter-active	false	After restart
settings	logging-filter-spec	logging-filter-default.json	After restart
settings	logging-max-message-size	5000	After restart
settings	redis-client-config	redisson-config-file.yaml	After restart
settings	server-mode	single	After restart
settings	session-chat-request-timeout	40	After restart
settings	session-max-number	500	After restart
settings	session-shutdown-timeout	180	After restart
settings	subject-size	25	After restart
settings	workspace-location	./	After restart
Section	Option	Default	Changes Take Effect

log-extended Section

- [logger-instr-id](#)
- [logger-psdk](#)

logger-instr-id

Default Value: io.netty.channel.nio.NioEventLoop:level=fatal

Valid Values: io.netty.channel.nio.NioEventLoop:level=[trace, debug, info, warn, error, fatal]

Changes Take Effect: After restart

Specifies a level of logging for the Netty library. The normal setting for the level of info is "fatal". This level is chosen to avoid excessive logging info.

logger-psdk

Default Value: com.genesyslab.platform:level=fatal

Valid Values: com.genesyslab.platform:level=[trace, debug, info, warn, error, fatal]

Changes Take Effect: After restart

Specifies a level of logging for the PSDK library. The normal setting for the level of info is "fatal". This level is chosen to avoid excessive logging info. For more information on the options in the "log-extended" section, refer to the Genesys documentation.

log Section

- all
- buffering
- expire
- log4j2-config-profile
- messagefile
- segment
- standard
- time-format
- trace
- verbose

all

Default Value: stdout

Valid Values:

- **stdout:** Log events are sent to the Standard output (stdout).
- **stderr:** Log events are sent to the Standard error output (stderr).
- **network:** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
- **memory:** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- **[filename]:** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: After restart

Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured; for example: all = stdout, logfile.

buffering

Default Value: false

Valid Values:

- **true**: Enables buffering.
- **false**: Disables buffering.

Changes Take Effect: After restart

Turns on/off operating system file buffering. The option is applicable only to the stderr and stdout outputs. Setting this option to "true" increases the output performance.

expire

Default Value: 10

Valid Values:

- **false**—No expiration; all generated segments are stored.
- **<number>** file or **<number>**—Sets the maximum number of log files to store. Specify a number from 1-100.
- **<number>** day—Sets the maximum number of days before log files are deleted. Specify a number from 1-100. If an option's value is set incorrectly, or it is out of the range of valid values, it will be automatically reset to 10.

Changes Take Effect: After restart

Determines whether log files expire. If they do, this sets the measurement for determining when they expire, along with the maximum number of files, or segments, or days before the files are removed. This option is ignored if log output is not configured to be sent to a log file.

log4j2-config-profile

Default Value: log4j2.xml

Valid Values: log4j2.xml

Changes Take Effect: After restart

Specifies the logging configuration file used by PSDK log4j2 loggers. The file is supplied with the server and is located in the installation directory. You can control PSDK loggers by editing this file. Use the PSDK loggers to see the events that occurred during the server startup.

messagefile

Default Value: dmserver.lms

Valid Values: dmsserver.lms

Changes Take Effect: After restart

Specifies the logging message file used by the server.

segment

Default Value: 100MB

Valid Values:

- **false**—No segmentation is allowed.
- **<number> KB** or **<number>**—Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB.
- **<number> MB**—Sets the maximum segment size, in megabytes.
- **<number> hr**—Sets the number of hours for the segment to stay open. The minimum number is 1 hour.

Changes Take Effect: After restart

Specifies whether there is a segmentation limit for a log file. If there is, this sets the mode of measurement, along with the maximum size. If the current log segment exceeds the size set by this option, the file is closed and a new one is created. This option is ignored if log output is not configured to be sent to a log file.

standard

Default Value: stdout

Valid Values:

- **stdout**: Log events are sent to the Standard output (stdout).
- **stderr**: Log events are sent to the Standard error output (stderr).
- **network**: Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
- **memory**: Log events are sent to the memory output on the local disk. This is the safest output in terms of the application's performance.
- **[filename]**: Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: After restart

Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured; for example: `standard = stderr, network`.

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. Fractional seconds are given in milliseconds.

Changes Take Effect: After restart

Specifies how to represent, in a log file, the time when an application generates log records.

trace

Default Value: stdout

Valid Values:

- **stdout:** Log events are sent to the Standard output (stdout).
 - **stderr:** Log events are sent to the Standard error output (stderr).
 - **network:** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
 - **memory:** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
 - **[filename]:** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.
-

Changes Take Effect: After restart

Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured; for example: trace = stderr, network.

verbose

Default Value: standard

Valid Values:

- **all:** All log events (that is, log events of the Standard, Trace, Interaction, and Debug levels) are generated.
- **debug:** The same as "all".
- **trace:** Log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels) are generated, but log events of the Debug level are not generated.
- **interaction:** Log events of the Interaction level and higher (that is, log events of the Standard and Interaction levels) are generated, but log events of the Trace and Debug levels are not generated.
- **standard:** Log events of the Standard level are generated, but log events of the Interaction, Trace, and Debug levels are not generated.
- **none:** No output is produced.

Changes Take Effect: After restart

Determines whether a log output is created. If it is, this specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.

channel-any_name Section

- `business-id`
- `driver-classname`
- `inbound-route`
- `inbound-route-by-call`
- `media-origin`
- `media-type-chat-by-call`
- `reconnection-timeout`
- `session-asyncmode`
- `tenant-dbid`
- `ucs-in-use`
- `ucs-request-timeout`

business-id

Default Value: An empty string
Valid Values: A valid businessId
Changes Take Effect: After restart
Introduced: 9.1.007.05

Specifies channel businessID value.

- **Business phone number** for WhatsApp channel.
- **Integration ID** for Facebook Messenger channel.

Note that the value for Facebook Messenger is not supported and reserved for future use.

driver-classname

Default Value:
Valid Values: Any valid string
Changes Take Effect: After restart

Specifies the class name of the media driver for a specific media service.

inbound-route

Default Value: An empty string
Valid Values: A comma-separated list of endpoints
Changes Take Effect: After restart

Specifies the endpoints for inbound messages arriving from the media. These endpoints must exist in the Chat Server configuration. If this option is not specified or empty, the channel type is "no inbound", so inbound messages will not be ignored.

For example:

101:paging_endpoint—The endpoint for inbound messages, which is processed in "paging" mode.

101:paging_endpoint, 101:chat_endpoint—The same as previous, plus an additional endpoint for "session" mode. The endpoint for "session" mode is an endpoint specified in the Chat Server configuration. Chat Server will use this endpoint to place interactions into the interaction queue.

For example:

- not specified or empty -- means, that the channel type is 'no inbound', i.e. inbound messages will not be ignored.
- 101:paging_endpoint -- endpoint for inbound messages, which will be processed in 'paging' mode.
- 101:paging_endpoint, 101:chat_endpoint -- same as previous, plus additional endpoint for 'session' mode. Endpoint for 'session' mode is an endpoint specified in a Chat Server's configuration. Chat Server will use this endpoint to place interactions to interaction queue.

inbound-route-by-call

Default Value: An empty string

Valid Values: A valid endpoint

Changes Take Effect: After restart

Specifies the endpoint for outbound chat sessions created by "InviteToChat" requests. This endpoint must exist in the Chat Server configuration. Chat Server will use this endpoint to place interactions into the interaction queue. If this option is not specified or empty, the channel does not support "InviteToChat" requests.

For example:

inbound-route-by-call = 101:chat_endpoint, where "101:chat_endpoint" is the endpoint from the Chat Server configuration.

For example:

- not specified or empty -- means, that the channel does not support 'invite to chat' requests.
- 101:chat_endpoint -- endpoint for outbound chat session. This endpoint is an endpoint specified in a Chat Server's configuration. Chat Server will use this endpoint to place interactions to interaction queue.

media-origin

Default Value: generic-media

Valid Values:

- **applebc-session:** Apple Business Chat.
- **genesys-chat:** WhatsApp.

- **fbm-session**: Facebook Messenger.
- **fbp-session**: Facebook Public.
- **generic-media**: Other media.

Changes Take Effect: After restart
Introduced: 9.1.008.08

Specifies the name of the media source that the channel works with.

Note that the following values are reserved for future use:

- **fbm-session**: Facebook Messenger
- **fbp-session**: Facebook Public

media-type-chat-by-call

Default Value: An empty string
Valid Values: Any valid string
Changes Take Effect: After restart

Specifies the media type that is assigned to interactions submitted to Interaction Server by Chat Server, created by "InviteToChat" requests, (or "outbound chat").

reconnection-timeout

Default Value: 180
Valid Values: Any integer greater than or equal to 10
Changes Take Effect: After restart

Specifies the delay, in seconds, before the server starts the reconnection procedure for this media channel if the connection was lost.

session-asyncmode

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart

Specifies whether the server works in asynchronous chat mode. Asynchronous chat mode means that the server never closes an active chat session by a timeout and provides a flag to Chat Server signaling the use of chat mode.

tenant-dbid

Default Value:**Valid Values:** An integer value with DBID**Changes Take Effect:** After restart

Specifies the DBID of a tenant associated with a channel. This option is required if option inbound-route is not set.

ucs-in-use

Default Value: false**Valid Values:** true, false**Changes Take Effect:** After restart

Allows the use of Universal Contact Server to save data, such as account relations.

ucs-request-timeout

Default Value: 10**Valid Values:** 1-300**Changes Take Effect:** After restart

Specifies the length of time, in seconds, to wait for UCS to return the result of an ESP request.

settings Section

- [esp-proc-timeout](#)
- [hide-attached-data](#)
- [logging-filter-active](#)
- [logging-filter-spec](#)
- [logging-max-message-size](#)
- [redis-client-config](#)
- [server-mode](#)
- [session-chat-request-timeout](#)
- [session-max-number](#)
- [session-shutdown-timeout](#)
- [subject-size](#)
- [workspace-location](#)

esp-proc-timeout

Default Value: 60

Valid Values: 5-3600

Changes Take Effect: After restart

Specifies the length of time, in seconds, to process ESP requests received by the server. A negative ESP response is returned to a requester if the request is not processed in the specified time.

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 for requests to Interaction and Chat Servers.

logging-filter-active

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Specifies whether regular expression-based filtering of logging is on (true) or off (false).

logging-filter-spec

Default Value: logging-filter-default.json

Valid Values: logging-filter-default.json

Changes Take Effect: After restart

Specifies the file, which contains filters used in regular expression-based filtering of logging.

logging-max-message-size

Default Value: 5000

Valid Values: 100-1000000

Changes Take Effect: After restart

Specifies the maximum length of logging record.

redis-client-config

Default Value: redisson-config-file.yaml

Valid Values: redisson-config-file.yaml

Changes Take Effect: After restart

Introduced: 9.1.007.05

Specifies the file, which contains the Redis client configuration.

server-mode

Default Value: single

Valid Values:

- **single:** The regular operational mode as a single server with primary/backup configuration.
- **dispatcher:** The "dispatcher" operational mode.
- **worker:** The "worker" operational mode.

Changes Take Effect: After restart

Introduced: 9.1.007.05

Specifies the server operational mode.

session-chat-request-timeout

Default Value: 40

Valid Values: 10-600

Changes Take Effect: After restart

Specifies, in seconds, the timeout value assigned to requests sent to Chat Server: Register, Join, SendMessage. If the timeout expires for a request, then

- for Register and Join requests—an attempt to create a chat session will be repeated 3 times.
- for a SendMessage request—an attempt to send a message to a chat session will be repeated 3 times.
- if all attempts to send a request to Chat Server fail, then an error message will be sent to a channel.

If the timeout expires for a request, then:

- for Register and Join requests - an attempt to create a chat session will be repeated three times
- for SendMessage request - an attempt to send a message to a chat session will be repeated three times
- If all attempts to send a request to Chat Server will fail, then an error message will be sent to a channel.

session-max-number

Default Value: 500

Valid Values: 0-15000

Changes Take Effect: After restart

Specifies the maximum number of simultaneous chat sessions to be processed by the server.

session-shutdown-timeout

Default Value: 180

Valid Values: 30-1728000

Changes Take Effect: After restart

Specifies the length of time, in seconds, that will pass before an active chat session is terminated by the server. The session is terminated if, during this time span, there are no inbound or outbound messages and the chat events NewPartyInfo (a new party joined the chat) and PartyLeftInfo (a party left the chat) are not received.

subject-size

Default Value: 25

Valid Values: Any integer: 12-80

Changes Take Effect: After restart

Specifies the maximum size (number of characters) of the subject string for an inbound message. The subject string is created by truncating the inbound message body to the specified length.

workspace-location

Default Value: ./

Valid Values: Valid location in a file system

Changes Take Effect: After restart

Specifies the location of a dedicated folder that can be used by a channel driver to store its data. The folder should have create, write, and read access rights. It may be located somewhere in a network file system.

endpoints-tenant_dbid Section

- `endpoint_name_for_paging`

endpoint_name_for_paging

Default Value:**Valid Values:** Valid queue name (from the tenant identified by tenant DBID)**Changes Take Effect:** After restart

The `endpoint_name_for_paging` is a sample name. The option name is arbitrary and serves as an endpoint name for reference from channel sections. The value is a queue in the corresponding Business Process; for example, `sms-inbound = "Paging Inbound"`.

This is a placeholder for the option that represents the queue, in a Business Process, where Digital Messaging Server places interactions for processing. The actual option is created as a result of actions in Interaction Routing Designer (IRD), as follows:

1. In IRD, add Digital Messaging Server to a Business Process.
2. Add an endpoint to Digital Messaging Server.
3. Connect the endpoint to a queue.
4. Save the configuration.

Saving the configuration creates an option whose name is the endpoint name and whose value is the queue name. You must use this endpoint name in the value of the `inbound-route-default` option.

Important

This procedure requires IRD 8.1.4 or later. With earlier versions of IRD, you can manually create an option whose name is the endpoint name and whose value is the queue name.

channel-any_name-monitor-any_name Section

- **option**

option

Default Value: An empty string

Valid Values: Depends on an option

Changes Take Effect: Depends on an option

Specifies an option of a channel monitor.

log-filter Section

- [default-filter-type](#)
- [string-max-print-size](#)

default-filter-type

Default Value: copy

Valid Values: copy, hide, skip

Changes Take Effect: At start/restart

Sets the default for filtering the output of user data keys to the server.

string-max-print-size

Default Value: 128

Valid Values: Any integer from 0-7000

Changes Take Effect: After restart

Discontinued: 9.1.000.03

Specifies the maximum output length for string of UNICODE attributes in the Server logs.

log-filter-data Section

- `sample_name`

sample_name

Default Value: hide

Valid Values: copy, skip, hide

Changes Take Effect: After restart

Specifies the filter type that is applied to a value of a key-value pair, or to a key-value pair when a pair is output to a log file. See logging configuration documentation for details.

You can set the default filter to one of three values:

- skip - does not output key-value pair from user data
- hide - hides the value of the key
- copy - prints both the key and its value

This default filter applies to all user data keys, except any individual key in the log-filter-data section, which you custom-define to always hide or show in the log output, regardless of the default filter type.

eServices Manager Plug-in for GAX

Important

- The section **km** applies to 8.5.0-8.5.1 releases only.
- The section **gax-km** applies to 8.5.2 and higher releases.

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

- **gax-km**
- **km**

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
gax-km	app-name	No default value	After save
gax-km	connection-timeout	3	After save
gax-km	file-storage-path	No default value	After save
km	km_sample_path	No default value	After restart
km	km_ws_attempts	1	After restart
km	km_ws_switchovers	5	After restart
km	km_ws_timeout	3000	After restart
Section	Option	Default	Changes Take Effect

gax-km Section

- **app-name**
- **connection-timeout**
- **file-storage-path**

app-name

Default Value: No default value
Valid Values: Any string
Changes Take Effect: After save
Introduced: 8.5.300.09

Name of the eServices Manager Plug-in for GAX Application.

connection-timeout

Default Value: 3
Valid Values: Any integer from 1-180
Changes Take Effect: After save
Introduced: 8.5.300.09

Specifies, in seconds, a timeout for eServices Manager Plug-in for GAX attempts to connect to the server (UCS or Classification Server) specified in the current request.

file-storage-path

Default Value: No default value
Valid Values: Path to any local folder
Changes Take Effect: After save
Introduced: 8.5.300.09

Import/export the temporary file storage path.

km Section

Important

For eServices Manager 8.5.2 and higher, see [gax-km](#).

- [km_sample_path](#)
- [km_ws_attempts](#)
- [km_ws_switchovers](#)
- [km_ws_timeout](#)

km_sample_path

Default Value: No default value

Valid Values:

Changes Take Effect: After restart

KM sample path, default is empty

km_ws_attempts

Default Value: 1

Valid Values:

Changes Take Effect: After restart

Discontinued: 8.5.110.08

Attempts setting

km_ws_switchovers

Default Value: 5

Valid Values:

Changes Take Effect: After restart

Discontinued: 8.5.110.08

Switchovers setting

km_ws_timeout

Default Value: 3000

Valid Values:

Changes Take Effect: After restart

Discontinued: 8.5.111.21

Timeout setting

Restricted Options

This page describes hidden options that are available only for internal use. If you are a Genesys employee and are logged in to your docs.genesys.com account, you can view these options on the Draft version of this page.

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

Section	Option	Default	Changes Take Effect
log	buffering	false	Immediately
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
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
pop-client	enable-big-msg-stripping	true	At the next pop cycle
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	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	500	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		At the next pop cycle
pop-client	pop-connection-security	none	At restart
pop-client	port	110	At the next pop cycle
pop-client	protocol-timeout	00:05:00	At the next pop cycle
pop-client	scope	https://outlook.office.com/	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
proxy	user		At start/restart
secret-*secretName*	password	false	At the next POP cycle for pop-client;At start/
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
			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	password		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
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
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
ucs-x	<code>gws-grant-type</code>	client_credentials	At start/restart
ucs-x	<code>password</code>		At start/restart
ucs-x	<code>ucs-x-path</code>	/ucs/v3/rest/request/	At start/restart
ucs-x	<code>ucs-x-url</code>		At start/restart
web-proxy	<code>host</code>		At start/restart
web-proxy	<code>password</code>		At start/restart
web-proxy	<code>port</code>	0	At start/restart
web-proxy	<code>usageType</code>	both	At start/restart
web-proxy	<code>useProxy</code>	false	At start/restart
web-proxy	<code>user</code>		At start/restart
Section	Option	Default	Changes Take Effect

chat-client Section

- [address](#)
- [block-parent-userdata-with-prefix](#)

address

Default Value: No default value

Valid Values: Any valid e-mail address

Changes Take Effect: Immediately

The e-mail address used to fill in the From field in the Chat Transcript email-out. The Chat Transcript email-out is the e-mail sent to the customer that includes the transcript of the chat in which the customer had engaged.

The value must comply with RFC2822, and therefore must be encoded according to RFC2047. Examples of valid values include the following:

- legal@mycompany.com
- "Legal Dpt" <legal@mycompany.com>
- "=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com> where "=?Cp1252?Q?Dpt_=E9_Legal?=" is the French equivalent of Legal Dept and includes French diacritics.

block-parent-userdata-with-prefix

Default Value: No default value

Valid Values: Empty or any string that presents a valid chat interaction userdata prefix

Changes Take Effect: Immediately

Introduced: 8.5.203.01

Specifies a list of prefixes delimited by a semi-colon (;). Each prefix is the name of a chat interaction userdata that E-mail Server filters out when creating a child outbound email interaction to send the chat transcript. The prefixes are case insensitive. An empty value indicates that E-mail Server does not filter out any userdata when it creates the child interaction.

email-encoding Section

- `x-user-defined`

x-user-defined

Default Value: us-ascii

Valid Values: Any encoding that JRE 1.6 supports

Changes Take Effect: At start/restart

In the email-encoding section, maps the encoding used by incoming e-mail to the replacement encoding used by E-mail Server. With a value of us-ascii, the encoding for incoming e-mails is converted to us-ascii. For a list of encodings that JRE 1.6 supports, see <http://docs.oracle.com/javase/6/docs/technotes/guides/intl/encoding.doc.html>. In the email-encoding section, you can configure other options that handle problems with retrieving e-mails with other unknown encodings similar to the x-user-defined option. For example, if you experience problems with other bad encodings, you can configure an other-bad-encoding option with a value of iso-8859-1 to handle them.

email-processing Section

- attachment-mngt
- autobot-agent-login-name
- autowar-detect-period
- autowar-max-reply-count
- autowar-scan-all-threads-of-contact
- bcc-address
- cc-userdata-limit
- check-email-address
- contact-identification
- default-domain
- default-from-address
- default-inbound-queue
- enable-autowar-detect
- enable-extract-uuencoded-file
- enable-firstname-lastname-auto-filling
- enable-inbound-processor
- enable-inbound-submitter
- enable-mail-loops
- enable-message-id-check
- enable-outbound-submitter
- enable-same-mail-from-mailboxes
- enable-stop-initial-emailin-after-extreply
- ext-resource-incoming-address
- fieldcode-format-locale
- inbound-msg-thread-pool-size
- inbound-processor-high-watermark
- inbound-processor-low-watermark
- inbound-processor-period
- inbound-processor-thread-pool-size
- inbound-submitter-high-watermark
- inbound-submitter-low-watermark
- inbound-submitter-period
- ixn-server-cnrx-max-idle-time
- ndr-senders-list
- outbound-msg-charset
- outbound-msg-thread-pool-size
- outbound-status-update-retry-count
- outbound-submitter-high-watermark
- outbound-submitter-low-watermark
- outbound-submitter-period
- quote-cc
- quote-from
- quote-prefix
- quote-sent
- quote-separator
- quote-subject
- quote-to
- socket-timeout
- subject-forward-prefix
- subject-reply-prefix
- subject-threading-substrings

attachment-mngt

Default Value: LEAVE

Valid Values: LEAVE, REMOVE

Changes Take Effect: Immediately

Specifies the strategy used by E-mail Server to handle attachments of

incoming messages for this account.

- The value of LEAVE causes this E-mail Server to store a message in the database with attachments.
- The value of REMOVE causes this server to store a message in the database without attachments.

autobot-agent-login-name

Default Value:

Valid Values: Any valid agent login name

Changes Take Effect: Immediately

Specifies the agent (the autobot Person) used to render standard responses containing agent-related field codes. For information about autoresponses, see sections on e-mail objects in the "Interaction Routing Designer Objects" chapter of the Universal Routing 8.1 (or later) Reference Manual.

If you want to control what the interaction history shows as the owner of e-mails (for example, acknowledgements, autoresponses, and replies from agents) generated by E-mail Server, you can use the User Data key `_OwnerEmployeeId`. Its value must be the Employee ID of a Person object. For example in a routing strategy, you can add a Function object, specify the `Update` function, and manually enter the `_OwnerEmployeeId` key. You could also specify the `UData` function with a `GD_OriginalAgentEmployeeId` key, which gets its value from the User Data `GD_OriginalAgentEmployeeId`. The person designated by the value becomes the owner shown in the interaction history. If you do not assign any value to the `_OwnerEmployeeId` key, the owner of this type of interaction is determined by the autobot Person.

autowar-detect-period

Default Value: 00:10:00

Valid Values: Any time period in the hh:mm:ss format

Changes Take Effect: Immediately

Sets the timespan during which E-mail Server counts previous automatic e-mails (autoresponses and acknowledgements) that it sent to the same contact in the same thread.

autowar-max-reply-count

Default Value: 5

Valid Values: Any integer greater than 0.

Changes Take Effect: Immediately

Sets the maximum number of automated replies that E-mail Server sends in the configured autowar-detect-period.

autowar-scan-all-threads-of-contact

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If set to **true**, E-mail Server scans all the threads of the current contact in order to count the number of autoresponses and auto-acknowledgements. If set to **FALSE**, E-mail Server scans only the current thread for this contact.

bcc-address

Default Value:

Valid Values: Any valid e-mail address or list of e-mail addresses

Changes Take Effect: Immediately

Specifies an additional address, or comma-delimited list of addresses to which all outgoing messages are sent as a Bcc. The value must comply with RFC2822, and therefore must be encoded

according to RFC2047. Examples of valid values include the following:

- legal@mycompany.com
- legal@mycompany.com,archive@mycompany.com
- "Legal Dpt" <legal@mycompany.com>
- "=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com> where "=?Cp1252?Q?Dpt_=E9_Legal?=" is the French equivalent of Legal Dept and includes French diacritics

cc-userdata-limit

Default Value: -1

Valid Values: -1, or any positive integer

Changes Take Effect: At start/restart

Specifies when to add the keys Cc and _NumberOfCcAddresses to user data. A value of -1 (or any negative number) indicates to never add the keys Cc and _NumberOfCcAddresses to user data. A positive number indicates to add the keys Cc and _NumberOfCcAddresses to user data if the number of Cc addresses in the received e-mail is less than or equal to the specified number. If the number of Cc addresses in the received e-mail is greater than the specified number, only the key _NumberOfCcAddresses is added to user data.

check-email-address

Default Value: true

Valid Values: true, false

Changes Take Effect: At start/restart

Allows you to disable the checking of incoming e-mails for compliance with RFC822 (governing whether e-mail addresses with white spaces are accepted). The default value of TRUE leaves such checking enabled, and Genesys strongly recommends this setting. Disabling this checking means the system attempts to process noncompliant e-mails, which may cause problems. You may, however, consider disabling the checking if large numbers of noncompliant e-mails are being received (for example, with spaces in the address in the From field). If you disable this checking (a value of FALSE), such e-mails are no longer processed as failed e-mails.

contact-identification

Default Value: IDENTIFY-AND-CREATE

Valid Values: IDENTIFY-AND-CREATE, IDENTIFY-ONLY, DO-NOTHING

Changes Take Effect: Immediately

Specifies how E-mail Server handles contact identification and auto-creation. A value of IDENTIFY-AND-CREATE means E-mail Server attempts to identify the contact. If the contact is not found, it is created. A value of IDENTIFY-ONLY means E-mail Server attempts to identify the contact, but does not create a new contact if it is not found. If set to DO-NOTHING, E-mail Server does not identify the contact.

default-domain

Default Value:

Valid Values: Any valid domain name

Changes Take Effect: Immediately

Specifies the domain name added to all e-mail addresses that do not have a domain name.

default-from-address

Default Value:

Valid Values: Any valid e-mail address

Changes Take Effect: Immediately

If not empty, specifies the address shown in the From field of outgoing e-mails. The value must comply with RFC2822, and therefore must be encoded according to RFC2047.

Examples of valid values include the following:

- *legal@mycompany.com
- *"Legal Dpt" <legal@mycompany.com>
- *"?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com> where "?Cp1252?Q?Dpt_=E9_Legal?="

is the French equivalent of Legal Dept and includes French diacritics.

default-inbound-queue

Default Value:

Valid Values: Any valid and defined queue (Script objects of Interaction Queue type)

Changes Take Effect: Immediately

Specifies the default inbound queue used to submit new inbound messages.

enable-autowar-detect

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

Enables (true) or disables (false) the detection and counting of e-mails that it sent to the same contact in the same thread, and that are both (a) parent to the Customer Reply and (b) of type Auto-Response or Acknowledgement. When enabled, E-mail Server attaches the resulting number to the Customer Reply as a value of the key `_AutoReplyCount`. You can then create a routing strategy to compare the value of `_AutoReplyCount` to a threshold that you define. If the value exceeds the threshold, the strategy can refrain from creating an autoresponse or acknowledgement.

enable-extract-uuencoded-file

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables extraction of UUEncoded files as attachments.

enable-firstname-lastname-auto-filling

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Enables E-mail Server to turn off automatic filling of first and last name.

enable-inbound-processor

Default Value: true

Valid Values: true, false
Changes Take Effect: Immediately

Enables Inbound Processor when the value is set to **true**.

enable-inbound-submitter

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately

Enables Inbound Submitter when the value is set to **true**.

enable-mail-loops

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately

Specifies whether E-mail Server can (TRUE) or cannot (FALSE, the default) send mail to the addresses specified in the following sections and

options:

- email-processing/default-from-address
- email-processing/ext-resource-incoming-address
- iwe-processing/address
- chat-client/address
- pop-client/address

Sending e-mails to these addresses may be useful if you want to direct copies of outbound e-mails to system-internal addresses for purposes of (for example) validating or archiving.

enable-message-id-check

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next POP cycle

Enables (true) or disables (false) the Message-Id uniqueness check during the POP cycle. If enabled, E-mail Server checks received e-mail against existing e-mail in the database, and silently deletes any duplicate e-mail from the corporate mail server. Use this option to prevent the mail server from inadvertently offering the same e-mail in successive POP cycles. If you set this option to FALSE, E-

mail Server does not check the uniqueness of the Message-Id, and no silent removal of duplicate e-mail will occur.

enable-outbound-submitter

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Enables Outbound Submitter when the value is set to **true**.

enable-same-mail-from-mailboxes

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next POP cycle

Determines what E-mail Server does when it retrieves multiple incoming e-mails with the same Message-Id from different mailboxes. With the default setting FALSE, if among all the retrieved incoming e-mails (from any mailbox) from the corporate mail server, there is more than one e-mail that has the same Message-Id header field, E-mail Server downloads only the first one and deletes the others from the corporate mail server.

With the setting TRUE, E-mail Server retrieves a separate e-mail from each mailbox.

enable-stop-initial-emailin-after-extreply

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Enables E-mail Server to stop the original emailin after ext reply when the value is set to **true**.

ext-resource-incoming-address

Default Value:

Valid Values: Any valid e-mail address that is RFC2822 compliant

Changes Take Effect: Immediately

Specifies the e-mail address used when external agents reply to messages. This option also prevents the specified e-mail address for this external resource from receiving system generated e-mails, such as acknowledgements. Without this last control, if this e-mail address was accidentally specified as a recipient (To or CC) in the Format tab of an E-mail object, E-mail Server would receive the system-generated e-mail that it had just sent out. You set this value set during E-mail Server setup. The value must comply with RFC2822 and therefore must be encoded according to RFC2047.

Examples of valid values include the following:

- legal@mycompany.com
- Legal Dpt <legal@mycompany.com>
- "=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com> where "=?Cp1252?Q?Dpt_=E9_Legal?=" is the French equivalent of Legal Dept and includes French diacritics.

fieldcode-format-locale

Default Value:

Valid Values: Any valid Java locale in the language_COUNTRY format

Changes Take Effect: Immediately

When specified, defines the locale that must be used to format date, time, currency, and percent values in Field Codes. If not specified, the server uses the default platform. The value format is: <two letter code of ISO 639>_<two letter code of ISO 3166>

inbound-msg-thread-pool-size

Default Value: 10

Valid Values: Any integer greater than 0

Changes Take Effect: Immediately

Sets the thread-pool size for retrieving inbound messages. This is the maximum number of inbound mailboxes being popped from POP3/IMAP servers in parallel.

inbound-processor-high-watermark

Default Value: 50

Valid Values: Any integer greater than 0 and less than 65535

Changes Take Effect: At start/restart

Specifies the maximum number of email interactions that E-mail Server requests from the database to refill the Inbound Processor queue when the remaining email interactions in the Inbound Processor queue is below the **inbound-processor-low-watermark** option value.

inbound-processor-low-watermark

Default Value: 10

Valid Values: Any integer greater than 0 and less than the value of inbound-processor-high-watermark

Changes Take Effect: At start/restart

Specifies the minimum number of interactions in the Inbound Processor queue. If the number in the queue falls below this value, E-mail Server requests from a database scan to refill the queue.

inbound-processor-period

Default Value: 00:00:30

Valid Values: Any valid time period in the hh:mm:ss format

Changes Take Effect: Immediately

Specifies the amount of time that Inbound Processor waits before rescanning the database for inbound interactions when no new interactions are found.

inbound-processor-thread-pool-size

Default Value: 5

Valid Values: Any integer greater than 0

Changes Take Effect: At start/restart

Sets the thread pool size for Inbound Processor. This is the maximum number of inbound interactions being processed in parallel.

inbound-submitter-high-watermark

Default Value: 50

Valid Values: Any integer greater than 0 and less than 65535

Changes Take Effect: At start/restart

Specifies the maximum number of email interactions that E-mail Server requests from the database to refill the Inbound Submitter queue every time when the remaining email interactions in the Inbound Submitter queue is below the **inbound-submitter-low-watermark** option value.

inbound-submitter-low-watermark

Default Value: 10

Valid Values: Any integer greater than 0 and less than the value of inbound-submitter-high-watermark

Changes Take Effect: At start/restart

Specifies the minimum number of interactions in the Inbound Submitter queue. Once the queue reaches this value, E-mail Server requests a database scan to refill the Inbound Submitter queue.

inbound-submitter-period

Default Value: 00:00:30

Valid Values: Any time period in the hh:mm:ss format

Changes Take Effect: Immediately

Specifies the amount of time that Inbound Submitter waits before rescanning the database for inbound interactions when no new interactions are found.

ixn-server-cnx-max-idle-time

Default Value: 00:05:00

Valid Values: Any valid time period in hh:mm:ss format

Changes Take Effect: At start/restart

In the connection pool to Interaction Server, specifies the amount of time a connection to Interaction Server can stay Idle before the connection is closed.

ndr-senders-list

Default Value: mailer-daemon,postmaster,mmdf

Valid Values: Any valid string or comma-separated list of strings

Changes Take Effect: Immediately

Specifies the string used to identify nondelivery report (ndr) e-mails when the message does not comply with RFC1891. The full process is described in [\[\[Documentation:ES:Admin:EmSDelivStat:8.5.1|"Delivery Status Notification and Message Disposition Notification"\]\]](#) in the eServices Administrator's Guide.

outbound-msg-charset

Default Value: utf-8

Valid Values: Any valid character set, IANA (Internet Assigned Numbers Authority)-registered

Changes Take Effect: Immediately

Specifies the default character set used to encode all outgoing messages.

outbound-msg-thread-pool-size

Default Value: 10

Valid Values: Any integer greater than 0

Changes Take Effect: Immediately

Specifies the thread-pool size for sending outbound messages. This is the maximum number of outbound messages being sent to SMTP server in parallel.

outbound-status-update-retry-count

Default Value: 1

Valid Values: Any positive integer.

Changes Take Effect: Immediately

Sets the maximum number of retry times for ESJ retry to update an outbound email interaction status in UCS DB after the email was sent successfully. The change will not affect the retry that has already been going on. The value of this count must be changed according to the following configurations in the different components, each retry will add 10 sec. service time: IXN settings->third-party-server-timeout (5-180 sec.) default 30 sec. URS default->service_timeout, default value 30 sec.

outbound-submitter-high-watermark

Default Value: 50

Valid Values: Any integer greater than 0 and less than 65535

Changes Take Effect: At start/restart

Specifies the maximum number of email interactions that E-mail Server requests from the database to refill the Outbound Submitter queue when the remaining email interactions in the Outbound Submitter queue is below the **outbound-submitter-low-watermark** option value.

outbound-submitter-low-watermark

Default Value: 10

Valid Values: Any integer greater than 0 and less than the value of outbound-submitter-high-watermark

Changes Take Effect: At start/restart

Specifies the minimum number of interactions in the Outbound Submitter queue. Once the queue reaches this value, E-mail Server requests a database scan to refill the Outbound Submitter queue.

outbound-submitter-period

Default Value: 00:00:30

Valid Values: Any time period in hh:mm:ss format

Changes Take Effect: Immediately

Specifies the amount of time that Outbound Submitter waits before rescanning the database for outbound interactions, when no new interactions are found.

quote-cc

Default Value: Cc:

Valid Values: Any string

Changes Take Effect: Immediately

Introduced: 8.5.103.11

Specifies the string used, when quoting the original message, to indicate the addresses in the Cc field of the original message.

quote-from

Default Value: From:

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the string used, when quoting the original message, to indicate the sender of the original message.

quote-prefix

Default Value: >

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the prefix to insert at line beginnings when quoting the original message's content.

quote-sent

Default Value: Sent:

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the string used, when quoting the original message, to indicate the date the original message was sent.

quote-separator

Default Value: ----- Original Message -----

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the string used to separate an e-mail response from the quotation of the original message.

quote-subject

Default Value: Subject:

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the string used, when quoting the original message, to indicate the subject of the original message.

quote-to

Default Value: To:

Valid Values: Any string

Changes Take Effect: Immediately

Introduced: 8.5.103.11

Specifies the string used, when quoting the original message, to indicate the recipient of the original message.

socket-timeout

Default Value: 00:02:00

Valid Values: Any time period in the hh:mm:ss format

Changes Take Effect: Immediately

Sets the input/output timeout value for connections to Interaction Server. The timeout is triggered when Interaction Server does not reply within the specified amount of time. Setting the timeout value to 00:00:00 means that there is an infinite timeout period.

subject-forward-prefix

Default Value: Fwd:

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the prefix that will be inserted at the beginning of a message's subject line when forwarding a message.

subject-reply-prefix

Default Value: Re:

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the prefix that will be inserted at the beginning of a message's subject line when replying to a message.

subject-threading-substrings

Default Value: re:,reply,out of office,out of the office

Valid Values: Any valid string or comma-separated list of strings

Changes Take Effect: Immediately

Defines the list of string or substring tokens to remove from the start of the e-mail Subject to normalize the subject. When finding the parent interaction for an e-mail, E-mail Server first uses the MIME-based threading mechanism, checking standard e-mail headers such as In-Reply-To or References E-mail for a parent interaction's MIME id. If these are not provided, the server searches for substrings in the Subject text box to determine whether it is a reply. If the server finds such a substring, it attempts to thread the e-mail by Subject.

If the server does not find a substring, it tries to look for an existing e-mail with the same Subject. When doing so, the server bases the Subject lookup and comparison on the normalized subject, which is computed from the e-mail Subject by removing any leading token defined by this option.

Values are case-insensitive; for example, the value re: finds **re:**, **Re:**, and **RE:**.

Configure this option to avoid autobot wars. For information about autobots, see the "E-Mail Objects" section in Chapter 3 of the Universal Routing 7.6 (or later) Reference Manual.

endpoints:<tenant_dbid> Section

<tenant_dbid> in this section name represents the database ID of the tenant, in decimal format. For example, a complete endpoints section name might be: **endpoints:101**. Each **endpoints:<tenant_dbid>** section can contain multiple options, whose name is any string and whose value is the name of a queue.

Because E-mail Server supports only a single tenant, you must create no more than one **endpoints:<tenant_dbid>** section in E-mail Server.

- default

default

Default Value: <queue name>

Valid Values: Any string that matches the name of an existing Interaction Server queue

Changes Take Effect: Immediately

Specifies the default endpoint, which E-mail Server uses when it cannot find a match for any of the endpoints listed as options in the **endpoints:<tenant_dbid>** section.

iwe-processing Section

- [address](#)
- [endpoint](#)

address

Default Value:**Valid Values:** Any valid e-mail address**Changes Take Effect:** Immediate

The e-mail address used to fill in the Mailbox field of WebForm-transformed email-in. This address becomes the default from address when replying to web form e-mails, in cases where Web API Server does not already provide a Mailbox key. The value must comply with RFC2822, and therefore must be encoded according to RFC2047. An example of a valid value is legal@mycompany.com

endpoint

Default Value: default**Valid Values:** A string that matches the name of an endpoint defined in the endpoints:<tenant_dbid> section**Changes Take Effect:** Immediately**Related Options:** [endpoints:<tenant_dbid>](#)

Specifies the endpoint name by which E-mail Server identifies the queue to which it will submit a webform. This endpoint name should be defined in the **endpoints:<tenant_dbid>** section. If this endpoint name is not defined in that section, then E-mail Server uses the default endpoint from the endpoints:<tenant_dbid> section. If no default endpoint is configured in the endpoints:<tenant_dbid> section, or if the endpoints:<tenant_dbid> section does not exist, then E-mail Server works in 7.1 compatibility mode, and uses the email-processing section's default-inbound-queue option.

log-filter Section

- [default-filter-type](#)
- [email-address-filter-type](#)

default-filter-type

Default Value: hide

Valid Values: copy, hide, skip

Changes Take Effect: Immediately

Specifies the default filter type when logging service parameters and user data.

email-address-filter-type

Default Value: copy

Valid Values: copy, hide, skip

Changes Take Effect: Immediately

Specifies the filter type when logging email addresses (hide has the same effect as skip).

log Section

- all
- buffering
- debug
- messagefile
- standard
- trace
- verbose

all

Default Value: stdout

Valid Values:

- stdout—Log events are sent to the Standard output (stdout).
- stderr—Log events are sent to the Standard error output (stderr).
- network—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database.
Setting the "all" log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
- memory—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile

buffering

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Turns on/off operating system file buffering. The option is applicable only to the stderr and stdout output. Setting this option to **true** increases the output performance.

debug

Default Value: stdout

Valid Values:

- stdout—Log events are sent to the Standard output (stdout).
- stderr—Log events are sent to the Standard error output (stderr).
- network—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database.
- memory—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Debug level and higher (that is, log events of the Standard, Interaction, Trace and Debug levels). The log outputs must be separated by a comma when more than one output is configured. For example: debug = stderr, network

messagefile

Default Value: EmailServer.lms

Valid Values: EmailServer.lms

Changes Take Effect: At start/restart

The name of the log message file used by E-mail Server.

standard

Default Value: stdout

Valid Values:

- stdout—Log events are sent to the Standard output (stdout).
-

- `stderr`—Log events are sent to the Standard error output (`stderr`).
- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database.
- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example:
`standard = stderr, network`

trace

Default Value: `stdout`

Valid Values:

- `stdout`—Log events are sent to the Standard output (`stdout`).
- `stderr`—Log events are sent to the Standard error output (`stderr`).
- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database.
- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example: `trace = stderr, network`.

verbose

Default Value: `standard`

Valid Values:

- all—All log events (that is, log events of the Standard, Trace, Interaction, and Debug levels) are generated.
- debug—The same as "all".
- trace—Log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels) are generated, but log events of the Debug level are not generated.
- interaction—Log events of the Interaction level and higher (that is, log events of the Standard and Interaction levels) are generated, but log events of the Trace and Debug levels are not generated.
- standard—Log events of the Standard level are generated, but log events of the Interaction, Trace, and Debug levels are not generated.
- none—No output is produced.

Changes Take Effect: Immediately

Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.

mime-customization Section

- `enable-inbound`
- `enable-inbound-debug-log`
- `enable-outbound`
- `enable-outbound-debug-log`
- `inbound-class-name`
- `inbound-keep-received-mime`
- `outbound-class-name`
- `outbound-keep-sent-mime`

enable-inbound

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next pop cycle

Enables (true) or disables (false) inbound mime customization. If set to **true**, a valid transformer fully qualified class name must be specified for the `inbound-class-name` option.

enable-inbound-debug-log

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next pop cycle

Enables (true) or disables (false) inbound mime customization debug logging.

enable-outbound

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables (true) or disables (false) outbound mime customization. If set to "true", a valid transformer fully qualified class name must be specified for the `outbound-class-name` option.

enable-outbound-debug-log

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables (true) or disables (false) outbound mime customization debug logging.

inbound-class-name

Default Value:

Valid Values: A fully qualified transformer class name

Changes Take Effect: At the next pop cycle

Specifies the fully qualified Java class name of the custom inbound transformer, in the format `email.transformer.inbound.MyClass`, where `email.transformer.inbound` is the package name, and `MyClass` is the class name.

inbound-keep-received-mime

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next pop cycle

Specifies whether the received, unmodified mime content of an e-mail is saved in the Universal Contact Server database in addition to the "E-mail Server ready to be processed" content. If set to **true**, the unmodified mime content is saved. If set to **FALSE**, it is not saved.

outbound-class-name

Default Value:

Valid Values: A fully qualified transformer class name

Changes Take Effect: Immediately

Specifies the fully qualified Java class name of the custom outbound transformer, in the format `email.transformer.outbound.MyClass`, where `email.transformer.outbound` is the package name, and `MyClass` is the class name.

outbound-keep-sent-mime

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether the mime content after transformation of an outgoing e-mail is saved in the Universal Contact Server database in addition to the initial content. If set to **true**, the mime content of the sent message is saved. If set to false, it is not saved.

outbound-collaboration-invite Section

- [attach-parent-email](#)
- [attach-parent-email-masquerading-from-address](#)
- [quote-parent-email](#)

attach-parent-email

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether the original e-mail is included as an attachment in an outbound-collaboration-invite e-mail. A value of "true" indicates that the original e-mail will be included.

attach-parent-email-masquerading-from-address

Default Value:

Valid Values: Any valid string

Changes Take Effect: Immediately

Specifies what to do to the From address of the attached e-mail. This can be used to prevent an external agent from replying directly to a customer. The from address of the attached e-mail is replaced by the specified string, such as Noreply. If left blank, the from address is not changed.

Important

This option is applicable only if the option `attach-parent-email` is set to `true`.

quote-parent-email

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether the original e-mail is quoted in the body of an outbound-collaboration-invite e-mail. A value of "true" indicates that the original e-mail will be quoted.

pop-client Section

- address
- allow-bad-msg-size
- client-id
- connect-timeout
- copy-message-to-recipients
- copy-message-with-header
- cycle-time
- delete-bad-formatted-msg
- delete-big-msg
- directory-id
- enable-big-msg-stripping
- enable-client
- enable-debug
- endpoint
- exchange-version
- failed-items-folder-name
- folder-path
- folder-separator
- inbound-msg-copy-limit
- leave-msg-on-server
- mail.javamail-property
- mailbox
- maximum-msg-number
- maximum-msg-size
- move-failed-ews-item
- password
- pop-connection-security
- port
- protocol-timeout
- scope
- secret
- server
- service-account
- service-mailbox-delimiter
- service-plus-mailbox-connect
- tenant-authority
- type

address

Default Value: No default value

Valid Values: Any valid e-mail address

Changes Take Effect: Immediately

Specifies both the mailbox address used to route outgoing reply messages and the e-mail address used to fill in the From field in an email-out that is created from an email-in received from this pop-client. If the email-out is an automated response or an acknowledgement, the default From address used will be the address specified in this option. However, if an agent creates a reply email-out, the agent can change the From address by choosing an address from the pop-client addresses defined in all E-mail Server components connected to the same Interaction Server as the desktop application. The value must comply with RFC2822, and therefore must be encoded according to RFC2047.

Examples of valid values include the following:

- legal@mycompany.com
- "Legal Dpt" <legal@mycompany.com>

- "=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com> where "=?Cp1252?Q?Dpt_=E9_Legal?=" is the French equivalent of Legal Dept and includes French diacritics.

If you have multiple POP clients, you can create multiple **pop-client xxx** sections. For each section, you must include a name starting with pop-client; for example, section **pop-client support** containing option **address** with value **support@genesyslab.com**, section **pop-client sales** containing option **address** with value **sales@genesyslab.com**, and so on.

You must not use the same mailbox address for more than one POP client. Each POP client requires a unique mailbox address, which you define using the **address** option for that **pop-client xxx** section.

Note that in the E-mail Server log file, the mailbox output refers to this mailbox **address** option, not to the explicit mailbox option used to specify the login name for your corporate mail server.

For each POP client you also specify an endpoint queue, to which the client submits outgoing e-mails. A one-to-one relationship is built between the mailbox address and the endpoint queue, and E-mail Server uses the resulting map to route e-mails accordingly. Therefore, if multiple POP clients share the same address, outgoing messages from one POP client might get routed to another POP client's queue.

If you want to use the same outgoing email address for more than one POP client, do *not* use the **address** option; instead use the **default-from-address** option in the **email-processing** section of the application object.

allow-bad-msg-size

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next POP cycle

Specifies how E-mail Server handles messages with a negative size. If set to false, the message is left on the corporate server, if set to true, the message is considered a normal message.

client-id

Default Value: No default value

Valid Values: A valid Client ID of the Microsoft Azure or Google application provided by the customer after the mailbox is registered in Microsoft Azure or Google

Changes Take Effect: At the next POP cycle

Introduced: 8.5.107.06

Modified: 8.5.201.05, 8.5.202.02, 8.5.205.03

Specifies the Client ID of the registered Microsoft Azure application for the Office 365 mailbox or the Google application for the Gmail mailbox in the corresponding POP client. This parameter takes effect only when the **mail.<type>.auth.mechanisms** is set to XOAUTH2 or type is GRAPH..

connect-timeout

Default Value: 00:05:00

Valid Values: Any time period in the hh:mm:ss format

Changes Take Effect: At the next POP cycle

Modified: 8.5.205.03

For the **pop-client** and **smtp-client** sections, specifies the timeout value for the socket connection. The timeout is raised if the connection to the server (corporate e-mail server for the **pop-client** section or SMTP server for the **smtp-client** section) cannot be established within the time specified for this option.

This timeout value is also applicable to the HTTP connection for the requests to retrieve oAuth2 token from a customer's IDP and for the Graph API requests.

copy-message-to-recipients

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next POP cycle

Introduced: 8.5.108.00

When the option is set to `true` and the POP client processes an email to the mailbox, E-mail Server copies the same email message, then creates and submits an interaction for every unique recipient in the **To** and **CC** headers. All of the copied messages will have the same message body and headers. When this option is set to `true`, it disables the **enable-message-id-check** option in the **email-processing** section.

copy-message-with-header

Default Value: X-Genesys-To

Valid Values: Any valid header name

Changes Take Effect: At the next POP cycle

Introduced: 8.5.108.00

Specifies the name of the header to be added to the InteractionAttributes for each copy of the inbound email made when the **copy-message-to-recipients** option is set to `true`. This header is used by a routing strategy that applies screening rules to an interaction and routes the email.

cycle-time

Default Value: 00:00:30

Valid Values: Any time period in the hh:mm:ss format except 00:00:00

Changes Take Effect: At the next pop cycle

Specifies the time that E-mail Server waits before retrieving new messages from this account again.

delete-bad-formatted-msg

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next POP cycle

Specifies whether a message is deleted from the corporate e-mail server if it cannot be retrieved from that server.

Note that leaving messages on a corporate e-mail server works only when using the IMAP protocol; it does not work when using the POP3 protocol.

delete-big-msg

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next pop cycle

Specifies whether an e-mail should be deleted from a corporate server if the E-mail's message size exceeds the value set in the option `maximum-msg-size`.

Leaving messages on a corporate e-mail server works only when using IMAP protocol; it does not work when using POP3 protocol. When you are using IMAP, these messages are flagged as read and are not selected any more. When you are using POP3, these messages are considered each time.

directory-id

Default Value: No default value

Valid Values: A valid Microsoft Azure application Directory (tenant) ID provided by the customer after the mailbox is registered in Microsoft Azure

Changes Take Effect: At the next POP cycle

Introduced: 8.5.107.06

Modified: 8.5.202.02, 8.5.205.03

Specifies the Directory (tenant) ID of the registered Microsoft Azure application for the Office 365 mailbox in the corresponding POP client. This parameter takes effect only when the

mail.<type>.auth.mechanisms is set to XOAUTH2 or type is GRAPH.

enable-big-msg-stripping

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next POP cycle

Specifies whether E-mail Server must create a stripped version of messages whose size exceeds the configured **maximum-msg-size** option value. The stripped version contains only the headers of the original message, plus specific attached data to identify it.

enable-client

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next POP cycle

Enables monitoring of this account. All other options in this **pop-client** section apply only if this **enable-client** option is set to true.

enable-debug

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next POP cycle

Modified: 8.5.205.03

Enables or disables POP3 logging to the server's standard output. If set to true, E-mail Server displays POP passwords. It also enables or disables the Graph default logging.

Warning

Enabling this option slows down the server.

endpoint

Default Value: default

Valid Values: A string that matches the name of an endpoint defined in the `endpoints:<tenant_dbid>` section

Changes Take Effect: At the next POP cycle

Related Links: [endpoints:<tenant_dbid>](#)

Specifies the endpoint name by which E-mail Server identifies the queue to which it submits an e-mail from this POP client. This endpoint name must be defined in the **endpoints:<tenant_dbid>** section. If this endpoint name is not defined in that section, E-mail Server uses the default endpoint from the **endpoints:<tenant_dbid>** section. If no default endpoint is configured in the **endpoints:<tenant_dbid>** section, or if the **endpoints:<tenant_dbid'** section does not exist, E-mail Server works in 7.1 compatibility mode, and uses the **default-inbound-queue** option the **email-processing** section.

exchange-version

Default Value: Exchange2010

Valid Values: A valid exchange server version, such as Exchange2010, Exchange2010_SP1,

Exchange2010_SP2, Exchange2010_SP3, Exchange2013, Office365, Exchange2016

Changes Take Effect: At the next POP cycle

Modified: 8.5.201.05, 8.5.202.02

Specifies the version of Exchange corporate server.

Note: For Exchange 2019 support, leave this option empty or set it to Exchange2016.

failed-items-folder-name

Default Value: failedItems

Valid Values: Any valid string to a folder on the corporate e-mail server

Changes Take Effect: At the next POP cycle

Specifies the folder where failed items from the Exchange server are moved. Effective only if the **move-failed-ews-item** option is set to true and the **type** option is set to Exchange Web Services (EWS).

The value must be the name of a valid folder on the corporate server. If a folder with that name does not exist in the corporate server, E-mail Server tries to create it. If folder creation fails for some reason, a log message similar to the following is sent: 15:01:02.115 Std 25118 [MsgIn-11] Unable to create in corporate server folder 'failed_stuff' for failed item.

folder-path

Default Value: INBOX

Valid Values: Any valid path to an existing folder in corporate e-mail server

Changes Take Effect: At the next pop cycle

Specifies the folder to be checked for incoming e-mails. When the option, type = EWS, by default the folder is set to **Inbox**, and any value of the **folder-path** option will be treated as subfolder path for the **Inbox** folder. Therefore, to retrieve messages from the **Inbox** folder, the **folder-path** option value must be an empty string.

folder-separator

Default Value: /

Valid Values: Any valid char

Changes Take Effect: At the next pop cycle

Specifies the folder separator used in folder-path.

inbound-msg-copy-limit

Default Value: 10

Valid Values: Any integer from 1 to 50 inclusive

Changes Take Effect: At the next POP cycle

Introduced: 8.5.108.00

Specifies the maximum number of interactions that can be created by copying the same inbound email when the **copy-message-to-recipients** option is set to true. When the limit is reached, E-mail Server stops creating further interactions even if there are still unique recipients in the list.

leave-msg-on-server

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next POP cycle

Specifies whether retrieved incoming messages should be deleted from a corporate e-mail server after being successfully downloaded.

Leaving messages on a corporate e-mail server works over all email protocols except the POP3 protocol and EWS protocol.

mail.javamail-property

Default Value: No default value

Valid Values: Depends on the specific property; see reference below.

Changes Take Effect: At the next POP cycle

You can set certain JavaMail properties by simply adding them as option names to the E-mail Server's **pop-client** or **smtp-client** section. One example would be **mail.pop3.disabletop**, with a value of true. For a list of the JavaMail properties that you are allowed to set in this manner, and for further explanation, see the [E-Mail Server Administration Guide](#).

mailbox

Default Value: No default value

Valid Values: Any valid login name associated with a POP/IMAP account

Changes Take Effect: At the next POP cycle

Related Options: [address](#)

Specifies the login name associated with the POP/IMAP account. You set this value during the E-mail Server setup.

maximum-msg-number

Default Value: 500

Valid Values: Any integer greater than 0

Changes Take Effect: At the next POP cycle

Specifies the maximum number of messages that E-mail Server can retrieve during an incoming cycle for this account.

Important: When using the EWS protocol, the recommended range of valid values is from 1 to 10, because the **ews-java-api** library saves all the new incoming email messages in the memory before E-mail Server processes these emails.

maximum-msg-size

Default Value: 5

Valid Values: Any integer greater than 0

Changes Take Effect: At the next POP cycle

Specifies the maximum size (in MB) of an incoming message. See also the **delete-big-msg** option.

move-failed-ews-item

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next POP cycle

Enables or disables moving a failed item to another folder (only supported by the EWS connector).

password

Default Value: No default value

Valid Values: A valid password or refresh_token

Changes Take Effect: At the next POP cycle

Modified: 8.5.205.03

Specifies the password associated with this account for basic authentication and OAuth2 enabled (**mail.ews.auth.mechanisms** is XOAUTH2) for a Microsoft Azure mailbox. You set this value during the E-mail Server setup.

For Gmail, if a mailbox is OAuth2 enabled (**mail.imap.auth.mechanisms** is XOAUTH2), this option is used for the refresh_token of the mailbox.

For Outlook, if the type is GRAPH, this is used for the Azure application secret.

pop-connection-security

Default Value: none

Valid Values: none, start-tls, start-tls-required, ssl-tls

Changes Take Effect: At restart

Sets the level of security used.

For values other than none:

- **start-tls**—Enables the use of the STARTTLS command (if supported by the server) to switch to a TLS-protected connection before issuing any login commands. If a TLS connection is not available, a plain-text connection is used.
- **start-tls-required**—Enables the use of the STARTTLS command (if supported by the server) to switch to a TLS-protected connection before issuing any login commands. If a TLS connection is not available, the connection is aborted.
- **ssl-tls**—Enables and enforces the use of Secure Sockets Layer (SSL) encryption when connecting to the corporate e-mail server.

port

Default Value: 110

Valid Values: Any valid port number

Changes Take Effect: At the next pop cycle

Specifies the port number for connecting to the corporate e-mail server. Allows the port to be changed for access through a firewall.

protocol-timeout

Default Value: 00:05:00

Valid Values: Any time period in the hh:mm:ss format

Changes Take Effect: At the next POP cycle

Modified: 8.5.205.03

Whether in the **pop-client** or **smtp-client** section, specifies the message timeout value. The timeout is raised if the corporate e-mail server does not reply to protocol messages sent to it within the time specified for this option. You may want to adjust the timeout value to handle large messages. If the timeout expires before a message has finished processing, the following may occur:

- A large incoming message may be repeatedly resubmitted, blocking processing of all following messages. Prevent this by increasing the value for this option in the **pop-client** section.
- A large outgoing message may result in a Send service failure. Prevent this by configuring this option in the **smtp-client** section.

This timeout value is also applicable to the HTTP requests to retrieve OAuth2 token from a customer's IDP and for the Graph API requests.

scope

Default Value: <https://outlook.office.com/.default>

Valid Values:

- The valid scope for Microsoft office 365 Graph API is <https://graph.microsoft.com/.default>
- The valid scope for Microsoft Office 365 is <https://outlook.office.com/.default>

Changes Take Effect: At the next POP cycle

Introduced: 8.5.107.06

Modified: 8.5.202.02, 8.5.205.03

Specifies the access token scope. This parameter takes effect only when the **mail.<type>.auth.mechanisms** is set to XOAUTH2 or type is GRAPH.

secret

Default Value: No default value

Valid Values: Any string without the white space

Changes Take Effect: At the next POP cycle

Introduced: 8.5.201.05

Modified: 8.5.202.02

Specifies the secretName of the **secret-<secretName>** section to associate with the Google application secret after the mailbox is registered in Google. This is a Gmail-only option when a mailbox is OAuth 2.0 enabled (**mail.<type>.auth.mechanisms** is XOAUTH2).

server

Default Value: No default value

Valid Values: Any valid host name or IP address

Changes Take Effect: At the next POP cycle

In the **pop-client** section, specifies the host name or IP address of the corporate e-mail server on which the account resides. In the **smtp-client** section, specifies the name of the corporate SMTP server. You set the value during the E-mail Server setup.

Note: If connecting to Exchange Server with EWS, the value must be the EWS URL, not the host name or IP address.

service-account

Default Value: No default value

Valid Values: Any valid service account name in Office 365

Changes Take Effect: At the next POP cycle

Introduced: 8.5.204.04

Modified: 8.5.209.05

Specifies the service-account name. When its value is not empty, E-mail Server uses it as the username to acquire the oAuth2 token to access mailboxes under the service account.

This option is supported for POP3, IMAP, and EWS protocols.

service-mailbox-delimiter

Default Value:

Valid Values: Any ASCII character

Changes Take Effect: At the next POP cycle

Introduced: 8.5.203.03

Discontinued: 8.5.204.04

Specifies the delimiter for [service account] and [mailbox name] in the value of the **mailbox** option when the **mailbox** option has the value of [service account][delimiter][mailbox name].

When this option has a value, E-mail Server uses the [service account] part of the **mailbox** option value as the username to acquire the OAuth2 token to access the mailbox.

service-plus-mailbox-connect

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next POP cycle

Introduced: 8.5.203.03

Discontinued: 8.5.204.04

When the value is set to true, the POP client connects to its mailbox by using the entire value in the **mailbox** option as the user name. When the value is set to false, the POP client connects to its mailbox by using only the [service account] part of the value in the **mailbox** option as the user name, when the **mailbox** option has the value of [service account][delimiter][mailbox name].

tenant-authority

Default Value: <https://login.microsoftonline.com>

Valid Values: The valid Microsoft authority server is <https://login.microsoftonline.com>. The valid Google authority server is a case-insensitive string that contains "google".

Changes Take Effect: At the next POP cycle

Introduced: 8.5.107.06

Modified: 8.5.201.05, 8.5.202.02, 8.5.205.03

Specifies the authority server of the registered Microsoft Azure application for the Office 365 or the Google application for the Gmail mailbox in the corresponding POP client. This parameter takes effect only when the **mail.<type>.auth.mechanisms** is set to XOAUTH2 or type is GRAPH.

type

Default Value: POP3

Valid Values: POP3, IMAP, EWS, GRAPH

Changes Take Effect: At the next POP cycle

Modified: 8.5.205.03

Specifies the protocol used to retrieve incoming messages from a corporate e-mail server.

proxy Section

- `host`
- `password`
- `port`
- `socksVersion`
- `useProxy`
- `user`

host

Default Value:**Valid Values:** Any alphanumeric string; for example: myProxyHost, 192.168.0.15**Changes Take Effect:** At start/restart

Specifies the name or address of the host running the proxy. If not provided, an `IllegalArgumentException` is thrown. If E-mail Server is unable to connect to the host, a `MailConnectException` is thrown.

password

Default Value:**Valid Values:** Any alphanumeric string**Changes Take Effect:** At start/restart

Specifies the password to authenticate on the proxy (optional). If this option is present, "user" must also be present.

port

Default Value: 0**Valid Values:** Any positive integer values less than 65535**Changes Take Effect:** At start/restart

Specifies the port the proxy is running on. If the port number is absent or invalid, an `IllegalArgumentException` is thrown explaining the error.

socksVersion

Default Value: 5

Valid Values:

Changes Take Effect: At start/restart

Specifies the version of the SOCKS proxy in use. Common versions are 4, 4a, and 5. Defaults to 5.

useProxy

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

Enables (true) or disables (false) the proxy.

user

Default Value:

Valid Values: Any alphanumeric string

Changes Take Effect: At start/restart

Specifies the user name to authenticate on the proxy (optional). If this option is present, "password" must also be present.

secret-<secretName> Section

This section is for a Gmail account when OAuth2 is enabled for a mailbox or SMTP user: **mail.imap.auth.mechanisms** is XOAUTH2 or **mail.smtp.auth.mechanisms** is XOAUTH2. There could be multiple sections of this, each with the different value of <secretName>. The value of <secretName> must be the same as the value in the secret option of the **pop-client** section or the secret option of the **smtp-client** section.

- password

password

Default Value: No default value

Valid Values: The Google application client_secret value when an account is registered in Google

Changes Take Effect: At the next POP cycle for a POP client (pop-client) or at start/restart for an SMTP client (smtp-client)

Introduced: 8.5.201.05

Specifies the client_secret value of the corresponding Google application associated with the mailbox or the SMTP account.

services Section

- `third-party-max-queueing-time`
- `third-party-pool-size`

third-party-max-queueing-time

Default Value: 15000

Valid Values: Any integer greater than 0

Changes Take Effect: At start/restart

Specifies the maximum time (in milliseconds) that third-party requests from Interaction Server wait in the E-mail Server queue before being considered too old and rejected. These requests are related to routing blocks that E-mail Server implements, such as Autoresponse, ACK (for acknowledgement), Forward, and so on.

third-party-pool-size

Default Value: 50

Valid Values: Any integer greater than 1

Changes Take Effect: At start/restart

Specifies the thread-pool size for Service processing.

settings Section

- [hide-attached-data](#)
- [ucs-reconnect-timeout](#)
- [ucs-x](#)

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.

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.

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.

smtp-client Section

- allow-delegate
- client-id
- cnx-check-idle-time
- cnx-max-idle-time
- cnx-pool-size
- connect-timeout
- directory-id
- enable-authentication
- enable-debug
- exchange-version
- password
- port
- protocol-timeout
- scope
- secret
- server
- server-type
- smtp-connection-security
- tenant-authority
- token-expiry-margin-time
- user

allow-delegate

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

Enables or disables sending emails on behalf of another user account, when the smtp-client is using the Graph API. Ensure that you enable the Send As or/and Send On Behalf permission in the Exchange mailboxes before enabling this feature.

client-id

Default Value: No default value

Valid Values: A valid Client ID of the Microsoft Azure or Google application provided by the customer after the mailbox is registered in Microsoft Azure or Google

Changes Take Effect: At start/restart

Introduced: 8.5.107.06

Modified: 8.5.201.05, 8.5.202.02, 8.5.205.03

Specifies the Client ID of the registered Microsoft Azure application for the Office 365 or the Google application for the Gmail account in the SMTP client. This parameter takes effect only when the **mail.<server-type>.auth.mechanisms** is set to XOAUTH2 or type is GRAPH.

cnx-check-idle-time

Default Value: 00:00:30

Valid Values: Any valid time in hh:mm:ss format

Changes Take Effect: At start/restart

Specifies the amount of time an SMTP (Simple Mail Transfer Protocol) connection can stay idle before E-mail Server checks to see whether the connection is really established. If the SMTP connection is idle for longer than the specified value, E-mail Server first sends a NOOP command to the SMTP server on the connection, before using the connection. With the value of 00:00:00, E-mail Server checks the connection each time before using it. However, this is an expensive operation, and some SMTP servers do not support it very well.

cnx-max-idle-time

Default Value: 00:05:00

Valid Values: Any time period in hh:mm:ss format

Changes Take Effect: At start/restart

Specifies the amount of time an SMTP connection can stay Idle before E-mail Server closes the connection.

Warning

Make sure the value of this option is less than the SMTP Server timeout value.

cnx-pool-size

Default Value: 10

Valid Values: Any integer greater than 0

Changes Take Effect: At start/restart

Specifies the pool size for the SMTP connection. This option sets the maximum number of messages SMTP can send in parallel.

connect-timeout

Default Value: 00:05:00

Valid Values: Any time period in the hh:mm:ss format

Changes Take Effect: Immediately

Modified: 8.5.204.04

Discontinued: 8.5.205.03

For the **pop-client** and **smtp-client** sections, specifies the timeout value for the socket connection. The timeout is raised if the connection to the server (corporate e-mail server for the **pop-client** section or SMTP server for the **smtp-client** section) cannot be established within the time specified for this option.

This timeout value is also applicable to the HTTP connection for the requests to retrieve oAuth2 token from a customer's IDP and for the Graph API requests.

directory-id

Default Value: No default value

Valid Values: A valid Microsoft Azure application Directory (tenant) ID provided by the customer after the mailbox is registered in Microsoft Azure

Changes Take Effect: At start/restart

Introduced: 8.5.107.06

Modified: 8.5.202.02, 8.5.205.03

Specifies the Directory (tenant) ID of the registered Microsoft Azure application for the Office 365 mailbox in the SMTP client. This parameter takes effect only when the **mail.<server-type>.auth.mechanisms** is set to XOAUTH2 or type is GRAPH.

enable-authentication

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables the use of authentication with the corporate e-mail server. With a value of `true`, the options **user** and **password** are used to log in to the corporate e-mail server.

enable-debug

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Modified: 8.5.205.03

Enables or disables SMTP logging to the server's standard output. If set to `true`, E-mail Server displays SMTP passwords. It also enables or disables the Graph default logging.

exchange-version

Default Value: Exchange2010

Valid Values: A valid Exchange server version, such as Exchange2010, Exchange2010_SP1, Exchange2010_SP2, Exchange2010_SP3, Exchange2013, Office365, Exchange2016

Changes Take Effect: At the next POP cycle

Modified: 8.5.201.05, 8.5.202.02

Specifies the version of the Exchange corporate server.

Note: For Exchange 2019 support, leave this option empty or set it to Exchange2016.

password

Default Value: No default value

Valid Values: A valid password or refresh_token

Changes Take Effect: At start/restart

Modified: 8.5.201.05, 8.5.205.03

With basic authentication and OAuth 2.0 enabled (**mail.ews.auth.mechanisms** is XOAUTH2) for a Microsoft Azure mailbox, specifies the password used to authenticate the user with respect to the corporate e-mail server when sending out messages. You set this value during the E-mail Server setup. This applies only when **enable-authentication** is set to true.

For Gmail, if OAuth 2.0 is enabled (**mail.smtp.auth.mechanisms** is XOAUTH2), this option is used for the refresh_token of the SMTP account.

For Outlook, if the type is GRAPH, this is used for the Azure application secret.

port

Default Value: 25

Valid Values: Any valid port number

Changes Take Effect: Immediately

Specifies the port number for connecting to the corporate e-mail server. Allows the port to be changed for access through a firewall.

protocol-timeout

Default Value: 00:05:00

Valid Values: Any time period in the hh:mm:ss format

Changes Take Effect: Immediately

Modified: 8.5.204.04, 8.5.205.03

Whether in the **pop-client** or **smtp-client** section, specifies the message timeout value. The timeout is raised if the corporate e-mail server does not reply to protocol messages sent to it within the time specified for this option. You may want to adjust the timeout value to handle large messages. If the timeout expires before a message has finished processing, the following may occur:

- A large incoming message may be repeatedly resubmitted, blocking processing of all following messages. Prevent this by increasing the value for this option in the **pop-client** section.
- A large outgoing message may result in a Send service failure. Prevent this by configuring this option in the **smtp-client** section.

This timeout value is also applicable to the HTTP requests to retrieve OAuth2 token from a customer's

IDP and for the Graph API requests.

scope

Default Value: <https://outlook.office.com/.default>

Valid Values:

- The valid scope for Microsoft office 365 Graph API is <https://graph.microsoft.com/.default>
- The valid scope for Microsoft Office 365 is <https://outlook.office.com/.default>

Changes Take Effect: At start/restart

Introduced: 8.5.107.06

Modified: 8.5.205.03

Specifies the access token scope. This parameter takes effect only when the protocol type is EWS and **mail.ews.auth.mechanisms** is XOAUTH2 or type is GRAPH.

secret

Default Value: smtp

Valid Values: Any string without the white space

Changes Take Effect: At start/restart

Introduced: 8.5.201.05

Specifies the secretName of the **secret-*<secretName>*** section to associate with the Google application secret after the SMTP account is registered in Google. This is a Gmail-only option when an SMTP account is OAuth 2.0 enabled (**mail.smtp.auth.mechanisms** is XOAUTH2).

server

Default Value: No default value

Valid Values: Any valid host name or IP address

Changes Take Effect: Immediately

In the **pop-client** section, specifies the host name or IP address of the corporate e-mail server on which the account resides. In the **smtp-client** section, specifies the name of the corporate SMTP server. You set the value during E-mail Server setup.

Note: If connecting to Exchange Server with EWS, the value must be the EWS URL, not the host name or IP address.

server-type

Default Value: SMTP

Valid Values: SMTP, EWS, GRAPH

Changes Take Effect: At the next cycle

Modified: 8.5.205.03

Specifies the protocol used to send messages to a corporate e-mail server.

smtp-connection-security

Default Value: none

Valid Values: 'none', 'start-tls', 'start-tls-required', 'ssl-tls'

Changes Take Effect: At restart

Related Options: [pop-connection-security](#)

In the **smtp-client** section, sets the level of security used. See the explanation of possible values for **pop-connection-security**.

tenant-authority

Default Value: <https://login.microsoftonline.com>

Valid Values: The valid Microsoft authority server is <https://login.microsoftonline.com>. The valid Google authority server is a case-insensitive string that contains "google".

Changes Take Effect: At start/restart

Introduced: 8.5.107.06

Modified: 8.5.201.05, 8.5.202.02, 8.5.205.03

Specifies the authority server of the registered Microsoft Azure application for the Office 365 or the Google application for the Gmail SMTP account in the SMTP client. This parameter takes effect only when the **mail.<server-type>.auth.mechanisms** is set to XOAUTH2 or type is GRAPH.

token-expiry-margin-time

Default Value: 00:00:10

Valid Values: Any less than one hour period in hh:mm:ss format

Changes Take Effect: See the description

Introduced: 8.5.107.06

Modified: 8.5.202.02

Specifies the amount of time an SMTP connection remains connected before its access token expires and the server closes the connection. This parameter takes effect only when the **mail.<server-type>.auth.mechanisms** is set to XOAUTH2.

user

Default Value: No default value

Valid Values: Any valid logon user name
Changes Take Effect: Immediately

Specifies the name used to log in to the corporate e-mail server. This option applies only when the **enable-authentication** option is set to true.

ucs-x Section

- `ccid`
- `gws-auth-client-id`
- `gws-auth-path`
- `gws-auth-url`
- `gws-grant-type`
- `password`
- `ucs-x-path`
- `ucs-x-url`

ccid

Default Value: An empty string
Valid Values: Any alphanumeric string
Changes Take Effect: After restart
Introduced: 8.5.200.02

Specifies the contact center ID of the tenant. This value will be overwritten if E-mail Server obtains the CCID from Configuration Server.

gws-auth-client-id

Default Value: An empty string
Valid Values: A valid client ID
Changes Take Effect: After restart
Introduced: 8.5.200.02

Specifies the registered client ID. The client ID is specific to the GWS authentication service.

gws-auth-path

Default Value: `/auth/v3/oauth/token`
Valid Values: A valid GWS authentication service API path
Changes Take Effect: After restart
Introduced: 8.5.200.02

Specifies the GWS authentication service API path.

gws-auth-url

Default Value: An empty string

Valid Values: The valid HTTP URL of the GWS authentication service; for example: `https://ucsx-g1-usw1.genhtcc.com`

Changes Take Effect: After restart

Introduced: 8.5.200.02

Specifies the GWS authentication service URL.

gws-grant-type

Default Value: `client_credentials`

Valid Values: `client_credentials`

Changes Take Effect: After restart

Introduced: 8.5.200.02

Specifies the grant type when requesting the OAuth2 bearer token from the GWS authentication service.

password

Default Value: An empty string

Valid Values: Any alphanumeric string

Changes Take Effect: After restart

Introduced: 8.5.200.02

Specifies the client secret in the GWS authentication service.

ucs-x-path

Default Value: `/ucs/v3/rest/request/`

Valid Values: A valid ucs-x rest API path

Changes Take Effect: After restart

Introduced: 8.5.200.02

Specifies the UCS-X request API path.

ucs-x-url

Default Value: An empty string

Valid Values: The valid http URL of the ucs-x service; for example: `https://ucsx-g1-usw1.genhtcc.com`

Changes Take Effect: After restart

Introduced: 8.5.200.02

Specifies the URL of the UCS-X service.

web-proxy Section

- `host`
- `password`
- `port`
- `usageType`
- `useProxy`
- `user`

host

Default Value: An empty string

Valid Values: Any alphanumeric string; for example: myProHost, 192.168.0.15

Changes Take Effect: After restart

Introduced: 8.5.200.02

Specifies the name or address of the host running the Web proxy. If not provided, an `IllegalArgumentException` message is generated. If E-mail Server is unable to connect to the host, a `MailConnectException` message is generated.

password

Default Value: An empty string

Valid Values: Any alphanumeric string

Changes Take Effect: After restart

Introduced: 8.5.200.02

Specifies the password to authenticate the user on the Web proxy. If this option is present, the **user** option must also be configured.

port

Default Value: 0

Valid Values: Any positive integer less than 65535

Changes Take Effect: After restart

Introduced: 8.5.200.02

Specifies the port on which the Web proxy is running. If the port number is absent or invalid, an `IllegalArgumentException` message is generated explaining the error.

usageType

Default Value: both

Valid Values: both, auth, graph

Changes Take Effect: After restart

Introduced: 8.5.203.03

Specifies how the web-proxy is used. It can be used for either authentication or Graph API. It can be used for both.

useProxy

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Introduced: 8.5.200.02

Enables (true) or disables (false) the Web proxy.

user

Default Value: An empty string

Valid Values: Any alphanumeric string

Changes Take Effect: After restart

Introduced: 8.5.200.02

Specifies the user name to be authenticated on the Web proxy. If this option is present, the **password** option must also be configured.

Genesys Cloud API Driver for Facebook

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

- [channel-facebook-*any-name*](#)

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
channel-facebook-*any-name*	allowed-content-types		After restart
channel-facebook-*any-name*	driver-classname	com.genesyslab.mcr.smsenrichment.facebook.cloud.FacebookC	After restart
channel-facebook-*any-name*	external-service-network-timeout	30	After restart
channel-facebook-*any-name*	fetch-image	true	Immediately
channel-facebook-*any-name*	gsa-account-name		After restart
channel-facebook-*any-name*	gsa-api-key		After restart
channel-facebook-*any-name*	gsa-batch-limit	200	Immediately
channel-facebook-*any-name*	gsa-batch-reserve-time	60	Immediately
channel-facebook-*any-name*	gsa-channel-id		After restart
channel-facebook-*any-	gsa-channel-name		After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
name*			
channel-facebook-*any-name*	gsa-url-base		After restart
channel-facebook-*any-name*	gsa-user-name		After restart
channel-facebook-*any-name*	gsa-user-password		After restart
channel-facebook-*any-name*	inbound-route		After restart
channel-facebook-*any-name*	itx-resubmit-attempts	3	Immediately
channel-facebook-*any-name*	itx-resubmit-delay	30	Immediately
channel-facebook-*any-name*	itx-submit-timeout	10	Immediately
channel-facebook-*any-name*	max-attachment-size	0	After restart
channel-facebook-*any-name*	password		After restart
channel-facebook-*any-name*	reconnection-timeout	180	Immediately
channel-facebook-*any-name*	submit-as-chat	true	Immediately
channel-facebook-*any-name*	x-debug-mode		After restart
channel-facebook-*any-name*	x-inbound-media	facebook	Immediately
channel-facebook-*any-name*	x-max-comments-per-post-to-process	50	Immediately
channel-facebook-*any-name*	x-sampling-period	3	Immediately
channel-facebook-*any-name*	x-submit-comments-itx	false	After restart
channel-facebook-*any-name*	x-submit-internal-itx	false	Immediately
Section	Option	Default	Changes Take Effect

channel-facebook-*any-name* Section

- driver-classname
- fetch-image
- gsa-account-name
- gsa-api-key
- gsa-batch-limit
- gsa-batch-reserve-time
- gsa-channel-id
- gsa-channel-name
- gsa-url-base
- gsa-user-name
- gsa-user-password
- inbound-route
- itx-resubmit-attempts
- itx-resubmit-delay
- itx-submit-timeout
- reconnection-timeout
- submit-as-chat
- x-debug-mode
- x-inbound-media
- x-max-comments-per-post-to-
- process
- x-sampling-period
- x-submit-comments-itx
- x-submit-internal-itx
- allowed-content-types
- external-service-network-timeout
- max-attachment-size
- password

driver-classname

Default Value: com.genesyslab.mcr.smsserver.channel.facebook.cloud.FacebookCloudDriver

Valid Values: com.genesyslab.mcr.smsserver.channel.facebook.cloud.FacebookCloudDriver

Changes Take Effect: After restart

Specifies the class name of the media driver for a specific media service. The class name of the Genesys Driver for GSA cloud Facebook Channel is:

com.genesyslab.mcr.smsserver.channel.facebook.cloud.FacebookCloudDriver

fetch-image

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

When set to *true*, the Digital Messaging Server downloads images attached to inbound messages. When this option has value *false*, an http link to a remote location storing message attachments is added to inbound messages.

gsa-account-name

Default Value:**Valid Values:** Any valid GSA cloud account name string**Changes Take Effect:** After restart

Specifies Genesys Social Analytics cloud account name that is used by the driver to access a Facebook service. Contact Genesys Customer Care to configure an account in Genesys Social Analytics cloud platform.

gsa-api-key

Default Value:**Valid Values:** Any valid GSA cloud API key string**Changes Take Effect:** After restart

Specifies an access key that is used by the driver to access a Genesys Social Analytics cloud API. Contact Genesys Customer Care to obtain the value of this option.

gsa-batch-limit

Default Value: 200**Valid Values:** 1,500**Changes Take Effect:** Immediately

Specifies maximum number of Facebook posts retrieved by the driver from GSA cloud API in a single request.

gsa-batch-reserve-time

Default Value: 60**Valid Values:** 10-3600**Changes Take Effect:** Immediately

Specifies a period of time, in seconds, for which an inbound message is removed from the GSA cloud channel queue after it was fetched by the Digital Messaging Server. If the Digital Messaging Server does not send confirmation to the GSA cloud channel that the message was successfully processed within this period, it will be placed back into the queue.

gsa-channel-id

Default Value:**Valid Values:** Any valid GSA cloud channel ID string

Changes Take Effect: After restart

Specifies a channel ID in Genesys Social Analytics cloud platform. Contact Genesys Customer Care to obtain the value of this option.

gsa-channel-name

Default Value:

Valid Values: Any valid GSA cloud channel name string

Changes Take Effect: After restart

Specifies a name associated with a channel in Genesys Social Analytics cloud platform. Contact Genesys Customer Care to configure the value of this option.

gsa-url-base

Default Value:

Valid Values: Any valid URL string

Changes Take Effect: After restart

Specifies a Genesys Social Analytics cloud platform URL. Contact Genesys Customer Care to configure the value of this option.

gsa-user-name

Default Value:

Valid Values: Any valid email address string

Changes Take Effect: After restart

Specifies a user's email address associated with a channel in Genesys Social Analytics cloud platform. Contact Genesys Customer Care to configure the value of this option.

gsa-user-password

Default Value:

Valid Values: Any string

Changes Take Effect: After restart

Discontinued: 9.0.007.08 (renamed to password)

Specifies a user's password to access Genesys Hub. Contact Genesys Customer Care to configure the value of this option.

inbound-route

Default Value:**Valid Values:** *tenant dbid* : *access point name*, or *tenant dbid* : *access point name1*, *tenant dbid* : *access point name2***Changes Take Effect:** After restart

The value *tenant dbid* : *access point name* specifies the access point that is used to place submitted interactions for incoming messages. The access point name can either be the actual name of the endpoint, or a reference to the option in section *tenant dbid*:endpoints. For example, value 101:facebook_queue is a reference to option 101:endpoints/facebook_queue="Facebook Inbound Queue". The value *tenant id* : *access point name1*, *tenant id* : *access point name2* is applicable only in support of Facebook session mode. *access point name2* specifies the access point used by Chat Server.

itx-resubmit-attempts

Default Value: 3**Valid Values:** 0-9**Changes Take Effect:** Immediately

Number of times that Digital Messaging Server attempts to resubmit an interaction. With a value of 0, no resubmit attempts are made. See "itx-submit-timeout" for a full description of the submission process.

itx-resubmit-delay

Default Value: 30**Valid Values:** 1-120**Changes Take Effect:** Immediately

Time, in seconds that Digital Messaging Server waits between attempts to resubmit an interaction. See "itx-submit-timeout" for a full description of the submission process.

itx-submit-timeout

Default Value: 10**Valid Values:** 1-60**Changes Take Effect:** Immediately

This option and the next two ones control the way that Digital Messaging Server submits interactions. The server submits a request with an inbound message to Interaction Server and waits itx-submit-timeout seconds for a positive response from the server. If the expected response has not been received within this time period, the server repeats the submit request up to itx-resubmit-attempts times, with a delay of itx-resubmit-delay seconds between successive attempts.

reconnection-timeout

Default Value: 180

Valid Values: Any positive integer greater than or equal to 10

Changes Take Effect: Immediately

Specifies the delay, in seconds, before the server starts the reconnection procedure to GSA cloud platform for this media channel if the connection was lost.

submit-as-chat

Default Value: true

Valid Values: *true, false*

Changes Take Effect: Immediately

Specifies how new incoming Facebook private messages are introduced into the system. With the value *true*, the driver submits a new Facebook private chat session via Chat Server. With the value *false*, the driver submits a regular interaction of media-type facebookprivatemessage.

x-debug-mode

Default Value:

Valid Values: Any valid string with a consumer key secret

Changes Take Effect: After restart

If set to true, an extended form of logging is set for the driver. If set to false, a reduced form of logging is set for the driver.

x-inbound-media

Default Value: facebook

Valid Values: Any valid string.

Changes Take Effect: Immediately

Specifies the media type that is assigned to interactions that are submitted to Interaction Server on incoming Facebook messages.

x-max-comments-per-post-to-process

Default Value: 50

Valid Values: 0-5000

Changes Take Effect: Immediately

Specifies the maximum number of comments that can be attached to an interaction. For example, if a Post has one hundred comments and this option is set to 50, only the fifty most recent comments are attached to the interaction and passed to an Agent. If the option is set to 0, all comments are attached to the interaction and passed to an Agent. This option does not count parent comments, regardless of whether they were created inside or outside of the scan time bracket. Digital Messaging Server Digital Messaging Server Configuration Options

x-sampling-period

Default Value: 3

Valid Values: 1-3600

Changes Take Effect: Immediately

Specifies how frequently, in seconds, data-fetching from a Genesys Social Analytics cloud platform will occur.

x-submit-comments-itx

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Modified: 9.0.011.22

Specifies whether a new interaction with Facebook type comment will be created for each comment (true).

x-submit-internal-itx

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

When the Facebook driver is monitoring the Facebook wall it will read all of the posts and comments and some of the posts and comment might be created by agents. If this option is set to *true*, all Facebook interactions (regardless of who created the posts and comments) will be created. If this option is set to *false*, only interactions in which there is new content (posts or comments) created by customers will be created. All interactions that have older posts created prior to monitor read times and comments created only by agents will not be submitted.

allowed-content-types

Default Value:

Valid Values: Any comma-separated list of MIME types

Changes Take Effect: After restart

Lists the MIME types of attachments that are saved to UCS database and displayed inline as a preview to agents in WDE interaction window. For example, `image/png`, `image/jpeg`, `application/pdf`. If the value is not set, all media types (MIME standard) are saved to UCS database. This option is valid only when the **fetch-image** and **ucs-in-use** (in DMS) options are set to `true`.

external-service-network-timeout

Default Value: 30

Valid Values: Any positive integer greater than 0 and less than 180

Changes Take Effect: After restart

Introduced: 9.0.011.40

Specifies the maximum network timeout, in seconds, for communication between the driver and Facebook.

max-attachment-size

Default Value: 0

Valid Values: Any integer from 0 to 50

Changes Take Effect: After restart

Modified: 9.0.012.12

Specifies the maximum size of attachments, in megabytes, that are saved to UCS database and displayed inline as a preview to agents in WDE interaction window. Attachments that exceed this size limit are delivered to agents, but they are not saved to UCS database and not displayed inline as a preview in the WDE interaction window. If the value is not set or the value is 0, the attachment limit is capped at 50 megabytes. This option is valid only when the **fetch-image** and **ucs-in-use** (in DMS) options are set to `true`.

Note: Facebook applies its own file compression algorithms. The driver validates the attachment size after the compression is applied by Facebook. So, the original file size and the file size after compression may vary at times depending on the media type and compression level.

password

Default Value:

Valid Values: Any string

Changes Take Effect: After restart

Introduced: 9.0.007.08 (renamed from `gsa-user-password`)

Specifies a user's password to access Genesys Hub. Contact Genesys Customer Care to configure the value of this option.

Genesys Cloud API Driver for Twitter

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

- [channel-twitter-*any-name*](#)

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
channel-twitter-*any-name*	allowed-content-types	Twitter-Channel	Immediately
channel-twitter-*any-name*	compliance-enabled	true	Immediately
channel-twitter-*any-name*	driver-classname	com.genesyslab.mcr.smsserver.twitter.cloud.TwitterCloudD	After restart
channel-twitter-*any-name*	fetch-image	true	Immediately
channel-twitter-*any-name*	grouping-timeout	No default value	After restart
channel-twitter-*any-name*	gsa-account-name		After restart
channel-twitter-*any-name*	gsa-api-key		After restart
channel-twitter-*any-name*	gsa-batch-limit	200	Immediately
channel-twitter-*any-name*	gsa-batch-reserve-time	60	Immediately
channel-twitter-*any-name*	gsa-channel-id		After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
name*			
channel-twitter-*any-name*	gsa-channel-name		After restart
channel-twitter-*any-name*	gsa-url-base		After restart
channel-twitter-*any-name*	gsa-user-name		After restart
channel-twitter-*any-name*	gsa-user-password		After restart
channel-twitter-*any-name*	inbound-route		After restart
channel-twitter-*any-name*	itx-resubmit-attempts	3	Immediately
channel-twitter-*any-name*	itx-resubmit-delay	30	Immediately
channel-twitter-*any-name*	itx-submit-timeout	10	Immediately
channel-twitter-*any-name*	max-attachment-size	0	After restart
channel-twitter-*any-name*	reconnection-timeout	180	Immediately
channel-twitter-*any-name*	sampling-period	10	Immediately
channel-twitter-*any-name*	x-debug-mode		After restart
channel-twitter-*any-name*	x-inbound-media	twitter	Immediately
channel-twitter-*any-name*	x-sampling-period	10	Immediately
channel-twitter-*any-name*	x-source-nick-name	Twitter-Channel	Immediately
channel-twitter-*any-name*	x-submit-own-all	false	Immediately
Section	Option	Default	Changes Take Effect

channel-twitter-**any-name** Section

- `allowed-content-types`
- `compliance-enabled`
- `driver-classname`
- `fetch-image`
- `grouping-timeout`
- `gsa-account-name`
- `gsa-api-key`
- `gsa-batch-limit`
- `gsa-batch-reserve-time`
- `gsa-channel-id`
- `gsa-channel-name`
- `gsa-url-base`
- `gsa-user-name`
- `gsa-user-password`
- `inbound-route`
- `itx-resubmit-attempts`
- `itx-resubmit-delay`
- `itx-submit-timeout`
- `max-attachment-size`
- `reconnection-timeout`
- `sampling-period`
- `x-debug-mode`
- `x-inbound-media`
- `x-sampling-period`
- `x-source-nick-name`
- `x-submit-own-all`

allowed-content-types

Default Value: Twitter-Channel

Valid Values: comma-separated list of mime types

Changes Take Effect: Immediately

Lists the MIME types supported as attachments, in a comma-separated format. For example, "image/png, image/jpeg, application/pdf". If the value is not set, all media types (MIME standard) are downloaded. This option is valid only when the "fetch-image" option is set to true.

compliance-enabled

Default Value: true

Valid Values: *true, false*

Changes Take Effect: Immediately

When set to *true*, the Digital Messaging Server handles Twitter compliance events. Otherwise it ignores and confirms it on HUB immediately

Note: Although you can enable or disable the compliance feature, you must always configure it to meet the [Twitter Compliance](#). Genesys recommends that you enable this feature, otherwise you may be in violation of Twitter's policy.

driver-classname

Default Value: com.genesyslab.mcr.smsserver.channel.twitter.cloud.TwitterCloudDriver

Valid Values: com.genesyslab.mcr.smsserver.channel.twitter.cloud.TwitterCloudDriver

Changes Take Effect: After restart

Specifies the class name of the media driver for a specific media service. The class name of the Genesys Driver for GSA cloud Twitter Channel is:

com.genesyslab.mcr.smsserver.channel.twitter.cloud.TwitterCloudDriver

fetch-image

Default Value: true

Valid Values: *true, false*

Changes Take Effect: Immediately

When set to *true*, the Digital Messaging Server downloads images attached to inbound messages. When this option has value *false*, an http link to a remote location storing message attachments is added to inbound messages.

grouping-timeout

Default Value: No default value

Valid Values: Any integer from 10 to 3600 (one hour)

Changes Take Effect: After restart

Modified: 9.0.012.12

Specifies the time span (in seconds) within which Tweets must arrive in order to be grouped together. New incoming Tweets are grouped together with any other Tweets of the same type from the same user that are currently in the interaction queue. If this option has an invalid value (including none) or the option is missing, grouping is not done. The Twitter interactions are grouped under the following Tweet types:

- direct messages (DM)
- replies
- retweets
- public tweets

For example, if a user sends three public Tweets within the timeout, all three Tweets are grouped in one post. However, there separate groups are formed if a user sends a public Tweet, a reply, and another Tweet within the timeout. Note that the group ID contains Twitter user ID (or sorted user IDs in case of DM) and a post ID that initiated the grouping. The oldest post of the same author and type within the grouping interval is selected as the group initiating post.

gsa-account-name

Default Value:**Valid Values:** Any valid GSA cloud account name string**Changes Take Effect:** After restart

Specifies Genesys Social Analytics cloud account name that is used by the driver to access a Twitter service. Contact Genesys Customer Care to configure an account in Genesys Social Analytics cloud platform.

gsa-api-key

Default Value:**Valid Values:** Any valid GSA cloud API key string**Changes Take Effect:** After restart

Specifies an access key that is used by the driver to access a Genesys Social Analytics cloud API. Contact Genesys Customer Care to obtain the value of this option.

gsa-batch-limit

Default Value: 200**Valid Values:** 1,500**Changes Take Effect:** Immediately

Specifies maximum number of Twitter posts retrieved by the driver from GSA cloud API in a single request.

gsa-batch-reserve-time

Default Value: 60**Valid Values:** 10-3600**Changes Take Effect:** Immediately

Specifies a period of time, in seconds, for which an inbound message is removed from the GSA cloud channel queue after it was fetched by the Digital Messaging Server. If the Digital Messaging Server does not send confirmation to the GSA cloud channel that the message was successfully processed within this period, it will be placed back into the queue.

gsa-channel-id

Default Value:**Valid Values:** Any valid GSA cloud channel ID string

Changes Take Effect: After restart

Specifies a channel ID in Genesys Social Analytics cloud platform. Contact Genesys Customer Care to obtain the value of this option.

gsa-channel-name

Default Value:

Valid Values: Any valid GSA cloud channel name string

Changes Take Effect: After restart

Specifies a name associated with a channel in Genesys Social Analytics cloud platform. Contact Genesys Customer Care to configure the value of this option.

gsa-url-base

Default Value:

Valid Values: Any valid URL string

Changes Take Effect: After restart

Specifies a Genesys Social Analytics cloud platform URL. Contact Genesys Customer Care to configure the value of this option.

gsa-user-name

Default Value:

Valid Values: Any valid email address string

Changes Take Effect: After restart

Specifies a user's email address associated with a channel in Genesys Social Analytics cloud platform. Contact Genesys Customer Care to configure the value of this option.

gsa-user-password

Default Value:

Valid Values: Any string

Changes Take Effect: After restart

Discontinued: 9.0.007.07 (renamed to password)

Specifies a user's password to access Genesys Hub. Contact Genesys Customer Care to configure the value of this option.

inbound-route

Default Value:

Valid Values: *tenant id* : *access point name*

Changes Take Effect: After restart

Specifies the access point that is used to place submitted interactions for incoming messages.

itx-resubmit-attempts

Default Value: 3

Valid Values: 0-9

Changes Take Effect: Immediately

Number of times that Digital Messaging Server attempts to resubmit an interaction. With a value of 0, no resubmit attempts are made. See “itx-submit-timeout” for a full description of the submission process.

itx-resubmit-delay

Default Value: 30

Valid Values: 1-120

Changes Take Effect: Immediately

Time, in seconds that Digital Messaging Server waits between attempts to resubmit an interaction. See “itx-submit-timeout” for a full description of the submission process.

itx-submit-timeout

Default Value: 10

Valid Values: 1-60

Changes Take Effect: Immediately

This option and the next two ones control the way that Digital Messaging Server submits interactions. The server submits a request with an inbound message to Interaction Server and waits itx-submit-timeout seconds for a positive response from the server. If the expected response has not been received within this time period, the server repeats the submit request up to itx-resubmit-attempts times, with a delay of itx-resubmit-delay seconds between successive attempts.

max-attachment-size

Default Value: 0

Valid Values: 0-50

Changes Take Effect: After restart
Modified: 9.0.012.12

Specifies the maximum allowed attachment size, in megabytes. Attachments that exceed this size limit are not downloaded. If the value is not set or the value is 0, the attachment limit is capped at 50 megabytes. This option is valid only when the "fetch-image" option is set to true.

reconnection-timeout

Default Value: 180
Valid Values: Any positive integer greater than or equal to 10
Changes Take Effect: Immediately

Specifies the delay, in seconds, before the server starts the reconnection procedure to GSA cloud platform for this media channel if the connection was lost.

sampling-period

Default Value: 10
Valid Values: 1-3600
Changes Take Effect: Immediately
Discontinued: 9.0.012.09

Specifies how frequently, in seconds, data-fetching from a Genesys Social Analytics cloud platform will occur.

x-debug-mode

Default Value:
Valid Values: Any valid string with a consumer key secret
Changes Take Effect: After restart

If set to true, an extended form of logging is set for the driver. If set to false, a reduced form of logging is set for the driver.

x-inbound-media

Default Value: twitter
Valid Values: Any valid string.
Changes Take Effect: Immediately

Specifies the media type that is assigned to interactions that are submitted to Interaction Server on incoming Twitter messages.

x-sampling-period

Default Value: 10

Valid Values: 1-3600

Changes Take Effect: Immediately

Introduced: 9.0.012.09

Specifies how frequently, in seconds, data-fetching from a Genesys Social Analytics cloud platform will occur.

x-source-nick-name

Default Value: Twitter-Channel

Valid Values: Any string

Changes Take Effect: Immediately

The option is used to add a description in a submitted interaction.

x-submit-own-all

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether inbound messages that originate from the media account that is associated with this channel (“own” messages) are submitted to Interaction Server.

Genesys Driver for SMS and MMS

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

- [channel-any_name_for_mms_mm7](#)
- [channel-any_name_for_sms](#)
- [settings #To be merged with the settings section of DMS#](#)

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
channel-any_name_for_mms_mm7	driver-classname	com.genesyslab.mcr.smsserver.mms.jsms_mm7.MM7	After restart
channel-any_name_for_mms_mm7	inbound-route	tenant_dbid:endpoint_name	After MMS
channel-any_name_for_mms_mm7	reconnection-timeout	180	After restart
channel-any_name_for_mms_mm7	x-debug-mode	false	After restart
channel-any_name_for_mms_mm7	x-jsms-config-file	./media-channel-drivers/channel-smsmms/jsms-mm7.conf	After restart
channel-any_name_for_sms	default-reply-address	No default value	After restart
channel-any_name_for_sms	driver-classname	com.genesyslab.mcr.smsserver.mms.opensmpp.Smpp	After restart
channel-any_name_for_sms	inbound-route	No default value	After restart
channel-	password	No default value	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
any_name_for_sms			
channel-any_name_for_sms	reconnection-timeout	180	After restart
channel-any_name_for_sms	session-by-address	No default value	After restart
channel-any_name_for_sms	session-by-text	No default value	After restart
channel-any_name_for_sms	x-debug-mode	false	After restart
channel-any_name_for_sms	x-smpp-address-range	No default value	After restart
channel-any_name_for_sms	x-smpp-bind-mode	auto	After restart
channel-any_name_for_sms	x-smpp-comms-timeout	60	After restart
channel-any_name_for_sms	x-smpp-delivery-report	noreports	After restart
channel-any_name_for_sms	x-smpp-dest-addr-npi	1	After restart
channel-any_name_for_sms	x-smpp-dest-addr-ton	1	After restart
channel-any_name_for_sms	x-smpp-empty-message	No default value	After restart
channel-any_name_for_sms	x-smpp-enquire-link-timeout	60	After restart
channel-any_name_for_sms	x-smpp-extraopt	No default value	After restart
channel-any_name_for_sms	x-smpp-host	No default value	After restart
channel-any_name_for_sms	x-smpp-inbound-enc-default	301	After restart
channel-any_name_for_sms	x-smpp-outbound-enc-default	301	After restart
channel-any_name_for_sms	x-smpp-port	No default value	After restart
channel-any_name_for_sms	x-smpp-receive-timeout	60	After restart
channel-any_name_for_sms	x-smpp-response-max-waiting-time	30000	After restart
channel-any_name_for_sms	x-smpp-sar-max-segments	255	After restart
channel-any_name_for_sms	x-smpp-sar-prompt-responses	false	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
channel-any_name_for_sms	x-smpp-service-type	No default value	After restart
channel-any_name_for_sms	x-smpp-src-addr-npi	1	After restart
channel-any_name_for_sms	x-smpp-src-addr-ton	1	After restart
channel-any_name_for_sms	x-smpp-submit-max-rate	10	After restart
channel-any_name_for_sms	x-smpp-submit-window-size	10	After restart
channel-any_name_for_sms	x-smpp-system-id	No default value	After restart
channel-any_name_for_sms	x-smpp-system-type	No default value	After restart
channel-any_name_for_sms	x-smpp-tls-certificate-file-password	No default value	After restart
channel-any_name_for_sms	x-smpp-tls-certificate-password	No default value	After restart
channel-any_name_for_sms	x-smpp-tls-mode	off	After restart
channel-any_name_for_sms	x-smpp-tls-path-to-certificate	No default value	After restart
channel-any_name_for_sms	x-smpp-tls-version	1.2	After restart
channel-any_name_for_sms	x-smpp-ucs2-enc-schema	UCS-2BE	After restart
channel-any_name_for_sms	x-smpp-use-msg-payload	false	After restart
channel-any_name_for_sms	x-smpp-validity-period	No default value	After restart
settings #To be merged with the settings section of DMS#	logging-filter-active	false	After restart
settings #To be merged with the settings section of DMS#	logging-filter-spec		After restart
Section	Option	Default	Changes Take Effect

settings #To be merged with the settings section of DMS# Section

Tip

Refer to the [Genesys Driver for SMS and MMS documentation](#) for more information about the **logging-filter-active** option.

- [logging-filter-active](#)
- [logging-filter-spec](#)

logging-filter-active

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Specifies whether filtering of log messages is on (true) or off (false).

logging-filter-spec

Default Value:

Valid Values: ./media-channel-drivers/channel-smsmms/logging-filter-smsmms.json

Changes Take Effect: After restart

Specifies file, which contains filters used in filtering of log messages.

channel-any_name_for_mms_mm7 Section

- `driver-classname`
- `reconnection-timeout`
- `x-jsms-config-file`
- `inbound-route`
- `x-debug-mode`

driver-classname

Default Value: `com.genesyslab.mcr.smsserver.channel.sms_mms.jsms_mm7.MM7Driver`

Valid Values: `com.genesyslab.mcr.smsserver.channel.sms_mms.jsms_mm7.MM7Driver`

Changes Take Effect: After restart

Specifies the class name of the driver used to connect to a media service provider.

inbound-route

Default Value: `tenant_dbid:endpoint_name_for_MMS`

Valid Values: Any string

Changes Take Effect: After restart

This option defines the endpoints for inbound messages arriving from the media channel. The option value includes a tenant ID, to refer to corresponding endpoints section, and the name of an option inside that section.

For example, `101:mms_queue` refers to the `mms_queue` option in the `endpoints:101` section.

reconnection-timeout

Default Value: 180

Valid Values: Any integer greater than or equal to 10.

Changes Take Effect: After restart

Specifies the delay, in seconds, before DMS starts the reconnection procedure for this media channel if the connection was lost.

x-debug-mode

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

If set to true, an extended form of logging is set for the driver. If set to false, a reduced form of logging is set for the driver.

x-jsms-config-file

Default Value: ./media-channel-drivers/channel-smsmms/jsms-mm7.conf

Valid Values: The full name of the jSMS configuration file

Changes Take Effect: After restart

Specifies the name and location of the configuration file for the jSMS implementation. If a full path is not specified, DMS searches its current (working) folder for the file. This option applies to jSMS drivers.

The parameters of the jSMS configuration file are described in the file located at **<DMS_Folder>\media-channel-drivers\channel-smsmms\lib\jsms\bin\jsms.conf**, and in the jSMS User's Guide located at **<DMS_Folder>\media-channel-drivers\channel-smsmms\lib\jsms\docs\users_guide.pdf**.

The jSMS configuration file **jsms.conf** specifies the jSMS license that is needed to activate MMS/MM7 service in the driver. Genesys provides jSMS MMS/MM7 licenses to customers on requests. The following is an example only:

```
license.company=Genesys Telecommunications Laboratories, Inc
license.serial-nr=45383732
license.version=2.9
license.type=RUNTIME LICENSE
license.sig=JsshFtt5ffafst/4jsdydgGdvIUtd^%FHytrfvhKMeVg==
license.modules=mm7
```

channel-any_name_for_sms Section

Tip

Refer to the [Genesys Driver for SMS and MMS documentation](#) for more information on:

- the options **x-smpp-empty-message** and **x-smpp-extraopt**
- how the driver supports message throttling

- default-reply-address
- driver-classname
- inbound-route
- password
- reconnection-timeout
- session-by-address
- session-by-text
- x-debug-mode
- x-smpp-address-range
- x-smpp-bind-mode
- x-smpp-comms-timeout
- x-smpp-delivery-report
- x-smpp-dest-addr-npi
- x-smpp-dest-addr-ton
- x-smpp-empty-message
- x-smpp-enquire-link-timeout
- x-smpp-extraopt
- x-smpp-host
- x-smpp-inbound-enc-default
- x-smpp-outbound-enc-default
- x-smpp-port
- x-smpp-receive-timeout
- x-smpp-response-max-waiting-time
- x-smpp-sar-max-segments
- x-smpp-sar-prompt-responses
- x-smpp-service-type
- x-smpp-src-addr-npi
- x-smpp-src-addr-ton
- x-smpp-submit-max-rate
- x-smpp-submit-window-size
- x-smpp-system-id
- x-smpp-system-type
- x-smpp-tls-certificate-file-password
- x-smpp-tls-certificate-password
- x-smpp-tls-mode
- x-smpp-tls-path-to-certificate
- x-smpp-tls-version
- x-smpp-ucs2-enc-schema
- x-smpp-use-msg-payload
- x-smpp-validity-period

default-reply-address

Default Value: No default value

Valid Values: Any valid phone number for SMS messages.

Changes Take Effect: After restart

Specifies the default reply phone number for outbound SMS messages. This value is used when the FROM-phone number is not specified in the ESP request.

driver-classname

Default Value: com.genesyslab.mcr.smsserver.channel.sms_mms.opensmpp.SmppDriver

Valid Values: com.genesyslab.mcr.smsserver.channel.sms_mms.opensmpp.SmppDriver

Changes Take Effect: After restart

Specifies the class name of the driver used to connect to a media service provider.

inbound-route

Default Value: No default value

Valid Values: Comma-separated list of endpoints

Changes Take Effect: After restart

Specifies the endpoints for inbound messages arriving from the media channel.

For example:

- **101:sms_endpoint** - Endpoint for *regular* interactions, which are processed in **paging** mode.
- **101:sms_endpoint, 101:chat_endpoint** - Same as previous, plus an additional endpoint that Chat Server uses to place interactions in **chat session** mode.

password

Default Value: No default value

Valid Values: An empty string, or a valid password, no longer than 8 characters

Changes Take Effect: After restart

Specifies the password used to connect to the messaging provider (SMSC,MMSC, and others).

reconnection-timeout

Default Value: 180

Valid Values: Any integer greater than or equal to 10.

Changes Take Effect: After restart

Specifies the delay, in seconds, before DMS starts the reconnection procedure for this media channel if the connection was lost.

session-by-address

Default Value: No default value

Valid Values: Empty string or valid regular expression.

Changes Take Effect: After restart

Specifies the regular expression that is used to detect a request for session mode. DMS matches an inbound message's source address (a call center's inbound phone number) against this regular expression. If the matching result is true, and a chat session is not already in progress for this mobile client, and an inbound route is not a single-mode paging route, the server initiates a chat session.

session-by-text

Default Value: No default value

Valid Values: Empty string or valid regular expression.

Changes Take Effect: After restart

Specifies the regular expression that is used to detect a request for session mode. DMS matches an inbound message's content against this regular expression. If the matching result is true, and a chat session is not already in progress for this mobile client, and an inbound route is not a single-mode paging route, DMS initiates a chat session.

x-debug-mode

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

If set to true, an extended form of logging is set for the driver. If set to false, a reduced form of logging is set for the driver.

x-smpp-address-range

Default Value: No default value

Valid Values: An empty string or a range of phone numbers in form of a regular expression

Changes Take Effect: After restart

This option is used in the bind command to specify a set of addresses (phone numbers) serviced by the External Short Message Entity (ESME). A single address can also be specified. This option may be omitted if the range is unspecified. Messages addressed to any destination in this range are routed to the ESME. UNIX Regular Expression notation must be used to specify a range of addresses. Full explanations of UNIX regular expressions can be found in section 5 of the standard on-line UNIX manuals (man 5 regexp).

x-smpp-bind-mode

Default Value: auto

Valid Values:

- **auto:** The behavior is as in previous releases: SMS tries to bind with SMSC using a duplex transceiver connection. If that fails, it tries two simplex connections, one transmitter and one receiver.
- **trx:** SMS tries to bind with SMSC using a duplex transceiver connection only.
- **txrx:** SMS driver tries to bind with SMSC using two simplex connections, one transmitter and one receiver

Changes Take Effect: After restart

Specifies the mode that SMS driver uses to bind with the SMSC.

x-smpp-comms-timeout

Default Value: 60

Valid Values: 1 - 600

Changes Take Effect: After restart

Specifies the timeout, in seconds, used for calls to underlying communication functions.

x-smpp-delivery-report

Default Value: noreports

Valid Values:

- **noreports:** No reports.
- **reportboth:** Both Successfully Delivered and Delivery Failed reports.
- **reportndyd:** Delivery Failed reports only.

Changes Take Effect: After restart

Specifies the default types of delivery report that SMS driver requests for outbound messages.

x-smpp-dest-addr-npi

Default Value: 1

Valid Values:

- **0:** Unknown
- **1:** ISDN (E163/E164)
- **3:** Data (X.121)
- **4:** Telex (F.69)
- **6:** Land Mobile (E.212)
- **8:** National
- **9:** Private
- **10:**ERMES
- **14:** Internet (IP)
- **18:** WAP Client ID (to be defined by WAP Forum)
- **other values:** Reserved

Changes Take Effect: After restart

Specifies the numbering plan indicator (NPI) used in the destination address of outbound messages. Note: Values are specified in SMPP Protocol V3.4. The parameters set by this option are overridden by the ESP request for an individual message if it contains different settings.

x-smpp-dest-addr-ton

Default Value: 1

Valid Values:

- **0:** Unknown
- **1:** International
- **2:** National
- **3:** Network-specific
- **4:** Subscriber number
- **5:** Alphanumeric
- **6:** Abbreviated
- **7-255:** Reserved

Changes Take Effect: After restart

Specifies the type of number (TON) used in the destination address of outbound messages. Note: Values are specified in SMPP Protocol V3.4. The parameters set by this option are overridden by the ESP request for an individual message if it contains different settings.

x-smpp-empty-message

Default Value: No default value

Valid Values: Any string

Changes Take Effect: After restart

Specifies replacement text for inbound empty messages. If the option is empty or is not specified, then one blank character is used as a replacement.

x-smpp-enquire-link-timeout

Default Value: 60

Valid Values: Any integer greater than or equal to 5

Changes Take Effect: After restart

Specifies how often, in seconds, the driver sends the SMPP enquire-link command to SMSC (to check the connection with the messaging provider). If a disconnected state is detected, SMS driver starts the reconnection procedure for this messaging channel.

x-smpp-extraopt

Default Value: No default value

Valid Values: String with TLV options specification

Changes Take Effect: After restart

Specifies default values for extra options used in SMPP PDU. The option value is used by SMS driver to form extra options of PDU, if this value is not specified in ESP requests to SMS driver.

x-smpp-host

Default Value: No default value

Valid Values: Any valid host name

Changes Take Effect: After restart

Specifies the name of the messaging provider host.

x-smpp-inbound-enc-default

Default Value: 301

Valid Values:

- **1:** IA5 (CCITT T.50)/ASCII (ANSI X3.4)
- **3:** ISO 8859-1, Latin alphabet No. 1
- **6:** Cyrillic (ISO-8859-5)
- **7:** Latin/Hebrew (ISO-8859-8)
- **8:** UCS2 (ISO/IEC-10646), is used with option x-smpp-ucs2-enc-schema
- **301:** GSM 03.38, 8-bit packing
- **302:** GSM 03.38, 7-bit packing

Changes Take Effect: After restart

Defines the encoding scheme used to decode inbound messages when no encoding value is specified in the PDU. If the 'deliver_sm' PDU contains a specific value in its 'data_coding' parameter, then SMS driver uses that value; otherwise it uses the value of this option.

x-smpp-outbound-enc-default

Default Value: 301

Valid Values:

- **1:** IA5 (CCITT T.50)/ASCII (ANSI X3.4)
- **3:** ISO 8859-1, Latin alphabet No. 1
- **6:** Cyrillic (ISO-8859-5)
- **7:** Latin/Hebrew (ISO-8859-8)
- **8:** UCS2 (ISO/IEC-10646), is used with option x-smpp-ucs2-enc-schema
- **301:** GSM 03.38, 8-bit packing
- **302:** GSM 03.38, 7-bit packing

Changes Take Effect: After restart

Defines the encoding scheme used to code outbound messages. SMS driver places this value in the 'data_coding' parameter of the PDU, except that for encodings 301 and 302 it places the value 0 in the PDU.

x-smpp-port

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

Specifies the port used to connect to the messaging provider.

x-smpp-receive-timeout

Default Value: 60
Valid Values: 1-600
Changes Take Effect: After restart

Specifies, in seconds, the timeout for receiving data from the connection.

x-smpp-response-max-waiting-time

Default Value: 30000
Valid Values: Integer 1000 - 180000
Changes Take Effect: After restart

Specifies in milliseconds, the maximum time the driver waits for a response from SMSC for a submitted SMPP message. SMS driver considers the submission to have failed after this waiting time expires.

x-smpp-sar-max-segments

Default Value: 255
Valid Values: Integer 2 - 255
Changes Take Effect: After restart

Specifies the maximum number of segments used in transmitting long messages to an SMS Center. Outbound messages that exceed this number are rejected by SMS driver and a negative response is sent to the ESP requester.

x-smpp-sar-prompt-responses

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

The option controls the process of sending deliver_sm_resp PDUs to inbound deliver_sm PDUs for intermediate SAR segments of multi-segment message.

- **false** - All required deliver_sm_resp PDUs (for each deliver_sm received) are sent after all segments of the multi-segmented message are received, reassembled into an original message and the message is successfully submitted to Interaction Server.
- **true** - All required deliver_sm_resp PDUs (for each deliver_sm received) is sent immediately for each segment of multi-segmented message received. Sending of the last segment is controlled by option "x-smpp-imm-deliversm-response".

x-smpp-service-type

Default Value: No default value

Valid Values: Any string, no longer than 5 characters

Changes Take Effect: After restart

Indicates the SMS Application service associated with the message. This option can be omitted or specified as an empty string to specify default SMSC settings.

x-smpp-src-addr-npi

Default Value: 1

Valid Values:

- **0:** Unknown
- **1:** ISDN (E163/E164)
- **3:** Data (X.121)
- **4:** Telex (F.69)
- **6:** Land Mobile (E.212)
- **8:** National
- **9:** Private
- **10:**ERMES
- **14:** Internet (IP)
- **18:** WAP Client ID (to be defined by WAP Forum)

- **other values:** Reserved

Changes Take Effect: After restart

Specifies the numbering plan indicator (NPI) used in the source address of outbound messages and in the address-range parameter of the SMPP bind command. Note: Values are specified in SMPP Protocol V3.4. The parameters set by this option are overridden by the ESP request for an individual message if it contains different settings.

x-smpp-src-addr-ton

Default Value: 1

Valid Values:

- **0:** Unknown
- **1:** International
- **2:** National
- **3:** Network-specific
- **4:** Subscriber number
- **5:** Alphanumeric
- **6:** Abbreviated
- **7-255:** Reserved

Changes Take Effect: After restart

Specifies the type of number (TON) used in the source address of outbound messages and in the address-range parameter of the SMPP bind command. Note: Values are specified in SMPP Protocol V3.4. The parameters set by this option are overridden by the ESP request for an individual message if it contains different settings

x-smpp-submit-max-rate

Default Value: 10

Valid Values: Integer 1 - 1000

Changes Take Effect: After restart

Specifies the maximum number of messages per second sent by driver to SMSC.

x-smpp-submit-window-size

Default Value: 10

Valid Values: Integer 1 - 1000

Changes Take Effect: After restart

Specifies the number of messages that the driver will send without a confirmation from the SMSC. Once this limit is reached, the driver stops sending, and will send new messages only after receiving confirmation of previous messages.

x-smpp-system-id

Default Value: No default value

Valid Values: Any valid login name, no longer than 15 characters

Changes Take Effect: After restart

Specifies the login name used to connect to the messaging provider.

x-smpp-system-type

Default Value: No default value

Valid Values: An empty string (null value), or any valid name, no longer than 12 characters

Changes Take Effect: After restart

Specifies the type of External Short Message Entity (ESME) that is binding to the SMSC. Some SMSCs might not require the ESME to provide this detail; in that case, this option must be omitted or specified as an empty string.

x-smpp-tls-certificate-file-password

Default Value: No default value

Valid Values: Not empty string

Changes Take Effect: After restart

Password to access PKCS#12 file

x-smpp-tls-certificate-password

Default Value: No default value

Valid Values: Not empty string

Changes Take Effect: After restart

Password of certificate in PKCS#12 file

x-smpp-tls-mode

Default Value: off

Valid Values:

- **off:** SMS driver will not use TLS to communicate with SMSC.
- **single:** SMS driver checks SMSC's certificate for connection.
- **mutual:** SMS driver checks SMSC's certificate and sends its own certificate to SMSC

Changes Take Effect: After restart

Specifies SMS driver's security mode used to communicate with SMSC.

x-smpp-tls-path-to-certificate

Default Value: No default value

Valid Values: Not empty string

Changes Take Effect: After restart

Path to PKCS#12 file containing TLS certificates.

x-smpp-tls-version

Default Value: 1.2

Valid Values:

- **1.1:** TLS version 1.1
- **1.2:** TLS version 1.2

Changes Take Effect: After restart

Specifies the version of TLS protocol used by SMS driver to communicate with SMSC.

x-smpp-ucs2-enc-schema

Default Value: UCS-2BE

Valid Values:

- **UCS-2BE:** Big Endian, Byte Order Mark (BOM) is not used.
- **UCS-2LE:** Little Endian, BOM is not used.
- **UCS-2:** BOM is used.

Changes Take Effect: After restart

Specifies the encoding scheme that the SMS driver uses for UCS-2 encoding. The schema is used for inbound and outbound messages. Note: This option is applicable to inbound messages if x-smpp-inbound-enc-default is set to 8 and to outbound messages if x-smpp-outbound-enc-default is set to 8.

x-smpp-use-msg-payload

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Specifies the method for including the content of outbound messages in SMPP PDU: as mandatory parameter (option's value is false), or as optional parameter 'message_payload' (option's value is true).

x-smpp-validity-period

Default Value: No default value

Valid Values: Absolute time format or relative time format. See SMPP documentation

Changes Take Effect: After restart

Specifies the validity period. The validity_period parameter indicates the SMSC expiration time, after which the message should be discarded if it has not been delivered to the destination. It can be defined in absolute time format or relative time format; see the SMPP documentation.

For example, value 020610233429000R is interpreted as a relative period of 2 years, 6 months, 10 days, 23 hours, 34 minutes, and 29 seconds from the current SMSC time.

Genesys Driver for use with Genesys Hub

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

- [channel-ghub](#)

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
channel-ghub	allowed-content-types		Immediately
channel-ghub	driver-classname	com.genesyslab.mcr.smsserver.mcr.ghub.driv.GHubDriver	After restart
channel-ghub	inbound-route	An empty string	After restart
channel-ghub	inbound-route-by-call	An empty string	After restart
channel-ghub	media-origin	generic-media	After restart
channel-ghub	media-type-chat-by-call	An empty string	After restart
channel-ghub	password	An empty string	After restart
channel-ghub	separate-chat-session	false	After restart
channel-ghub	ucs-in-use	true	After restart
channel-ghub	x-business-id	An empty string	After restart
channel-ghub	x-hub-apikey	An empty string	After restart
channel-ghub	x-hub-baseurl	An empty string	After restart
channel-ghub	x-hub-channelid	An empty string	After restart
channel-ghub	x-hub-channeltype	An empty string	After restart
channel-ghub	x-hub-pull-reserve-time	300	After restart
channel-ghub	x-hub-pull-size	100	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
channel-ghub	x-hub-pull-timeout	10000	After restart
channel-ghub	x-hub-userid	An empty string	After restart
channel-ghub	x-media-subtype-chat	An empty string	After restart
channel-ghub	x-media-type-chat	An empty string	After restart
channel-ghub	x-phone-format	us	After restart
channel-ghub	x-preview-sent-url	true	After restart
Section	Option	Default	Changes Take Effect

channel-ghub Section

- `allowed-content-types`
- `driver-classname`
- `inbound-route`
- `inbound-route-by-call`
- `media-origin`
- `media-type-chat-by-call`
- `password`
- `separate-chat-session`
- `ucs-in-use`
- `x-business-id`
- `x-hub-apikey`
- `x-hub-baseurl`
- `x-hub-channelid`
- `x-hub-channeltype`
- `x-hub-pull-reserve-time`
- `x-hub-pull-size`
- `x-hub-pull-timeout`
- `x-hub-userid`
- `x-media-subtype-chat`
- `x-media-type-chat`
- `x-phone-format`
- `x-preview-sent-url`

allowed-content-types

Default Value:

Valid Values: Comma-separated list of MIME types

Changes Take Effect: Immediately

Introduced: 9.1.008.12

Lists the MIME types supported as attachments, in a comma-separated format. For example, `image/png, image/jpeg, application/pdf`. If the value is not set, all media types (MIME standard) are downloaded. If the value is `none`, all media types are restricted.

This option is valid only when the **ucs-in-use** option is set to `true`.

driver-classname

Default Value: `com.genesyslab.mcr.smsserver.channel.ghub.driv.GHubDriver`

Valid Values: `com.genesyslab.mcr.smsserver.channel.ghub.driv.GHubDriver`

Changes Take Effect: After restart

Specifies the class name of the media driver for a specific media service.

inbound-route

Default Value: An empty string

Valid Values: A comma-separated list of endpoints

Changes Take Effect: After restart

Specifies the endpoints for inbound messages arriving from the media channel.

For example:

101:pg_endpoint—The endpoint for "regular" interactions, which are processed in "paging" mode.

101:pg_endpoint, 101:chat_endpoint—The same as previous, plus an additional endpoint that Chat Server uses to place interactions in "chat session" mode.

inbound-route-by-call

Default Value: An empty string

Valid Values: A valid endpoint

Changes Take Effect: After restart

Specifies the endpoint for outbound chat sessions created by "InviteToChat" requests. This endpoint must exist in the Chat Server configuration. Chat Server will use this endpoint to place interactions into the interaction queue. If the option is not specified or empty, the channel does not support "InviteToChat" requests.

For example:

inbound-route-by-call = 101:chat_endpoint, where "101:chat_endpoint" is the endpoint from the Chat Server configuration.

media-origin

Default Value: generic-media

Valid Values:

- **applebc-session:** Apple Business Chat.
- **genesys-chat:** WhatsApp.
- **fbm-session:** Facebook Messenger.
- **fbp-session:** Facebook Public.
- **generic-media:** Other media.

Changes Take Effect: After restart

Introduced: 9.1.1.004.08

Specifies the name of the media source that the channel works with.

Specifies the media type assigned to interactions that are submitted to Interaction Server by Chat

Server, created by "InviteToChat" requests (or "outbound chat"). Note that the following values are reserved for future use:

- **fbm-session**: Facebook Messenger
- **fbp-session**: Facebook Public

media-type-chat-by-call

Default Value: An empty string

Valid Values:

- **whatsappsession**: WhatsApp channel.
- **facebooksession**: Facebook Messenger channel.

Changes Take Effect: After restart

Specifies the media type assigned to interactions that are submitted to Interaction Server by Chat Server, created by "InviteToChat" requests (or "outbound chat").

Note that the value for Facebook Messenger is not supported and reserved for future use.

password

Default Value: An empty string

Valid Values: Any valid string

Changes Take Effect: After restart

Specifies the administrator user's password to access the Genesys Hub. Contact Genesys Customer Care to obtain the value of this option. This field must be set up once and not changed without first communicating with the Genesys team. **CRITICAL:** Changing this field without using caution will stop the connection between your channel driver and Genesys Hub, and it may cause a loss of data.

separate-chat-session

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Introduced: 9.1.008.17

Specifies whether DMS must create separate chat sessions for a brand's customer when the customer sends separate messages through multiple channels.

- If the value is `true`, DMS creates a separate chat session for each channel when a customer sends messages through multiple channels.
- If the value is `false` (default), messages from different channels sent by the customer are merged into a single chat session.

ucs-in-use

Default Value: `true`

Valid Values: `true`

Changes Take Effect: After restart

Allows the use of Universal Contact Server to save data. The option must be set to `"true"`.

x-business-id

Default Value: An empty string

Valid Values:

- **Business phone number** for WhatsApp channel.
- **Integration ID** for Facebook Messenger channel.

Changes Take Effect: After restart

Discontinued: 9.1.007.06

Specifies channel businessID value.

Note: As of release 9.1.006.08, the value for Facebook Messenger is not supported and reserved for future use.

x-hub-apikey

Default Value: An empty string

Valid Values: Any valid string

Changes Take Effect: After restart

Specifies an access key that is used by the driver to access the Genesys Hub API. Contact Genesys Customer Care to obtain the value of this option. This field must be set up once and not changed without first communicating with the Genesys team. **CRITICAL:** Changing this field without using caution will stop the connection between your channel driver and Genesys Hub, and it may cause a loss of data.

x-hub-baseurl

Default Value: An empty string
Valid Values: Any valid string
Changes Take Effect: After restart

Specifies the Genesys Hub URL. Contact Genesys Customer Care to obtain the value of this option. This field must be set up once and not changed without first communicating with the Genesys team. **CRITICAL:** Changing this field without using caution will stop the connection between your channel driver and Genesys Hub, and it may cause a loss of data.

x-hub-channelid

Default Value: An empty string
Valid Values: Any valid string
Changes Take Effect: After restart

Specifies a channel ID in Genesys Hub. Contact Genesys Customer Care to obtain the value of this option. This field must be set up once and not changed without first communicating with the Genesys team. **CRITICAL:** Changing this field without using caution will stop the connection between your channel driver and Genesys Hub, and it may cause a loss of data.

x-hub-channeltype

Default Value: An empty string

Valid Values:

- **whatsapp:** WhatsApp channel.
- **facebook_messenger:** Facebook Messenger channel.

Changes Take Effect: After restart
Discontinued: 9.1.008.05

Determines channel type.

Note that the value for Facebook Messenger is not supported and reserved for future use.

x-hub-pull-reserve-time

Default Value: 300
Valid Values: 1-3600
Changes Take Effect: After restart

Specifies how long, in seconds, fetched messages are reserved by the Genesys Hub. The option specifies the value of the `reserve_time` parameter of the `FETCH` request, posted to the Hub by the driver. The `FETCH` request retrieves inbound messages from the Hub's inbound queue and returns them to the driver. The Hub's fetch process blocks a set of messages, sent to the driver, from any other consequent `FETCH` requests. The messages are blocked until the Hub will receive the `CONFIRM` request from the driver, or the timeout with `reserve_time` value will expire.

x-hub-pull-size

Default Value: 100

Valid Values: 50-500

Changes Take Effect: After restart

Modified: 9.1.007.06

Specifies how many messages per request are pulled.

x-hub-pull-timeout

Default Value: 10000

Valid Values: 5000-60000

Changes Take Effect: After restart

Modified: 9.1.007.06

Specifies a delay, in milliseconds, between requests for messages from the Genesys Hub.

x-hub-userid

Default Value: An empty string

Valid Values: Any valid string

Changes Take Effect: After restart

Specifies a user's email address associated with a channel in the Genesys Hub. Contact Genesys Customer Care to obtain the value of this option. This field must be set up once and not changed without first communicating with the Genesys team. **CRITICAL:** Changing this field without using caution will stop the connection between your channel driver and Genesys Hub, and it may cause a loss of data.

x-media-subtype-chat

Default Value: An empty string

Valid Values: Any valid string

Changes Take Effect: After restart

Specifies the media subtype that is assigned to interactions submitted to Interaction Server by Chat Server, based on incoming messages.

x-media-type-chat

Default Value: An empty string

Valid Values:

- **whatsappsession:** WhatsApp channel.
- **facebooksession:** Facebook Messenger channel.

Changes Take Effect: After restart

Specifies the media type that is assigned to interactions submitted to Interaction Server by Chat Server, based on incoming messages.

Note that the value for Facebook Messenger is not supported and reserved for future use.

x-phone-format

Default Value: us

Valid Values:

- **us** — The leading character "+" is removed if present in a phone number.
- **non-us** — A phone number is not modified.

Changes Take Effect: After restart

Introduced: 9.1.002.04

Specifies whether the leading "+" international prefix character is removed or not before passing a phone number as an interaction attribute. Option is for WhatsApp channel only.

x-preview-sent-url

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Introduced: 9.1.007.08

Indicates whether the preview of URLs during WhatsApp interactions is enabled or not. This option is applicable for WhatsApp channels only.

Genesys Hub Plug-in for use with Workspace Desktop Edition

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

- [applebcsession.appname](#)
- [applebcsession.channel](#)
- [interaction-workspace](#)
- [whatsappsession.appname](#)
- [whatsappsession.channel](#)

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
applebcsession.appname	*channel-name*		Immediately
applebcsession.channel	*channel-name*		Immediately
interaction-workspace	applebcsession.attachment-filter	pdf:doc:docx:ppt:pptx:xls:xlsx:jpeg:png:gif:bmp:mp4:amr:mp3	Immediately
interaction-workspace	applebcsession.attachment-max-size	10240	Immediately
interaction-workspace	applebcsession.auto-answer	false	At the next interaction
interaction-workspace	applebcsession.background-color-agent	#FFF3F7FB	After restart
interaction-workspace	applebcsession.background-color-agent-high-contrast	#FF007E72	After restart
interaction-workspace	applebcsession.background-color-agent-low-contrast	#FFDBE5F4	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	color-client		
interaction-workspace	applebcsession.background-color-client.high-contrast	#FF021A87	After restart
interaction-workspace	applebcsession.background-color-external	#FFF5F5F5	After restart
interaction-workspace	applebcsession.background-color-external.high-contrast	#FF00766B	After restart
interaction-workspace	applebcsession.background-color-sessioninfo	#FFA0C89F	After restart
interaction-workspace	applebcsession.background-color-sessioninfo.high-contrast	#FF005000	After restart
interaction-workspace	applebcsession.background-color-sessioninfo-other	#FFD3D3D3	After restart
interaction-workspace	applebcsession.background-color-sessioninfo-other.high-contrast	#FF000000	After restart
interaction-workspace	applebcsession.emojis-business-attribute		At the next interaction
interaction-workspace	applebcsession.focus-on-new-messages	true	Immediately
interaction-workspace	applebcsession.font-size-text	15	Immediately
interaction-workspace	applebcsession.generic-thumbnail-height	50	Immediately
interaction-workspace	applebcsession.generic-thumbnail-width	50	Immediately
interaction-workspace	applebcsession.get-transcript-interactions	true	At the next interaction
interaction-workspace	applebcsession.image-thumbnail-height	100	Immediately
interaction-workspace	applebcsession.image-thumbnail-width	200	Immediately
interaction-workspace	applebcsession.max-text-message-size	5000	At the next interaction
interaction-workspace	applebcsession.message-delay-timespan	30	Immediately
interaction-workspace	applebcsession.new-message-blinking	true	At the next interaction
interaction-workspace	applebcsession.new-message-blinking-duration	0	At the next interaction
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	applebcsession.on-hold-queue		At the next interaction attempt to put the chat in queue
interaction-workspace	applebcsession.outbound-appname		At the next attempt to create a new outbound chat session
interaction-workspace	applebcsession.outbound-channel		At the next attempt to create a new outbound chat session
interaction-workspace	applebcsession.outbound-itx-postprocessing-queue		At the next interaction attempt to put the chat in queue
interaction-workspace	applebcsession.pending-response-to-customer	30,50	At the next interaction
interaction-workspace	applebcsession.reconnect-attempts	5	Immediately
interaction-workspace	applebcsession.reconnect-timeout	10	Immediately
interaction-workspace	applebcsession.response-wait-time	10000	Immediately
interaction-workspace	applebcsession.send-message-on-enter-press	true	Immediately
interaction-workspace	applebcsession.show-cross-channel-messages	false	At the next interaction
interaction-workspace	applebcsession.show-system-messages-in-history	false	At the next interaction
interaction-workspace	applebcsession.toast-information-key	Subject	Immediately
interaction-workspace	applebcsession.transcript-interactions-count	1	At the next interaction
interaction-workspace	applebcsession.two-step-attachment-upload	true	Immediately
interaction-workspace	applebcsession.typing-timeout	10	Immediately
interaction-workspace	applebcsession.url-regex	(?i)(http https ftp)\:VV[a-zA-Z0-9\-\.\.][a-zA-Z]{2,3}(\:[a-zA-Z0-9]+)?(V)?([a-zA-Z0-9\-\._ \? \! \V + \& \% \\$ \#\! \= \~)\(* :)]*\^[^\u2026\< \> \". \, \(\) \s]	Immediately
interaction-workspace	intercommunication.applebcsession.queue		At the next attempt to request a conference with an Agent Group or with an agent of a particular Skill
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	intercommunication.applebcsession.routing-based-actions	OneStepTransfer	At next attempt to request conference
interaction-workspace	intercommunication.applebcsession.routing-based-targets		At next attempt to request conference
interaction-workspace	intercommunication.whatsappsession.queue		At the next attempt to request a conference with an Agent Group or with an agent of a particular Skill
interaction-workspace	intercommunication.whatsappsession.routing-based-actions	OneStepTransfer	At next attempt to request conference
interaction-workspace	intercommunication.whatsappsession.routing-based-targets		At next attempt to request conference
interaction-workspace	whatsappsession.attachment-filter	jpg;jpeg;png;amr;aac:opus:pdf:doc:docx:ppt:pptx:xls:xlsx:mp4	Immediately
interaction-workspace	whatsappsession.attachment-max-size	10240	Immediately
interaction-workspace	whatsappsession.auto-answer	false	At the next interaction
interaction-workspace	whatsappsession.background-color-agent	#FFF3F7FB	After restart
interaction-workspace	whatsappsession.background-color-agent.high-contrast	#FF007E72	After restart
interaction-workspace	whatsappsession.background-color-client	#FFDBE5F4	After restart
interaction-workspace	whatsappsession.background-color-client.high-contrast	#FF021A87	After restart
interaction-workspace	whatsappsession.background-color-external	#FFF5F5F5	After restart
interaction-workspace	whatsappsession.background-color-external.high-contrast	#FF00766B	After restart
interaction-workspace	whatsappsession.background-color-sessioninfo	#FFA0C89F	After restart
interaction-workspace	whatsappsession.background-color-sessioninfo.high-contrast	#FF005000	After restart
interaction-workspace	whatsappsession.background-color-sessioninfo-other	#FFD3D3D3	After restart
interaction-workspace	whatsappsession.background-color-sessioninfo-other.high-contrast	#FF000000	After restart
interaction-workspace	whatsappsession.default-		Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	notification-id		
interaction-workspace	whatsappsession.default-notification-language	en_US	Immediately
interaction-workspace	whatsappsession.default-notification-text		Immediately
interaction-workspace	whatsappsession.emojis-business-attribute		At the next interaction
interaction-workspace	whatsappsession.enable-free-msg-timespan-monitoring	false	At the next interaction
interaction-workspace	whatsappsession.focus-on-new-messages	true	Immediately
interaction-workspace	whatsappsession.font-size-text	15	Immediately
interaction-workspace	whatsappsession.free-msg-timespan	24	At the next interaction
interaction-workspace	whatsappsession.generic-thumbnail-height	50	Immediately
interaction-workspace	whatsappsession.generic-thumbnail-width	50	Immediately
interaction-workspace	whatsappsession.get-transcript-interactions	true	At the next interaction
interaction-workspace	whatsappsession.image-thumbnail-height	100	Immediately
interaction-workspace	whatsappsession.image-thumbnail-width	200	Immediately
interaction-workspace	whatsappsession.location-map.browse.query	https://www.google.com/maps/search/?api=1&query={LATITUDE},{LONGITUDE}	At the next message
interaction-workspace	whatsappsession.location-map.preview.height	200	Immediately
interaction-workspace	whatsappsession.location-map.preview.query		At the next message
interaction-workspace	whatsappsession.location-map.preview.width	400	Immediately
interaction-workspace	whatsappsession.max-text-message-size	4096	At the next interaction
interaction-workspace	whatsappsession.message-delay-timespan	30	Immediately
interaction-workspace	whatsappsession.new-message-blinking	true	At the next interaction
interaction-workspace	whatsappsession.new-message-blinking-duration	0	At the next interaction
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	whatsappsession.on-hold-queue		At the next interaction attempt to put the chat in the queue
interaction-workspace	whatsappsession.outbound-appname		At the next attempt to create a new outbound chat session
interaction-workspace	whatsappsession.outbound-channel		At the next attempt to create a new outbound chat session
interaction-workspace	whatsappsession.outbound-itx-postprocessing-queue		At the next interaction attempt to put the chat in the queue
interaction-workspace	whatsappsession.outbound-session-config		Immediately
interaction-workspace	whatsappsession.pending-response-to-customer	30,50	At the next interaction
interaction-workspace	whatsappsession.reconnect-attempts	5	Immediately
interaction-workspace	whatsappsession.reconnect-timeout	10	Immediately
interaction-workspace	whatsappsession.response-wait-time	10000	Immediately
interaction-workspace	whatsappsession.send-message-on-enter-press	true	Immediately
interaction-workspace	whatsappsession.show-cross-channel-messages	false	At the next interaction
interaction-workspace	whatsappsession.show-system-messages-in-history	false	At the next interaction
interaction-workspace	whatsappsession.toast-information-key	Subject	Immediately
interaction-workspace	whatsappsession.transcript-interactions-count	1	At the next interaction
interaction-workspace	whatsappsession.two-step-attachment-upload	true	Immediately
interaction-workspace	whatsappsession.url-regex	(?i)(http https ftp)\:VV[a-zA-Z0-9\-\.\.][a-zA-Z]{2,3}(\:[a-zA-Z0-9\-\.\.]+)?(V)?([a-zA-Z0-9\-\.\. \? \! \@ \# \\$ \% \& * \+ \= \~ \) \(\: \. \, \; \s])	Immediately
whatsappsession.appname	*channel-name*		Immediately
whatsappsession.channel	*channel-name*		Immediately
Section	Option	Default	Changes Take Effect

applebcsession-channel Section

- ***channel-name***

channel-name

Default Value:

Valid Values: Value is a new channel name. Replace option name with an old channel name.

Changes Take Effect: Immediately

Introduced: 9.1.007.07

Specifies new channel name to be used for outbound interactions.

Note: You must use this option only when you modify the channel name for some reason. You must not use this option to send new outbound messages through channel 2 (for example) that were originally submitted through channel 1. Additionally, it is not recommended to use both **applebcsession.outbound-channel** option and **applebcsession.channel** section at the same time.

applebcsession-appname Section

- ***channel-name***

channel-name

Default Value:

Valid Values: Value is comma separated list of DMS server names. Replace option name with the value of the channel name.

Changes Take Effect: Immediately

Introduced: 9.1.007.07

Specifies new DMS instances to be used for outbound interactions.

Note: It is not recommended to use both **applebcsession.outbound-appname** option and **applebcsession.appname** section at the same time.

interaction-workspace Section

- applebcsession.attachment-filter
- applebcsession.attachment-max-size
- applebcsession.auto-answer
- applebcsession.background-color-agent
- applebcsession.background-color-agent.high-contrast
- applebcsession.background-color-client
- applebcsession.background-color-client.high-contrast
- applebcsession.background-color-external
- applebcsession.background-color-external.high-contrast
- applebcsession.background-color-sessioninfo
- applebcsession.background-color-sessioninfo.high-contrast
- applebcsession.background-color-sessioninfo-other
- applebcsession.background-color-sessioninfo-other.high-contrast
- applebcsession.emojis-business-attribute
- applebcsession.focus-on-new-messages
- applebcsession.font-size-text
- applebcsession.generic-thumbnail-height
- applebcsession.generic-thumbnail-width
- applebcsession.get-transcript-interactions
- applebcsession.image-thumbnail-height
- applebcsession.image-thumbnail-width
- applebcsession.max-text-message-size
- applebcsession.message-delay-timespan
- applebcsession.new-message-blinking
- applebcsession.new-message-blinking-duration
- applebcsession.on-hold-queue
- applebcsession.outbound-appname
- applebcsession.outbound-channel
- applebcsession.outbound-itx-postprocessing-queue
- applebcsession.pending-response-to-customer
- applebcsession.reconnect-attempts
- applebcsession.reconnect-timeout
- applebcsession.response-wait-time
- applebcsession.send-message-on-enter-press
- applebcsession.show-cross-channel-messages
- applebcsession.show-system-messages-in-history
- applebcsession.toast-information-key
- applebcsession.transcript-interactions-count
- applebcsession.two-step-attachment-upload
- applebcsession.typing-timeout
- applebcsession.url-regex
- intercommunication.applebcsession.queue
- intercommunication.applebcsession.routing-based-actions
- intercommunication.applebcsession.routing-based-targets
- intercommunication.whatsappsession.queue
- intercommunication.whatsappsession.routing-based-actions
- intercommunication.whatsappsession.routing-based-targets
- whatsappsession.attachment-filter
- whatsappsession.attachment-max-size
- whatsappsession.auto-answer
- whatsappsession.background-color-agent
- whatsappsession.background-color-agent.high-contrast
- whatsappsession.background-color-client
- whatsappsession.background-color-client.high-contrast
- whatsappsession.background-color-external
- whatsappsession.background-color-external.high-contrast
- whatsappsession.background-color-sessioninfo

-
- `whatsappsession.background-color-sessioninfo.high-contrast`
 - `whatsappsession.background-color-sessioninfo-other`
 - `whatsappsession.background-color-sessioninfo-other.high-contrast`
 - `whatsappsession.default-notification-id`
 - `whatsappsession.default-notification-language`
 - `whatsappsession.default-notification-text`
 - `whatsappsession.emojis-business-attribute`
 - `whatsappsession.enable-free-msg-timespan-monitoring`
 - `whatsappsession.focus-on-new-messages`
 - `whatsappsession.font-size-text`
 - `whatsappsession.free-msg-timespan`
 - `whatsappsession.generic-thumbnail-height`
 - `whatsappsession.generic-thumbnail-width`
 - `whatsappsession.get-transcript-interactions`
 - `whatsappsession.image-thumbnail-height`
 - `whatsappsession.image-thumbnail-width`
 - `whatsappsession.location-map.browse.query`
 - `whatsappsession.location-map.preview.height`
 - `whatsappsession.location-map.preview.query`
 - `whatsappsession.location-map.preview.width`
 - `whatsappsession.max-text-message-size`
 - `whatsappsession.message-delay-timespan`
 - `whatsappsession.new-message-blinking`
 - `whatsappsession.new-message-blinking-duration`
 - `whatsappsession.on-hold-queue`
 - `whatsappsession.outbound-appname`
 - `whatsappsession.outbound-channel`
 - `whatsappsession.outbound-itx-postprocessing-queue`
 - `whatsappsession.outbound-session-config`
 - `whatsappsession.pending-response-to-customer`
 - `whatsappsession.reconnect-attempts`
 - `whatsappsession.reconnect-timeout`
 - `whatsappsession.response-wait-time`
 - `whatsappsession.send-message-on-enter-press`
 - `whatsappsession.show-cross-channel-messages`
 - `whatsappsession.show-system-messages-in-history`
 - `whatsappsession.toast-information-key`
 - `whatsappsession.transcript-interactions-count`
 - `whatsappsession.two-step-attachment-upload`
 - `whatsappsession.url-regex`

applebcsession.attachment-filter

Default Value: pdf:doc:docx:ppt:pptx:xls:xlsx:jpg:jpeg:png:gif:bmp:mp4:amr:mp3

Valid Values: Any valid file extension

Changes Take Effect: Immediately

Specifies a colon-separated list of media file types that are permitted for outbound attachments.

applebcsession.attachment-max-size

Default Value: 10240

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: Immediately

Specifies the maximum file size of the outbound attachment in KB.

applebcsession.auto-answer

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction

Specifies whether Apple Messages for Business interactions are answered automatically.

applebcsession.background-color-agent

Default Value: #FFF3F7FB

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for agent messages.

applebcsession.background-color-agent.high-contrast

Default Value: #FF007E72

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for agent messages for the HighContrast theme.

applebcsession.background-color-client

Default Value: #FFDBE5F4

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for client messages.

applebcsession.background-color-client.high-contrast

Default Value: #FF021A87

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for client messages for the HighContrast theme.

applebcsession.background-color-external

Default Value: #FFF5F5F5

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for external messages.

applebcsession.background-color-external.high-contrast

Default Value: #FF00766B

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for external messages for the HighContrast theme.

applebcsession.background-color-sessioninfo

Default Value: #FFA0C89F

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Modified: 9.1.002.07

Specifies the background color for session info messages.

applebcsession.background-color-sessioninfo.high-contrast

Default Value: #FF005000

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Modified: 9.1.002.07

Specifies the background color for session info messages for the HighContrast theme.

applebcsession.background-color-sessioninfo-other

Default Value: #FFD3D3D3
Valid Values: Color hexadecimal (#RRGGBB)
Changes Take Effect: After restart
Introduced: 9.1.002.07

Specifies the background color of session info messages for other channels.

applebcsession.background-color-sessioninfo-other.high-contrast

Default Value: #FF000000
Valid Values: Color hexadecimal (#RRGGBB)
Changes Take Effect: After restart
Introduced: 9.1.002.07

Specifies the background color of session info messages for the HighContrast theme for other channels.

applebcsession.emojis-business-attribute

Default Value:
Valid Values: Any valid business attribute name
Changes Take Effect: At the next interaction

Specifies the valid name of a Business Attribute containing emojis.

applebcsession.focus-on-new-messages

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 9.1.007.07

Scroll down to the newest message automatically when a new message arrives.

applebcsession.font-size-text

Default Value: 15
Valid Values: Any integer from 10 to 50
Changes Take Effect: Immediately

Specifies the font size for message text in the transcript.

applebcsession.generic-thumbnail-height

Default Value: 50

Valid Values: Any integer from 1 to 1080

Changes Take Effect: Immediately

Specifies the thumbnail height, in pixels, for all binary attachments other than images.

applebcsession.generic-thumbnail-width

Default Value: 50

Valid Values: Any integer from 1 to 1920

Changes Take Effect: Immediately

Specifies the thumbnail width, in pixels, for all binary attachments other than images.

applebcsession.get-transcript-interactions

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction

Specifies whether the main interaction window shows transcripts of past interactions with the contact.

applebcsession.image-thumbnail-height

Default Value: 100

Valid Values: Any integer from 1 to 1080

Changes Take Effect: Immediately

Specifies the thumbnail height, in pixels, for all image attachments.

applebcsession.image-thumbnail-width

Default Value: 200

Valid Values: Any integer from 1 to 1920

Changes Take Effect: Immediately

Specifies the thumbnail width, in pixels, for all image attachments.

applebcsession.max-text-message-size

Default Value: 5000

Valid Values: Any integer from 1 to 2147483647

Changes Take Effect: At the next interaction

Specifies the maximum size of the message in bytes.

applebcsession.message-delay-timespan

Default Value: 30

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Introduced: 9.1.007.07

Specifies message delay timespan in seconds.

applebcsession.new-message-blinking

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction

Introduced: 9.1.003.04

Specifies whether the interaction bar blinks on a new incoming message.

applebcsession.new-message-blinking-duration

Default Value: 0

Valid Values: Any integer from 0 to 2147483647

Changes Take Effect: At the next interaction

Introduced: 9.1.003.04

Specifies the duration of blinking interaction bar on a new incoming message. 0 value is for infinite.

applebcsession.on-hold-queue

Default Value:

Valid Values: Any valid Script name of type "Interaction Queue"

Changes Take Effect: At the next interaction attempt to put the chat in queue

Specifies the Interaction Queue where the chat interaction is placed when the agent hits the "Place chat on hold" button.

applebcsession.outbound-appname

Default Value:**Valid Values:** Any valid application name**Changes Take Effect:** At the next attempt to create a new outbound chat session

Specifies the application name of Digital Messaging Server that will be used to create an outbound chat session.

applebcsession.outbound-channel

Default Value:**Valid Values:** Any valid application name**Changes Take Effect:** At the next attempt to create a new outbound chat session

Specifies the channel name defined in the Digital Messaging Server application that will be used to create an outbound chat session.

applebcsession.outbound-itx-postprocessing-queue

Default Value:**Valid Values:** Any valid Script name of type "Interaction Queue"**Changes Take Effect:** At the next interaction attempt to put the chat in queue**Introduced:** 9.1.002.07

Specifies the Interaction Queue where the outbound chat interaction is placed when the agent hits the "Done" button.

applebcsession.pending-response-to-customer

Default Value: 30,50**Valid Values:** A comma-separated list value: warning time, maximum time**Changes Take Effect:** At the next interaction

Defines two alarm thresholds, in seconds, that warn agents that they have a pending response to a chat from a customer. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time.

applebcsession.reconnect-attempts

Default Value: 5**Valid Values:** Any nonnegative integer**Changes Take Effect:** Immediately

Specifies the number of attempts to reconnect to the chat session in the case of a connection loss.

applebcsession.reconnect-timeout

Default Value: 10

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the duration, in seconds, between each attempt to reconnect to the chat session in the case of a connection loss.

applebcsession.response-wait-time

Default Value: 10000

Valid Values: Any positive integer

Changes Take Effect: Immediately

Introduced: 9.1.002.07

Specifies the timeout, in milliseconds, for waiting for a response from a remote server.

applebcsession.send-message-on-enter-press

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 9.1.006.17

Specifies that outbound message will be sent when the Enter key is pressed.

applebcsession.show-cross-channel-messages

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction

Introduced: 9.1.002.07

Specifies whether the main interaction window shows transcripts of past interactions with the contact and other channels.

applebcsession.show-system-messages-in-history

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction

Specifies whether system messages (such as joined/left session, error messages, etc.) are shown when displaying previous chat sessions.

applebcsession.toast-information-key

Default Value: Subject

Valid Values: Any valid attached data key name

Changes Take Effect: Immediately

Specifies whether the information area is displayed in the Apple Messages for Business interaction notification. The option specifies the name of the attached data key that contains the information. This option can be overridden by a routing strategy, as described in the Workspace Desktop Edition Deployment Guide.

applebcsession.transcript-interactions-count

Default Value: 1

Valid Values: Any integer from 1 to 1000

Changes Take Effect: At the next interaction

Specifies the number of previous chat sessions that are shown when the agent clicks "See older messages...".

applebcsession.two-step-attachment-upload

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 9.1.007.07

Enable two-step attachment upload.

applebcsession.typing-timeout

Default Value: 10

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the duration, in seconds, for "Agent typing" notifications.

applebcsession.url-regex

Default Value: (?i)(http|https|ftp)\:\V[a-zA-Z0-9\-\._]+\.[a-zA-Z]{2,3}(\:[a-zA-Z0-9]+)?(V)?([a-zA-Z0-9\-\._]?|'\V\\|+|\&|\%|\\$|#\!|\=|\~|\)|\(|*|:|)]*[\^\u2026\<|\>|\\".|\)|\(\s]

Valid Values: Any valid regular expression

Changes Take Effect: Immediately

Modified: 9.1.002.07

Specifies the regular expression for identifying URL links.

intercommunication.applebcsession.queue

Default Value:

Valid Values: Name of a valid Script object of type Interaction Queue

Changes Take Effect: At the next attempt to request a conference with an Agent Group or with an agent of a particular Skill

Specifies the name of the Interaction Queue that is used by the routing-based feature for Apple Messages for Business. The following attached data is added by Workspace:

IW_RoutingBasedOriginalEmployeeId, IW_RoutingBasedTargetId, IW_RoutingBasedTargetType, IW_RoutingBasedRequestType.

intercommunication.applebcsession.routing-based-actions

Default Value: OneStepTransfer

Valid Values: A comma-separated list of valid operation names from the following list:

OneStepTransfer.

Changes Take Effect: At next attempt to request conference

Specifies the list of 'routing based' actions that an agent is allowed to perform.

intercommunication.applebcsession.routing-based-targets

Default Value:

Valid Values: A comma-separated list of valid object types from the following list: Agent, InteractionQueue

Changes Take Effect: At next attempt to request conference

Defines the list of targets that are contacted through the 'routing based' mechanism for the requests that are defined in the option 'intercommunication.applebcsession.routing-based-actions'. Note: The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

intercommunication.whatsappsession.queue

Default Value:**Valid Values:** The name of a valid Interaction Queue script object**Changes Take Effect:** At the next attempt to request a conference with an Agent Group or with an agent of a particular Skill

Specifies the name of the Interaction Queue that is used by the routing-based feature for WhatsApp. The following attached data is added by Workspace: IW_RoutingBasedOriginalEmployeeId, IW_RoutingBasedTargetId, IW_RoutingBasedTargetType, and IW_RoutingBasedRequestType.

intercommunication.whatsappsession.routing-based-actions

Default Value: OneStepTransfer**Valid Values:** A comma-separated list of valid operation names from the following list: OneStepTransfer.**Changes Take Effect:** At next attempt to request conference

Specifies the list of 'routing based' actions that an agent is allowed to perform.

intercommunication.whatsappsession.routing-based-targets

Default Value:**Valid Values:** A comma-separated list of valid object types from the following list: Agent, InteractionQueue**Changes Take Effect:** At next attempt to request conference

Defines the list of targets that are contacted through the 'routing based' mechanism for the requests that are defined in the option 'intercommunication.whatsappsession.routing-based-actions'. Note: The targets 'AgentGroup' and 'Skill' are always addressed through routing; therefore, they are not affected by this option.

whatsappsession.attachment-filter

Default Value: jpg;jpeg;png;amr;aac;opus;pdf;doc;docx;ppt;pptx;xls;xlsx;mp4**Valid Values:** Any valid file extension**Changes Take Effect:** Immediately

Specifies the list, separated by a colon, of media file types that are permitted for outbound attachments.

whatsappsession.attachment-max-size

Default Value: 10240

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: Immediately

Specifies the maximum outbound attachment file size in KB.

whatsappsession.auto-answer

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction

Specifies whether WhatsApp interactions are answered automatically.

whatsappsession.background-color-agent

Default Value: #FFF3F7FB

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for agent messages.

whatsappsession.background-color-agent.high-contrast

Default Value: #FF007E72

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for agent messages for the HighContrast theme.

whatsappsession.background-color-client

Default Value: #FFDBE5F4

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for client messages.

whatsappsession.background-color-client.high-contrast

Default Value: #FF021A87

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for client messages for the HighContrast theme.

whatsappsession.background-color-external

Default Value: #FFF5F5F5

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for external messages.

whatsappsession.background-color-external.high-contrast

Default Value: #FF00766B

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Specifies the background color for external messages for the HighContrast theme.

whatsappsession.background-color-sessioninfo

Default Value: #FFA0C89F

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Modified: 9.1.002.07

Specifies the background color for session info messages.

whatsappsession.background-color-sessioninfo.high-contrast

Default Value: #FF005000

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Modified: 9.1.002.07

Specifies the background color for session info messages for the HighContrast theme.

whatsappsession.background-color-sessioninfo-other

Default Value: #FFD3D3D3
Valid Values: Color hexadecimal (#RRGGBB)
Changes Take Effect: After restart
Introduced: 9.1.002.07

Specifies the background color for session info messages for other channels.

whatsappsession.background-color-sessioninfo-other.high-contrast

Default Value: #FF000000
Valid Values: Color hexadecimal (#RRGGBB)
Changes Take Effect: After restart
Introduced: 9.1.002.07

Specifies the background color for session info messages for the HighContrast theme for other channels.

whatsappsession.default-notification-id

Default Value:
Valid Values: Any string
Changes Take Effect: Immediately
Introduced: 9.1.002.07

Specifies the default notification message ID.

whatsappsession.default-notification-language

Default Value: en_US
Valid Values: Any valid language code described in the official WhatsApp documentation: <https://developers.facebook.com/docs/whatsapp/business-management-api/message-templates>
Changes Take Effect: Immediately
Introduced: 9.1.002.07

Specifies the default notification language.

whatsappsession.default-notification-text

Default Value:
Valid Values: Any notification text with a single parameter
Changes Take Effect: Immediately
Introduced: 9.1.002.07

Specifies the default notification message text.

whatsappsession.emojis-business-attribute

Default Value:

Valid Values: Any valid Business Attribute name

Changes Take Effect: At the next interaction

Specifies a valid name of a Business Attribute containing emojis.

whatsappsession.enable-free-msg-timespan-monitoring

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction

Introduced: 9.1.002.07

Modified: 9.1.003.04

Specifies if a free text message timespan should be enforced.

Note: If **whatsappsession.get-transcript-interactions** = false and **whatsappsession.enable-free-msg-timespan-monitoring**=true, the outbound WhatsApp messages are sent as HSM Notifications disregarding the **whatsappsession.free-msg-timespan** option's value.

whatsappsession.focus-on-new-messages

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 9.1.007.07

Scroll down to the newest message automatically when a new message arrives.

whatsappsession.font-size-text

Default Value: 15

Valid Values: Any integer from 10 to 50

Changes Take Effect: Immediately

Specifies the font size for message text in the transcript.

whatsappsession.free-msg-timespan

Default Value: 24

Valid Values: Any integer from 1 to Int32.MaxValue
Changes Take Effect: At the next interaction
Introduced: 9.1.002.07

Specifies the number of hours from the last inbound message.

whatsappsession.generic-thumbnail-height

Default Value: 50
Valid Values: Any integer from 1 to 1080
Changes Take Effect: Immediately

Specifies the thumbnail height, in pixels, for all binary attachments other than images.

whatsappsession.generic-thumbnail-width

Default Value: 50
Valid Values: Any integer from 1 to 1920
Changes Take Effect: Immediately

Specifies the thumbnail width, in pixels, for all binary attachments other than images.

whatsappsession.get-transcript-interactions

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction

Specifies whether the main interaction window shows transcripts of past interactions with the contact.

whatsappsession.image-thumbnail-height

Default Value: 100
Valid Values: Any integer from 1 to 1080
Changes Take Effect: Immediately

Specifies the thumbnail height, in pixels, for all image attachments.

whatsappsession.image-thumbnail-width

Default Value: 200

Valid Values: Any integer from 1 to 1920

Changes Take Effect: Immediately

Specifies the thumbnail width, in pixels, for all image attachments.

whatsappsession.location-map.browse.query

Default Value: <https://www.google.com/maps/search/?api=1&query={LATITUDE},{LONGITUDE}>

Valid Values: Any valid url with {LATITUDE}, {LONGITUDE} placeholders

Changes Take Effect: At the next message

Introduced: 9.1.003.04

Url that will be opened when Agent clicks on the location link

whatsappsession.location-map.preview.height

Default Value: 200

Valid Values: Any integer from 1 to 1080

Changes Take Effect: Immediately

Introduced: 9.1.003.04

Specifies the thumbnail height, in pixels, for all the location map preview images.

whatsappsession.location-map.preview.query

Default Value:

Valid Values: Any valid url that points to an image with {LATITUDE}, {LONGITUDE}, {HEIGHT}, {WIDTH} placeholders

Changes Take Effect: At the next message

Introduced: 9.1.003.04

Url to a map image that will be shown as location preview

whatsappsession.location-map.preview.width

Default Value: 400

Valid Values: Any integer from 1 to 1920

Changes Take Effect: Immediately

Introduced: 9.1.003.04

Specifies the thumbnail width, in pixels, for all the location map preview images.

whatsappsession.max-text-message-size

Default Value: 4096

Valid Values: Any integer from 1 to 2147483647
Changes Take Effect: At the next interaction

Specifies the maximum size of the message in bytes.

whatsappsession.message-delay-timespan

Default Value: 30
Valid Values: Any nonnegative integer
Changes Take Effect: Immediately
Introduced: 9.1.007.07

Specifies message delay timespan in seconds.

whatsappsession.new-message-blinking

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next interaction
Introduced: 9.1.003.04

Specifies whether the interaction bar blinks on a new incoming message.

whatsappsession.new-message-blinking-duration

Default Value: 0
Valid Values: Any integer from 0 to 2147483647
Changes Take Effect: At the next interaction
Introduced: 9.1.003.04

Specifies the duration of blinking interaction bar on a new incoming message. 0 value is for infinite.

whatsappsession.on-hold-queue

Default Value:
Valid Values: Any valid Interaction Queue script name
Changes Take Effect: At the next interaction attempt to put the chat in the queue

Specifies the Interaction Queue where the chat interaction is placed when the agent hits the "Place chat on hold" button.

whatsappsession.outbound-appname

Default Value:

Valid Values: Any valid application name

Changes Take Effect: At the next attempt to create a new outbound chat session

Specifies the application name of Digital Messaging Server that will be used to create an outbound chat session.

whatsappsession.outbound-channel

Default Value:

Valid Values: Any valid application name

Changes Take Effect: At the next attempt to create a new outbound chat session

Specifies the channel name defined in the Digital Messaging Server application that will be used to create an outbound chat session.

whatsappsession.outbound-itx-postprocessing-queue

Default Value:

Valid Values: Any valid Interaction Queue script name

Changes Take Effect: At the next interaction attempt to put the chat in the queue

Introduced: 9.1.002.07

Specifies the Interaction Queue where the outbound chat interaction is placed when the agent hits the "Done" button.

whatsappsession.outbound-session-config

Default Value:

Valid Values: Any valid JSON object string

Changes Take Effect: Immediately

Introduced: 9.1.006.17

JSON object string containing a list of channels to be used for outbound sessions in other media interactions.

whatsappsession.pending-response-to-customer

Default Value: 30,50

Valid Values: A comma-separated list value: warning time, maximum time

Changes Take Effect: At the next interaction

Defines two alarm thresholds, in seconds, that warn agents that they have a pending response to a chat from a customer. Three levels are displayed: before the warning time, between the warning time and the maximum time, and after the maximum time.

whatsappsession.reconnect-attempts

Default Value: 5

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the number of attempts to reconnect to the chat session in the case of a connection loss.

whatsappsession.reconnect-timeout

Default Value: 10

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the duration, in seconds, between each attempt to reconnect to the chat session in the case of a connection loss.

whatsappsession.response-wait-time

Default Value: 10000

Valid Values: Any positive integer

Changes Take Effect: Immediately

Introduced: 9.1.002.07

Specifies the timeout, in milliseconds, for waiting for a response from the remote server.

whatsappsession.send-message-on-enter-press

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 9.1.006.17

Specifies that outbound message will be sent when the Enter key is pressed.

whatsappsession.show-cross-channel-messages

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction

Introduced: 9.1.002.07

Specifies whether the main interaction window shows transcripts of past interactions with the contact and other channels.

whatsappsession.show-system-messages-in-history

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next interaction

Specifies whether system messages (such as joined/left session, error messages, etc.) are shown when displaying previous chat sessions.

whatsappsession.toast-information-key

Default Value: Subject

Valid Values: Any valid attached data key name

Changes Take Effect: Immediately

Specifies whether the information area is displayed in the WhatsApp interaction notification. The option specifies the name of the attached data key that contains the information. This option can be overridden by a routing strategy, as described in the Workspace Desktop Edition Deployment Guide.

whatsappsession.transcript-interactions-count

Default Value: 1

Valid Values: Any integer from 1 to 1000

Changes Take Effect: At the next interaction

Specifies the number of previous chat sessions that are shown when the agent clicks "See older messages..."

whatsappsession.two-step-attachment-upload

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 9.1.007.07

Enable two-step attachment upload.

whatsappsession.url-regex

Default Value: `(?i)(http|https|ftp)\:\V[a-zA-Z0-9\-\._]+\.[a-zA-Z]{2,3}(\:[a-zA-Z0-9\-\._]?|\V\|+|\&|\%|\$|\#\!|\=|\~|\)|\(|*|:|)]*\^[^\u2026\<|\>|\"|\.\.|\)|\(|\s]`

Valid Values: Any valid regular expression

Changes Take Effect: Immediately

Modified: 9.1.002.07

Specifies the regular expression for identifying URL links.

whatsappsession-channel Section

- ***channel-name***

channel-name

Default Value:

Valid Values: Value is a new channel name. Replace option name with an old channel name.

Changes Take Effect: Immediately

Introduced: 9.1.007.07

Specifies new channel name to be used for outbound interactions.

Note: You must use this option only when you modify the channel name for some reason. You must not use this option to send new outbound messages through channel 2 (for example) that were originally submitted through channel 1. Additionally, it is not recommended to use both **whatsappsession.outbound-channel** option and **whatsappsession.channel** section at the same time.

whatsappsession-appname Section

- ***channel-name***

channel-name

Default Value:

Valid Values: Value is comma separated list of DMS server names. Replace option name with the value of the channel name specified in driver's options.

Changes Take Effect: Immediately

Introduced: 9.1.007.07

Specifies DMS instances to be used for outbound interactions.

Note: It is not recommended to use both **whatsappsession.outbound-appname** option and **whatsappsession.appname** section at the same time.

Interaction Server

This document provides information about the configuration options that you set on the Interaction Server application object, as well as those you set on other related objects, such as database access points (DAPs).

- [Interaction Server application](#)
- [Database Access Points \(DAPs\)](#)
 - [Interaction Server DAP](#)
 - [Event Logger DAP](#)
 - [MSMQ-MQSeries Event Logger DAP](#)
 - [JMS Event Logger DAP](#)
- [Integrated Capture Points](#)
- [Database Capture Point](#)
- [File Capture Point](#)
- [JMS Capture Point](#)
- [Kafka Capture Point](#)
- [Web Service Capture Point](#)
- [Universal Routing Server \(URS\)](#)
- [workbin Script](#)

Important

Additional Interaction Server options can be configured on the Annex tab of any Business Process Interaction Queue or Interaction Queue View object (in the Resources > Scripts folder). Refer to the "Creating Business Process Objects" chapter of the [Universal Routing Business Process User's Guide](#) for more information.

For options that are set on the Interaction Server object itself, each section has its own page. For options that are set on other objects, each object has a page, which may include multiple sections.

Interaction Server application

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

- [agent-reservation](#)
- [cluster-settings](#)
- [health-service](#)
- [java-config](#)
- [license](#)
- [log](#)
- [log-control](#)
- [log-filter](#)
- [reporting-extensions](#)
- [settings](#)
- [udata-filters](#)

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
agent-reservation	reject-subsequent-request	true	Immediately
agent-reservation	request-collection-time	100	Immediately
agent-reservation	reservation-time	10000	Immediately
cluster-settings	enable-submit	true	Immediately
cluster-settings	media-types		Immediately
health-service	enable-keepalive	false	After restart
health-service	log-output-timeout	0	Immediately (after current interval)
health-service	soap-accept-timeout	10	After restart
health-service	soap-endpoint	http://{ServerName}:{ServerPort}/health	After restart
health-service	soap-hostname		After restart
health-service	soap-receive-timeout	10	After restart
health-service	soap-send-timeout	30	After restart
java-config	jvm-path	No default value	After restart
license	ics_custom_media_channel	0	Immediately
license	ics_email_webform_channel	0	Immediately
license	ics_live_web_channel	0	Immediately
license	ics_multi_media_agent_search	0	Immediately
license	ics_sms_channel	0	Immediately
license	license-file		At start/restart
log	all		Immediately
log	buffering	false	Immediately
log	debug		Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
log	<code>enable-thread</code>	false	Immediately
log	<code>expire</code>	10	Immediately
log	<code>messagefile</code>	interaction_server.lms	At start/restart
log	<code>segment</code>	false	Immediately
log	<code>standard</code>		Immediately
log	<code>throttle-period</code>	3600	Immediately
log	<code>throttle-threshold</code>	5000	Immediately
log	<code>time-format</code>	ISO8601	Immediately
log	<code>trace</code>		Immediately
log	<code>verbose</code>	standard	Immediately
log-control	<code>log-custom-message-content</code>	false	Immediately
log-control	<code>mandatory-keys-to-log</code>		Immediately
log-control	<code>max-protocol-attribute-size</code>	256	Immediately
log-control	<code>max-protocol-message-size</code>	16384	Immediately
log-filter	<code>default-filter-type</code>	copy	Immediately, applies to all new reporting events
reporting-extensions	<code>interactions</code>	enable:all	Immediately
reporting-extensions	<code>system</code>	enable:all	Immediately
settings	<code>agent-login-control</code>	none	Immediately
settings	<code>agent-session-restore-timeout</code>	0	Immediately
settings	<code>allow-duplicates-in-change</code>	true	Immediately
settings	<code>allow-duplicates-in-submit</code>	true	Immediately
settings	<code>allow-multiple-agent-connections</code>	true	Immediately
settings	<code>collect-error-counters</code>	false	Immediately
settings	<code>collect-esp-error-counters</code>	false	Immediately
settings	<code>collect-request-counters</code>	false	Immediately
settings	<code>completed-queues</code>		Immediately
settings	<code>database-request-timeout</code>	0	Immediately
settings	<code>database-request-warning-timeout</code>	0	Immediately
settings	<code>default-max-submission-</code>	10/second	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	rate		
settings	default-max-submitted-per-router	1000	Immediately
settings	default-max-submitted-per-strategy	200	Immediately
settings	default-view-freeze-interval	300	As soon as the current freeze interval for a given view expires
settings	delay-updates	true	Immediately, for new interactions or for interactions pulled from the database. Ignored for active interactions (those being handled by an agent or router).
settings	delayed-logout-panic-threshold	0	Immediately
settings	delayed-logout-timeout	0	Immediately
settings	delivering-timeout	30	Immediately
settings	enable-place-in-queue-reason	false	Immediately
settings	enable-revoke-from-agent	false	Immediately
settings	handling-timeout	180	Immediately
settings	have-segmentation-indexes	false	After restart
settings	hide-attached-data	true	Immediately
settings	hide-strategy-change-activity	true	Immediately
settings	hide-strategy-esp-activity	true	Immediately
settings	high-pull-threshold	200	Immediately
settings	honor-segmentation-generations	false	After restart
settings	ignore-read-only-on-change	false	Immediately
settings	ignore-read-only-on-submit	true	Immediately
settings	incremental-login-request-timeout	2000	Immediately
settings	login-session-timeout	1440	Immediately
settings	low-pull-threshold	50	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	<code>max-current-clients</code>	4096	Immediately
settings	<code>max-current-database-requests</code>	1000	Immediately
settings	<code>max-current-interactions-cached</code>	5000	Immediately
settings	<code>max-current-loggers-queue-size</code>	30000	Immediately
settings	<code>max-current-request-queue-size</code>	1000	Immediately
settings	<code>max-current-request-queue-wait</code>	3	Immediately
settings	<code>max-current-tasks</code>	1000	Immediately
settings	<code>max-database-request-queue-size</code>	10000	Immediately
settings	<code>max-interactions-per-pull</code>	100	Immediately
settings	<code>max-interactions-per-snapshot</code>	500	Immediately
settings	<code>max-number-of-snapshots</code>	2000	Immediately
settings	<code>max-output-timeout</code>	15	Immediately
settings	<code>max-userdata-size</code>	0	Immediately
settings	<code>max-workbin-interactions</code>	200	Immediately
settings	<code>no-userdata-changed-response-to-urs</code>	false	Immediately
settings	<code>not-ready-on-invitation-timeout</code>	true	Immediately
settings	<code>notify-workbin-userdata-changed</code>	false	Immediately
settings	<code>number-of-database-connections</code>	5	Immediately, but any open connections remain open until shutdown
settings	<code>pull-hold-timeout</code>	60	Immediately
settings	<code>registration-timeout</code>	30	Immediately for all new clients
settings	<code>reset-states-on-shutdown</code>	true	Immediately
settings	<code>routing-timeout</code>	720	Immediately for all new interactions submitted to URS
settings	<code>schema-name</code>		After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	statistic-interval	5	Immediately
settings	submit-timer-interval	2000	As soon as the current submit interval expires
settings	third-party-server-queue-size	200	Immediately; however, does not affect ESP (External Service Protocol) requests already received from Universal Routing Server or other clients
settings	third-party-server-timeout	30	Immediately
settings	third-party-server-window-size	10	Immediately; however, does not affect requests already sent to ESP (External Service Protocol) servers.
udata-filters	agent		Immediately
udata-filters	esp		Immediately
udata-filters	reporting		Immediately
udata-filters	router		Immediately
Section	Option	Default	Changes Take Effect

Database Access Points (DAPs)

Interaction Server uses the following DAPs to connect to various databases for a number of purposes:

- [Interaction Server DAP](#)
- [Event Logger DAP](#)
- [MSMQ-MQSeries Event Logger DAP](#)
- [JMS Event Logger DAP](#)

Interaction Server DAP

The following options are configured on the Interaction Server DAP.

Section	Option	Default	Changes Take Effect
settings	blob-chunk-size	1024	After restart of
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
			Interaction Server
settings	connection-string	No default value	After restart of Interaction Server
settings	connections	5	After restart of Interaction Server
settings	dbprotocol	odbc	After restart of Interaction Server
settings	odbc-string	No default value	After restart of Interaction Server
settings	queue-size	20000	Immediately
Section	Option	Default	Changes Take Effect

Event Logger DAP

The following options are configured on the Event Logger DAP.

Section	Option	Default	Changes Take Effect
agent-custom-data	<custom event content attribute name>	No default value	After restart of Interaction Server
custom-custom-data	<custom event content attribute name>	No default value	After restart of Interaction Server
event-filtering	event-filter-by-id	No default value	Immediately
event-filtering	log-agent-activity	true	Immediately
event-filtering	log-agent-state		Immediately
event-filtering	log-esp-service	true	Immediately
event-filtering	log-queue	true	Immediately
event-filtering	log-strategy	true	Immediately
event-filtering	log-userdata	true	Immediately
logger-settings	batch-size	500	Immediately
logger-settings	connection-string	No default value	After restart of Interaction Server
logger-settings	delivery-protocol	eventlog	After restart of Interaction Server
logger-settings	max-queue-size	20000	Immediately
logger-settings	odbc-string	No default value	After restart of Interaction Server
logger-settings	reconnection-pause	5000	Immediately
logger-settings	schema-name	dbo	After restart
logger-settings	storing-timeout	500	Immediately
Section	Option	Default	Changes Take Effect

MSMQ-MQSeries Event Logger DAP

The following options are configured on the MSMQ-MQSeries Event Logger DAP.

Section	Option	Default	Changes Take Effect
event-filtering	event-filter-by-id	No default value	Immediately
logger-settings	delivery-protocol	eventlog	After restart
logger-settings	delivery-queue-manager-name	No default value	After restart
logger-settings	delivery-queue-name	No default value	After restart
logger-settings	udata	No default value	Immediately
Section	Option	Default	Changes Take Effect

JMS Event Logger DAP

The following options are configured on the JMS Event Logger DAP.

Section	Option	Default	Changes Take Effect
event-filtering	event-filter-by-id	No default value	Immediately
Section	Option	Default	Changes Take Effect

Integrated Capture Points

Interaction Server supports the following integrated capture points to interact with external source systems:

- [Database Capture Point](#)
- [File Capture Point](#)
- [JMS Capture Point](#)
- [Kafka Capture Point](#)
- [Web Service Capture Point](#)

Database Capture Point

The following options are configured on the Database Capture Point.

Section	Option	Default	Changes Take Effect
db-queries	assignedUpdateSql		Upon restart
db-queries	canceledUpdateSql		Upon restart
db-queries	capturedUpdateSql		Upon restart
db-queries	captureQuerySql		Upon restart
db-queries	completedUpdateSql		Upon restart
db-queries	errorHeldUpdateSql		Upon restart
db-queries	errorUpdateSql		Upon restart
db-queries	heldUpdateSql		Upon restart
db-queries	queuedUpdateSql		Upon restart
db-queries	rejectedUpdateSql		Upon restart
db-queries	restartedUpdateSql		Upon restart
db-queries	resumedUpdateSql		Upon restart
db-queries	routeRequestedUpdateSql		Upon restart
db-queries	sourceErrorUpdateSql		Upon restart
db-queries	sourceUpdatedUpdateSql		Upon restart
db-queries	sourceUpdateQuerySql		Upon restart
db-queries	startupQuerySql		Upon restart
db-queries	stoppedUpdateSql		Upon restart
db-queries	updatedUpdateSql		Upon restart
default-values	InteractionSubtype	InboundNew	Upon restart
default-values	InteractionType	Inbound	Upon restart
default-values	MediaType	workitem	Upon restart
iwd-parameters	CancelQueues	iWD_Canceled	Upon restart
iwd-parameters	CompleteQueues	iWD_Completed	Upon restart
iwd-parameters	ErrorHeldQueues	iWD_ErrorHeld	Upon restart
iwd-parameters	RejectQueues	iWD_Rejected	Upon restart
iwd-parameters	RestartQueues	iWD_New	Upon restart
notification-filtering	disable-unsolicited-notifications	false	Upon restart
notification-filtering	notify-assigned	true	Upon restart
notification-filtering	notify-changed	true	Upon restart
notification-filtering	notify-created	true	Upon restart
notification-filtering	notify-error	true	Upon restart
notification-filtering	notify-held	true	Upon restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
notification-filtering	notify-moved	true	Upon restart
notification-filtering	notify-resumed	true	Upon restart
notification-filtering	notify-route-requested	true	Upon restart
notification-filtering	notify-stopped	true	Upon restart
settings	capture-point-type		Upon restart
settings	connection-string		Upon restart
settings	data-source-name		Upon restart
settings	ignore-nulls-in-source-update	false	Upon restart
settings	inbound-exception-sleep-interval	30	Upon restart
settings	inbound-max-batch-size	1000	Upon restart
settings	inbound-scan-interval	10000	Upon restart
settings	notifications-batch-size	500	Upon restart
settings	notifications-storing-timeout	1000	Upon restart
settings	output-queue-size	5000	Upon restart
settings	password		Upon restart
settings	report-notification-exception-on-no-data	false	Upon restart
settings	updates-exception-sleep-interval	30	Upon restart
settings	updates-max-batch-size	1000	Upon restart
settings	updates-scan-interval	10000	Upon restart
settings	username		Upon restart
Section	Option	Default	Changes Take Effect

File Capture Point

The following options are configured on the File Capture Point.

Section	Option	Default	Changes Take Effect
default-values	InteractionSubtype	InboundNew	Upon restart
default-values	InteractionType	Inbound	Upon restart
default-values	MediaType	workitem	Upon restart
inbound-transformer-parameters	AllowAnyAttributes	false	Upon restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
inbound-transformer-parameters	CancelQueues	iWD_Canceled	Upon restart
inbound-transformer-parameters	CaseSensitiveActions	false	Upon restart
inbound-transformer-parameters	CaseSensitiveAttributes	false	Upon restart
inbound-transformer-parameters	CompleteQueues	iWD_Completed	Upon restart
inbound-transformer-parameters	ExtendedAttributes		Upon restart
inbound-transformer-parameters	RestartQueues	iWD_New	Upon restart
inbound-transformer-parameters	SchemaDocumentPath	./iwd_scripts/ iwd_messages.xsd	Upon restart
notification-filtering	disable-unsolicited-notifications	false	Upon restart
notification-filtering	notify-assigned	true	Upon restart
notification-filtering	notify-changed	true	Upon restart
notification-filtering	notify-created	true	Upon restart
notification-filtering	notify-error	true	Upon restart
notification-filtering	notify-held	true	Upon restart
notification-filtering	notify-moved	true	Upon restart
notification-filtering	notify-resumed	true	Upon restart
notification-filtering	notify-route-requested	true	Upon restart
notification-filtering	notify-stopped	true	Upon restart
outbound-transformer-parameters	CancelQueues	iWD_Canceled	Upon restart
outbound-transformer-parameters	CompleteQueues	iWD_Completed	Upon restart
outbound-transformer-parameters	ErrorHeldQueues	iWD_ErrorHeld	Upon restart
outbound-transformer-parameters	ExtendedAttributes		Upon restart
outbound-transformer-parameters	RejectQueues	iWD_Rejected	Upon restart
outbound-transformer-parameters	RestartQueues	iWD_New	Upon restart
settings	after-rollback-delay	30	Upon restart
settings	canceled-directory		Upon restart
settings	capture-point-type		Upon restart
settings	completed-directory		Upon restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	error-directory		Upon restart
settings	error-held-directory		Upon restart
settings	inbound-directory	[required]	Upon restart
settings	inbound-scan-interval	10	Upon restart
settings	include-ids-in-duplicate-error	false	Upon restart
settings	iwd-compatibility-mode	true	Upon restart
settings	move-non-xml-from-inbound	true	Upon restart
settings	notification-directory		Upon restart
settings	notification-naming-mode	by-id	Upon restart
settings	number-outbound-threads	1	Upon restart
settings	output-queue-size	5000	Upon restart
settings	processed-directory		Upon restart
settings	rejected-directory		Upon restart
settings	rollback-on-transformation-fail	false	Upon restart
settings	xsl-inbound-transform-path	./iwd_scripts/ iWD2IxnServerTransformer.groovy	Upon restart
settings	xsl-outbound-transform-path	./iwd_scripts/ IxnServer2iWDTransformer.groovy	Upon restart
Section	Option	Default	Changes Take Effect

JMS Capture Point

The following options are configured on the JMS Capture Point.

Section	Option	Default	Changes Take Effect
default-values	InteractionSubtype	InboundNew	Upon restart
default-values	InteractionType	Inbound	Upon restart
default-values	MediaType	workitem	Upon restart
inbound-transformer-parameters	AllowAnyAttributes	false	Upon restart
inbound-transformer-parameters	CancelQueues	iWD_Canceled	Upon restart
inbound-transformer-parameters	CaseSensitiveActions	false	Upon restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
inbound-transformer-parameters	CaseSensitiveAttributes	false	Upon restart
inbound-transformer-parameters	CompleteQueues	iWD_Completed	Upon restart
inbound-transformer-parameters	ExtendedAttributes		Upon restart
inbound-transformer-parameters	RestartQueues	iWD_New	Upon restart
inbound-transformer-parameters	SchemaDocumentPath	./iwd_scripts/ iwd_messages.xsd	Upon restart
notification-filtering	disable-unsolicited-notifications	false	Upon restart
notification-filtering	notify-assigned	true	Upon restart
notification-filtering	notify-changed	true	Upon restart
notification-filtering	notify-created	true	Upon restart
notification-filtering	notify-error	true	Upon restart
notification-filtering	notify-held	true	Upon restart
notification-filtering	notify-moved	true	Upon restart
notification-filtering	notify-resumed	true	Upon restart
notification-filtering	notify-route-requested	true	Upon restart
notification-filtering	notify-stopped	true	Upon restart
outbound-transformer-parameters	CancelQueues	iWD_Canceled	Upon restart
outbound-transformer-parameters	CompleteQueues	iWD_Completed	Upon restart
outbound-transformer-parameters	ErrorHeldQueues	iWD_ErrorHeld	Upon restart
outbound-transformer-parameters	ExtendedAttributes		Upon restart
outbound-transformer-parameters	RejectQueues	iWD_Rejected	Upon restart
outbound-transformer-parameters	RestartQueues	iWD_New	Upon restart
settings	after-rollback-delay	30	Upon restart
settings	capture-point-type		Upon restart
settings	consumer-receive-timeout	1000	Upon restart
settings	copy-original-properties-in-reply	false	Upon restart
settings	error-queue-name		Upon restart
settings	inbound-queue-name	[required]	Upon restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	include-ids-in-duplicate-error	false	Upon restart
settings	jms-connection-factory-lookup-name	[required]	Upon restart
settings	jms-initial-context-factory	[required]	Upon restart
settings	jms-provider-url	[required]	Upon restart
settings	notification-queue-name		Upon restart
settings	number-outbound-threads	1	Upon restart
settings	number-receiving-sessions	3	Upon restart
settings	outbound-message-type	binary	Upon restart
settings	output-queue-size	5000	Upon restart
settings	password		Upon restart
settings	processed-queue-name		Upon restart
settings	reconnect-timeout	10	Upon restart
settings	rollback-on-transformation-fail	false	Upon restart
settings	use-correlation-id-in-reply	false	Upon restart
settings	use-jms-reply-to	false	Upon restart
settings	username		Upon restart
settings	xsl-inbound-transform-path	./iwd_scripts/ iWD2IxnServerTransformer.groovy	Upon restart
settings	xsl-outbound-transform-path	./iwd_scripts/ IxnServer2iWDTransformer.groovy	Upon restart
Section	Option	Default	Changes Take Effect

Kafka Capture Point

The following options are configured on the Kafka Capture Point.

Section	Option	Default	Changes Take Effect
consumer-options	auto.offset.reset	earliest	Upon restart
consumer-options	max.poll.interval.ms	600000	Upon restart
consumer-options	max.poll.records	20	Upon restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
custom-options-provider	class-name		Upon restart
default-values	InteractionSubtype	InboundNew	Upon restart
default-values	InteractionType	Inbound	Upon restart
default-values	MediaType	workitem	Upon restart
inbound-transformer-parameters	AllowAnyAttributes	false	Upon restart
inbound-transformer-parameters	CancelQueues	iWD_Canceled	Upon restart
inbound-transformer-parameters	CaseSensitiveActions	false	Upon restart
inbound-transformer-parameters	CaseSensitiveAttributes	false	Upon restart
inbound-transformer-parameters	CompleteQueues	iWD_Completed	Upon restart
inbound-transformer-parameters	ExtendedAttributes		Upon restart
inbound-transformer-parameters	RestartQueues	iWD_New	Upon restart
inbound-transformer-parameters	SchemaDocumentPath	./iwd_scripts/ iwd_messages.xsd	Upon restart
notification-filtering	disable-unsolicited-notifications	false	Upon restart
notification-filtering	notify-assigned	true	Upon restart
notification-filtering	notify-changed	true	Upon restart
notification-filtering	notify-created	true	Upon restart
notification-filtering	notify-error	true	Upon restart
notification-filtering	notify-held	true	Upon restart
notification-filtering	notify-moved	true	Upon restart
notification-filtering	notify-resumed	true	Upon restart
notification-filtering	notify-route-requested	true	Upon restart
notification-filtering	notify-stopped	true	Upon restart
outbound-transformer-parameters	CancelQueues	iWD_Canceled	Upon restart
outbound-transformer-parameters	CompleteQueues	iWD_Completed	Upon restart
outbound-transformer-parameters	ErrorHeldQueues	iWD_ErrorHeld	Upon restart
outbound-transformer-parameters	ExtendedAttributes		Upon restart
outbound-transformer-parameters	RejectQueues	iWD_Rejected	Upon restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
outbound-transformer-parameters	RestartQueues	iWD_New	Upon restart
producer-options	retries	10	Upon restart
settings	after-rollback-delay	30	Upon restart
settings	capture-point-type	kafka	Upon restart
settings	consumer-group	InteractionServer	Upon restart
settings	consumer-receive-timeout	1000	Upon restart
settings	copy-original-headers-in-reply	false	Upon restart
settings	correlation-id-header-key	CorrelationID	Upon restart
settings	error-topic-name		Upon restart
settings	inbound-topic-name	[required]	Upon restart
settings	include-ids-in-duplicate-error	false	Upon restart
settings	kafka-server	[required]	Upon restart
settings	notification-topic-name		Upon restart
settings	number-outbound-threads	4	Upon restart
settings	number-receiving-sessions	4	Upon restart
settings	output-queue-size	5000	Upon restart
settings	processed-topic-name		Upon restart
settings	reconnect-timeout	10	Upon restart
settings	rollback-on-transformation-fail	false	Upon restart
settings	xsl-inbound-transform-path	./iwd_scripts/ iWD2IxnServerTransformer.groovy	Upon restart
settings	xsl-outbound-transform-path	./iwd_scripts/ IxnServer2iWDTransformer.groovy	Upon restart
Section	Option	Default	Changes Take Effect

Web Service Capture Point

The following options are configured on the Web Service Capture Point.

Section	Option	Default	Changes Take Effect
default-values	InteractionSubtype	InboundNew	Upon restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
default-values	InteractionType	Inbound	Upon restart
default-values	MediaType	workitem	Upon restart
iwd-parameters	CancelQueues	iWD_Canceled	Upon restart
iwd-parameters	CompleteQueues	iWD_Completed	Upon restart
iwd-parameters	empty-string-treatment-in-update	ignore	Upon restart
iwd-parameters	ErrorHeldQueues	iWD_ErrorHeld	Upon restart
iwd-parameters	RejectQueues	iWD_Completed	Upon restart
iwd-parameters	RestartQueues	iWD_New	Upon restart
settings	backlog-accepted-requests	1000	Upon restart
settings	cacert-file		Upon restart
settings	capture-point-type		Upon restart
settings	cipher-list	default	Upon restart of the Capture Point
settings	enable-keepalive	true	Upon restart
settings	iwd-compatibility-mode	true	Upon restart
settings	number-inbound-threads	10	Upon restart
settings	password		Upon restart
settings	protocol	http	Upon restart
settings	reconnect-timeout	10	Upon restart
settings	require-client-authentication	false	Upon restart
settings	sec-protocol	default	Upon restart of the Capture Point
settings	server-key-file		Upon restart
settings	soap-accept-timeout	1	Upon restart
settings	soap-backlog-size	100	Upon restart
settings	soap-endpoint	http://{ServerName}:{ServerPort}/Genesys/Interaction/{CapturePointName}/WebServiceCapturePoint	Upon restart
settings	soap-hostname		Upon restart
settings	soap-receive-timeout	10	Upon restart
settings	soap-send-timeout	30	Upon restart
Section	Option	Default	Changes Take Effect

Universal Routing Server (URS)

The following options are configured on Universal Routing Server (URS).

Section	Option	Default	Changes Take Effect
<Interaction-Server>	max-submission-rate	No default value	Immediately
<Interaction-Server>	max-submitted-interactions	No default value	Immediately; but does not affect interactions already submitted to URS
Section	Option	Default	Changes Take Effect

workbin Script

The following options are configured on the workbin Script.

Section	Option	Default	Changes Take Effect
Workbin	max-workbin-interactions	200	Immediately
Section	Option	Default	Changes Take Effect

settings

- agent-login-control
- agent-session-restore-timeout
- allow-duplicates-in-change
- allow-duplicates-in-submit
- allow-multiple-agent-connections
- collect-error-counters
- collect-esp-error-counters
- collect-request-counters
- completed-queues
- database-request-timeout
- database-request-warning-timeout
- default-max-submission-rate
- default-max-submitted-per-router
- default-max-submitted-per-strategy
- default-view-freeze-interval
- delay-updates
- delayed-logout-panic-threshold
- delayed-logout-timeout
- delivering-timeout
- enable-place-in-queue-reason
- enable-revoke-from-agent
- handling-timeout
- have-segmentation-indexes
- hide-attached-data
- hide-strategy-change-activity
- hide-strategy-esp-activity
- high-pull-threshold
- honor-segmentation-generations
- ignore-read-only-on-change
- ignore-read-only-on-submit
- incremental-login-request-timeout
- login-session-timeout
- low-pull-threshold
- max-current-clients
- max-current-database-requests
- max-current-interactions-cached
- max-current-loggers-queue-size
- max-current-request-queue-size
- max-current-request-queue-wait
- max-current-tasks
- max-database-request-queue-size
- max-interactions-per-pull
- max-interactions-per-snapshot
- max-number-of-snapshots
- max-output-timeout
- max-userdata-size
- max-workbin-interactions
- no-userdata-changed-response-to-urs
- not-ready-on-invitation-timeout
- notify-workbin-userdata-changed
- number-of-database-connections
- pull-hold-timeout
- registration-timeout
- reset-states-on-shutdown
- routing-timeout
- schema-name
- statistic-interval
- submit-timer-interval
- third-party-server-queue-size
- third-party-server-timeout
- third-party-server-window-size

agent-login-control

Default Value: none

Valid Values: ignore, none

Changes Take Effect: Immediately

If this option is set to 'ignore', Interaction Server ignores the place name specified in RequestAgentLogin and replaces it with the agent identifier. The place with the same name as the agent identifier must be present in the configuration. This option must only be set to 'ignore' in environments with multiple Interaction Servers serving the same tenant. Be aware that setting this option to 'ignore' might compromise the accuracy of reporting in cases where Interaction Server simply forwards data provided by other applications - for example, Focus Time reporting, where the reporting data is actually provided by Workspace Desktop Edition (WDE).

agent-session-restore-timeout

Default Value: 0

Valid Values: Any integer from 0 to 600

Changes Take Effect: Immediately

Specifies timeout in seconds Interaction Server shall allow an agent application to restore its session. If agent application disconnects while handling interactions or after the unexpected restart of Interaction Server, interactions that were being handled by agents will not be immediately available for routing. Interaction Server will only make these interactions available for routing after the configured timeout (value of this option). During this time interval agent application has a chance to reconnect, login an agent, find interactions it was handling before the disconnect and pull these interactions back for processing.

allow-duplicates-in-change

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether the server should allow duplicated interaction properties in RequestChangeProperties (or RequestUpdateUserData from Universal Routing Server). If set to false, the server rejects any request that contains duplicated properties. If set to true, Interaction Server allows duplicated properties, but accepts only the last value into the account; all other values are ignored.

allow-duplicates-in-submit

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether the server should allow duplicate interaction properties in RequestSubmit. With a value of true or yes, duplicate properties are allowed but Interaction Server takes only the last value. With a value of false or no, Interaction Server rejects any interaction submission from a media server or an agent application that contains duplicate properties.

allow-multiple-agent-connections

Default Value: true

Valid Values: true, false, force-logout

Changes Take Effect: Immediately

Specifies whether Interaction Server should (true) or should not (false) allow logins for the same agent using multiple connections. Allowed option values are: true (default), false, and force-logout. If this option is set to true, a single agent may log in using multiple agent applications or a single agent application that uses more than one connection to Interaction Server. If the option is set to false, Interaction Server fails subsequent requests to log in if the same agent has already logged in on another connection. If the option is set to force-logout, Interaction Server closes any previous connections of the same agent and lets the agent log in only on the new connection.

collect-error-counters

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If this option is set to 'true', Interaction Server collects data regarding the number of different errors that it sends in response to client requests. These counters are accessible through Interaction Server protocol (EventPing) or the 'health' web service.

collect-esp-error-counters

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If this option is set to 'true', Interaction Server collects data regarding the number of different errors that it sends in response to ESP (External Service Protocol) client requests. These counters are accessible through Interaction Server protocol (EventPing) or the 'health' web service.

collect-request-counters

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If this option is set to 'true', Interaction Server will collect data regarding number of different client requests it receives from its clients. The server also collects counters of some internal operations that might be used to analyze the overall activity of the server. These counters are accessible through Interaction Server protocol (EventPing) or the 'health' web service.

completed-queues

Default Value:

Valid Values: List of queue names separated by comma

Changes Take Effect: Immediately

Specifies a list of queues for completed interactions. When an interaction is placed into one of these queues, the CompletedAt timestamp is set.

database-request-timeout

Default Value: 0

Valid Values: Any integer from 0 to 1,800

Changes Take Effect: Immediately

Specifies, in seconds, the maximum allowable delay after which certain database requests are cancelled, and an error is returned to the client. With the default value of 0, there is no timeout. In particular: when the value is greater than zero, Interaction Server cancels any database request that is blocking a reply to an Interaction Server client and is taking longer to execute than the specified timeout. Interaction Server also sends a Database request timed out error to the client in question and prints the standard "alarmable" message (log message ID 25037) in its logs.

database-request-warning-timeout

Default Value: 0

Valid Values: Any integer from 0 to 1,800

Changes Take Effect: Immediately

Specifies, in seconds, the maximum allowable delay for executing certain database requests after which Interaction Server logs a warning message. With the default value of 0, there is no timeout. This option is similar to 'database-request-timeout' option, but without actual cancellation of the database request. In particular: when the value is greater than zero, Interaction Server cancels any database request that is blocking a reply to an Interaction Server client and is taking longer to execute than the specified timeout. Interaction Server also sends a Database request timed out error to the client in question and prints the standard "alarmable" message (log message ID 25037) in its logs.

default-max-submission-rate

Default Value: 10/second

Valid Values: Any number/interval combination, where the number can be 0 or greater and the interval can be second, minute, or hour

Changes Take Effect: Immediately

Specifies the submission rate of interactions to Universal Routing Server. If no interval is specified, Interaction Server assumes the interval is "second." The value of the Universal Routing Server (URS) option max-submission-rate overrides the value of this option. Value examples include:10/second, 25/minute, 1/hour, 1000/hour. A value of 0 disables submissions to URS; the maximum value is 1000/second. This option specifies only the submission rate. It does not specify the interval between submissions.

default-max-submitted-per-router

Default Value: 1000

Valid Values: Any integer from 1 to 50,000

Changes Take Effect: Immediately

Specifies the number of interactions that can be submitted at one time to either a Universal Routing Server or an Orchestration Server (only interactions pulled "for strategy" are counted towards this limit). The value of the option max-submitted-interactions in the <Interaction Server> section of the Universal Routing Server (or Orchestration Server) configuration object overrides this value for this particular Interaction Server.

default-max-submitted-per-strategy

Default Value: 200

Valid Values: Any integer from 1 to 50,000

Changes Take Effect: Immediately

Specifies the number of interactions that can be submitted to either Universal Routing Server (URS) or Orchestration Server, per strategy. The Strategy object for a particular strategy loaded on a particular URS (or Orchestration Server) can override the value of this option.

default-view-freeze-interval

Default Value: 300

Valid Values: Any integer from 0 (min) to 3,600 (1 hour, max)

Changes Take Effect: As soon as the current freeze interval for a given view expires

Specifies the length of time, in seconds, that the Interaction Server suspends database checks for views that do not have any interactions.

delay-updates

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately, for new interactions or for interactions pulled from the database. Ignored for active interactions (those being handled by an agent or router).

Specifies that Interaction Server should not flush updates of interaction properties into the database each time it processes RequestChangeProperties, but should instead flush all the updates at once when the interaction is placed into a queue or workbin. Note: this option has no effect on property updates requested by media server. These updates are always immediate.

delayed-logout-panic-threshold

Default Value: 0

Valid Values: Any integer from 0 to 10,000

Changes Take Effect: Immediately

Specifies the minimum number of agents simultaneously logging out (due to a proxy disconnecting) that triggers an EventHint with hint "ProxyDisconnect" (a "panic" signal) to reporting clients. Interaction Server checks this value against the number of proxy agent clients being disconnected and if the number exceeds the value of this option, the "panic" signal is sent to all reporting clients. With the default value of 0, no "panic" signal is issued.

delayed-logout-timeout

Default Value: 0

Valid Values: Any integer from 0 to 1,800

Changes Take Effect: Immediately

Specifies the maximum amount of time, in seconds, for which the logout or other state adjustment actions are postponed for a disconnected agent, if the agent is connected through Interaction Server Proxy. With the default value of 0, the disconnected agents are logged out immediately.

delivering-timeout

Default Value: 30

Valid Values: Any integer from 1 to 86,400 (24 hours)

Changes Take Effect: Immediately

Modified: 8.5.201.05

Specifies the timeout, in seconds, for an agent to accept an interaction that is being delivered to him or her. If the agent does not respond before the timeout expires, the interaction is revoked and returned to the queue from which it was taken by Universal Routing Server.

enable-place-in-queue-reason

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

When this option and the option `delay-updates` are both set to true, Interaction Server provides a reason for an interaction being returned to the queue and then going into the strategy again. Interaction Server adds or updates the key `LastPlaceInQueueReason` with the system name of the reason that was used when returning the interaction to the queue. The possible related reasons are: `Rejected`, `Expired`, `RouteTimeout`, `HandlingTimeout`, `PartyDisconnect`, `RouteRejected`, `RouteFailed`, `LicenseCut`, `AgentDeleted`, `PlaceDeleted`, `TenantDeleted`, `LoggedOut`, `ForcedDisconnect`, `EspForcedLogout`, `AgentForcedLogout`, `DelayedLogoutTimeout`, `HoldRequest`.

enable-revoke-from-agent

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether Interaction Server should revoke an interaction from the agent or agents when one of the following requests for the interaction is received: `Pull`, `Hold`, or `Change Properties` (with new queue). When true, revoking can still be prohibited at the request level by adding an integer key-value pair ('`revoke-from-agent`', 0) in the extension of the corresponding request.

handling-timeout

Default Value: 180

Valid Values: Any integer from 1 to 1,440 (24 hours)

Changes Take Effect: Immediately

Specifies the handling timeout (in minutes) for any interaction that an agent handles. If no requests are received from the agent who handles the interaction during this time interval, the agent application is considered inactive and the interaction is revoked and returned to the queue. This option applies to requests between the desktop application and Interaction Server only. Value changes do not affect interactions that are already being handled. The same option might be specified in interaction user data or media type options. The first found option is taken into consideration with the following check order: 1. The value of the "`handling-timeout`" key in user data of an interaction. 2. The media type option "`settings/ handling-timeout`". 3. This "`handling-timeout`" IXN Server option.

have-segmentation-indexes

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

If this option is set to 'true', Interaction Server generates SELECT statements relating to segmentation with the assumption that there are appropriate covering indexes that account for specific segmentation fields, view condition, and view order. This option must be set to 'false' unless appropriate tests have been done to show that indexes are appropriately used by the database to execute the segmentation SELECTs efficiently.

hide-attached-data

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Prohibits or allows the printing of attached data in the log output. A value of true or yes prohibits the printing.

hide-strategy-change-activity

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether Interaction Server should (true) or should not (false) hide reporting events regarding interaction properties changes when strategy activity is being hidden (option 'hide-activity' of the strategy object)

hide-strategy-esp-activity

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether Interaction Server should (true) or should not (false) hide ESP-related events when strategy activity is hidden (option 'hide-activity' of the strategy object).

high-pull-threshold

Default Value: 200

Valid Values: Any integer from 50 (min) to 1,000 (max)

Changes Take Effect: Immediately

Specifies the maximum number of interactions that Interaction Server tries to cache for a view when it checks for more interactions in the database. Interaction Server enforces a difference of at least 50 interactions between the high-pull-threshold and the corresponding low-pull-threshold. If you set the

high-pull-threshold to within 50 interactions of the low-pull value, then Interaction Server automatically decreases the low-pull value until the difference of 50 is reached. For example, if you assign the high-pull-threshold to a value of 56, while the low-pull-threshold is already set to 17, then Interaction Server decreases the low-pull value to 6. You can see this change reflected in the output log.

honor-segmentation-generations

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

If set to true, this option guarantees that interactions that have been selected by the segmentation feature are pushed to Universal Routing Server regardless of the order defined by the view. The order is taken into account during segmentation. When setting this option to true, you must make sure that a timestamp field `cached_at` is added to the Interaction Server database by executing one of the following statements:

- For MS SQL: alter table interactions add `cached_at` datetime
- For Oracle: alter table interactions add `cached_at` date
- For DB2: alter table interactions add `cached_at` timestamp

Interaction Server does not check the presence of the `cached_at` field or its type at startup. If the `honor-segmentation-generations` option is set to true and that field is absent, the segmentation feature does not work and SQL error messages appear in the Interaction Server log. If the option is set to the default value false, database modification is not necessary.

ignore-read-only-on-change

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether Interaction Server should ignore read-only properties in `RequestChangeProperties`. If set to true or yes, Interaction Server accepts `RequestChangeProperties` with read-only properties specified in the user data, but ignores the values of those properties. If set to false or no, Interaction Server generates an error and rejects the `RequestChangeProperties` that have read-only properties in the user data.

ignore-read-only-on-submit

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether Interaction Server should ignore read-only properties in interaction submission requests (RequestSubmit). If set to true or yes, Interaction Server allows submission requests with read-only properties, specified in the user data, but ignores the values of those properties. If set to false or no, Interaction Server generates an error and rejects the submission requests that have read-only properties in the user data.

incremental-login-request-timeout

Default Value: 2000

Valid Values: Any integer from 0 to 10,000

Changes Take Effect: Immediately

Specifies, in milliseconds, the maximum allowable delay between login related requests for a recovering agent in a suspended state. If this delay is exceeded, the agent's state is adjusted to 'not suspended', and this is reflected in the corresponding reporting events. This option is in effect only if the value of delayed-logout-timeout is greater than 0.

login-session-timeout

Default Value: 1440

Valid Values: Any integer from 1 to 10,080

Changes Take Effect: Immediately

Modified: 8.5.109.01

Specifies, in minutes, the maximum inactivity period for an agent before he is automatically logged out. Any request from the agent reset the timeout.

low-pull-threshold

Default Value: 50

Valid Values: Any integer from 0 (min) to 500 (max)

Changes Take Effect: Immediately

Specifies the number of interactions cached for any view that triggers Interaction Server to check for more interactions in the database. Interaction Server enforces a difference of at least 50 interactions between the low-pull-threshold and the corresponding high-pull-threshold. If you update the low-pull-threshold to within 50 interactions of the high-pull value, then Interaction Server automatically increases the high-pull value until the difference of 50 is reached. For example, if you assign the low-pull-threshold to a value of 31, while the high-pull-threshold is already set to 56, then Interaction Server increases the high-pull value to 81. You can see this change reflected in the output log.

max-current-clients

Default Value: 4096

Valid Values: Any integer from 100 to 100000

Changes Take Effect: Immediately

Specifies the value of connected clients on reaching of which Interaction Server logs a warning message.

max-current-database-requests

Default Value: 1000

Valid Values: Any integer from 100 to 10000

Changes Take Effect: Immediately

Specifies the value of allowable count of database requests on reaching of which Interaction Server logs a warning message.

max-current-interactions-cached

Default Value: 5000

Valid Values: Any integer from 100 to 100000

Changes Take Effect: Immediately

Specifies the value of allowable count of cached interactions on reaching of which Interaction Server logs a warning message.

max-current-loggers-queue-size

Default Value: 30000

Valid Values: Any integer from 5000 to 200000

Changes Take Effect: Immediately

Specifies the value of all logger queues sizes on reaching of which Interaction Server logs a warning message.

max-current-request-queue-size

Default Value: 1000

Valid Values: Any integer from 100 to 5000

Changes Take Effect: Immediately

Specifies the value of request queue for executing client requests on reaching of which Interaction Server logs a warning message.

max-current-request-queue-wait

Default Value: 3

Valid Values: Any integer from 1 to 60

Changes Take Effect: Immediately

Specifies in seconds, the value of allowable wait of client requests in queue on reaching of which Interaction Server logs a warning message.

max-current-tasks

Default Value: 1000

Valid Values: Any integer from 100 to 10000

Changes Take Effect: Immediately

Specifies the value of allowable count of executing tasks on reaching of which Interaction Server logs a warning message.

max-database-request-queue-size

Default Value: 10000

Valid Values: Any integer from 5000 to 200,000

Changes Take Effect: Immediately

Specifies the maximum database request queue size. Any client request that generates a database request is immediately failed if the current database request queue size reaches the maximum.

max-interactions-per-pull

Default Value: 100

Valid Values: Any integer from 1 to 1,000

Changes Take Effect: Immediately

Specifies the maximum number of interactions an agent or a routing engine client (including Orchestration Server) can pull in a single pull operation.

max-interactions-per-snapshot

Default Value: 500

Valid Values: Any integer from 100 to 10,000

Changes Take Effect: Immediately

Modified: 8.5.201.05

Specifies the maximum number of interactions that clients can select in a snapshot.

max-number-of-snapshots

Default Value: 2000

Valid Values: Any integer from 0 to 10,000

Changes Take Effect: Immediately

Specifies the maximum number of snapshots that can be active (taken and not yet released) at any given moment for Interaction Server as a whole. If more snapshots are already taken, they are not affected.

max-output-timeout

Default Value: 15

Valid Values: Any integer from 5 to 120

Changes Take Effect: Immediately

Specifies the maximum output timeout in seconds. If data cannot be sent over the socket during this time, the client is considered slow and the connection is closed.

max-userdata-size

Default Value: 0

Valid Values: Any integer from 0 to 1000000

Changes Take Effect: Immediately

Introduced: 8.5.110.10

Specifies the maximum userdata size in kilobytes that can be stored for any specific interaction. If at the time of submit or properties update the resulting packed user data size is greater, the operation will fail with the specific error code. The value 0 disables the check.

max-workbin-interactions

Default Value: 200

Valid Values: Any integer from 50 to 1,000

Changes Take Effect: Immediately

Specifies the maximum number of interactions that Interaction Server returns in response to RequestGetWorkbinContent.

no-userdata-changed-response-to-urs

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether Interaction Server should (false) or should not (true) send a response to Universal Routing Server on requests to change interaction properties.

not-ready-on-invitation-timeout

Default Value: true

Valid Values: true, false, dnd-on, all-media

Changes Take Effect: Immediately

Specifies whether Interaction Server should automatically make an agent Not Ready on media if delivering-timeout expires while attempting to deliver an interaction to an agent as a result of routing. If an agent does not respond within this timeout after receiving an invitation to handle an interaction (EventInvite), the interaction is revoked. Setting the option to true causes Interaction Server to automatically make the agent Not Ready for the media in this situation. Setting the option to false means nothing will be done. A value of dnd-on means the agent's DoNotDisturb state will be set (and nothing will be delivered to the agent afterward). A value of all-media means all media will be set to Not Ready.

notify-workbin-userdata-changed

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether Interaction Server should (true) or should not (false) support notifications regarding interaction property changes for interactions located in workbins. If this option is set to true, any client can specifically request notification regarding user data changes for interactions located in workbins in addition to notifications regarding workbin content changes (such as when an interaction is added to or removed from a workbin). If this option is set to false, notifications regarding property changes will not be sent regardless of the client's request.

number-of-database-connections

Default Value: 5

Valid Values: Any integer from 1 to 200

Changes Take Effect: Immediately, but any open connections remain open until shutdown

Specifies the number of database connections that Interaction Server is allowed to use.

pull-hold-timeout

Default Value: 60

Valid Values: Any integer from 1 to 600

Changes Take Effect: Immediately

Specifies, in seconds, the maximum allowable delay for pull request on behalf of the strategy for routing clients, such as ORS, in case when interactions are not available. In particular: when there are no interactions available for specific strategy, Interaction Server will hold the response to RequestPull for up to number of seconds specified by the option or until interactions appear. The client can overwrite the timeout by specifying key 'pull-hold-timeout' in the RequestPull. The server applies the same limits to the request parameter.

registration-timeout

Default Value: 30

Valid Values: Any integer from 3 to 300

Changes Take Effect: Immediately for all new clients

Specifies the timeout, in seconds, for client registration. If a client has connected, but does not register before the timeout expires, the client is disconnected.

reset-states-on-shutdown

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

If this option is set to 'true', Interaction Server updates the database during graceful shutdown (as opposite to switchover to backup mode) by resetting interaction states to 'queued'. For backward compatibility, the default value for this option is 'true', meaning that the server will reset states on shutdown. This default behavior may lead to inability for the agents to restore (pull back) the interactions they might have been handling before the shutdown. To enable the possibility of restoring the interactions by agents after server restart, set this option to 'false'.

routing-timeout

Default Value: 720

Valid Values: Any integer from 20 to 525,600 (one year)

Changes Take Effect: Immediately for all new interactions submitted to URS

Specifies the timeout, in minutes, for any interaction to remain with URS before its routing is considered a failure.

schema-name

Default Value:**Valid Values:** Any valid database schema name**Changes Take Effect:** After restart

For MS SQL, specifies the schema name to use to access the database. With MS SQL, if the value is not specified, the value defaults to 'dbo'. For Oracle, specifies the schema name to use to access the database when the Interaction Server DAP is configured with a user who is not the schema owner. If the Interaction Server DAP is configured with a user who is the schema owner, you do not need to set this option.

statistic-interval

Default Value: 5**Valid Values:** Any integer from 1 to 60**Changes Take Effect:** Immediately

Specifies the interval (in seconds) between each successive distribution of server-calculated statistics to the Reporting components.

submit-timer-interval

Default Value: 2000**Valid Values:** Any integer from 0 (min) to 60,000 (60 seconds, max)**Changes Take Effect:** As soon as the current submit interval expires**Modified:** 8.5.201.05

Specifies the frequency, in milliseconds, with which Interaction Server checks views for interactions.

third-party-server-queue-size

Default Value: 200**Valid Values:** Any integer from 0 2,000**Changes Take Effect:** Immediately; however, does not affect ESP (External Service Protocol) requests already received from Universal Routing Server or other clients

Specifies the maximum number of ESP requests that Interaction Server queues for a given ESP server. If the number of queued ESP requests reaches this limit, Interaction Server immediately rejects new requests.

third-party-server-timeout

Default Value: 30

Valid Values: Any integer from 5 to 180
Changes Take Effect: Immediately

Specifies the timeout (in seconds) for third-party server requests. If Interaction Server does not receive a response from the third-party server within the timeout, Interaction Server considers this request to have failed, and sends an error message to Universal Routing Server. Changes made to this value do not affect third-party requests already sent to third-party servers.

third-party-server-window-size

Default Value: 10
Valid Values: Any integer from 0 to 1,000
Changes Take Effect: Immediately; however, does not affect requests already sent to ESP (External Service Protocol) servers.

Specifies the maximum number of outstanding requests that Interaction Server can have with any ESP server. (Outstanding requests are those sent to an ESP server for which no response has been received.)

log

- all
- buffering
- debug
- enable-thread
- expire
- messagefile
- segment
- standard
- throttle-period
- throttle-threshold
- time-format
- trace
- verbose

all

Default Value:

Valid Values: stdout Log events are sent to the Standard output (stdout). stderr Log events are sent to the Standard error output (stderr). network Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database. memory Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. [filename] Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile

buffering

Default Value: false

Valid Values: true Enables buffering. false Disables buffering.

Changes Take Effect: Immediately

Turns on/off operating system file buffering. The option is applicable only to the stderr and stdout output. Setting this option to true increases the output performance.

debug

Default Value:

Valid Values:

- *stdout* - Log events are sent to the Standard output (stdout).
- *stderr* - Log events are sent to the Standard error output (stderr).
- *memory* - Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- *[filename]* - Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Debug level and higher (that is, log events of the Standard, Trace, and Debug levels). The log output types must be separated by a comma when more than one output is configured-for example: `debug = stderr, /usr/local/genesys/logfile` Debug-level log events are never sent to Message Server or stored in the Log Database.

enable-thread

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether to enable or disable the logging thread. If set to true (the logging thread is enabled), the logs are stored in an internal queue to be written to the specified output by a dedicated logging thread. This setting also enables the log throttling feature, which allows the verbose level to be dynamically reduced when a logging performance issue is detected. Refer to the Framework 8.5 Management Framework User's Guide for more information about the log throttling feature. If this option is set to false (the logging thread is disabled), each log is written directly to the outputs by the thread that initiated the log request. This setting also disables the log throttling feature.

expire

Default Value: 10

Valid Values:

- *false* - No expiration; all generated segments are stored.
- *<number> file* or *<number>* - Sets the maximum number of log files to store. Specify a number from 1-100.
- *<number> day* - Sets the maximum number of days before log files are deleted. Specify a number from 1-100.

If an option's value is set incorrectly-out of the range of valid values- it will be automatically reset to 10.

Changes Take Effect: Immediately

Determines whether log files expire. If they do, sets the measurement for determining when they expire, along with the maximum number of files (segments) or days before the files are removed. This option is ignored if log output is not configured to be sent to a log file.

messagefile

Default Value: interaction_server.lms

Valid Values: interaction_server.lms

Changes Take Effect: At start/restart

Logging message file used by Interaction Server.

segment

Default Value: false

Valid Values:

- *false* - No segmentation is allowed.
- *<number>* KB or *<number>* - Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB.
- *<number>* MB - Sets the maximum segment size, in megabytes.
- *<number>* hr - Sets the number of hours for the segment to stay open. The minimum number is 1 hour.

Changes Take Effect: Immediately

Specifies whether there is a segmentation limit for a log file. If there is, sets the mode of measurement, along with the maximum size. If the current log segment exceeds the size set by this option, the file is closed and a new one is created. This option is ignored if log output is not configured to be sent to a log file.

standard

Default Value:

Valid Values: stdout Log events are sent to the Standard output (stdout). stderr Log events are sent to the Standard error output (stderr). network Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. memory Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. [filename] Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example: standard = stderr, network

throttle-period

Default Value: 3600

Valid Values: Any integer from 0 to 3,600

Changes Take Effect: Immediately

Specifies, in seconds, how long to keep the throttled verbose level. When this period of time has expired, the original log verbose level will be restored when the log queue size has decreased to less than 50% of the threshold. Note: This option applies only if `enable-thread` is set to true.

throttle-threshold

Default Value: 5000

Valid Values: Any integer from 0 to 10,000

Changes Take Effect: Immediately

Specifies the size of the internal log queue at which the verbose level is to be reduced so as to lessen the load generated by logging. If this option is set to 0 (zero), throttling does not occur. For more information about log throttling, refer to the Framework 8.5 Management Layer User's Guide. Note: This option applies only if `enable-thread` is set to true.

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 to represent, in a log file, the time when an application generates log records.

trace

Default Value:

Valid Values: `stdout` Log events are sent to the Standard output (`stdout`). `stderr` Log events are sent to the Standard error output (`stderr`). `network` Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. `memory` Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. `[filename]` Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example: `trace = stderr, network`

verbose

Default Value: standard

Valid Values: all All log events (that is, log events of the Standard, Trace and Debug levels) are generated. debug The same as all. trace Log events of the Trace level and higher (that is, log events of the Standard and Trace levels) are generated, but log events of the Debug level are not generated. standard Log events of the Standard level are generated, but log events of the Trace, and Debug levels are not generated. none No output is produced.

Changes Take Effect: Immediately

Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Trace, and Debug.

log-control

- [log-custom-message-content](#)
- [mandatory-keys-to-log](#)
- [max-protocol-attribute-size](#)
- [max-protocol-message-size](#)

log-custom-message-content

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits the printing of binary content of EventCustom (Virtual Queue events generated by URS) in the log output. A value of true or yes allows the printing.

mandatory-keys-to-log

Default Value:

Valid Values: Any valid key name(s) separated by ','

Changes Take Effect: Immediately

Specifies a list of keys that are always visible in the log, regardless of the value of the hide-attached-data option.

max-protocol-attribute-size

Default Value: 256

Valid Values: Any integer from 256 to 8,192 (8k)

Changes Take Effect: Immediately

Specifies the maximum size, in characters, of the protocol attribute to log. If text representation of the attribute is greater than the specified number of characters the output is truncated.

max-protocol-message-size

Default Value: 16384

Valid Values: Any integer from 1,024 to 131,072 (128k)

Changes Take Effect: Immediately

Specifies the maximum size, in characters, of the protocol message to log. If text representation of the message is greater than the specified number of characters the output is truncated.

log-filter

- [default-filter-type](#)

default-filter-type

Default Value: copy

Valid Values: skip, hide, copy

Changes Take Effect: Immediately, applies to all new reporting events

Sets the default for filtering the output of user data keys to the Interaction server log. You can set the default filter to one of three values:

- skip - does not output key-value pair from user data
- hide - hides the value of the key
- copy - prints both the key and its value

This default filter applies to all user data keys, except any individual key in the log-filter-data section, which you custom-define to always hide or show in the log output, regardless of the default filter type.

reporting-extensions

- [interactions](#)
- [system](#)

interactions

Default Value: enable:all

Valid Values: enable:all[:url] disable:all[:url] enable:<Stat Server>[:url] disable:<Stat Server>[:url]

Changes Take Effect: Immediately

Describes the statistic extension that receives the interactions-related statistic data. Connections to Stat Servers that do not receive statistic data are closed immediately and new connections are opened as necessary and immediately. Statistic data can be sent to all Stat Servers defined on the Connections tab of the Interaction Server object, or to the Stat Server specified in this option value. The url portion specifies the extension URL (default value is eServiceInteractionStat.jar). The enable or disable portion of the value indicates whether Interaction Server should send the data to the Genesys Stat Server. The default value enable:all means that the data is sent to all Stat Servers on the Connections tab of the Interaction Server object.

system

Default Value: enable:all

Valid Values: enable:all[:url] disable:all[:url] enable:<Stat Server>[:url] disable:<Stat Server>[:url]

Changes Take Effect: Immediately

Describes the statistic extension that receives the application-related statistic data. Connections to Stat Servers that do not receive statistic data are closed immediately and new connections are opened as necessary and immediately. Statistic data can be sent to all Stat Servers defined on the Connections tab of the Interaction Server object, or to the Stat Server specified in this option value. The url portion specifies the extension URL (default value is eServiceSystemStat.jar). The enable or disable portion of the value indicates whether Interaction Server should send the data to the Genesys Stat Server. The default value enable:all means that the data is sent to all Stat Servers on the Connections tab of the Interaction Server object.

agent-reservation

- [reject-subsequent-request](#)
- [request-collection-time](#)
- [reservation-time](#)

reject-subsequent-request

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

With a value of true, Interaction Server rejects subsequent requests for an agent reservation from the same client application as the same agent. With a value of false, a subsequent request prolongs the current reservation made by the same client application for the same agent.

request-collection-time

Default Value: 100

Valid Values: Any integer from 1 to 60,000 (60 seconds)

Changes Take Effect: Immediately

Specifies the interval (in milliseconds) at which agent-reservation requests are collected before a reservation is granted. During the interval specified, agent reservation requests are delayed to balance successful reservations between routing client applications (usually between Universal Routing Servers).

reservation-time

Default Value: 10000

Valid Values: Any integer from 1 to 60,000 (60 seconds)

Changes Take Effect: Immediately

Specifies the default interval (in milliseconds) at which an agent is reserved to receive a routed interaction. During the interval specified, the agent cannot be reserved again.

license

- `ics_custom_media_channel`
- `ics_email_webform_channel`
- `ics_live_web_channel`
- `ics_multi_media_agent_seat`
- `ics_sms_channel`
- `license-file`

ics_custom_media_channel

Default Value: 0

Valid Values: Any positive integer up to the number of licenses for the feature in the license file

Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license to support OpenMedia capabilities. Each login at a place uses one license per media type, not including e-mail, chat and sms. E-mail, chat and sms are not considered custom media and have their own options, `ics_email_webform_channel`, `ics_live_web_channel` and `ics_sms_channel` respectively.

ics_email_webform_channel

Default Value: 0

Valid Values: Any positive integer up to the number of licenses for the feature in the license file

Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license to support e-mail capabilities. Each login for media at a place uses one license. See "Media and Licensing Example" for an example of how to determine the number of licenses you need when supporting multiple media types.

ics_live_web_channel

Default Value: 0

Valid Values: Any positive integer up to the number of licenses for the feature in the license file

Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license to support chat capabilities. Each login for media at a place uses one license. See "Media and Licensing Example" for an example of how to determine the number of licenses you need when supporting multiple media types.

ics_multi_media_agent_seat

Default Value: 0

Valid Values: Any positive integer up to the number of licenses for the feature in the license file

Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license. This limits the total number of places that can be logged in, even without a media type. Each login at a place uses one license. See "Media and Licensing Example" for an example of how to determine the number of licenses you need when supporting multiple media types.

ics_sms_channel

Default Value: 0

Valid Values: Any positive integer up to the number of licenses for the feature in the license file

Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license to support SMS capabilities. Each login for media at a place uses one license. See "Media and Licensing Example" for an example of how to determine the number of licenses you need when supporting multiple media types.

license-file

Default Value:

Valid Values: Any valid port address in the format,

<your_license_server_port>@<your_license_server_host> or the full path to the license file

Changes Take Effect: At start/restart

Specifies the location of the license file.

udata-filters

- agent
- esp
- reporting
- router

agent

Default Value:**Valid Values:** any comma-separated list of user data keys**Changes Take Effect:** Immediately

This option specifies a list of user data keys (separated by commas) that are to be excluded from protocol messages sent to agent applications.

esp

Default Value:**Valid Values:** any comma-separated list of user data keys**Changes Take Effect:** Immediately

This option specifies a list of user data keys (separated by commas) that are to be excluded from protocol messages sent to ESP servers.

reporting

Default Value:**Valid Values:** any comma-separated list of user data keys**Changes Take Effect:** Immediately

This option specifies a list of user data keys (separated by commas) that are to be excluded from user data in events sent to reporting engines such as Stat Server, ICON or a custom reporting engine.

router

Default Value:**Valid Values:** any comma-separated list of user data keys**Changes Take Effect:** Immediately

This option specifies a list of user data keys (separated by commas) that are to be excluded from protocol messages sent to routing engines such as Universal Routing Server or a custom routing engine.

health-service

- [enable-keepalive](#)
- [log-output-timeout](#)
- [soap-accept-timeout](#)
- [soap-endpoint](#)
- [soap-hostname](#)
- [soap-receive-timeout](#)
- [soap-send-timeout](#)

enable-keepalive

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

This option specifies whether to keep a connection alive if the client requests the connection to be kept alive. If this option is set to false, a new connection will be opened each time a client sends a request to the web service.

log-output-timeout

Default Value: 0

Valid Values: Any integer from 0 to 600

Changes Take Effect: Immediately (after current interval)

An interval, in seconds, between periodic output of health counters into the log.

soap-accept-timeout

Default Value: 10

Valid Values: Any integer from 1 to 60

Changes Take Effect: After restart

An unfinished accept request would be aborted if it does not complete during the specified time interval.

soap-endpoint

Default Value: `http://{ServerName}:{ServerPort}/health`

Valid Values: Service endpoint

Changes Take Effect: After restart

The option specifies an endpoint template of the web service. The following keys in the endpoint template will be substituted if present: - {ServerName} - host name, either specified in the option 'soap-hostname' or equal to the hostname of the Interaction Server; - {ServerPort} - web service port, specified as "health" port of Interaction Server application; Default value: '`http://{ServerName}:{ServerPort}/health`'. Example: When 'soap-endpoint' is set to a default value, soap-hostname=myserver.mydomain.com and 'health' port in server ports list is 8088, the resulting endpoint will be: `http://myserver.mydomain.com:8088/health`

soap-hostname

Default Value:

Valid Values: A host name

Changes Take Effect: After restart

The option specifies the host name to be used for web service binding. If not specified or empty, the default value is the host name of the Interaction Server.

soap-receive-timeout

Default Value: 10

Valid Values: Any integer from 1 to 60

Changes Take Effect: After restart

An unfinished receive request would be aborted if it does not complete during the specified time interval.

soap-send-timeout

Default Value: 30

Valid Values: Any integer from 1 to 60

Changes Take Effect: After restart

An unfinished send request would be aborted if it does not complete during the specified time interval.

java-config

- `jvm-path`

jvm-path

Default Value: No default value

Valid Values: Any valid path

Changes Take Effect: After restart

Specifies the path to the `jvm.dll` (on Windows) or `libjvm.so` (on UNIX) file. It is required in order for Interaction Server to start JVM by means of JNI. This option is mandatory for JMS Capture Points and Groovy transformation scripts

jvm-options

This section optionally lists JVM option pairs—for example, [“-Xmx256”, “”] or [“-Djava.class.path”, “. :C:\myjars\my-jar.jar;C:\myotherjars\ my-other-jar.jar”]. If JMS Capture Points or Groovy transformations are present, the option “-Djava.class.path” must contain a path to the Genesys-provided JAR files, as well as Message Queue provider-specific JAR files, which are required for JMS and Groovy scripts to run.

cluster-settings

This section contains options related to Interaction Server cluster operation.

- [enable-submit](#)
- [media-types](#)

enable-submit

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

This option is used by Interaction Server Proxy and specifies whether the proxy should (true) or should not (false) use this instance of Interaction Server within a cluster to submit new inbound interactions. With a setting of 'false', the server continues to process existing interactions but does not accept new interactions from media-server clients connected through the proxy. This makes it possible to gradually take the cluster node out of operation. Notes: -This option does not affect Integrated Capture Points, which must be stopped separately. -This option works only for clients of media server type submitting interactions with type Inbound. Any other configuration can still submit to this Interaction Server.

media-types

Default Value:

Valid Values: The list of supported media types

Changes Take Effect: Immediately

The option specifies the list of media types supported by this instance of Interaction Server in cluster. This option is used by Interaction Server Proxy to route requests to appropriate server in the cluster based on media type specified in the request.

Interaction Server DAP

These options are configured on the main Interaction Server DAP.

settings Section

- [blob-chunk-size](#)
- [connection-string](#)
- [connections](#)
- [dbprotocol](#)
- [odbc-string](#)
- [queue-size](#)
- [reconnection-pause](#)

blob-chunk-size

Default Value: 1024

Valid Values: 1024-65535

Changes Take Effect: After restart of Interaction Server

Introduced: 8.5.100.18

Specifies, in bytes, the amount of data to be read from a BLOB in each iteration.

connection-string

Default Value: No default value

Valid Values: Any valid ODBC connection string

Changes Take Effect: After restart of Interaction Server

Introduced: 8.5.100.18

Configuring a connection string is described on the [ODBC Connection page](#) of the eServices Deployment Guide.

connections

Default Value: 5

Valid Values: 1-50

Changes Take Effect: After restart of Interaction Server

Introduced: 8.5.100.18

Specifies the number of concurrent connections to the database.

dbprotocol

Default Value: odbc

Valid Values: odbc

Changes Take Effect: After restart of Interaction Server

Introduced: 8.5.100.18

To enable an ODBC connection, this option must be present, with its value set to odbc. This option has no other use.

odbc-string

Default Value: No default value

Valid Values: Any valid ODBC connection string

Changes Take Effect: After restart of Interaction Server

Introduced: 8.5.100.18

Configuring a connection string is described on the [ODBC Connection page](#) of the eServices Deployment Guide. Consult the description of the `connection-string` option.

queue-size

Default Value: 20000

Valid Values: 50-65535

Changes Take Effect: Immediately

Introduced: 8.5.100.18

Specifies the maximum number of requests that can be stored in the queue of requests to the database.

reconnection-pause

Default Value: 5000

Valid Values: 100-300000

Changes Take Effect: Immediately

Introduced: 8.5.100.18

Specifies, in milliseconds, the time between repeated attempts to connect to the database, test database integrity, initialize database values, or reconnect to the database when a connection is lost.

Event Logger DAP

These options are configured on the DAP that you must create in order to deploy [Event Logger](#).

event-filtering Section

- [event-filter-by-id](#)
- [log-agent-activity](#)
- [log-agent-state](#)
- [log-esp-service](#)
- [log-queue](#)
- [log-strategy](#)
- [log-userdata](#)

event-filter-by-id

Default Value: No default value

Valid Values: Comma-separated list of event identifiers

Changes Take Effect: Immediately

If this option is present and not empty, only events with event IDs specified in the comma-separated list and permitted by the event type filters are logged into their corresponding reporting tables. If this option is absent or empty, all events permitted by the event type filters are logged into their corresponding reporting tables.

log-agent-activity

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Setting this option to false turns on the event filtering group agent activity. All events defined at this group level will be skipped.

log-agent-state

Default Value:

Valid Values: true, false

Changes Take Effect: Immediately

Setting this option to `false` turns on the event filtering group agent state. All events defined at this group level will be skipped.

log-esp-service

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Setting this option to `false` turns on the event filtering group esp service. All events defined at this group level will be skipped.

log-queue

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Setting this option to `false` turns on the event filtering group queue. All events defined at this group level will be skipped.

log-strategy

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Setting this option to `false` turns on the event filtering group strategy. All events defined at this group level will be skipped.

log-userdata

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Setting this option to `false` means that for each interaction activity reporting event, customer defined user data will not be stored.

logger-settings Section

- [batch-size](#)
- [connection-string](#)
- [delivery-protocol](#)
- [max-queue-size](#)
- [odbc-string](#)
- [reconnection-pause](#)
- [schema-name](#)
- [storing-timeout](#)

batch-size

Default Value: 500

Valid Values: 10-5000

Changes Take Effect: Immediately

Defines how many records (or events) are stored in internal memory before flushing to the database. For database performance, bulk operations are more efficient than record operation. Changing this parameter defines the size of the bulk database operation.

connection-string

Default Value: No default value

Valid Values: Any valid ODBC connection string

Changes Take Effect: After restart of Interaction Server

Introduced: 8.5.100.17

Configuring a connection string is described on the [ODBC Connection page](#) of the eServices Deployment Guide.

delivery-protocol

Default Value: eventlog

Valid Values: mq-series, msmq, eventlog, jms, odbc

Changes Take Effect: After restart of Interaction Server

Modified: 8.5.100.15

Specifies the delivery protocol to be used for Event Logging. The valid value odbc was added in release 8.5.1.

max-queue-size

Default Value: 20000

Valid Values: 10000-100000

Changes Take Effect: Immediately

This option is also relevant for JMS Event Logger. This option specifies the maximum number of records (or events) that are kept in memory while waiting to be written to the database or to the JMS-compliant message queue. If the number of queued events becomes greater than the value specified for this option, Interaction Server discards the data, and events are not written to the database or the message queue. When setting this parameter, keep in mind that reporting events, depending on the average event size, may consume large amounts of memory. This parameter should be set to allow for safe failover to the backup DB Server in the case of database event logger. Note that Interaction Server makes immediate attempts to reconnect to DB Server (primary and backup) if the connection is lost.

odbc-string

Default Value: No default value

Valid Values: Any valid ODBC connection string

Changes Take Effect: After restart of Interaction Server

Introduced: 8.5.100.15

Configuring a connection string is described on the [ODBC Connection page](#) of the eServices Deployment Guide. Consult the description of the connection-string option.

reconnection-pause

Default Value: 5000

Valid Values: 100-300000

Changes Take Effect: Immediately

Introduced: 8.5.100.15

Specifies, in milliseconds, the time between repeated attempts to connect to the database, test database integrity, initialize database values, or reconnect to the database when a connection is lost.

schema-name

Default Value: dbo

Valid Values: Any valid MS SQL database schema name

Changes Take Effect: After restart

Slight differences:

- For MS SQL, specifies the schema name to use to access the database. Note: Logger does not check the accuracy of field definitions. Be sure to correctly define all names and values. Both the name and the value of this option are case-sensitive.

-
- For Oracle, specifies the schema name to use to access the database when the Interaction Server DAP is configured with a user who is not the schema owner. If the Interaction Server DAP is configured with a user who is the schema owner, you do not need to set this option.

Note: In the Interaction Server application configuration options, this option specifies the main Interaction Server database schema name. In the options for the Logger DAP, this option specifies the database schema for event logging.

storing-timeout

Default Value: 500

Valid Values: 50-60000

Changes Take Effect: Immediately

Specifies the time interval, in milliseconds, between two write operations to the database. This option also makes it possible for the logger to perform a bulk collection of records before storing in the database.

agent-custom-data Section

- `<custom event content attribute name>`

`<custom event content attribute name>`

Default Value: No default value

Valid Values: field-name;type;length

Changes Take Effect: After restart of Interaction Server

This `custom data section of the Event Logger DAP object` specifies the list of EventContent keys that are to be stored in the separate fields of the EventLogger database (the `rpt_agent` table). For each EventContent key name, you must specify the database field name, its type, and its length. Event Logger will map values of these keys from each custom agent-related event to the appropriate database field. The option name specifies the EventContent key name to be stored in the database in the specified separate field. Each EventContent attribute must be defined as a separate option. The option value has the format `<field-name>;<type>;<length>`, where

- **field-name**—Specifies the database field name. The field name must be exactly as defined in the database. This parameter is mandatory.
- **type**—Specifies the database field type (case sensitive). This parameter is optional; if it is absent, the field type defaults to string. The following types are possible:
 - string. Field type is varchar.
 - integer. Field type is numeric.
 - timestamp. Field type is timestamp.
- **length**—Specifies the length of the field. This parameter is optional and is inferred from the field type. For the string type this parameter defaults to 64.

Important

Event Logger does not check the accuracy of field definitions. Be sure to correctly define all names and values. Both the name and the value of this option are case-sensitive.

custom-custom-data Section

- `<custom event content attribute name>`

<custom event content attribute name>

Default Value: No default value

Valid Values: field-name;type;length

Changes Take Effect: After restart of Interaction Server

This **custom data section of the Event Logger DAP object** specifies the list of EventContent keys that are to be stored in the separate fields of the EventLogger database (the **rpt_custom** table). For each EventContent key name, you must specify the database field name, its type, and its length. Event Logger will map values of these keys from each custom-related event to the appropriate database field. The option name specifies the EventContent key name to be stored in the database in the specified separate field. Each EventContent attribute must be defined as a separate option. The

option value has the format <field-name>;<type>;<length>, where

- **field-name**—Specifies the database field name. The field name must be exactly as defined in the database. This parameter is mandatory.* **type**—Specifies the database field type (case sensitive). This parameter is optional; if it is absent, the field type defaults to `string`. The following types are possible:
 - `string`. Field type is `varchar`.
 - `integer`. Field type is `numeric`.
 - `timestamp`. Field type is `timestamp`.* **length**—Specifies the length of the field. This parameter is optional and is inferred from the field type. For `string` type this parameter defaults to 64.

Important

Event Logger does not check the accuracy of field definitions. Be sure to correctly define all names and values. Both the name and the value of this option are case-sensitive.

MSMQ-MQSeries Event Logger DAP

Event Logger can send events to a message queue. This provides a mechanism for reliable delivery of reporting events to Interaction Server's reporting clients. Disconnection of the client does not lead to a loss of reporting events. Instead, events are preserved for the specific client and delivered to the client (or otherwise read by the client) after its restart. The message queue requires a DAP object that is specifically for streaming reporting events to that message queue.

These options are configured on the DAP for a IBM MQ-Series or Microsoft Message Queue (MSMQ) queue.

event-filtering Section

- [event-filter-by-id](#)

event-filter-by-id

Default Value: No default value

Valid Values: Comma-separated list of event identifiers

Changes Take Effect: Immediately

Related Options: [event-filter-by-id](#)

If this option is present and not empty, only events with event IDs specified in the comma-separated list and permitted by the event type filters are logged into their corresponding reporting tables. If this option is absent or empty, all events permitted by the event type filters are logged into their corresponding reporting tables.

logger-settings Section

- [delivery-protocol](#)
- [name](#)
- [recoverable](#)
- [delivery-queue-manager](#)
- [delivery-queue-name](#)
- [udata](#)

delivery-protocol

Default Value: eventlog
Valid Values: mq-series, msmq, eventlog, jms
Changes Take Effect: After restart

Specifies the delivery protocol to be used for Event Logging.

delivery-queue-manager-name

Default Value: No default value
Valid Values: Any valid queue manager name
Changes Take Effect: After restart
Related Options: [delivery-queue-name](#)

This option is used for logging events to MQ-Series message queues. MQ-Series message queues have a queue manager entity that manages a set of message queues. To post messages to an MQ-Series queue the queue manager name and a queue name (see [delivery-queue-name](#)) should be specified.

delivery-queue-name

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

Specifies the name of the queue to which messages will be sent. For MSMQ or MQ-Series, this specifies the name of the queue.

recoverable

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately

If this option is set to true, the messages being sent will have a flag `MQMSG_DELIVERY_RECOVERABLE`, otherwise, the messages will have a flag `MQMSG_DELIVERY_EXPRESS`.

udata

Default Value: No default value

Valid Values: Comma-separated list of event identifiers

Changes Take Effect: Immediately

Specifies a comma-separated list of event identifiers which must contain user data. If the option is absent or empty, that is interpreted to mean that all user data is to be included in all events. This option is analogous to the UData key used in reporting registration.

JMS Event Logger DAP

Event Logger can send events to a message queue. This provides a mechanism for reliable delivery of reporting events to Interaction Server's reporting clients. Disconnection of the client does not lead to a loss of reporting events. Instead, events are preserved for the specific client and delivered to the client (or otherwise read by the client) after its restart. The message queue requires a DAP object that is specifically for streaming reporting events to that message queue.

These options are configured on the DAP for a Java Message Service (JMS) queue.

event-filtering Section

- **event-filter-by-id**

event-filter-by-id

Default Value: No default value

Valid Values: Comma-separated list of event identifiers

Changes Take Effect: Immediately

If this option is present and not empty, only events with event IDs specified in the comma-separated list and permitted by the event type filters are logged into their corresponding reporting tables. If this option is absent or empty, all events permitted by the event type filters are logged into their corresponding reporting tables

Database Capture Point

Options for the integrated Database Capture Point are configured in the following sections on the **Options** tab of the Database Capture Point application:

- [db-queries Section](#)
- [default-values Section](#)
- [iwd-parameters Section](#)
- [notification-filtering Section](#)
- [settings Section](#)

db-queries Section

- [assignedUpdateSql](#)
- [canceledUpdateSql](#)
- [capturedUpdateSql](#)
- [captureQuerySql](#)
- [completedUpdateSql](#)
- [errorHeldUpdateSql](#)
- [errorUpdateSql](#)
- [heldUpdateSql](#)
- [queuedUpdateSql](#)
- [rejectedUpdateSql](#)
- [restartedUpdateSql](#)
- [resumedUpdateSql](#)
- [routeRequestedUpdateSql](#)
- [sourceErrorUpdateSql](#)
- [sourceUpdatedUpdateSql](#)
- [sourceUpdateQuerySql](#)
- [startupQuerySql](#)
- [stoppedUpdateSql](#)
- [updatedUpdateSql](#)

assignedUpdateSql

Default Value:

Valid Values: An empty string or any valid assigned update query

Changes Take Effect: Upon restart

The database query that updates the database to reflect that the associated interaction has been assigned to an agent. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

anceledUpdateSql

Default Value:**Valid Values:** An empty string or any valid canceled update query**Changes Take Effect:** Upon restart

The database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the 'CancelQueues' set specified in 'iwd-parameters' section of the settings (if such section and property are configured). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

capturedUpdateSql

Default Value:**Valid Values:** A valid captured query**Changes Take Effect:** Upon restart

The database query that updates the corresponding database record to reflect that certain data has been successfully captured as an interaction by the Interaction Server. Besides the values available from the corresponding capture query, 'InteractionId' value is available to this query, if it has not been provided in the result set of the corresponding capture query.

captureQuerySql

Default Value:**Valid Values:** A valid capture query**Changes Take Effect:** Upon restart

The database query that returns the result set in which each row will be captured as an interaction by the Interaction Server. The result set that is returned by this query must contain either 'InteractionId' column or 'ExternalId' column. The result set may contain columns corresponding to interaction properties. If a column name does not belong to the predefined interaction properties names, its value will be attached to the user data of the interaction with a key corresponding to the column name.

completedUpdateSql

Default Value:**Valid Values:** An empty string or any valid completed update query**Changes Take Effect:** Upon restart

The database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the 'CompleteQueues' set specified in 'iwd-parameters' section of the settings (if such section and property are configured). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

errorHeldUpdateSql

Default Value:**Valid Values:** An empty string or any valid error held update query**Changes Take Effect:** Upon restart

The database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the 'ErrorHeldQueues' set specified in 'iwd-parameters' section of the settings (if such section and property are configured). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

errorUpdateSql

Default Value:**Valid Values:** A capture error query**Changes Take Effect:** Upon restart

The database query that updates the corresponding database record to reflect that the associated interaction has not been captured by the Interaction Server. Besides the values available from the corresponding capture query, additional values 'ErrorCode' (integer) and 'ErrorDescription' (string up to 256 characters) are available to this query.

heldUpdateSql

Default Value:**Valid Values:** An empty string or any valid held update query**Changes Take Effect:** Upon restart

The database query that updates the corresponding database record to reflect that the associated interaction has been put on hold. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

queuedUpdateSql

Default Value:**Valid Values:** An empty string or any valid queued update query**Changes Take Effect:** Upon restart

The database query that updates the database to reflect that the associated interaction has been placed into any queue not belonging to the set of iWD queues specified in 'iwd-parameters' settings section. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

rejectedUpdateSql

Default Value:**Valid Values:** An empty string or any valid rejected update query**Changes Take Effect:** Upon restart

The database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the 'RejectQueues' set specified in 'iwd-parameters' section of the settings (if such section and property are configured). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

restartedUpdateSql

Default Value:**Valid Values:** An empty string or any valid restarted update query**Changes Take Effect:** Upon restart

The database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the 'RestartQueues' set specified in 'iwd-parameters' section of the settings (if such section and property are configured). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

resumedUpdateSql

Default Value:**Valid Values:** An empty string or any valid resumed update query**Changes Take Effect:** Upon restart

The query statement that updates the corresponding database record to reflect that the associated interaction has been resumed from a hold. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

routeRequestedUpdateSql

Default Value:**Valid Values:** An empty string or any valid route requested update query**Changes Take Effect:** Upon restart

The query statement that updates the database to reflect that the associated interaction has been sent to a router. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

sourceErrorUpdateSql

Default Value:**Valid Values:** An empty string or any valid source update error update query**Changes Take Effect:** Upon restart

This update is executed when there is an error executing an update request (the one that is fetched by sourceUpdateQuerySql). Besides the values available from the corresponding capture query, additional values 'ErrorCode' (integer) and 'ErrorDescription' (string up to 256 characters) are available to this query.

sourceUpdatedUpdateSql

Default Value:**Valid Values:** An empty string or any valid source updated update query**Changes Take Effect:** Upon restart

The database update (or delete) query that will execute against a special table in the source database to mark a particular update as having been processed.

sourceUpdateQuerySql

Default Value:**Valid Values:** An empty string or any valid source update query**Changes Take Effect:** Upon restart

The query statement that updates the database to reflect that the associated interaction has been updated in the Interaction Server by some other entity (not this DB CP). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

startupQuerySql

Default Value:**Valid Values:** An empty string or any valid startup query**Changes Take Effect:** Upon restart

Specifies the startup query. This optional query runs once, upon DB capture point establishing a connection to the database. It can take no parameters from the interaction server.

stoppedUpdateSql

Default Value:

Valid Values: An empty string or any valid stopped update query
Changes Take Effect: Upon restart

The query statement that updates the corresponding database record to reflect that the associated interaction has been resumed from a hold. Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

updatedUpdateSql

Default Value:

Valid Values: An empty string or any valid updated update query

Changes Take Effect: Upon restart

The query statement that updates the database to reflect that the associated interaction has been updated in the Interaction Server by some other entity (not this DB CP). Values of all interaction properties and user data (except binary and kv-lists) of the corresponding interaction are available to this query.

default-values Section

- [InteractionSubtype](#)
- [InteractionType](#)
- [MediaType](#)

InteractionSubtype

Default Value: InboundNew

Valid Values: any of the subtypes defined

Changes Take Effect: Upon restart

Interaction Subtype

InteractionType

Default Value: Inbound

Valid Values: any of the types defined

Changes Take Effect: Upon restart

Interaction Type

MediaType

Default Value: workitem

Valid Values: any of the media types defined

Changes Take Effect: Upon restart

Interaction Media Type

iwd-parameters Section

- [CancelQueues](#)
- [CompleteQueues](#)
- [ErrorHeldQueues](#)
- [RejectQueues](#)
- [RestartQueues](#)

CancelQueues

Default Value: iWD_Canceled

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction cancellation. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskCancelled] notification.

CompleteQueues

Default Value: iWD_Completed

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction completion. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskCompleted] notification.

ErrorHeldQueues

Default Value: iWD_ErrorHeld

Valid Values: An empty string, or any valid queue name

Changes Take Effect: Upon restart

(iWD specific) Specifies a comma-separated list of queue names for interactions that are held because of a configuration error (such as incomplete rules).

RejectQueues

Default Value: iWD_Rejected

Valid Values: An empty string, or any valid queue name

Changes Take Effect: Upon restart

(iWD specific) Specifies a comma-separated list of queue names for rejected interactions.

RestartQueues

Default Value: iWD_New

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction restart. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskRestarted] notification.

notification-filtering Section

- [disable-unsolicited-notifications](#)
- [notify-assigned](#)
- [notify-changed](#)
- [notify-created](#)
- [notify-error](#)
- [notify-held](#)
- [notify-moved](#)
- [notify-resumed](#)
- [notify-route-requested](#)
- [notify-stopped](#)

disable-unsolicited-notifications

Default Value: false

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to true or yes, the capture point will not store any unsolicited notifications about the interactions that are submitted by this capture point.

notify-assigned

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about an agent being added as a party on an interaction.

notify-changed

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interaction property changes.

notify-created

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about newly submitted interactions.

notify-error

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about capture point requests resulting in errors.

notify-held

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being put on hold.

notify-moved

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being placed in a queue or workbin.

notify-resumed

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being resumed.

notify-route-requested

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about a strategy being added as a party on an interaction.

notify-stopped

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being stopped

(terminated).

settings Section

- `capture-point-type`
- `connection-string`
- `data-source-name`
- `ignore-nulls-in-source-update`
- `inbound-exception-sleep-interval`
- `inbound-max-batch-size`
- `inbound-scan-interval`
- `notifications-batch-size`
- `notifications-storing-timeout`
- `output-queue-size`
- `password`
- `report-notification-exception-on-no-data`
- `updates-exception-sleep-interval`
- `updates-max-batch-size`
- `updates-scan-interval`
- `username`

capture-point-type

Default Value:

Valid Values: jms, file, db, webservice

Changes Take Effect: Upon restart

Specifies the Capture Point type. The following types are supported: jms - JMS Capture Point file -File Capture Point db - DB Capture Point webservice - Web Service Capture Point

connection-string

Default Value:

Valid Values: Valid data source name

Changes Take Effect: Upon restart

Specifies an ODBC connection string. Either 'connection-string' or 'data-source-name' must be configured for DB Capture Point to start.

data-source-name

Default Value:

Valid Values: Valid data source name

Changes Take Effect: Upon restart

Specifies the data source name as configured in ODBC manager. Either 'connection-string' or 'data-source-name' must be configured for DB Capture Point to start. When 'data-source-name' is not specified or is empty, the parameters 'username' and 'password' are not read from the configuration.

ignore-nulls-in-source-update

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

Specifies how to treat null values in the rows selected from the source update table. If the option is set to true, the columns with NULL values are ignored; otherwise, if the option is set to false, the column names of the columns with NULL values are treated as a list of keys to be deleted from the corresponding interaction properties.

inbound-exception-sleep-interval

Default Value: 30

Valid Values: Any integer from 5-300

Changes Take Effect: Upon restart

Specifies the time interval (in seconds) to pause in case of an exception in the inbound cycle

inbound-max-batch-size

Default Value: 1000

Valid Values: Any integer from 1-2000

Changes Take Effect: Upon restart

Specifies the maximum number of rows to be processed in a single select from the inbound table

inbound-scan-interval

Default Value: 10000

Valid Values: Any integer from 0-120000

Changes Take Effect: Upon restart

Specifies the interval (in milliseconds) at which the inbound selects are performed

notifications-batch-size

Default Value: 500

Valid Values: Any integer from 10-5000

Changes Take Effect: Upon restart

Specifies the maximum number of SQL queries corresponding to unsolicited notifications to be executed in a single transaction

notifications-storing-timeout

Default Value: 1000

Valid Values: Any integer from 10-5000

Changes Take Effect: Upon restart

Specifies the maximum time interval (in milliseconds) between transactions of SQL queries corresponding to unsolicited notifications

output-queue-size

Default Value: 5000

Valid Values: Any integer from 1000-20000

Changes Take Effect: Upon restart

Specifies the maximum number of unsolicited notification messages a capture point can buffer

password

Default Value:

Valid Values: Valid password for the specified user name

Changes Take Effect: Upon restart

Specifies optional password to connect to the database

report-notification-exception-on-no-data

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

Specifies how to treat ODBC return code 'SQL_NO_DATA' in case of notification queries. If set to true, the return code 'SQL_NO_DATA' is treated as an exception; otherwise, this return code is considered as

a indication of a successful query execution.

updates-exception-sleep-interval

Default Value: 30

Valid Values: Any integer from 5-300

Changes Take Effect: Upon restart

Specifies the time interval (in seconds) to pause in case of an exception in the updates cycle

updates-max-batch-size

Default Value: 1000

Valid Values: Any integer from 1-2000

Changes Take Effect: Upon restart

Specifies the maximum number of rows to be processed in a single select from the source updates table

updates-scan-interval

Default Value: 10000

Valid Values: Any integer from 0-120000

Changes Take Effect: Upon restart

Specifies the interval (in milliseconds) at which the source updates selects are performed

username

Default Value:

Valid Values: Valid user name to connect to the database

Changes Take Effect: Upon restart

Specifies optional username to connect to the database

File Capture Point

Options for the integrated File Capture Point are configured in the following sections on the **Options** tab of the File Capture Point application:

- [default-values Section](#)
- [inbound-transformer-parameters Section](#)
- [notification-filtering Section](#)
- [outbound-transformer-parameters Section](#)
- [settings Section](#)

default-values Section

- [InteractionSubtype](#)
- [InteractionType](#)
- [MediaType](#)

InteractionSubtype

Default Value: InboundNew

Valid Values: any of the subtypes defined

Changes Take Effect: Upon restart

Interaction Subtype

InteractionType

Default Value: Inbound

Valid Values: any of the types defined

Changes Take Effect: Upon restart

Interaction Type

MediaType

Default Value: workitem

Valid Values: any of the media types defined

Changes Take Effect: Upon restart

Interaction Media Type

inbound-transformer-parameters Section

- [AllowAnyAttributes](#)
- [CancelQueues](#)
- [CaseSensitiveActions](#)
- [CaseSensitiveAttributes](#)
- [CompleteQueues](#)
- [ExtendedAttributes](#)
- [RestartQueues](#)
- [SchemaDocumentPath](#)

AllowAnyAttributes

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

Specifies whether the provided iWD inbound transformation script should copy any unknown message attributes along with all of the known message attributes into the transformed inbound message. If set to true, all attributes from the inbound iWD message are copied into transformed message. If set false, only known attributes are copied and all of the other attributes are ignored. The list of known attributes is defined in the inbound iWD transformation script and can be customized.

CancelQueues

Default Value: iWD_Canceled

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction cancellation. This parameter is used by iWD specific transformation to transform request CancelTask by providing queue name to [update] request.

CaseSensitiveActions

Default Value: false

Valid Values: false, true

Changes Take Effect: Upon restart

If set to false, the transformation script ignores the letter case of action names.

CaseSensitiveAttributes

Default Value: false

Valid Values: false, true

Changes Take Effect: Upon restart

If set to false, the transformation script ignores letter case of known attribute names (including Ext and Data section names).

CompleteQueues

Default Value: iWD_Completed

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction completion. This parameter is used by iWD specific transformation to transform request CompleteTask by providing queue name to [update] request.

ExtendedAttributes

Default Value:

Valid Values: List iWD extended attributes separated by comma

Changes Take Effect: Upon restart

Specifies list of attribute names that are expected under [Ext] tag in CreateTask request. This parameter is used by iWD specific transformation.

RestartQueues

Default Value: iWD_New

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction restart. This parameter is used by iWD specific transformation to transform request RestartTask by providing queue name to [update] request.

SchemaDocumentPath

Default Value: ./iwd_scripts/iwd_messages.xsd

Valid Values: Path to xsd document

Changes Take Effect: Upon restart

If configured, this option specifies the file name that contains xml schema document that the inbound transformation script should use for validation.

notification-filtering Section

- [disable-unsolicited-notifications](#)
- [notify-assigned](#)
- [notify-changed](#)
- [notify-created](#)
- [notify-error](#)
- [notify-held](#)
- [notify-moved](#)
- [notify-resumed](#)
- [notify-route-requested](#)
- [notify-stopped](#)

disable-unsolicited-notifications

Default Value: false

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to true or yes, the capture point will not store any unsolicited notifications about the interactions that are submitted by this capture point.

notify-assigned

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about an agent being added as a party on an interaction.

notify-changed

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interaction property changes.

notify-created

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about newly submitted interactions.

notify-error

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about capture point requests resulting in errors.

notify-held

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being put on hold.

notify-moved

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being placed in a queue or workbin.

notify-resumed

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being resumed.

notify-route-requested

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about a strategy being added as a party on an interaction.

notify-stopped

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being stopped (terminated).

outbound-transformer-parameters Section

- [CancelQueues](#)
- [CompleteQueues](#)
- [ErrorHeldQueues](#)
- [ExtendedAttributes](#)
- [RejectQueues](#)
- [RestartQueues](#)

CancelQueues

Default Value: iWD_Canceled

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction cancellation. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskCancelled] notification.

CompleteQueues

Default Value: iWD_Completed

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction completion. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskCompleted] notification.

ErrorHeldQueues

Default Value: iWD_ErrorHeld

Valid Values: An empty string, or any valid queue name

Changes Take Effect: Upon restart

(iWD specific) Specifies a comma-separated list of queue names for interactions that are held because of a configuration error (such as incomplete rules).

ExtendedAttributes

Default Value:

Valid Values: List of attribute names separated by comma

Changes Take Effect: Upon restart

Specifies list of attribute names that are expected under [Ext] tag in [TaskCreated] notification. This parameter is used by iWD specific transformation.

RejectQueues

Default Value: iWD_Rejected

Valid Values: An empty string, or any valid queue name

Changes Take Effect: Upon restart

(iWD specific) Specifies a comma-separated list of queue names for rejected interactions.

RestartQueues

Default Value: iWD_New

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction restart. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskRestarted] notification.

settings Section

- [after-rollback-delay](#)
- [canceled-directory](#)
- [capture-point-type](#)
- [completed-directory](#)
- [error-directory](#)
- [error-held-directory](#)
- [inbound-directory](#)
- [inbound-scan-interval](#)
- [include-ids-in-duplicate-error](#)
- [iwd-compatibility-mode](#)
- [move-non-xml-from-inbound](#)
- [notification-directory](#)
- [notification-naming-mode](#)
- [number-outbound-threads](#)
- [output-queue-size](#)
- [processed-directory](#)
- [rejected-directory](#)
- [rollback-on-transformation-fail](#)
- [xsl-inbound-transform-path](#)
- [xsl-outbound-transform-path](#)

after-rollback-delay

Default Value: 30

Valid Values: Any integer from 1-300

Changes Take Effect: Upon restart

Specifies the timeout (in seconds) to wait before attempting to process inbound messages after previous rollback. This option controls how long Interaction Server waits before retrying message processing after recoverable error.

anceled-directory

Default Value:**Valid Values:** Valid path**Changes Take Effect:** Upon restart

Specifies the path to canceled directory

capture-point-type

Default Value:**Valid Values:** jms, file, db, webservice, kafka**Changes Take Effect:** Upon restart

Specifies the Capture Point type. The following types are supported: jms - JMS Capture Point file -File Capture Point db - DB Capture Point webservice - Web Service Capture Point kafka - Kafka Capture Point

completed-directory

Default Value:**Valid Values:** Valid path**Changes Take Effect:** Upon restart

Specifies the path to completed directory

error-directory

Default Value:**Valid Values:** Valid path**Changes Take Effect:** Upon restart

Specifies the path to error directory

error-held-directory

Default Value:**Valid Values:** Valid path**Changes Take Effect:** Upon restart

Specifies the path to error held directory

inbound-directory

Default Value: [required]
Valid Values: Valid path
Changes Take Effect: Upon restart

Specifies the path to inbound directory

inbound-scan-interval

Default Value: 10
Valid Values: Any integer from 5-120
Changes Take Effect: Upon restart

Specifies the interval (in seconds) at which the File Capture Point scans the inbound directory for new files.

include-ids-in-duplicate-error

Default Value: false
Valid Values: true, false
Changes Take Effect: Upon restart

If set to true, duplicate id error includes interaction id and external id, if available.

iwd-compatibility-mode

Default Value: true
Valid Values: true, false
Changes Take Effect: Upon restart

Specifies whether to operate in native mode or iWD compatibility mode

move-non-xml-from-inbound

Default Value: true
Valid Values: true, false
Changes Take Effect: Upon restart

Specifies whether non-xml files should be moved from inbound directory to error directory

notification-directory

Default Value:

Valid Values: Valid path

Changes Take Effect: Upon restart

Specifies the path to notification directory

notification-naming-mode

Default Value: by-id

Valid Values: by-id,sequential

Changes Take Effect: Upon restart

Specifies the file naming mode for notification messages ('by-id' for iWD compatibility and 'sequential')

number-outbound-threads

Default Value: 1

Valid Values: Any integer from 1-20

Changes Take Effect: Upon restart

Specifies the number of threads an Interaction Server allocates to transform and sent unsolicited notification messages.

output-queue-size

Default Value: 5000

Valid Values: Any integer from 1000-20000

Changes Take Effect: Upon restart

Specifies the maximum number of unsolicited notification messages a capture point can buffer.

processed-directory

Default Value:

Valid Values: Valid path

Changes Take Effect: Upon restart

Specifies the path to processed directory

rejected-directory

Default Value:

Valid Values: Valid path

Changes Take Effect: Upon restart

Specifies the path to rejected directory

rollback-on-transformation-fail

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

Specifies how Interaction Server should behave when inbound message transformation fails. If option is set to true, Interaction Server rolls back the transaction and attempts processing later.

xsl-inbound-transform-path

Default Value: ./iwd_scripts/iWD2IxnServerTransformer.groovy

Valid Values: The transformation script file name relative to working directory

Changes Take Effect: Upon restart

Specifies location of the inbound transformation script

xsl-outbound-transform-path

Default Value: ./iwd_scripts/IxnServer2iWDTransformer.groovy

Valid Values: The transformation script file name relative to working directory

Changes Take Effect: Upon restart

Specifies location of the outbound transformation script

JMS Capture Point

Options for the integrated JMS Capture Point are configured in the following sections on the **Options** tab of the JMS Capture Point application:

- [default-values Section](#)
- [inbound-transformer-parameters Section](#)
- [notification-filtering Section](#)
- [outbound-transformer-parameters Section](#)
- [settings Section](#)

default-values Section

- [InteractionSubtype](#)
- [InteractionType](#)
- [MediaType](#)

InteractionSubtype

Default Value: InboundNew

Valid Values: any of the subtypes defined

Changes Take Effect: Upon restart

Interaction Subtype

InteractionType

Default Value: Inbound

Valid Values: any of the types defined

Changes Take Effect: Upon restart

Interaction Type

MediaType

Default Value: workitem

Valid Values: any of the media types defined

Changes Take Effect: Upon restart

Interaction Media Type

inbound-transformer-parameters Section

- [AllowAnyAttributes](#)
- [CancelQueues](#)
- [CaseSensitiveActions](#)
- [CaseSensitiveAttributes](#)
- [CompleteQueues](#)
- [ExtendedAttributes](#)
- [RestartQueues](#)
- [SchemaDocumentPath](#)

AllowAnyAttributes

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

Specifies whether the provided iWD inbound transformation script should copy any unknown message attributes along with all of the known message attributes into the transformed inbound message. If set to true, all attributes from the inbound iWD message are copied into transformed message. If set false, only known attributes are copied and all of the other attributes are ignored. The list of known attributes is defined in the inbound iWD transformation script and can be customized.

CancelQueues

Default Value: iWD_Canceled

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction cancellation. This parameter is used by iWD specific transformation to transform request CancelTask by providing queue name to [update] request.

CaseSensitiveActions

Default Value: false

Valid Values: false, true

Changes Take Effect: Upon restart

If set to false, the transformation script ignores the letter case of action names.

CaseSensitiveAttributes

Default Value: false

Valid Values: false, true

Changes Take Effect: Upon restart

If set to false, the transformation script ignores letter case of known attribute names (including Ext and Data section names).

CompleteQueues

Default Value: iWD_Completed

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction completion. This parameter is used by iWD specific transformation to transform request CompleteTask by providing queue name to [update] request.

ExtendedAttributes

Default Value:

Valid Values: List of attribute names separated by comma

Changes Take Effect: Upon restart

Specifies list of attribute names that are expected under [Ext] tag in CreateTask request. This parameter is used by iWD specific transformation.

RestartQueues

Default Value: iWD_New

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction restart. This parameter is used by iWD specific transformation to transform request RestartTask by providing queue name to [update] request.

SchemaDocumentPath

Default Value: ./iwd_scripts/iwd_messages.xsd

Valid Values: Path to xsd document

Changes Take Effect: Upon restart

If configured, this option specifies the file name that contains xml schema document that the inbound transformation script should use for validation.

notification-filtering Section

- [disable-unsolicited-notifications](#)
- [notify-assigned](#)
- [notify-changed](#)
- [notify-created](#)
- [notify-error](#)
- [notify-held](#)
- [notify-moved](#)
- [notify-resumed](#)
- [notify-route-requested](#)
- [notify-stopped](#)

disable-unsolicited-notifications

Default Value: false

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to true or yes, the capture point will not store any unsolicited notifications about the interactions that are submitted by this capture point.

notify-assigned

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about an agent being added as a party on an interaction.

notify-changed

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interaction property changes.

notify-created

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about newly submitted interactions.

notify-error

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about capture point requests resulting in errors.

notify-held

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being put on hold.

notify-moved

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being placed in a queue or workbin.

notify-resumed

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being resumed.

notify-route-requested

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about a strategy being added as a party on an interaction.

notify-stopped

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being stopped (terminated).

outbound-transformer-parameters Section

- [CancelQueues](#)
- [CompleteQueues](#)
- [ErrorHeldQueues](#)
- [ExtendedAttributes](#)
- [RejectQueues](#)
- [RestartQueues](#)

CancelQueues

Default Value: iWD_Canceled

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction cancellation. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskCancelled] notification.

CompleteQueues

Default Value: iWD_Completed

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction completion. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskCompleted] notification.

ErrorHeldQueues

Default Value: iWD_ErrorHeld

Valid Values: An empty string, or any valid queue name

Changes Take Effect: Upon restart

(iWD specific) Specifies a comma-separated list of queue names for interactions that are held because of a configuration error (such as incomplete rules).

ExtendedAttributes

Default Value:

Valid Values: List of attribute names separated by comma

Changes Take Effect: Upon restart

Specifies list of attribute names that are expected under [Ext] tag in [TaskCreated] notification. This parameter is used by iWD specific transformation.

RejectQueues

Default Value: iWD_Rejected

Valid Values: An empty string, or any valid queue name

Changes Take Effect: Upon restart

(iWD specific) Specifies a comma-separated list of queue names for rejected interactions.

RestartQueues

Default Value: iWD_New

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction restart. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskRestarted] notification.

settings Section

- [after-rollback-delay](#)
- [capture-point-type](#)
- [consumer-receive-timeout](#)
- [copy-original-properties-in-reply](#)
- [error-queue-name](#)
- [inbound-queue-name](#)
- [include-ids-in-duplicate-error](#)
- [jms-connection-factory-lookup-name](#)
- [jms-initial-context-factory](#)
- [jms-provider-url](#)
- [notification-queue-name](#)
- [number-outbound-threads](#)
- [number-receiving-sessions](#)
- [outbound-message-type](#)
- [output-queue-size](#)
- [password](#)
- [processed-queue-name](#)
- [reconnect-timeout](#)
- [rollback-on-transformation-fail](#)
- [use-correlation-id-in-reply](#)
- [use-jms-reply-to](#)
- [username](#)
- [xsl-inbound-transform-path](#)
- [xsl-outbound-transform-path](#)

after-rollback-delay

Default Value: 30

Valid Values: Any integer from 1-300

Changes Take Effect: Upon restart

Specifies the timeout (in seconds) to wait before attempting to process inbound messages after previous rollback. This option controls how long Interaction Server waits before retrying message processing after recoverable error.

capture-point-type

Default Value:**Valid Values:** jms, file, db, webservice, kafka**Changes Take Effect:** Upon restart

Specifies the Capture Point type. The following types are supported: jms - JMS Capture Point file -File Capture Point db - DB Capture Point webservice - Web Service Capture Point kafka - Kafka Capture Point

consumer-receive-timeout

Default Value: 1000**Valid Values:** Any integer from 200-5000**Changes Take Effect:** Upon restart

Specifies the timeout (in milliseconds) on the message consumer blocking receive method.

copy-original-properties-in-reply

Default Value: false**Valid Values:** true, false**Changes Take Effect:** Upon restart

When this option is set to 'true', all JMS Message properties of the request will be copied to the JMS Message properties of the reply. The default value of this option is 'false'; when 'false', replies to requests don't have any JMS Message properties set.

error-queue-name

Default Value:**Valid Values:** Valid queue name as required by provider**Changes Take Effect:** Upon restart

Specifies error queue for the capture point

inbound-queue-name

Default Value: [required]**Valid Values:** Valid queue name as required by provider**Changes Take Effect:** Upon restart

Specifies inbound queue for the capture point

include-ids-in-duplicate-error

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

If set to true, duplicate id error includes interaction id and external id, if available.

jms-connection-factory-lookup-name

Default Value: [required]

Valid Values: A valid connection factory lookup name

Changes Take Effect: Upon restart

(JMS specific, mandatory for JMS Capture Points) Specifies the name of the connection factory lookup name for the connection factory to be looked up in the initial context. Once looked up, the connection factory is used to create a connection with the JMS provider. Note: For TIBCO EMS, this is the name of the factory that is created by using the create factory command.

jms-initial-context-factory

Default Value: [required]

Valid Values: a fully-qualified class name of the factory class in a JNDI service provider

Changes Take Effect: Upon restart

(JMS specific, mandatory for JMS Capture Points) The option value is a fully-qualified class name of the factory class in a JNDI service provider that will create an initial context. For example, com.sun.jndi.fscontext.RefFSContextFactory is the factory class name for the file system service provider. Note: For TIBCO EMS, set the value to com.tibco.tibjms.naming.TibjmsInitialContextFactory.

jms-provider-url

Default Value: [required]

Valid Values: A valid URL string

Changes Take Effect: Upon restart

(JMS specific, mandatory for JMS Capture Points) Holds the name of the environment property that is used for specifying the configuration information for the service provider to use. The value of this option should contain a URL string (such as ldap://somehost:389). If a file system provider is used, this option contains the directory path to the .bindings file. Note: TIBCO EMS provides a built-in JNDI provider. For TIBCO EMS, set the value of this option to tibjmsnaming://hostname:7222.

notification-queue-name

Default Value:

Valid Values: Valid queue name as required by provider

Changes Take Effect: Upon restart

Specifies queue for notification messages for the capture point

number-outbound-threads

Default Value: 1

Valid Values: Any integer from 1-20

Changes Take Effect: Upon restart

Specifies the number of threads an Interaction Server allocates to transform and send unsolicited notification messages.

number-receiving-sessions

Default Value: 3

Valid Values: Any integer from 1-20

Changes Take Effect: Upon restart

Specifies the number of receiving sessions consuming from the inbound queue.

outbound-message-type

Default Value: binary

Valid Values: binary, text

Changes Take Effect: Upon restart

Specifies type of the outgoing messages Interaction Server should write into message queue. The message type can be binary or text.

output-queue-size

Default Value: 5000

Valid Values: Any integer from 1000-20000

Changes Take Effect: Upon restart

Specifies the maximum number of unsolicited notification messages a capture point can buffer.

password

Default Value:**Valid Values:** Valid password for the specified user name**Changes Take Effect:** Upon restart

Specifies optional password to connect to message queue

processed-queue-name

Default Value:**Valid Values:** Valid queue name as required by provider**Changes Take Effect:** Upon restart

Specifies queue for processed messages for the capture point

reconnect-timeout

Default Value: 10**Valid Values:** Any integer from 3 to 30**Changes Take Effect:** Upon restart

Specifies the time interval (in seconds) between the reconnect attempts in case a connection with corresponding messages queue broker is broken.

rollback-on-transformation-fail

Default Value: false**Valid Values:** true, false**Changes Take Effect:** Upon restart

Specifies how Interaction Server should behave when inbound message transformation fails. If option is set to true, Interaction Server rolls back the transaction and attempts processing later.

use-correlation-id-in-reply

Default Value: false**Valid Values:** true, false**Changes Take Effect:** Upon restart

When this option is to 'true', the JMSCorrelationID parameter of the reply message is set to the value of JMSCorrelationID parameter of the request. The default value of this option is 'false'; when 'false',

JMSCorrelationID of the reply message is set to the JMSMessageID of the request.

use-jms-reply-to

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

When this option is set to 'true', replies to the requests with non-null 'JMSReplyTo' will be directed to the specified 'JMSReplyTo' queue destination instead of configured 'notifications' queue. The default value of this option is 'false'; when 'false', 'JMSReplyTo' property of the request message is ignored and replies are sent to 'notifications' queue if such is configured.

username

Default Value:

Valid Values: Valid user name to access message queue

Changes Take Effect: Upon restart

Specifies optional username to connect to message queue

xsl-inbound-transform-path

Default Value: ./iwd_scripts/iWD2IxnServerTransformer.groovy

Valid Values: The transformation script file name relative to working directory

Changes Take Effect: Upon restart

Specifies location of the inbound transformation script

xsl-outbound-transform-path

Default Value: ./iwd_scripts/IxnServer2iWDTransformer.groovy

Valid Values: The transformation script file name relative to working directory

Changes Take Effect: Upon restart

Specifies location of the outbound transformation script

Kafka Capture Point

Options for the integrated Kafka Capture Point are configured in the following sections on the **Options** tab of the Kafka Capture Point application:

- [consumer-options Section](#)
- [custom-options-provider Section](#)
- [default-values Section](#)
- [inbound-transformer-parameters Section](#)
- [notification-filtering Section](#)
- [outbound-transformer-parameters Section](#)
- [producer-options Section](#)
- [settings Section](#)

As the Java Kafka client used for communication with the Kafka cluster, the integrated Kafka Capture Point supports additional standard Apache Kafka configuration options, as discussed under:

- [Advanced Java Kafka Client Options](#)
- [Security Configuration](#)

consumer-options Section

In addition to the options that are defined in this section, the Integrated Kafka Capture Point supports native Apache Kafka consumer options. See [Advanced Java Kafka Client Options](#) and [Security Configuration](#) for more information.

- [auto.offset.reset](#)
- [max.poll.interval.ms](#)
- [max.poll.records](#)

auto.offset.reset

Default Value: earliest

Valid Values: latest, earliest, none

Changes Take Effect: Upon restart

Specifies what to do when there is no initial offset in Kafka or if the current offset does not exist any more on the server. The following values are supported: earliest: automatically reset the offset to the earliest offset latest: automatically reset the offset to the latest offset none: throw exception to the consumer if no previous offset is found for the consumer's group

max.poll.interval.ms

Default Value: 600000

Valid Values: Any integer greater than 1

Changes Take Effect: Upon restart

The maximum delay between invocations of poll(). This places an upper bound on the amount of time that the consumer can be idle before fetching more records. If poll() is not called before expiration of this timeout, then the consumer is considered failed and the group will rebalance in order to reassign the partitions to another member.

max.poll.records

Default Value: 20

Valid Values: Any integer greater than 1

Changes Take Effect: Upon restart

The maximum number of records returned in a single call to poll().

custom-options-provider Section

- `class-name`

class-name

Default Value:

Valid Values: Any string

Changes Take Effect: Upon restart

Specifies the full Java class name of the custom Kafka Options Provider. Object of this class will be created by Kafka Capture Point on start if this option is not empty.

default-values Section

- [InteractionSubtype](#)
- [InteractionType](#)
- [MediaType](#)

InteractionSubtype

Default Value: InboundNew

Valid Values: any of the subtypes defined

Changes Take Effect: Upon restart

Specifies the interaction subtype.

InteractionType

Default Value: Inbound

Valid Values: any of the types defined

Changes Take Effect: Upon restart

Specifies the interaction type.

MediaType

Default Value: workitem

Valid Values: any of the media types defined

Changes Take Effect: Upon restart

Specifies the interaction media type.

inbound-transformer-parameters Section

- [AllowAnyAttributes](#)
- [CancelQueues](#)
- [CaseSensitiveActions](#)
- [CaseSensitiveAttributes](#)
- [CompleteQueues](#)
- [ExtendedAttributes](#)
- [RestartQueues](#)
- [SchemaDocumentPath](#)

AllowAnyAttributes

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

Specifies whether the provided iWD inbound transformation script should copy any unknown message attributes along with all of the known message attributes into the transformed inbound message. If set to true, all attributes from the inbound iWD message are copied into transformed message. If set false, only known attributes are copied and all of the other attributes are ignored. The list of known attributes is defined in the inbound iWD transformation script and can be customized.

CancelQueues

Default Value: iWD_Canceled

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction cancellation. This parameter is used by iWD specific transformation to transform request CancelTask by providing queue name to [update] request.

CaseSensitiveActions

Default Value: false

Valid Values: false, true

Changes Take Effect: Upon restart

If set to false, the transformation script ignores the letter case of action names.

CaseSensitiveAttributes

Default Value: false

Valid Values: false, true
Changes Take Effect: Upon restart

If set to false, the transformation script ignores letter case of known attribute names (including Ext and Data section names).

CompleteQueues

Default Value: iWD_Completed
Valid Values: List of queue names separated by comma
Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction completion. This parameter is used by iWD specific transformation to transform request CompleteTask by providing queue name to [update] request.

ExtendedAttributes

Default Value:
Valid Values: List of attribute names separated by comma
Changes Take Effect: Upon restart

Specifies list of attribute names that are expected under [Ext] tag in CreateTask request. This parameter is used by iWD specific transformation.

RestartQueues

Default Value: iWD_New
Valid Values: List of queue names separated by comma
Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction restart. This parameter is used by iWD specific transformation to transform request RestartTask by providing queue name to [update] request.

SchemaDocumentPath

Default Value: ./iwd_scripts/iwd_messages.xsd
Valid Values: Path to xsd document
Changes Take Effect: Upon restart

If configured, this option specifies the file name that contains xml schema document that the inbound transformation script should use for validation.

notification-filtering Section

- `disable-unsolicited-notifications`
- `notify-assigned`
- `notify-changed`
- `notify-created`
- `notify-error`
- `notify-held`
- `notify-moved`
- `notify-resumed`
- `notify-route-requested`
- `notify-stopped`

disable-unsolicited-notifications

Default Value: false

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to true or yes, the capture point will not store any unsolicited notifications about the interactions that are submitted by this capture point.

notify-assigned

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about an agent being added as a party on an interaction.

notify-changed

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interaction property changes.

notify-created

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about newly submitted interactions.

notify-error

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about capture point requests resulting in errors.

notify-held

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being put on hold.

notify-moved

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being placed in a queue or workbin.

notify-resumed

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being resumed.

notify-route-requested

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about a strategy being added as a party on an interaction.

notify-stopped

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

If set to false or no, the capture point will not store notifications about interactions being stopped (terminated).

outbound-transformer-parameters Section

- [CancelQueues](#)
- [CompleteQueues](#)
- [ErrorHeldQueues](#)
- [ExtendedAttributes](#)
- [RejectQueues](#)
- [RestartQueues](#)

CancelQueues

Default Value: iWD_Canceled

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction cancellation. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskCancelled] notification.

CompleteQueues

Default Value: iWD_Completed

Valid Values: List of queue names separated by comma
Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction completion. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskCompleted] notification.

ErrorHeldQueues

Default Value: iWD_ErrorHeld
Valid Values: An empty string, or any valid queue name
Changes Take Effect: Upon restart

(iWD specific) Specifies a comma-separated list of queue names for interactions that are held because of a configuration error (such as incomplete rules).

ExtendedAttributes

Default Value:
Valid Values: List of attribute names separated by comma
Changes Take Effect: Upon restart

Specifies list of attribute names that are expected under [Ext] tag in [TaskCreated] notification. This parameter is used by iWD specific transformation.

RejectQueues

Default Value: iWD_Rejected
Valid Values: An empty string, or any valid queue name
Changes Take Effect: Upon restart

(iWD specific) Specifies a comma-separated list of queue names for rejected interactions.

RestartQueues

Default Value: iWD_New
Valid Values: List of queue names separated by comma
Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction restart. This parameter is used by iWD specific transformation to transform [moved] notification to [TaskRestarted] notification.

producer-options Section

In addition to the options that are defined in this section, the Integrated Kafka Capture Point supports native Apache Kafka producer options. See [Advanced Java Kafka Client Options](#) and [Security Configuration](#) for more information.

- [retries](#)

retries

Default Value: 10

Valid Values: Any integer from zero to 2147483647

Changes Take Effect: Upon restart

Setting a value greater than zero will cause the client to resend any record whose send fails with a potentially transient error.

settings Section

- [after-rollback-delay](#)
- [capture-point-type](#)
- [consumer-group](#)
- [consumer-receive-timeout](#)
- [copy-original-headers-in-reply](#)
- [correlation-id-header-key](#)
- [error-topic-name](#)
- [inbound-topic-name](#)
- [include-ids-in-duplicate-error](#)
- [kafka-server](#)
- [notification-topic-name](#)
- [number-outbound-threads](#)
- [number-receiving-sessions](#)
- [output-queue-size](#)
- [processed-topic-name](#)
- [reconnect-timeout](#)
- [rollback-on-transformation-fail](#)
- [xsl-inbound-transform-path](#)
- [xsl-outbound-transform-path](#)

after-rollback-delay

Default Value: 30

Valid Values: Any integer from 1-300

Changes Take Effect: Upon restart

Specifies the timeout (in seconds) to wait before attempting to process inbound messages after previous rollback. This option controls how long Interaction Server waits before retrying message processing after recoverable error.

capture-point-type

Default Value: kafka

Valid Values: jms, file, db, webservice, kafka

Changes Take Effect: Upon restart

Specifies the Capture Point type. The following types are supported: jms - JMS Capture Point file -File Capture Point db - DB Capture Point webservice - Web Service Capture Point kafka - Kafka Capture Point The value must be set to kafka so the Capture Point is configured to work via Apache Kafka.

consumer-group

Default Value: InteractionServer

Valid Values: Valid String

Changes Take Effect: Upon restart

A unique string that identifies the consumer group this Capture Point assigned to. The consumer groups functionality is used for balancing partitions among receiving threads and keeping track of the processed messages. For the correct work this option should be set once and never changed.

consumer-receive-timeout

Default Value: 1000

Valid Values: Any integer from 200-5000

Changes Take Effect: Upon restart

Specifies the timeout (in milliseconds) on the message consumer blocking receive method.

copy-original-headers-in-reply

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

When this option is set to true, all Kafka message headers of the request will be copied to the Kafka message headers of the reply. When the value is false, the replies to requests have only the message ID and correlation ID headers (if present).

correlation-id-header-key

Default Value: CorrelationID
Valid Values: Any string
Changes Take Effect: Upon restart

Specifies the key on which the correlation ID is read from the message header.

error-topic-name

Default Value:
Valid Values: Valid Kafka topic name
Changes Take Effect: Upon restart

Specifies the error topic for the capture point.

inbound-topic-name

Default Value: [required]
Valid Values: Valid Kafka topic name
Changes Take Effect: Upon restart

Specifies the inbound topic for the capture point.

include-ids-in-duplicate-error

Default Value: false
Valid Values: true, false
Changes Take Effect: Upon restart

If set to true, the duplicate id error includes interaction id and external id, if available.

kafka-server

Default Value: [required]
Valid Values: Non-null string with comma separated pairs of host:port.
Changes Take Effect: Upon restart

A list of host:port pairs to use for establishing the initial connection to the Kafka cluster. Value of this option is passed to underlying Java Kafka client in "bootstrap.servers" option as is.

notification-topic-name

Default Value:

Valid Values: Valid Kafka topic name

Changes Take Effect: Upon restart

Specifies the topic for notification messages for the capture point.

number-outbound-threads

Default Value: 4

Valid Values: Any integer from 1-20

Changes Take Effect: Upon restart

Specifies the number of threads Interaction Server allocates to transform and send unsolicited notification messages.

number-receiving-sessions

Default Value: 4

Valid Values: Any integer from 1-20

Changes Take Effect: Upon restart

Specifies the number of receiving sessions consuming from the inbound Kafka topic.

output-queue-size

Default Value: 5000

Valid Values: Any integer from 1000-20000

Changes Take Effect: Upon restart

Specifies the maximum number of unsolicited notification messages a capture point can buffer.

processed-topic-name

Default Value:

Valid Values: Valid Kafka topic name

Changes Take Effect: Upon restart

Specifies the topic for processed messages for the capture point.

reconnect-timeout

Default Value: 10

Valid Values: Any integer from 3 to 30

Changes Take Effect: Upon restart

Specifies the time interval (in seconds) between the reconnect attempts in case a connection with the corresponding Kafka cluster is broken.

rollback-on-transformation-fail

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

Specifies how Interaction Server should behave when inbound message transformation fails. If the option is set to true, Interaction Server rolls back the transaction and attempts processing later.

xsl-inbound-transform-path

Default Value: ./iwd_scripts/iWD2IxnServerTransformer.groovy

Valid Values: The transformation script file name that is relative to the working directory

Changes Take Effect: Upon restart

Specifies the location of the inbound transformation script.

xsl-outbound-transform-path

Default Value: ./iwd_scripts/IxnServer2iWDTransformer.groovy

Valid Values: The transformation script file name that is relative to the working directory

Changes Take Effect: Upon restart

Specifies the location of the outbound transformation script.

Advanced Java Kafka Client Options

You can customize the majority of the Java Kafka client options in the following Capture Point configuration sections:

- **consumer-options** - Options specified in this section are passed to the Java Kafka consumers as is. Consumers are used to read inbound messages from the Kafka cluster. The full list of Apache Kafka consumer options is on the [official page](#).
- **producer-options** - Options specified in this section are passed to the Java Kafka producers as is. Producers are used to send outbound messages to the Kafka cluster. The full list of Apache Kafka producer options is on the [official page](#).

Important

The following options in the **consumer-options** and **producer-options** sections cannot be overridden. Interaction Server ignores any values that you configure for these options.

- **bootstrap.servers (settings\kafka-server)** - The value of **kafka-server** under the **settings** section is passed to **bootstrap.servers**, as Interaction Server uses the same broker for producer and consumer.
- **group.id** - The value of **consumer-group** under the **settings** section is passed to **group.id**, and its value is set to InteractionServer by default.
- **enable.auto.commit** - The value of this option is hardcoded to false, as Interaction Server guarantees “at least once” delivery.

Security Configuration

The Java Kafka client library provides secured communications. Refer to the [official Kafka documentation](#) for more information. Necessary options mentioned in the Kafka documentation can be set in the **consumer-options** and **producer-options** sections.

Kafka protected options

You can hide the values of the following sensitive Kafka client options by putting them into the **password** option in the following sections:

Original Section	Original Option	Protected Section	Protected Option
consumer-options	ssl.keystore.password	consumer-options:ssl.keystore.password	password
consumer-options	ssl.truststore.password	consumer-options:ssl.truststore.password	password

Original Section	Original Option	Protected Section	Protected Option
consumer-options	sasl.jaas.config	consumer-options:sasl.jaas.config	password
producer-options	ssl.keystore.password	consumer-options:ssl.keystore.password	password
producer-options	ssl.truststore.password	producer-options:ssl.truststore.password	password
producer-options	sasl.jaas.config	producer-options:sasl.jaas.config	password

Kafka Capture Point with SASL_PLAINTEXT security module configuration

In the Kafka Capture Point application options,

- Under the **consumer-options** section, add the following options:
 - sasl.mechanism = PLAIN
 - security.protocol = SASL_PLAINTEXT
 - sasl.jaas.config = org.apache.kafka.common.security.plain.PlainLoginModule required username="your_username" password="your_password";
- Under the **producer-options** section, add the following options:
 - sasl.mechanism = PLAIN
 - security.protocol = SASL_PLAINTEXT
 - sasl.jaas.config = org.apache.kafka.common.security.plain.PlainLoginModule required username="your_username" password="your_password";

To secure the secret values, create the following configuration with the Kafka protected options:

1. Create a new section, **consumer-options:sasl.jaas.config**. You can do the same for **producer-options** as well. **Note:** Add this section instead of adding **sasl.jaas.config** in **consumer-options** and **producer-options**.
2. Within the new section, create a new option, **password**.
3. Insert the whole JAAS configuration as the value for **password** (that is, the value mentioned in `sasl.jaas.config` in the producer-options or consumer-options section). Genesys Administrator Extension (GAX) will automatically mask the password value.
The resulting configuration looks like the following:
 - [consumer-options:sasl.jaas.config]
 - password= org.apache.kafka.common.security.plain.PlainLoginModule required username="your_username" password="your_password";
 - [producer-options:sasl.jaas.config]
 - password= org.apache.kafka.common.security.plain.PlainLoginModule required username="your_username" password="your_password";

Important

With the security protocol **SASL_PLAINTEXT**, SSL encryption is not enabled.

Kafka Capture Point with SASL_SSL security module configuration

In the Kafka Capture Point application options,

- Under the **consumer-options** and **producer-options** sections, add the following options:
 - `sasl.mechanism = PLAIN`
 - `security.protocol = SASL_SSL`
 - `sasl.jaas.config = org.apache.kafka.common.security.plain.PlainLoginModule required username="your_username" password="your_password";`
 - `ssl.enabled.protocols=TLSv1.2,TLSv1.1,TLSv1`
 - `ssl.keystore.location=location_of_Key\client.keystore.jks`
 - `ssl.keystore.type=JKS`
 - `ssl.truststore.location=location_of_Cert\client.truststore.jks`
 - `ssl.truststore.type=JKS`
 - `ssl.keystore.password=The store password for the key store file`
 - `ssl.truststore.password=The store password for the trust store file`
- To secure the secret values, create the following configuration with the Kafka protected options:
 1. Create a new section, **consumer-options:sasl.jaas.config**. You can do the same for **producer-options** as well. **Note:** Add this section instead of adding **sasl.jaas.config** in **consumer-options** and **producer-options**.
 2. Within the new section, create a new option, **password**.
 3. Insert the whole JAAS configuration as the value for **password** (that is, the value mentioned in `sasl.jaas.config` in the producer-options or consumer-options section). Genesys Administrator Extension (GAX) will automatically mask the password value.
The resulting configuration looks like the following:
 - [consumer-options:sasl.jaas.config]
 - `password= org.apache.kafka.common.security.plain.PlainLoginModule required username="your_username" password="your_password";`
 - [producer-options:sasl.jaas.config]
 - `password= org.apache.kafka.common.security.plain.PlainLoginModule required username="your_username" password="your_password";`

Similarly, you can mask the password values under the options `ssl.keystore.password` and `ssl.truststore.password` by creating separate sections described in the following configuration:

- [consumer-options:ssl.keystore.password]

- password= The store password for the key store file
- [consumer-options:ssl.truststore.password]
 - password= The password for the trust store file
- [producer-options:ssl.keystore.password]
 - password= The store password for the key store file
- [producer-options:ssl.truststore.password]
 - password= The password for the trust store file

Important

With the security protocol SASL_SSL, SSL encryption is enabled.

Web Service Capture Point

Options for the integrated Web Service Capture Point are configured in the following sections on the **Options** tab of the Web Service Capture Point application:

- [default-values Section](#)
- [iwd-parameters Section](#)
- [settings Section](#)

default-values Section

- [InteractionSubtype](#)
- [InteractionType](#)
- [MediaType](#)

InteractionSubtype

Default Value: InboundNew
Valid Values: any of the subtypes defined
Changes Take Effect: Upon restart

Interaction Subtype

InteractionType

Default Value: Inbound
Valid Values: any of the types defined
Changes Take Effect: Upon restart

Interaction Type

MediaType

Default Value: workitem
Valid Values: any of the media types defined
Changes Take Effect: Upon restart

Interaction Media Type

iwd-parameters Section

- [CancelQueues](#)
- [CompleteQueues](#)
- [empty-string-treatment-in-update](#)
- [ErrorHeldQueues](#)
- [RejectQueues](#)
- [RestartQueues](#)

CancelQueues

Default Value: iWD_Canceled

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction cancellation. This parameter is used by iWD specific transformation to transform request CancelTask by providing queue name to [update] request. This parameter is also used by iWD specific transformation to provide iWD Status of an interaction.

CompleteQueues

Default Value: iWD_Completed

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction completion. This parameter is used by iWD specific transformation to transform request CompleteTask by providing queue name to [update] request. This parameter is also used by iWD specific transformation to provide iWD Status of an interaction.

empty-string-treatment-in-update

Default Value: ignore

Valid Values: One of three values: ignore, delete, apply

Changes Take Effect: Upon restart

Specifies the treatment of empty string values in 'data' elements of the request. The default value of 'ignore' leads to capture point ignoring such elements. The value of 'delete' deletes the corresponding key-value pairs from interactions. The value 'apply' sets the value in the corresponding key value pair to an empty string ("").

ErrorHeldQueues

Default Value: iWD_ErrorHeld

Valid Values: An empty string, or any valid queue name

Changes Take Effect: Upon restart

(iWD specific) Specifies a comma-separated list of queue names for interactions that are held because of a configuration error (such as incomplete rules). This parameter is used by iWD specific transformation to provide iWD Status of an interaction.

RejectQueues

Default Value: iWD_Completed

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for rejected interactions. This parameter is used by iWD specific transformation to provide iWD Status of an interaction.

RestartQueues

Default Value: iWD_New

Valid Values: List of queue names separated by comma

Changes Take Effect: Upon restart

Specifies list of queue names designated for interaction restart. This parameter is used by iWD specific transformation to transform request RestartTask by providing queue name to [update] request.

settings Section

- [backlog-accepted-requests](#)
- [capture-point-type](#)
- [enable-keepalive](#)
- [cacert-file](#)
- [cipher-list](#)
- [iwd-compatibility-mode](#)

- `number-inbound-threads`
- `password`
- `protocol`
- `reconnect-timeout`
- `require-client-authentication`
- `sec-protocol`
- `server-key-file`
- `soap-accept-timeout`
- `soap-backlog-size`
- `soap-endpoint`
- `soap-hostname`
- `soap-receive-timeout`
- `soap-send-timeout`

backlog-accepted-requests

Default Value: 1000

Valid Values: Any integer from 0-10000

Changes Take Effect: Upon restart

Specifies the queue size of webservice requests accepted but not yet served. If set to 0, the queue size is unlimited.

cacert-file

Default Value:

Valid Values: Cacert file

Changes Take Effect: Upon restart

This option specifies a cacert file to store trusted client certificates.

capture-point-type

Default Value:

Valid Values: jms, file, db, webservice

Changes Take Effect: Upon restart

Specifies the Capture Point type. The following types are supported: jms - JMS Capture Point file -File Capture Point db - DB Capture Point webservice - Web Service Capture Point

cipher-list

Default Value: default

Valid Values: Cipher list or 'default' (the same as 'DEFAULT' cipher string)

Changes Take Effect: Upon restart of the Capture Point

This option specifies which cipher suites used in TLS during a secure connection with Web Service Capture Point. Cipher list formatting rules are described in a Genesys document https://docs.genesys.com/Documentation/System/latest/SDG/AdvTLS#Cipher_List_Formatting_Rules.

enable-keepalive

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

This option specifies whether to keep a connection alive if the client requests the connection to be kept alive. If this option is set to 'false', a new connection will be opened each time a client sends a request to Web Service Capture Point.

iwd-compatibility-mode

Default Value: true

Valid Values: true, false

Changes Take Effect: Upon restart

Specifies whether to operate in native mode or iWD compatibility mode

number-inbound-threads

Default Value: 10

Valid Values: Any integer from 1-100

Changes Take Effect: Upon restart

Specifies the number of threads for processing accepted requests. More than a single thread allows for parallel execution of requests thus increasing processing throughput; however, some requests may be replied to sooner than the requests received before them (due to parallel request execution).

password

Default Value:

Valid Values: Server key file password

Changes Take Effect: Upon restart

This option specifies the password to read the server key file.

protocol

Default Value: http

Valid Values: http, https

Changes Take Effect: Upon restart

The option specifies the protocol to be used for web service capture point. Acceptable values are 'http' and 'https'. If not specified or empty, the default value 'http' will be used.

reconnect-timeout

Default Value: 10

Valid Values: Any integer from 3-30

Changes Take Effect: Upon restart

Specifies the time interval (in seconds) between the attempts for the web service to bind to the specified port and start the service.

require-client-authentication

Default Value: false

Valid Values: true, false

Changes Take Effect: Upon restart

This option specifies whether a client authentication is required. If this option is set to 'true', the option 'cacert-file' should be not empty.

sec-protocol

Default Value: default

Valid Values: 'TLSv12' or 'default' (for TLSv1, TLSv11 and TLSv12)

Changes Take Effect: Upon restart of the Capture Point

This option specifies which security protocols are supported by the Web Service Capture Point. If set to 'TLSv12', the Capture Point supports only TLSv12. If set to 'default', the Capture Point supports TLSv1, TLSv11 and TLSv12. Older SSL protocols are NOT SUPPORTED.

server-key-file

Default Value:

Valid Values: Server key file

Changes Take Effect: Upon restart

The option specifies the server key file required for the server to authenticate to clients. This option is relevant only when 'https' protocol is used.

soap-accept-timeout

Default Value: 1

Valid Values: Any integer from 1-60

Changes Take Effect: Upon restart

An unfinished accept request would be aborted if it does not complete during the specified time interval.

soap-backlog-size

Default Value: 100

Valid Values: Any integer from 0-65535

Changes Take Effect: Upon restart

This parameter defines maximum number of outstanding, not yet accepted, requests in the backlog.

soap-endpoint

Default Value: <http://{ServerName}:{ServerPort}/Genesys/Interaction/{CapturePointName}/WebServiceCapturePoint>

Valid Values: Service endpoint

Changes Take Effect: Upon restart

The option specifies an endpoint template of the web service. The following keys in the endpoint template will be substituted is present: - {Protocol} - either 'http' or 'https', as specified in the option 'protocol' - {ServerName} - host name, either specified in the option 'soap-hostname' or equal to the hostname of the Interaction Server; - {ServerPort} - web service port, specified as "default" port of iCP application; - {CapturePointName} - the name of the iCP application. Default value:

['http://{ServerName}:{ServerPort}/Genesys/Interaction/{CapturePointName}/WebServiceCapturePoint'](http://{ServerName}:{ServerPort}/Genesys/Interaction/{CapturePointName}/WebServiceCapturePoint). Example: When 'soap-endpoint' is set to a default value, and soap-hostname=myserver.mydomain.com, in iCP application named 'MyCapturePoint_007' with default port set to '8080', the resulting endpoint will be: http://myserver.mydomain.com:8080/Genesys/Interaction/MyCapturePoint_007/WebServiceCapturePoint

soap-hostname

Default Value:

Valid Values: A host name

Changes Take Effect: Upon restart

The option specifies the host name to be used for web service binding. If not specified or empty, the default value is the host name of the Interaction Server.

soap-receive-timeout

Default Value: 10

Valid Values: Any integer from 1-60

Changes Take Effect: Upon restart

An unfinished receive request would be aborted if it does not complete during the specified time interval.

soap-send-timeout

Default Value: 30

Valid Values: Any integer from 1-60

Changes Take Effect: Upon restart

An unfinished send request would be aborted if it does not complete during the specified time interval.

Universal Routing Server (URS)

<Interaction Server name> section

These options are configured in the <Interaction Server name> section on the Annex tab of the Universal Routing Server (URS) application.

- [max-submission-rate](#)
- [max-submitted-interactions](#)

max-submission-rate

Default Value: No default value

Valid Values: Any number/interval combination, where the number can be 0 or greater, and the interval can be second, minute, or hour

Changes Take Effect: Immediately

Related Options: [default-max-submission-rate](#)

Specifies the number of interactions per unit that are submitted to URS. This option is specified in the <Interaction Server name> section within the Annex tab of the Universal Routing Server configuration object. Value examples include: 10/second, 25/minute, 1/hour, 1000/hour. A value of 0 disables submissions to URS; the maximum value is 1000/second.

- If this option exists, Interaction Server uses its value to specify the rate that interactions are submitted to URS. The value set for this option overrides the value of default-max-submission-rate in the [settings] section of the Interaction Server object.
- If this option is not configured in the Universal Routing Server object, Interaction Server uses the value of default-max-submission-rate.

max-submitted-interactions

Default Value: No default value

Valid Values: Any integer from 0-50,000

Changes Take Effect: Immediately; but does not affect interactions already submitted to URS

Related Options: [default-max-submitted-per-router](#)

Specifies the maximum number of interactions that Interaction Server can submit to Universal Routing Server (URS). A value of 0 prevents interactions from being submitted to URS. If you reset the value of this option to a lower value, Interaction Server does not submit any more interactions

until the number of interactions falls below the new value.

- If this option exists in the <Interaction Server Name> section on the Annex tab of the URS configuration object, Interaction Server uses its value to specify the maximum number of interactions submitted to URS. That value also overrides the value specified for the default-max-submitted-per-router option.
- If Interaction Server does not find this option, it uses the value of the default-max-submitted-per-router option in its own [settings] section.

workbin Script

This option is configured in the Script object of the **Workbin** type.

Workbin Section

No public options in this section.

Strategy Object

default Section

- [max-submitted-interactions](#)

max-submitted-interactions

Default Value: No default value

Valid Values: Any integer from 0-50,000

Changes Take Effect: Immediately

Related Options: [default-max-submitted-per-strategy](#)

Specifies the maximum number of interactions that Interaction Server can submit to URS.

If this option exists in the [default] section on the Annex tab of the Strategy object, its value overrides the value specified for the default-max-submitted-per-strategy option for this particular strategy.

A value of 0 prevents interactions from being submitted to the strategy. If you reset the value of this option to a lower value, Interaction Server will not submit any more interactions until the number of interactions falls below the new value.

Interaction Server Cluster

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

- [cluster-settings](#)

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
cluster-settings	cluster-type	Interaction Server	
Section	Option	Default	Changes Take Effect

cluster-settings Section

- **cluster-type**

cluster-type

Default Value: Interaction Server

Valid Values: Interaction Server

Changes Take Effect:

Specifies the type of cluster applications.

Interaction Server Proxy

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

- [log](#)
- [log-control](#)
- [log-filter](#)
- [settings](#)

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
log	all		Immediately
log	buffering	false	Immediately
log	debug		Immediately
log	enable-thread	false	Immediately
log	expire	10	Immediately
log	messagefile	interaction_server_proxy.Im	At start/restart
log	segment	false	Immediately
log	standard		Immediately
log	throttle-period	3600	Immediately
log	throttle-threshold	5000	Immediately
log	time-format	ISO8601	Immediately
log	trace		Immediately
log	verbose	standard	Immediately
log-control	log-composite-agent-state	false	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
log-control	log-custom-message-content	false	Immediately
log-control	log-desired-agent-state	false	Immediately
log-control	mandatory-keys-to-log		Immediately
log-control	max-protocol-attribute-size	1024	Immediately
log-control	max-protocol-message-size	8192	Immediately
log-filter	default-filter-type	copy	Immediately, applies to all new reporting events
settings	generate-agent-session-id	false	Immediately
settings	health-log-interval	10	Immediately
settings	hide-attached-data	true	Immediately
settings	hint-media-unavailable	false	Immediately
settings	interaction-cache-size	10000	Immediately
settings	internal-interactions-sorting	true	Immediately
settings	mark-internal-requests	false	Immediately
settings	max-interactions-per-snapshot	500	Immediately
settings	max-workbin-interactions	0	Immediately
settings	pull-hold-timeout	10	Immediately
settings	submit-prefer-parent-server	true	Immediately
Section	Option	Default	Changes Take Effect

log-filter

- [default-filter-type](#)

default-filter-type

Default Value: copy

Valid Values: skip, hide, copy

Changes Take Effect: Immediately, applies to all new reporting events

Sets the default for filtering the output of user data keys to the Interaction server log. You can set the default filter to one of three values:

- skip - does not output key-value pair from user data
- hide - hides the value of the key
- copy - prints both the key and its value

This default filter applies to all user data keys, except any individual key in the log-filter-data section, which you custom-define to always hide or show in the log output, regardless of the default filter type.

log-control

- [log-composite-agent-state](#)
- [log-desired-agent-state](#)
- [max-protocol-attribute-size](#)
- [log-custom-message-content](#)
- [mandatory-keys-to-log](#)
- [max-protocol-message-size](#)

log-composite-agent-state

Default Value: false

Valid Values: true, false, yes, no

Changes Take Effect: Immediately

Introduced: 8.5.110.11

If enabled, after the Proxy processes agent-state related reporting events, the Proxy also logs additional debug information about current composite agent state, including DND state, added medias with their state (ready, reason, description), agent's reason, and description. It also logs detailed media states of an agent across nodes.

log-custom-message-content

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits the printing of binary content of EventCustom (Virtual Queue events generated by URS) in the log output. A value of true or yes allows the printing.

log-desired-agent-state

Default Value: false

Valid Values: true, false, yes, no

Changes Take Effect: Immediately

Introduced: 8.5.110.11

If enabled, after the Proxy processes agent-state related requests, the Proxy also logs additional debug information about current desired agent state, including DND state, added medias with their state (ready, reason, description), agent's reason, and description.

mandatory-keys-to-log

Default Value:**Valid Values:** Any valid key name(s) separated by ','**Changes Take Effect:** Immediately

Specifies a list of keys that are always visible in the log, regardless of the value of the hide-attached-data option.

max-protocol-attribute-size

Default Value: 1024**Valid Values:** Any integer from 256 to 8,192 (8k)**Changes Take Effect:** Immediately

Specifies the maximum size, in characters, of the protocol attribute to log. If text representation of the attribute is greater than the specified number of characters the output is truncated.

max-protocol-message-size

Default Value: 8192**Valid Values:** Any integer from 1,024 to 131,072 (128k)**Changes Take Effect:** Immediately

Specifies the maximum size, in characters, of the protocol message to log. If text representation of the message is greater than the specified number of characters the output is truncated.

log

- [all](#)
- [buffering](#)
- [debug](#)
- [enable-thread](#)
- [expire](#)
- [messagefile](#)
- [segment](#)
- [standard](#)
- [throttle-period](#)
- [throttle-threshold](#)
- [time-format](#)
- [trace](#)
- [verbose](#)

all

Default Value:

Valid Values: stdout Log events are sent to the Standard output (stdout). stderr Log events are sent to the Standard error output (stderr). network Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database. memory Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. [filename] Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile

buffering

Default Value: false

Valid Values: true Enables buffering. false Disables buffering.

Changes Take Effect: Immediately

Turns on/off operating system file buffering. The option is applicable only to the stderr and stdout output. Setting this option to true increases the output performance.

debug

Default Value:

Valid Values:

- *stdout* - Log events are sent to the Standard output (stdout).
- *stderr* - Log events are sent to the Standard error output (stderr).
- *memory* - Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- *[filename]* - Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Debug level and higher (that is, log events of the Standard, Interaction, Trace, and Debug levels). The log output types must be separated by a comma when more than one output is configured—for example: `debug = stderr, /usr/local/genesys/logfile` Debug-level log events are never sent to Message Server or stored in the Log Database.

enable-thread

Default Value: false

Valid Values: true, false, yes, no

Changes Take Effect: Immediately

Specifies whether to enable or disable the logging thread. If set to true (the logging thread is enabled), the logs are stored in an internal queue to be written to the specified output by a dedicated logging thread. This setting also enables the log throttling feature, which allows the verbose level to be dynamically reduced when a logging performance issue is detected. Refer to the Framework 8.5 Management Framework User's Guide for more information about the log throttling feature. If this option is set to false (the logging thread is disabled), each log is written directly to the outputs by the thread that initiated the log request. This setting also disables the log throttling feature.

expire

Default Value: 10

Valid Values:

- *false* - No expiration; all generated segments are stored.
 - *<number>* file or *<number>* - Sets the maximum number of log files to store. Specify a number from
-

1-100.

- *<number>* day - Sets the maximum number of days before log files are deleted. Specify a number from 1-100.

If an option's value is set incorrectly-out of the range of valid values- it will be automatically reset to 10.

Changes Take Effect: Immediately

Determines whether log files expire. If they do, sets the measurement for determining when they expire, along with the maximum number of files (segments) or days before the files are removed. This option is ignored if log output is not configured to be sent to a log file.

messagefile

Default Value: interaction_server_proxy.lms

Valid Values: interaction_server_proxy.lms

Changes Take Effect: At start/restart

Logging message file used by Interaction Server Proxy.

segment

Default Value: false

Valid Values:

- *false* - No segmentation is allowed.
- *<number>* KB or *<number>* - Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB.
- *<number>* MB - Sets the maximum segment size, in megabytes.
- *<number>* hr - Sets the number of hours for the segment to stay open. The minimum number is 1 hour.

Changes Take Effect: Immediately

Specifies whether there is a segmentation limit for a log file. If there is, sets the mode of measurement, along with the maximum size. If the current log segment exceeds the size set by this option, the file is closed and a new one is created. This option is ignored if log output is not configured to be sent to a log file.

standard

Default Value:

Valid Values: stdout Log events are sent to the Standard output (stdout). stderr Log events are sent to the Standard error output (stderr). network Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. memory Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. [filename] Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example: standard = stderr, network

throttle-period

Default Value: 3600

Valid Values: Any integer from 0 to 3,600

Changes Take Effect: Immediately

Specifies, in seconds, how long to keep the throttled verbose level. When this period of time has expired, the original log verbose level will be restored when the log queue size has decreased to less than 50% of the threshold. Note: This option applies only if enable-thread is set to true.

throttle-threshold

Default Value: 5000

Valid Values: Any integer from 0 to 10,000

Changes Take Effect: Immediately

Specifies the size of the internal log queue at which the verbose level is to be reduced so as to lessen the load generated by logging. If this option is set to 0 (zero), throttling does not occur. For more information about log throttling, refer to the Framework 8.5 Management Layer User's Guide. Note: This option applies only if enable-thread is set to true.

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 to represent, in a log file, the time when an application generates log records.

trace

Default Value:

Valid Values: stdout Log events are sent to the Standard output (stdout). stderr Log events are sent to the Standard error output (stderr). network Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. memory Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. [filename] Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example: trace = stderr, network

verbose

Default Value: standard

Valid Values: all All log events (that is, log events of the Standard, Trace, Interaction, and Debug levels) are generated. debug The same as all. trace Log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels) are generated, but log events of the Debug level are not generated. interaction Log events of the Interaction level and higher (that is, log events of the Standard and Interaction levels) are generated, but log events of the Trace and Debug levels are not generated. standard Log events of the Standard level are generated, but log events of the Interaction, Trace, and Debug levels are not generated. none No output is produced.

Changes Take Effect: Immediately

Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.

settings

- [generate-agent-session-id](#)
- [health-log-interval](#)
- [hide-attached-data](#)
- [hint-media-unavailable](#)
- [interaction-cache-size](#)
- [internal-interactions-sorting](#)
- [mark-internal-requests](#)
- [max-interactions-per-](#)
- [snapshot](#)
- [max-workbin-interactions](#)
- [pull-hold-timeout](#)
- [submit-prefer-parent-server](#)

generate-agent-session-id

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables the generation of agent session IDs during the processing of the login request.

health-log-interval

Default Value: 10

Valid Values: Any integer from 0 to 600

Changes Take Effect: Immediately

Introduced: 8.5.110.11

Specifies time interval between printing basic proxy's KPIs into logs. Value 0 disables printing completely.

hide-attached-data

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Prohibits or allows the printing of attached data in the log output. A value of true or yes prohibits the printing.

hint-media-unavailable

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.300.09

Allows or prohibits the sending media state to all agents when corresponding interaction server with exclusive media type shutdown or goes online after shutdown

interaction-cache-size

Default Value: 10000
Valid Values: Any integer from 100 to 10,000,000
Changes Take Effect: Immediately

Specifies the size of the internal interaction cache. The cache holds information about processed and queued interactions, so the Proxy knows to which server it should forward interaction-related requests. When maximum capacity is reached, the oldest entries are replaced with new ones.

internal-interactions-sorting

Default Value: true
Valid Values: true, false, yes, no
Changes Take Effect: Immediately

Specifies if Interaction Server Proxy should use internal sorting mechanism while merging responses containing multiple interactions in given order from multiple nodes. This option applies to: RequestTakeSnapshot, RequestGetSnapshotInteractions, RequestFindInteractions, RequestGetWorkbinContent. After change it applies to newly sent requests, i.e. already taken snapshot won't be affected (only option is to re-take same snapshot). It's advised to restart Interaction Server Proxy after changing this value.

mark-internal-requests

Default Value: false
Valid Values: true, false, yes, no
Changes Take Effect: Immediately

Specifies whether Interaction Server Proxy will add a new pair with the key 'InternalRequestReason' in the request's extension. This new pair is a mark, strictly for debugging, to distinguish messages sent by the client from those generated by the proxy.

max-interactions-per-snapshot

Default Value: 500

Valid Values: Any integer from 100 to 2,000

Changes Take Effect: Immediately

Specifies the maximum number of interactions that clients can select in a snapshot.

max-workbin-interactions

Default Value: 0

Valid Values: Any integer from 50 to 1,000, 0 for unlimited

Changes Take Effect: Immediately

Specifies the maximum number of interactions that Interaction Server Proxy returns in response to RequestGetWorkbinContent. If this option is set to 0, limit will be disabled. The option must be less than or equal to the minimum possible value of the same option among all nodes.

pull-hold-timeout

Default Value: 10

Valid Values: Any integer from 1 to 600

Changes Take Effect: Immediately

Specifies, in seconds, the maximum allowable delay for the response to RequestPull sent to the node in the Interaction Server Cluster on behalf of routing clients, such as ORS. If this option is specified, the proxy modifies any RequestPull (those with a key 'pull-for-strategy' and value 1 in the extension) that it receives from routing clients. This helps to avoid situations when one server delays a response to RequestPull for a long time because it happens not to have interactions available, while other servers in the cluster do have interactions available.

submit-prefer-parent-server

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Immediately

Specifies how Interaction Server Proxy should submit a child interaction of a media type not supported by Interaction Server where the parent interaction resides. When set to "true" (default), Interaction Server Proxy submits the child interaction to Interaction Server where the parent interaction resides. This is the original behavior of Interaction Server Proxy. When set to "false", Interaction Server Proxy submits the child interaction to an arbitrary Interaction Server from the list of the servers supporting its media type. This behavior is supported starting from the 9.0.001 release.

Interaction Server Proxy Cluster

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

- [cluster-settings](#)

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
cluster-settings	cluster-type	Interaction Server Proxy	
Section	Option	Default	Changes Take Effect

cluster-settings Section

- [cluster-type](#)

cluster-type

Default Value: Interaction Server Proxy

Valid Values: Interaction Server Proxy

Changes Take Effect:

Specifies the type of cluster applications.

Knowledge Manager

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

- [general](#)
- [security](#)
- [training](#)

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	log-file		At start/restart
general	log-level	debug	At start/restart
general	subject-body-header	false	At start/restart
general	update-cfg	true	At start/restart
security	disable-rbac	false	At start/restart
training	training-license	false	At start/restart
Section	Option	Default	Changes Take Effect

security Section

- `disable-rbac`

disable-rbac

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

Enables you to use role based access control feature. The value is automatically set to false, so that RBAC is enabled for your application. If you need to turn it off, set the option to true.

training Section

- [training-license](#)

training-license

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

Enables you to use content analysis and is associated with the Classification Server Content Analysis license. The license is required so that Classification Server can process classification requests.

The value is automatically set to true if, as you use the Deployment Wizard, you answer Yes to the question asking whether you installed the Classification Server Content Analysis license. Otherwise, the value is set to false.

If you install the Classification Server Content Analysis license later, you must manually change this option value from false to true.

general Section

- [log-file](#)
- [log-level](#)
- [subject-body-header](#)
- [update-cfg](#)

log-file

Default Value:

Valid Values: Any file name

Changes Take Effect: At start/restart

Specifies the filename for the Knowledge Manager log.

log-level

Default Value: debug

Valid Values: debug, normal

Changes Take Effect: At start/restart

Specifies the log level that is printed.

- A value of normal, prints error information and also essential connection information to Universal Contact Server and Configuration Server.
- A value of debug, prints debug information, error information, and also essential connection information to Universal Contact Server and Configuration Server.

subject-body-header

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

Specifies how an e-mail's Subject, Body, and Header fields are treated during screening.

A value of true means screening rules treat the Subject, Body, and Header fields as a single unit

when doing matching.

If set to false, the screening rules scan the Subject, Body and Header separately.

Notes: For a screening rule to apply to these fields, you must also select the Subject, Body, and Header check boxes in the Screening Rule Editor, as in previous releases. Be sure this option has the same value as the Classification Server option of the same name, located in that component's engine section.

update-cfg

Default Value: true

Valid Values: true, false

Changes Take Effect: At start/restart

If set to true, Knowledge Manager dynamically updates data from Configuration Server. Knowledge Manager reloads the following information:

- Tenant list for Universal Contact Server
- Language list for each tenant
- Agent list, if used during the creation of Training objects
- EmailAccounts list, if used during the creation of Screening rules

If set to false, changes made to such configuration information—for example, the addition of a new agent—will be loaded to Knowledge Manager only after it is restarted.

Warning! If you set this option to true, you might experience slow performance when building a Training Object with a large number of agents (several thousand). To improve performance, set this option to false.

Privacy Manager Plug-in for GAX

Privacy Manager options are configured in the Genesys Administrator Extension application.

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

- [gax-privacy-manager](#)
- [privacy-manager-plugin](#)

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
gax-privacy-manager	app-name	No default value	After restart
gax-privacy-manager	connection-timeout	3	After restart
gax-privacy-manager	file-storage-path	No default value	After restart
privacy-manager-plugin	app-name	No default value	After restart
privacy-manager-plugin	connection-timeout	3	After restart
Section	Option	Default	Changes Take Effect

gax-privacy-manager Section

- **app-name**
- **connection-timeout**
- **file-storage-path**

app-name

Default Value: No default value
Valid Values: Any string
Changes Take Effect: After restart
Introduced: 8.5.300.10

Name of the Privacy Manager Plug-in for GAX Application object.

connection-timeout

Default Value: 3
Valid Values: Any integer from 1-180
Changes Take Effect: After restart
Introduced: 8.5.300.10

Specifies, in seconds, a timeout for Privacy Manager's attempts to connect to the server (UCS or Classification Server) specified in the current request.

file-storage-path

Default Value: No default value
Valid Values: Path to any local folder
Changes Take Effect: After restart
Introduced: 8.5.300.10

Import/export the temporary file storage path.

privacy-manager-plugin

- `app-name`
- `connection-timeout`

app-name

Default Value: No default value
Valid Values: Any string
Changes Take Effect: After restart
Discontinued: 8.5.110.06

Name of the Privacy Manager Application object.

This option moved to the **gax-privacy-manager** section in the 8.5.300.10 release. See `app-name`.

connection-timeout

Default Value: 3
Valid Values: Any integer from 1-180
Changes Take Effect: After restart
Discontinued: 8.5.110.06

Specifies, in seconds, a timeout for Privacy Manager's attempts to connect to the server (UCS or Classification Server) specified in the current request.

This option moved to the **gax-privacy-manager** section in the 8.5.300.10 release. See `connection-timeout`.

Social Messaging Server

Important

Social Messaging Server is now called **Digital Messaging Server** in 9.0.0 releases and higher.

Refer to the [Social Media Solution Guide](#) for information on configuration options for Social Messaging Server.

SMS Server

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

- [channel-any_name_for_mms_mm7](#)
- [channel-any_name_for_sms](#)
- [endpoints:tenant_dbid](#)
- [log](#)
- [log-filter](#)
- [log-filter-data](#)
- [settings](#)

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
channel-any_name_for_mms_mm7	driver-classname	com.genesyslab.mcr.smsserver.mms.jsms_mm7.MM7	After restart
channel-any_name_for_mms_mm7	inbound-route	tenant_dbid:endpoint_name_for_mms	After restart
channel-any_name_for_mms_mm7	reconnection-timeout	180	After restart
channel-any_name_for_mms_mm7	x-debug-mode	false	Immediately
channel-any_name_for_mms_mm7	x-jsms-config-file	jsms-mm7.conf	After restart
channel-any_name_for_sms	default-reply-address	No default value	After restart
channel-any_name_for_sms	driver-classname	com.genesyslab.mcr.smsserver.mms.opensmpp.Smpp	After restart
channel-	inbound-route	No default value	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
any_name_for_sms			
channel-any_name_for_sms	password	No default value	After restart
channel-any_name_for_sms	reconnection-timeout	180	After restart
channel-any_name_for_sms	session-by-address	No default value	After restart
channel-any_name_for_sms	session-by-text	No default value	After restart
channel-any_name_for_sms	x-debug-mode	false	Immediately
channel-any_name_for_sms	x-smpp-address-range	No default value	After restart
channel-any_name_for_sms	x-smpp-bind-mode	auto	After restart
channel-any_name_for_sms	x-smpp-comms-timeout	60	After restart
channel-any_name_for_sms	x-smpp-delivery-report	noreports	After restart
channel-any_name_for_sms	x-smpp-dest-addr-npi	1	After restart
channel-any_name_for_sms	x-smpp-dest-addr-ton	1	After restart
channel-any_name_for_sms	x-smpp-empty-message	No default value	After restart
channel-any_name_for_sms	x-smpp-enquire-link-timeout	60	After restart
channel-any_name_for_sms	x-smpp-extraopt	No default value	After restart
channel-any_name_for_sms	x-smpp-host	No default value	After restart
channel-any_name_for_sms	x-smpp-inbound-enc-default	301	After restart
channel-any_name_for_sms	x-smpp-outbound-enc-default	301	After restart
channel-any_name_for_sms	x-smpp-port	No default value	After restart
channel-any_name_for_sms	x-smpp-receive-timeout	60	After restart
channel-any_name_for_sms	x-smpp-response-max-waiting-time	30000	After restart
channel-any_name_for_sms	x-smpp-sar-max-segments	255	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
channel-any_name_for_sms	x-smpp-sar-prompt-responses	false	After restart
channel-any_name_for_sms	x-smpp-service-type	No default value	After restart
channel-any_name_for_sms	x-smpp-src-addr-npi	1	After restart
channel-any_name_for_sms	x-smpp-src-addr-ton	1	After restart
channel-any_name_for_sms	x-smpp-submit-max-rate	10	After restart
channel-any_name_for_sms	x-smpp-submit-window-size	10	After restart
channel-any_name_for_sms	x-smpp-system-id	No default value	After restart
channel-any_name_for_sms	x-smpp-system-type	No default value	After restart
channel-any_name_for_sms	x-smpp-ucs2-enc-schema	UCS-2BE	After restart
channel-any_name_for_sms	x-smpp-use-msg-payload	false	After restart
channel-any_name_for_sms	x-smpp-validity-period	No default value	After restart
endpoints:tenant_dbid	endpoint_name_for_MMS	No default value	After restart
endpoints:tenant_dbid	endpoint_name_for_SMS_payload	No default value	After restart
log	all	stdout	Immediately
log	buffering	false	Immediately
log	expire	10	Immediately
log	messagefile	smsserver.lms	Immediately
log	segment	100MB	Immediately
log	standard	stdout	Immediately
log	time-format	ISO8601	Immediately
log	trace	stdout	Immediately
log	verbose	standard	Immediately
log-filter	default-filter-type	copy	Immediately
log-filter-data	sample_name	hide	Immediately
settings	esp-proc-timeout	60	After restart
settings	hide-attached-data	true	After restart
settings	logging-filter-active	false	After restart
settings	session-chat-request-timeout	40	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	session-max-number	10	After restart
settings	session-shutdown-timeout	180	After restart
settings	subject-size	25	After restart
settings	workspace-location	No default value	After restart
Section	Option	Default	Changes Take Effect

channel-any_name_for_mms_mm7 Section

- `driver-classname`
- `reconnection-timeout`
- `x-jsms-config-file`
- `inbound-route`
- `x-debug-mode`

driver-classname

Default Value: `com.genesyslab.mcr.smsserver.channel.sms_mms.jsms_mm7.MM7Driver`

Valid Values: `com.genesyslab.mcr.smsserver.channel.sms_mms.jsms_mm7.MM7Driver`

Changes Take Effect: After restart

Specifies the class name of the driver used to connect to a media service provider.

inbound-route

Default Value: `tenant_dbid:endpoint_name_for_MMS`

Valid Values: Any string

Changes Take Effect: After restart

This option defines the endpoints for inbound messages arriving from the media channel. The option value includes a tenant ID, to refer to corresponding endpoints section, and the name of an option inside that section; for example, `101:mms_queue` refers to the `mms_queue` option in the `endpoints:101` section.

reconnection-timeout

Default Value: 180

Valid Values: Any integer greater than or equal to 10.

Changes Take Effect: After restart

Specifies the delay, in seconds, before the server starts the reconnection procedure for this media channel if the connection was lost.

x-debug-mode

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If set to true, an extended form of logging is set for the server. If set to false, a reduced form of logging is set for the server.

x-jsms-config-file

Default Value: jsms-mm7.conf

Valid Values: The full name of the jSMS configuration file

Changes Take Effect: After restart

Specifies the name and location of the configuration file for the jSMS implementation. If a full path is not specified, SMS Server searches its current (working) folder for the file. This option applies to jSMS drivers. The parameters of the jSMS configuration file are described in the file located at `SMSServerInstallationFolder\media-channel-drivers\channel-sms-mms\jsms\bin\jsms.conf` and in the jSMS User's Guide located at `SMSServerInstallationFolder\media-channel-drivers\channel-sms-mms\jsms\docs\users_guide.pdf` (`SMSServerInstallationFolder` is a sample name).

The jSMS configuration file **jsms.conf** specifies the jSMS license that is needed to activate MMS/MM7 service. Genesys provides jSMS MMS/MM7 licenses to customers on requests. The following is an example only:

```
license.company=Genesys Telecommunications Laboratories, Inc
license.serial-nr=45383732
license.version=2.9
license.type=RUNTIME LICENSE
license.sig=JsshFtt5ffafst/4jsdydgGdvIUtfd^%FHytrfvhKMeVg==
license.modules=mm7
```

channel-any_name_for_sms Section

- default-reply-address
- driver-classname
- inbound-route
- password
- reconnection-timeout
- session-by-address
- session-by-text
- x-debug-mode
- x-smpp-address-range
- x-smpp-bind-mode
- x-smpp-comms-timeout
- x-smpp-delivery-report
- x-smpp-dest-addr-npi
- x-smpp-dest-addr-ton
- x-smpp-empty-message
- x-smpp-enquire-link-timeout
- x-smpp-extraopt
- x-smpp-host
- x-smpp-inbound-enc-default
- x-smpp-outbound-enc-default
- x-smpp-port
- x-smpp-receive-timeout
- x-smpp-response-max-waiting-time
- x-smpp-sar-max-segments
- x-smpp-sar-prompt-responses
- x-smpp-service-type
- x-smpp-src-addr-npi
- x-smpp-src-addr-ton
- x-smpp-submit-max-rate
- x-smpp-submit-window-size
- x-smpp-system-id
- x-smpp-system-type
- x-smpp-ucs2-enc-schema
- x-smpp-use-msg-payload
- x-smpp-validity-period

default-reply-address

Default Value: No default value

Valid Values: Any valid phone number for SMS messages.

Changes Take Effect: After restart

Specifies the default reply phone number for outbound SMS messages. This value is used when the FROM-phone number is not specified in the ESP request.

driver-classname

Default Value: com.genesyslab.mcr.smsserver.channel.sms_mms.opensmpp.SmppDriver

Valid Values: com.genesyslab.mcr.smsserver.channel.sms_mms.opensmpp.SmppDriver

Changes Take Effect: After restart

Specifies the class name of the driver used to connect to a media service provider.

inbound-route

Default Value: No default value

Valid Values: Comma-separated list of endpoints

Changes Take Effect: After restart

Specifies the endpoints for inbound messages arriving from the media channel.

For example:

101:sms_endpoint -- endpoint for 'regular' interactions, which are processed in 'paging' mode

101:sms_endpoint, 101:chat_endpoint -- same as previous, plus additional end point that Chat Server uses to place interactions in 'chat session' mode

password

Default Value: No default value

Valid Values: An empty string, or a valid password.

Changes Take Effect: After restart

Specifies the password used to connect to the messaging provider (SMSC,MMSC, and others).

reconnection-timeout

Default Value: 180

Valid Values: Any integer greater than or equal to 10.

Changes Take Effect: After restart

Specifies the delay, in seconds, before the server starts the reconnection procedure for this media channel if the connection was lost.

session-by-address

Default Value: No default value

Valid Values: Empty string or valid regular expression.

Changes Take Effect: After restart

Specifies the regular expression that is used to detect a request for session mode. The server matches an inbound message's destination address (a call center's inbound phone number) against this regular expression. If the matching result is true, and a chat session is not already in progress for this mobile client, and an inbound route is not a single-mode paging route, the server initiates a chat session.

session-by-text

Default Value: No default value

Valid Values: Empty string or valid regular expression.

Changes Take Effect: After restart

Specifies the regular expression that is used to detect a request for session mode. The server matches an inbound message's content against this regular expression. If the matching result is true, and a chat session is not already in progress for this mobile client, and an inbound route is not a single-mode paging route, the server initiates a chat session.

x-debug-mode

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If set to true, an extended form of logging is set for the server. If set to false, a reduced form of logging is set for the server.

x-smpp-address-range

Default Value: No default value

Valid Values: An empty string or a range of phone numbers in form of a regular expression

Changes Take Effect: After restart

This option is used in the bind command to specify a set of addresses (phone numbers) serviced by the External Short Message Entity (ESME). A single address can also be specified. This option may be omitted if the range is unspecified. Messages addressed to any destination in this range are routed to the ESME. UNIX Regular Expression notation must be used to specify a range of addresses. Full explanations of UNIX regular expressions can be found in section 5 of the standard on-line UNIX manuals (man 5 regexp).

x-smpp-bind-mode

Default Value: auto

Valid Values:

- **auto:** The behavior is as in previous releases: SMS Server tries to bind with SMSC using a duplex transceiver connection. If that fails, it tries two simplex connections, one transmitter and one receiver.
- **trx:** SMS Server tries to bind with SMSC using a duplex transceiver connection only.
- **txrx:** SMS Server tries to bind with SMSC using two simplex connections, one transmitter and one receiver

Changes Take Effect: After restart

Specifies the mode that SMS Server uses to bind with the SMSC.

x-smpp-comms-timeout

Default Value: 60

Valid Values: 1 - 600

Changes Take Effect: After restart

Specifies the timeout, in seconds, used for calls to underlying communication functions.

x-smpp-delivery-report

Default Value: noreports

Valid Values:

- **noreports:** No reports.
- **reportboth:** Both Successfully Delivered and Delivery Failed reports.
- **reportndyd:** Delivery Failed reports only.

Changes Take Effect: After restart

Specifies the default types of delivery report that SMS Server requests for outbound messages.

x-smpp-dest-addr-npi

Default Value: 1

Valid Values:

- **0:** Unknown
- **1:** ISDN (E163/E164)
- **3:** Data (X.121)
- **4:** Telex (F.69)
- **6:** Land Mobile (E.212)
- **8:** National

- **9:** Private
- **10:** ERMES
- **14:** Internet (IP)
- **18:** WAP Client ID (to be defined by WAP Forum)

Changes Take Effect: After restart

Specifies the numbering plan indicator (NPI) used in the destination address of outbound messages. Note: Values are specified in SMPP Protocol V3.4. The parameters set by this option are overridden by the ESP request for an individual message if it contains different settings.

x-smpp-dest-addr-ton

Default Value: 1

Valid Values:

- **0:** Unknown
- **1:** International
- **2:** National
- **3:** Network-specific
- **4:** Subscriber number
- **5:** Alphanumeric
- **6:** Abbreviated

Changes Take Effect: After restart

Specifies the type of number (TON) used in the destination address of outbound messages. Note: Values are specified in SMPP Protocol V3.4. The parameters set by this option are overridden by the ESP request for an individual message if it contains different settings.

x-smpp-empty-message

Default Value: No default value

Valid Values: Any string

Changes Take Effect: After restart

Specifies replacement text for inbound empty messages. If the option is empty or is not

specified, then one blank character is used as a replacement.

x-smpp-enquire-link-timeout

Default Value: 60

Valid Values: Any integer greater than or equal to 30

Changes Take Effect: After restart

Specifies how often, in seconds, the server sends the SMPP enquire-link command to SMSC (to check the connection with the messaging provider). If a disconnected state is detected, SMS Servers starts the reconnection procedure for this messaging channel.

x-smpp-extraopt

Default Value: No default value

Valid Values: String with TLV options specification

Changes Take Effect: After restart

Specifies default values for extra options used in SMPP PDU. The option value is used by SMS Server to form extra options of PDU, if this value is not specified in ESP requests to SMS Server.

x-smpp-host

Default Value: No default value

Valid Values: Any valid host name

Changes Take Effect: After restart

Specifies the name of the messaging provider host.

x-smpp-inbound-enc-default

Default Value: 301

Valid Values:

- **1:** IA5 (CCITT T.50)/ASCII (ANSI X3.4)
- **3:** ISO 8859-1, Latin alphabet No. 1
- **6:** Cyrillic (ISO-8859-5)
- **7:** Latin/Hebrew (ISO-8859-8)
- **8:** UCS2 (ISO/IEC-10646), is used with option x-smpp-ucs2-enc-schema
- **301:** GSM 03.38, 8-bit packing

- **302:** GSM 03.38, 7-bit packing

Changes Take Effect: After restart

Defines the encoding scheme used to decode inbound messages when no encoding value is specified in the PDU. If the 'deliver_sm' PDU contains a specific value in its 'data_coding' parameter, then SMS Server uses that value; otherwise it uses the value of this option.

x-smpp-outbound-enc-default

Default Value: 301

Valid Values:

- **1:** IA5 (CCITT T.50)/ASCII (ANSI X3.4)
- **3:** ISO 8859-1, Latin alphabet No. 1
- **6:** Cyrillic (ISO-8859-5)
- **7:** Latin/Hebrew (ISO-8859-8)
- **8:** UCS2 (ISO/IEC-10646), is used with option x-smpp-ucs2-enc-schema
- **301:** GSM 03.38, 8-bit packing
- **302:** GSM 03.38, 7-bit packing

Changes Take Effect: After restart

Defines the encoding scheme used to code outbound messages. SMS Server places this value in the 'data_coding' parameter of the PDU, except that for encodings 301 and 302 it places the value 0 in the PDU.

x-smpp-port

Default Value: No default value

Valid Values: Any valid port

Changes Take Effect: After restart

Specifies the port used to connect to the messaging provider. only.

x-smpp-receive-timeout

Default Value: 60

Valid Values: 1-600

Changes Take Effect: After restart

Specifies, in seconds, the timeout for receiving data from the connection.

x-smpp-response-max-waiting-time

Default Value: 30000

Valid Values: Integer 1000 - 180000

Changes Take Effect: After restart

Specifies in milliseconds, the maximum time the server waits for a response from SMSC for a submitted SMPP message. SMS Server considers the submission to have failed after this waiting time expires.

x-smpp-sar-max-segments

Default Value: 255

Valid Values: Integer 2 - 255

Changes Take Effect: After restart

Specifies the maximum number of segments used in transmitting long messages to an SMS Center. Outbound messages that exceed this number are rejected by SMS Server and a negative response is sent to the ESP requester.

x-smpp-sar-prompt-responses

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

The option controls the process of sending deliver_sm_resp PDUs to inbound deliver_sm PDUs received from SMSC by SMS Server.

- **false** - All required deliver_sm_resp PDUs (for each deliver_sm received) are sent after all segments of the multi-segmented message are received, reassembled and successfully submitted to Interaction Server.
- **true** - deliver_sm_resp PDU (for each deliver_sm received) is sent immediately for each segment of multi-segmented message received. The last response is sent after all segments are received, reassembled and successfully submitted to Interaction Server.

x-smpp-service-type

Default Value: No default value

Valid Values: Any string, no longer than 6 characters

Changes Take Effect: After restart

Indicates the SMS Application service associated with the message. This option can be omitted or specified as an empty string to specify default SMSC settings.

x-smpp-src-addr-npi

Default Value: 1

Valid Values:

- **0:** Unknown
- **1:** ISDN (E163/E164)
- **3:** Data (X.121)
- **4:** Telex (F.69)
- **6:** Land Mobile (E.212)
- **8:** National
- **9:** Private
- **10:** ERMES
- **14:** Internet (IP)
- **18:** WAP Client ID (to be defined by WAP Forum)

Changes Take Effect: After restart

Specifies the numbering plan indicator (NPI) used in the source address of outbound messages and in the address-range parameter of the SMPP bind command. Note: Values are specified in SMPP Protocol V3.4. The parameters set by this option are overridden by the ESP request for an individual message if it contains different settings.

x-smpp-src-addr-ton

Default Value: 1

Valid Values:

- **0:** Unknown
-

- **1:** International
- **2:** National
- **3:** Network-specific
- **4:** Subscriber number
- **5:** Alphanumeric
- **6:** Abbreviated

Changes Take Effect: After restart

Specifies the type of number (TON) used in the source address of outbound messages and in the address-range parameter of the SMPP bind command. Note: Values are specified in SMPP Protocol V3.4. The parameters set by this option are overridden by the ESP request for an individual message if it contains different settings

x-smpp-submit-max-rate

Default Value: 10

Valid Values: Integer 1 - 1000

Changes Take Effect: After restart

Specifies the maximum number of messages per second sent by server to SMSC.

x-smpp-submit-window-size

Default Value: 10

Valid Values: Integer 1 - 1000

Changes Take Effect: After restart

Specifies the number of messages that the server will send without a confirmation from the SMSC. Once this limit is reached, the server stops sending, and will send new messages only after receiving confirmation of previous messages.

x-smpp-system-id

Default Value: No default value

Valid Values: string

Changes Take Effect: After restart

Specifies the login name used to connect to the messaging provider.

x-smpp-system-type

Default Value: No default value

Valid Values: An empty string (null value), or any valid name, no longer than 13 characters

Changes Take Effect: After restart

Specifies the type of External Short Message Entity (ESME) that is binding to the SMSC. Some SMSCs might not require the ESME to provide this detail; in that case, this option must be omitted or specified as an empty string.

x-smpp-ucs2-enc-schema

Default Value: UCS-2BE

Valid Values:

- **UCS-2BE:** Big Endian, Byte Order Mark (BOM) is not used.
- **UCS-2LE:** Little Endian, BOM is not used.
- **UCS-2:** BOM is used.

Changes Take Effect: After restart

Specifies the encoding scheme that the SMS Server uses for UCS-2 encoding. The schema is used for inbound and outbound messages. Note: This option is applicable to inbound messages if x-smpp-inbound-enc-default is set to 8 and to outbound messages if x-smpp-outbound-enc-default is set to 8.

x-smpp-use-msg-payload

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Specifies the default method for including the content of outbound messages in SNPP PDUs: as a mandatory parameter (false), or as the optional parameter 'message_payload' (true). The option is applicable to outbound messages.

x-smpp-validity-period

Default Value: No default value

Valid Values: Absolute time format or relative time format. See SMPP documentation

Changes Take Effect: After restart

Specifies the validity period. The `validity_period` parameter indicates the SMSC expiration time, after which the message should be discarded if it has not been delivered to the destination. It can be defined in absolute time format or relative time format; see the SMPP documentation. For example, a value of `020610233429000R` would be interpreted as a relative period of 2 years, 6 months, 10 days, 23 hours, 34 minutes and 29 seconds from the current SMSC time.

endpoints:tenant_dbid Section

- `endpoint_name_for_MMS`
- `endpoint_name_for_SMS_paging`

endpoint_name_for_MMS

Default Value: No default value

Valid Values: Valid queue name (from the tenant identified by tenant DBID)

Changes Take Effect: After restart

`endpoint_name_for_MMS` is a sample name. The option name is arbitrary, and serves as an endpoint name for reference from channel sections. The value is a queue in the corresponding Business Process. For example: `mms-inbound = "MMS Inbound"`

endpoint_name_for_SMS_paging

Default Value: No default value

Valid Values: Valid queue name (from the tenant identified by tenant DBID)

Changes Take Effect: After restart

`endpoint_name_for_SMS_paging` is a sample name. The option name is arbitrary, and serves as an endpoint name for reference from channel sections. The value is a queue in the corresponding Business Process; for example, `sms-inbound = "SMS Paging Inbound"`

log Section

- [all](#)
- [buffering](#)
- [expire](#)
- [messagefile](#)
- [segment](#)
- [standard](#)
- [time-format](#)
- [trace](#)
- [verbose](#)

all

Default Value: stdout

Valid Values:

- **stdout:** Log events are sent to the Standard output (stdout).
- **stderr:** Log events are sent to the Standard error output (stderr).
- **network:** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
- **memory:** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- **[filename]:** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured; for example: all = stdout, logfile

buffering

Default Value: false

Valid Values:

- **true**: Enables buffering.
- **false**: Disables buffering.

Changes Take Effect: Immediately

Turns on/off operating system file buffering. The option is applicable only to the stderr and stdout output. Setting this option to true increases the output performance.

expire

Default Value: 10

Valid Values:

- **false** - No expiration; all generated segments are stored.
- **<number>** file or **<number>** - Sets the maximum number of log files to store. Specify a number from 1-100.
- **<number>** day - Sets the maximum number of days before log files are deleted. Specify a number from 1-100. If an option's value is set incorrectly-out of the range of valid values - it will be automatically reset to 10.

Changes Take Effect: Immediately

Determines whether log files expire. If they do, sets the measurement for determining when they expire, along with the maximum number of files (segments) or days before the files are removed. This option is ignored if log output is not configured to be sent to a log file.

messagefile

Default Value: smsserver.lms

Valid Values: smsserver.lms

Changes Take Effect: Immediately

Logging message file used by Server.

segment

Default Value: 100MB

Valid Values:

- **false** - No segmentation is allowed.
- **<number>** KB or **<number>** - Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB.
- **<number>** MB Sets the maximum segment size, in megabytes.
- **<number>** hr Sets the number of hours for the segment to stay open. The minimum number is 1 hour.

Changes Take Effect: Immediately

Specifies whether there is a segmentation limit for a log file. If there is, sets the mode of measurement, along with the maximum size. If the current log segment exceeds the size set by this option, the file is closed and a new one is created. This option is ignored if log output is not configured to be sent to a log file.

standard

Default Value: stdout

Valid Values: stdout, stderr, network, memory, [filename]

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured; for example: standard = stderr, network.

Possible values:

- **stdout:** Log events are sent to the Standard output (stdout).
- **stderr:** Log events are sent to the Standard error output (stderr).
- **network:** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
- **memory:** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- **[filename]:** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

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. Fractional seconds are given in milliseconds.

Changes Take Effect: Immediately

Specifies how to represent, in a log file, the time when an application generates log records.

trace

Default Value: stdout

Valid Values: stdout, stderr, network, memory, [filename]

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured; for example: trace = stderr, network.

Possible values:

- **stdout:** Log events are sent to the Standard output (stdout).
- **stderr:** Log events are sent to the Standard error output (stderr).
- **network:** Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database.
- **memory:** Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- **[filename]:** Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

verbose

Default Value: standard

Valid Values: all, debug, trace, interaction, standard, none

Changes Take Effect: Immediately

Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.

Possible values:

- **all**: All log events (that is, log events of the Standard, Trace, Interaction, and Debug levels) are generated.
- **debug**: The same as all.
- **trace**: Log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels) are generated, but log events of the Debug level are not generated.
- **interaction**: Log events of the Interaction level and higher (that is, log events of the Standard and Interaction levels) are generated, but log events of the Trace and Debug levels are not generated.
- **standard**: Log events of the Standard level are generated, but log events of the Interaction, Trace, and Debug levels are not generated.
- **none**: No output is produced.

log-filter Section

- [default-filter-type](#)

default-filter-type

Default Value: copy

Valid Values: copy, skip, hide

Changes Take Effect: Immediately

Sets the default for filtering the output of userdata to log. This default filter applies to all user data keys, except any individual key in the log- filter-data section. You can set the default filter to one of three values:

- **copy:** The keys and values of the userdata are copied to the log.
- **hide:** The keys of the userdata are copied to the log; the values are replaced with strings of asterisks.
- **skip:** The userdata are not copied to the log.

log-filter-data Section

- `sample_name`

sample_name

Default Value: hide

Valid Values: copy, skip, hide

Changes Take Effect: Immediately

Specifies the filter type that is applied to a value of a key-value pair, or to a key-value pair when a pair is output to a log file. See logging configuration documentation for details.

settings Section

- [esp-proc-timeout](#)
- [hide-attached-data](#)
- [logging-filter-active](#)
- [session-chat-request-timeout](#)
- [session-max-number](#)
- [session-shutdown-timeout](#)
- [subject-size](#)
- [workspace-location](#)

esp-proc-timeout

Default Value: 60

Valid Values: 5-180

Changes Take Effect: After restart

Specifies the length of time, in seconds, to process ESP requests received by the server. A negative ESP response is returned to a requester if the request is not processed in the specified time.

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.

logging-filter-active

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Specifies whether filtering of log messages is on (true) or off (false).

session-chat-request-timeout

Default Value: 40

Valid Values: 10-600

Changes Take Effect: After restart

Specifies, in seconds, the timeout value assigned to requests sent to Chat Server during chat sessions (Register, Join, SendMessage, and so on). If the timeout expires, a new session is not created. For an existing session, a negative response is sent to the mobile client, and the chat session is not closed.

session-max-number

Default Value: 10

Valid Values: 0-1000

Changes Take Effect: After restart

Specifies the maximum number of simultaneous chat sessions to be processed by SMS Server.

session-shutdown-timeout

Default Value: 180

Valid Values: 60-604800

Changes Take Effect: After restart

Specifies the length of time, in seconds, that will pass before an active chat session is terminated. The session is terminated if, during this timespan, there are no inbound or outbound messages and the chat events NewPartyInfo (a new party joined the chat) and PartyLeftInfo (a party left the chat) are not received.

subject-size

Default Value: 25

Valid Values: Any integer: 0 or 4-80

Changes Take Effect: After restart

Specifies the maximum size (number of characters) of the subject string for an inbound message. The subject string is created by truncating the inbound message body to the specified length. A value of 0 means that a Subject attribute is not added to an interaction.

workspace-location

Default Value: No default value

Valid Values: Valid location in a file system
Changes Take Effect: After restart

Specifies the location of a dedicated folder that can be used by a channel driver to store its data. The folder should have create, write, and read access rights. It may be located somewhere in a network file system.

Social Media Plug-in for use with Workspace Desktop Edition

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

- [interaction-workspace](#)

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
interaction-workspace	display-format.interaction-facebook-name	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ \$Interaction.MainParty\$)	At the next interaction
interaction-workspace	display-format.interaction-rss-name	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ \$Interaction.MainParty\$)	At the next interaction
interaction-workspace	display-format.interaction-twitter-name	\$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$ \$Interaction.MainParty\$)	At the next interaction
interaction-workspace	facebook.auto-answer	false	At the next interaction
interaction-workspace	facebook.check-possible-actions	true	At the next interaction
interaction-workspace	facebook.comments-order-direction	ASC	At the next interaction
interaction-workspace	facebook.comments-pagination-size	10	Immediately
interaction-workspace	facebook.default-queue	*queue name*	At start/restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	facebook.disable-attachment-preloading	false	At the next interaction
interaction-workspace	facebook.font-name	*font name*	At the next interaction
interaction-workspace	facebook.font-size	14	At the next interaction
interaction-workspace	facebook.hashtag-regex	(?:(?<=\\s ^)#(\\w*[A-Za-z_]+\\w*))	Immediately
interaction-workspace	facebook.image-attachment-max-size	5120	Immediately
interaction-workspace	facebook.outbound-interaction-creation-mode	default	At the next interaction
interaction-workspace	facebook.outbound-queue	*queue name*	At start/restart
interaction-workspace	facebook.prompt-for-done	false	At the next interaction
interaction-workspace	facebook.response-wait-time	10000	Immediately
interaction-workspace	facebook.subject-max-chars	100	Immediately
interaction-workspace	facebook.text-flow-type	auto	At the next interaction
interaction-workspace	facebook.toast-information-key	Subject	Immediately
interaction-workspace	facebook.ucs-timeout	60	Immediately
interaction-workspace	facebook.url-regex	(http https ftp):\\V[a-zA-Z0-9\\-\\.]+\\.([a-zA-Z]{2,3})?([a-zA-Z0-9\\-\\._]?\\V?([a-zA-Z0-9\\-\\._]?\\V?\\V+&%\\\$#!\\=\\~\\ \\(*)*[^\\^\\u2026\\<\\\"\\'\\.\\,\\;\\-_!?:\\ \\(\\s]	Immediately
interaction-workspace	facebook.use-esp-broadcast	false	At the next interaction
interaction-workspace	facebook.webclient-user-agent	Mozilla / 5.0(Windows NT 10.0; Win64; x64) AppleWebKit / 537.36(KHTML, like Gecko) Chrome / 92.0.4515.159 Safari / 537.36	At start/restart
interaction-workspace	facebook.webproxy-mode	none	At start/restart
interaction-workspace	facebookprivatemessage.default-queue	*queue name*	At start/restart
interaction-workspace	facebookprivatemessage.hashtag-regex	(?:(?<=\\s ^)#(\\w*[A-Za-z_]+\\w*))	Immediately
interaction-workspace	facebookprivatemessage.outbound-queue	*queue name*	At start/restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	queue		
interaction-workspace	facebookprivatemessage.response-wait-time	10000	Immediately
interaction-workspace	facebookprivatemessage.subject-max-chars	100	Immediately
interaction-workspace	facebookprivatemessage.url-regex	(http https ftp)\:VV[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?V?([a-zA-Z0-9\-\.\.\/\?!\,\'\/\ +&%\\$#\! =~\)\(\{*\})*[^\^\\u2026\<\"'\".\/\;\-!?:\)\(\[s]	Immediately
interaction-workspace	facebooksession.auto-answer	false	At the next interaction
interaction-workspace	facebooksession.background-color-agent	#FFF3F7FB	Immediately
interaction-workspace	facebooksession.background-color-client	#FFDBE5F4	Immediately
interaction-workspace	facebooksession.background-color-client-structured	#F9E8CE	Immediately
interaction-workspace	facebooksession.background-color-error	#FFFF6347	Immediately
interaction-workspace	facebooksession.background-color-external	#FFF5F5F5	Immediately
interaction-workspace	facebooksession.delayed-time	60	At the next interaction
interaction-workspace	facebooksession.enter-send-pm	true	At the next interaction
interaction-workspace	facebooksession.font-size-text	15	Immediately
interaction-workspace	facebooksession.generic-thumbnail-height	40	Immediately
interaction-workspace	facebooksession.generic-thumbnail-width	40	Immediately
interaction-workspace	facebooksession.get-transcript-interactions	true	At the next interaction
interaction-workspace	facebooksession.image-thumbnail-height	150	Immediately
interaction-workspace	facebooksession.image-thumbnail-width	200	Immediately
interaction-workspace	facebooksession.max-chars	2000	Immediately
interaction-workspace	facebooksession.reconnect-attempts	5	Immediately
interaction-workspace	facebooksession.reconnect-timeout	10	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	<code>timeout</code>		
interaction-workspace	<code>facebooksession.response-wait-time</code>	10000	Immediately
interaction-workspace	<code>facebooksession.show-system-messages-in-history</code>	false	At the next interaction
interaction-workspace	<code>facebooksession.toast-information-key</code>	Subject	Immediately
interaction-workspace	<code>facebooksession.transcript-interactions-count</code>	20	At the next interaction
interaction-workspace	<code>facebooksession.url-regex</code>	<code>(http https ftp)\:\V[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?V?([a-zA-Z0-9\-\._]? \/ \\+&%\\$#\! =~\ \\(*))^[^\u2026\< '"",\;\ -_!?: \\(s]</code>	Immediately
interaction-workspace	<code>interaction-bar.quick-access-modes.facebook</code>	Pinned	At the next interaction
interaction-workspace	<code>interaction-bar.quick-access-modes.facebookprivatemessage</code>	Pinned	At the next interaction
interaction-workspace	<code>interaction-bar.quick-access-modes.facebooksession</code>	Pinned	At the next interaction
interaction-workspace	<code>interaction-bar.quick-access-modes.rss</code>	Pinned	At the next interaction
interaction-workspace	<code>interaction-bar.quick-access-modes.twitter</code>	Pinned	At the next interaction
interaction-workspace	<code>intercommunication.facebook.queue</code>		At start/restart
interaction-workspace	<code>intercommunication.facebook.routing-base-actions</code>		At the next interaction
interaction-workspace	<code>intercommunication.facebook.routing-based-targets</code>		At the next interaction
interaction-workspace	<code>intercommunication.facebooksession.queue</code>		At start/restart
interaction-workspace	<code>intercommunication.facebooksession.routing-base-actions</code>	OneStepTransfer	At the next interaction
interaction-workspace	<code>intercommunication.facebooksession.routing-based-targets</code>		At the next interaction
interaction-workspace	<code>intercommunication.rss.queue</code>		At start/restart
interaction-workspace	<code>intercommunication.rss.routing-base-actions</code>		At the next interaction
interaction-workspace	<code>intercommunication.rss.routing-based-targets</code>		At the next interaction
interaction-workspace	<code>intercommunication.twitter.queue</code>		At start/restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	intercommunication.twitter.routing-base-actions		At the next interaction
interaction-workspace	intercommunication.twitter.routing-based-targets		At the next interaction
interaction-workspace	intercommunication.twitterdirect.queue		At start/restart
interaction-workspace	intercommunication.twitterdirect.routing-base-actions		At the next interaction
interaction-workspace	intercommunication.twitterdirect.routing-based-targets		At the next interaction
interaction-workspace	keyboard.shortcut.interaction.facebook.move-to-workbin	Ctrl+Shift+W	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.pm.delete	Ctrl+Shift+D	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.pm.move-to-workbin	Ctrl+Shift+W	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.pm.transfer	Ctrl+Shift+I	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.inbound.transfer	Ctrl+Shift+K	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.inbound.delete	Ctrl+Shift+D	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.outbound.move-to-workbin	Ctrl+Shift+W	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.outbound.transfer	Ctrl+Shift+J	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.session.disconnect	Ctrl+Shift+B	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.session.move-to-workbin	Ctrl+Shift+W	At start/restart
interaction-workspace	keyboard.shortcut.interaction.facebook.session.transfer	Ctrl+Shift+K	At start/restart
interaction-workspace	keyboard.shortcut.interaction.twitter.move-to-workbin	Ctrl+Shift+W	At start/restart
interaction-workspace	keyboard.shortcut.interaction.twitter.transfer	Ctrl+Shift+I	At start/restart
interaction-workspace	keyboard.shortcut.interaction.twitterdirect.move-to-workbin	Ctrl+Shift+W	At start/restart
interaction-workspace	keyboard.shortcut.interaction.twitterdirect.transfer	Ctrl+Shift+I	At start/restart
interaction-workspace	keyboard.shortcut.interaction.twitter.outbound.delete	Ctrl+Shift+D	At start/restart
interaction-workspace	keyboard.shortcut.interaction.twitter.outbound.move-to-workbin	Ctrl+Shift+W	At start/restart
interaction-workspace	keyboard.shortcut.interaction.twitter.outbound.transfer	Ctrl+Shift+J	At start/restart
interaction-workspace	log.filter-data._facebookPictureBody	skip	At start/restart
interaction-workspace	rss.auto-answer	false	At the next interaction
interaction-workspace	rss.prompt-for-done	false	At the next interaction
interaction-workspace	rss.response-wait-time	10000	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	rss.toast-information-key	Subject	Immediately
interaction-workspace	rss.url-regex	(http https ftp)\:VV[a-zA-Z0-9\-\.\+\.][a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?V?([a-zA-Z0-9\-\.\+\.]? \? \! \+&%\\$#\! =~\) (*)*[\^\u2026\<\"'\.\;\:!\?:\)\(\s]	Immediately
interaction-workspace	socialmedia-tls-enabled	false	At the next interaction
interaction-workspace	twitter.auto-answer	false	At the next interaction
interaction-workspace	twitter.default-queue	*queue name*	At start/restart
interaction-workspace	twitter.direct-message-disable-reply	true	At the next interaction
interaction-workspace	twitter.disable-attachment-preloading	false	At the next interaction
interaction-workspace	twitter.emojis-business-attribute		At the next interaction
interaction-workspace	twitter.font-name	*font name*	At the next interaction
interaction-workspace	twitter.font-size	14	At the next interaction
interaction-workspace	twitter.hashtag-regex	(?:(?<=\\s) ^)#(\\w*[A-Za-z_]+\\w*)	Immediately
interaction-workspace	twitter.image-attachment-char-length	23	Immediately
interaction-workspace	twitter.image-attachment-max-size	5120	Immediately
interaction-workspace	twitter.max-chars	140	Immediately
interaction-workspace	twitter.mention-regex	@(\\w+)	Immediately
interaction-workspace	twitter.outbound-interaction-creation-mode	default	At the next interaction
interaction-workspace	twitter.outbound-queue	*queue name*	At start/restart
interaction-workspace	twitter.prompt-for-done	false	At the next interaction
interaction-workspace	twitter.response-wait-time	10000	Immediately
interaction-workspace	twitter.sentmessages-image-max-height	60	Immediately
interaction-workspace	twitter.shortened-url-char-length	23	Immediately
interaction-workspace	twitter.subject-max-chars	100	Immediately
interaction-workspace	twitter.toast-information-key	Subject	Immediately
interaction-workspace	twitter.url-regex	(http https ftp)\:VV[a-zA-	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
		Z0-9\-\.)+\.[a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?V?([a-zA-Z0-9\-_!?\,\'\ \ +&%\\$#\! =~\)\(*)*[\^\^\\u2026\<\"'\".!,,;-_!?:)\(\s]	
interaction-workspace	twitter.use-check-candm	true	At the next interaction
interaction-workspace	twitter.use-esp-broadcast	false	At the next interaction
interaction-workspace	twitter.webclient-user-agent	Mozilla / 5.0(Windows NT 10.0; Win64; x64) AppleWebKit / 537.36(KHTML, like Gecko) Chrome / 92.0.4515.159 Safari / 537.36	At start/restart
interaction-workspace	twitterdirect.auto-answer	false	At the next interaction
interaction-workspace	twitterdirect.default-queue	*queue name*	At start/restart
interaction-workspace	twitterdirect.direct-message-disable-reply	true	At the next interaction
interaction-workspace	twitterdirect.direct-message-max-chars	1000	Immediately
interaction-workspace	twitterdirect.disable-attachment-preloading	false	At the next interaction
interaction-workspace	twitterdirect.hashtag-regex	(?:(?<= s) ^)#(\w*[A-Za-z_]+\w*)	Immediately
interaction-workspace	twitterdirect.mention-regex	@(\w+)	Immediately
interaction-workspace	twitterdirect.outbound-queue	*queue name*	At start/restart
interaction-workspace	twitterdirect.prompt-for-done	false	At the next interaction
interaction-workspace	twitterdirect.response-wait-time	10000	Immediately
interaction-workspace	twitterdirect.sentmessages-image-max-height	60	Immediately
interaction-workspace	twitterdirect.shortened-url-char-length	23	Immediately
interaction-workspace	twitterdirect.toast-information-key	Subject	Immediately
interaction-workspace	twitterdirect.url-regex	nowiki-00000011-QINU`""`nowiki-00000012-QINU`""`	Immediately
interaction-workspace	twitterdirect.use-esp-	false	At the next interaction
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	broadcast		
interaction-workspace	workbin.facebook.draft	Facebook Workbin Draft	At start/restart
interaction-workspace	workbin.facebook.in-progress	Facebook Workbin InProgress	At start/restart
interaction-workspace	workbin.facebookprivatemessages	Facebook Workbin Draft	At start/restart
interaction-workspace	workbin.twitter.draft	Twitter Workbin Draft	At start/restart
interaction-workspace	workbin.twitter.in-progress	Twitter Workbin InProgress	At start/restart
interaction-workspace	workbin.twitterdirect.draft	Twitter Workbin Draft	At start/restart
interaction-workspace	workbin.twitterdirect.in-progress	Twitter Workbin InProgress	At start/restart
Section	Option	Default	Changes Take Effect

interaction-workspace Section

- display-format.interaction-facebook-name
- display-format.interaction-rss-name
- display-format.interaction-twitter-name
- facebook.auto-answer
- facebook.check-possible-actions
- facebook.comments-order-direction
- facebook.comments-pagination-size
- facebook.default-queue
- facebook.disable-attachment-preloading
- facebook.font-name
- facebook.font-size
- facebook.hashtag-regex
- facebook.image-attachment-max-size
- facebook.outbound-interaction-creation-mode
- facebook.outbound-queue
- facebook.prompt-for-done
- facebook.response-wait-time
- facebook.subject-max-chars
- facebook.text-flow-type
- facebook.toast-information-key
- facebook.ucs-timeout
- facebook.url-regex
- facebook.use-esp-broadcast
- facebook.webclient-user-agent
- facebook.webproxy-mode
- facebookprivatemessage.default-queue
- facebookprivatemessage.hashtag-regex
- facebookprivatemessage.outbound-queue
- facebookprivatemessage.response-wait-time
- facebookprivatemessage.subject-max-chars
- facebookprivatemessage.url-regex
- facebooksession.auto-answer
- facebooksession.background-color-agent
- facebooksession.background-color-client
- facebooksession.background-color-client-structured
- facebooksession.background-color-error
- facebooksession.background-color-external
- facebooksession.delayed-time
- facebooksession.enter-send-pm
- facebooksession.font-size-text
- facebooksession.generic-thumbnail-height
- facebooksession.generic-thumbnail-width
- facebooksession.get-transcript-interactions
- facebooksession.image-thumbnail-height
- facebooksession.image-thumbnail-width
- facebooksession.max-chars
- facebooksession.reconnect-attempts
- facebooksession.reconnect-timeout
- facebooksession.response-wait-time
- facebooksession.show-system-messages-in-history
- facebooksession.toast-information-key
- facebooksession.transcript-interactions-count
- facebooksession.url-regex
- interaction-bar.quick-access-modes.facebook
- interaction-bar.quick-access-modes.facebookprivatemessage
- interaction-bar.quick-access-modes.facebooksession
- interaction-bar.quick-access-modes.rss
- interaction-bar.quick-access-modes.twitter
- intercommunication.facebook.queue
- intercommunication.facebook.routing-base-actions
- intercommunication.facebook.routing-based-targets
- intercommunication.facebooksession.queue
- intercommunication.facebooksession.routing-base-actions

- intercommunication.facebook.session-keyboard.shortcut.interaction.twitter.direct.subject-max-chars-based-targets
- intercommunication.rss.queue
 - keyboard.shortcut.interaction.twitter.direct.subject-max-chars-to-workbin
- intercommunication.rss.routing-base-actions
 - keyboard.shortcut.interaction.twitter.direct.subject-max-chars-to-workbin
 - log.filter-data._facebookPictureBody
 - twitter.url-regex
- intercommunication.rss.routing-based-targets
 - outbound.transfer
 - twitter.use-check-candm
- intercommunication.twitter.queue
 - twitter.use-esp-broadcast
- intercommunication.twitter.routing-base-actions
 - twitter.webclient-user-agent
- intercommunication.twitter.routing-based-targets
 - rss.auto-answer
 - twitterdirect.auto-answer
- intercommunication.twitterdirect.queue
 - rss.prompt-for-done
 - twitterdirect.default-queue
- intercommunication.twitterdirect.routing-base-actions
 - rss.response-wait-time
 - twitterdirect.direct-message-disable-reply
- intercommunication.twitterdirect.routing-based-targets
 - rss.toast-information-key
 - rss.url-regex
 - twitterdirect.direct-message-max-chars
- keyboard.shortcut.interaction.facebook.move-to-workbin
 - socialmedia-tls-enabled
 - twitterdirect.disable-attachment-preloading
- keyboard.shortcut.interaction.facebook.pm.delete
 - twitter.auto-answer
 - twitterdefault.hashtag-regex
- keyboard.shortcut.interaction.facebook.pm.move-to-workbin
 - twitter.default-queue
 - twitterdirect.mention-regex
- keyboard.shortcut.interaction.facebook.pm.transfer
 - twitter.direct-message-disable-reply
 - twitterdirect.outbound-queue
- keyboard.shortcut.interaction.facebook.transfer
 - twitter.disable-attachment-preloading
 - twitterdirect.prompt-for-done
- keyboard.shortcut.interaction.facebook.keyboard.length.delete
 - twitter.emojis-business-attribute
 - twitterdirect.response-wait-time
- keyboard.shortcut.interaction.facebook.keyboard.length.move-to-workbin
 - twitter.font-name
 - twitterdirect.sentmessages-image-max-height
- keyboard.shortcut.interaction.facebook.keyboard.length.transfer
 - twitter.font-size
 - twitterdirect.shortened-url-char-length
- keyboard.shortcut.interaction.facebook.keyboard.length.transfer
 - twitter.hashtag-regex
 - twitterdirect.toast-information-key
- keyboard.shortcut.interaction.facebook.keyboard.length.transfer
 - twitter.image-attachment-max-length
 - twitterdirect.url-regex
- keyboard.shortcut.interaction.facebook.keyboard.length.transfer
 - twitter.outbound-attachment-max-size
 - twitterdirect.use-esp-broadcast
- keyboard.shortcut.interaction.facebook.keyboard.length.transfer
 - twitter.outbound-transfer
 - workbin.facebook.draft
- keyboard.shortcut.interaction.facebook.keyboard.length.transfer
 - twitter.session-id-regex
 - workbin.facebook.in-progress
- keyboard.shortcut.interaction.facebook.keyboard.length.transfer
 - twitter.session-id-regex
 - workbin.facebookprivatemessage.draft
- keyboard.shortcut.interaction.facebook.keyboard.length.transfer
 - twitter.session-id-regex
 - workbin.twitter.draft
- keyboard.shortcut.interaction.facebook.keyboard.length.transfer
 - twitter.session-id-regex
 - workbin.twitter.in-progress
- keyboard.shortcut.interaction.facebook.keyboard.length.transfer
 - twitter.session-id-regex
 - workbin.twitterdirect.draft
- keyboard.shortcut.interaction.facebook.keyboard.length.transfer
 - twitter.session-id-regex
 - workbin.twitterdirect.in-progress
- keyboard.shortcut.interaction.facebook.keyboard.length.transfer
 - twitter.prompt-for-done
 - twitter.response-wait-time
- keyboard.shortcut.interaction.facebook.keyboard.length.transfer
 - twitter.transfer
 - twitter.sentmessages-image-max-height
- keyboard.shortcut.interaction.facebook.keyboard.length.transfer
 - twitterdirect.next-notify
- keyboard.shortcut.interaction.facebook.keyboard.length.transfer
 - twitter.shortened-url-char-length

display-format.interaction-facebook-name

Default Value: \$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$|\$Interaction.MainParty\$)

Valid Values: A string that contains a compilation of characters and field codes.

Changes Take Effect: At the next interaction

This option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window.

display-format.interaction-rss-name

Default Value: \$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$|\$Interaction.MainParty\$)

Valid Values: A string that contains a compilation of characters and field codes.

Changes Take Effect: At the next interaction

This option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window.

display-format.interaction-twitter-name

Default Value: \$Interaction.Type\$ (\$Contact.FirstName\$ \$Contact.LastName\$|\$Interaction.MainParty\$)

Valid Values: A string that contains a compilation of characters and field codes.

Changes Take Effect: At the next interaction

This option defines the format of the tooltip that is displayed when you place your mouse pointer on the 'Case' tab at the top of the window.

facebook.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether Facebook interactions are (true) or are not (false) answered automatically.

facebook.check-possible-actions

Default Value: true

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether the plugin checks for the possibility of sending comments, replies, like and hide features

facebook.comments-order-direction

Default Value: ASC

Valid Values: ASC or DESC.

Changes Take Effect: At the next interaction

Specifies the order that comments are shown in, top to bottom.

facebook.comments-pagination-size

Default Value: 10

Valid Values: Any valid integer

Changes Take Effect: Immediately

Specifies the number of comments (a) shown initially and (b) added when 'show more' is clicked.

facebook.default-queue

Default Value: *queue name*

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Specifies the name of the queue in which outbound interactions are first created. This name must be identical with the the name of the default queue in the Business Process that the plugin uses.

facebook.disable-attachment-preloading

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies disabling of attachments preloading from UCS.

facebook.font-name

Default Value: *font name*

Valid Values: Valid font name.

Changes Take Effect: At the next interaction

Font name used to display emojis in inbound interactions and in emoji picker.

facebook.font-size

Default Value: 14

Valid Values: Any valid integer

Changes Take Effect: At the next interaction

Font size used to display emojis in inbound interactions and in emoji picker.

facebook.hashtag-regex

Default Value: (?:(?<=\s)|^)#(\w*[A-Za-z_]+\w*)

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Highlights hashtags and makes them clickable.

facebook.image-attachment-max-size

Default Value: 5120

Valid Values: Any valid integer

Changes Take Effect: Immediately

Specifies the maximum size, in kilobytes, of a picture that is attached to a post.

facebook.outbound-interaction-creation-mode

Default Value: default

Valid Values: default, on-reply-button

Changes Take Effect: At the next interaction

Administrators can control when an outbound Facebook interaction must be created. For example, an agent can create an outbound interaction after clicking **Send** or after clicking **Comment**.

facebook.outbound-queue

Default Value: *queue name*

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Specifies the name of the queue in which an outbound interaction is to be placed when an agent is done editing it.

facebook.prompt-for-done

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies if the application prompts a confirmation message when a user clicks the 'done' button.

facebook.response-wait-time

Default Value: 10000

Valid Values: Any integer from 1 to 2,147,483,647

Changes Take Effect: Immediately

Specifies, in milliseconds, the length of time that Interaction Workspace waits for a response to a request to Interaction Server, before displaying an error message.

facebook.subject-max-chars

Default Value: 100

Valid Values: Any valid integer

Changes Take Effect: Immediately

Maximum characters length for the Subject field.

facebook.text-flow-type

Default Value: auto

Valid Values: auto or leftside or rightside

Changes Take Effect: At the next interaction

Specifies the flow of text representation. Possible values: auto - automatic detection of text flow type based on text characters, leftside - forcibly move text to left, rightside - forcibly move text to right

facebook.toast-information-key

Default Value: Subject

Valid Values: Any valid attached data key name.

Changes Take Effect: Immediately

Specifies whether the Information area is displayed in the Facebook Messenger interaction notification. The option specifies the name of the attached data key that contains the information. This option can be overridden by a routing strategy, as described in the Workspace Desktop Edition Deployment Guide.

facebook.ucs-timeout

Default Value: 60

Valid Values: Any valid integer from 10 to 180

Changes Take Effect: Immediately

Specifies the timeout (in seconds) to connection to UCS.

facebook.url-regex

Default Value: (http|https|ftp)\:\V[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?\V?([a-zA-Z0-9\-\._?!\,\'\/\|\\\+&%\\$#\!~=~\)\(\[*])*\^[^\u2026\<\"\"\\.\,;\-!?:\)\(\[s

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Regular expression for identifying url links

facebook.use-esp-broadcast

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether the ESP request GetChannelsDescription is sent in broadcast mode.

facebook.webclient-user-agent

Default Value: Mozilla / 5.0(Windows NT 10.0; Win64; x64) AppleWebKit / 537.36(KHTML, like Gecko) Chrome / 92.0.4515.159 Safari / 537.36

Valid Values: Valid user agent

Changes Take Effect: At start/restart

Specifies the user agent header value that internal web client uses for sending of HTTP(s) requests

facebook.webproxy-mode

Default Value: none

Valid Values: none, auto, manual

Changes Take Effect: At start/restart

Allows administrators to configure the proxy mode for Facebook public interactions. none—The proxy mode is disabled (default value). auto—The plugin reads Windows settings related to proxy and uses them. Use 'auto' in case of proxy without authorization. manual—The plugin reads proxy configuration such as webproxy.address, webproxy.username, and webproxy.password from the WDE configuration.

facebookprivatemessage.default-queue

Default Value: *queue name*

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Specifies the name of the queue in which outbound interactions are first created. This name must be identical with the the name of the default queue in the Business Process that the plugin uses.

facebookprivatemessage.hashtag-regex

Default Value: (?: (?<=\\s)|^)#(\\w*[A-Za-z_]+\\w*)

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Highlights hashtags and makes them clickable.

facebookprivatemessage.outbound-queue

Default Value: *queue name*

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Specifies the name of the queue in which an outbound interaction is to be placed when an agent is done editing it.

facebookprivatemessage.response-wait-time

Default Value: 10000

Valid Values: Any integer from 1 to 2,147,483,647

Changes Take Effect: Immediately

Specifies, in milliseconds, the length of time that Interaction Workspace waits for a response to a request to Interaction Server, before displaying an error message.

facebookprivatemessage.subject-max-chars

Default Value: 100

Valid Values: Any valid integer

Changes Take Effect: Immediately

Maximum characters length for the Subject field.

facebookprivatemessage.url-regex

Default Value: (http|https|ftp)\:\.\\[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?\?([a-zA-Z0-9\-\._]?|\.'\|\\+&%\\$#\!|=~\)\(*\)*[^\^\u2026\<\"'\.\,\;\-!?:\)\(\[

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Regular expression for identifying URLs.

facebooksession.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether FacebookSession interactions are (true) or are not (false) answered automatically.

facebooksession.background-color-agent

Default Value: #FFF3F7FB

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for agent messages.

facebooksession.background-color-client

Default Value: #FFDBE5F4

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for client messages.

facebooksession.background-color-client-structured

Default Value: #F9E8CE

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for client structured messages.

facebooksession.background-color-error

Default Value: #FFFF6347

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for error messages.

facebooksession.background-color-external

Default Value: #FFF5F5F5

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: Immediately

Background color for external messages.

facebooksession.delayed-time

Default Value: 60

Valid Values: Any valid integer

Changes Take Effect: At the next interaction

Specifies the delay time (in seconds) for showing the message originated time as the time of interaction to agents in WDE. When the difference between the message origination time and message arrival time exceeds the time configured in the **facebooksession.delayed-time** option, agents are shown the message originated time instead of the message arrival time. Otherwise,

agents will see the message arrival time as the time of interaction.

facebooksession.enter-send-pm

Default Value: true

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether hitting Enter does (true) or does not (false, the default) have the effect of sending a Private Message that is being composed.

facebooksession.font-size-text

Default Value: 15

Valid Values: Any integer from 10 to 50

Changes Take Effect: Immediately

Font size for message text in transcript.

facebooksession.generic-thumbnail-height

Default Value: 40

Valid Values: Any integer from 1 to 1080

Changes Take Effect: Immediately

Specifies attachment icon height in transcript view of facebooksession.

facebooksession.generic-thumbnail-width

Default Value: 40

Valid Values: Any integer from 1 to 1920

Changes Take Effect: Immediately

Specifies attachment icon width in transcript view of facebooksession.

facebooksession.get-transcript-interactions

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next interaction

Specifies whether the main interaction window does (true) or does not (false) show transcripts of past interactions with the contact.

facebooksession.image-thumbnail-height

Default Value: 150

Valid Values: Any integer from 1 to 1080

Changes Take Effect: Immediately

Specifies thumbnail height in transcript view of facebooksession.

facebooksession.image-thumbnail-width

Default Value: 200

Valid Values: Any integer from 1 to 1920

Changes Take Effect: Immediately

Specifies thumbnail width in transcript view of facebooksession.

facebooksession.max-chars

Default Value: 2000

Valid Values: Any valid integer from 100 to 2000

Changes Take Effect: Immediately

Specifies the max length of the message in chars - from 100 to 2000.

facebooksession.reconnect-attempts

Default Value: 5

Valid Values: Any non-negative integer

Changes Take Effect: Immediately

Specifies the number of attempts to reconnect to the chat session to make in the case of a connection loss.

facebooksession.reconnect-timeout

Default Value: 10

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the duration, in seconds, between each attempt to reconnect to the chat session in the case of connection loss.

facebooksession.response-wait-time

Default Value: 10000

Valid Values: Any integer from 1 to 2,147,483,647

Changes Take Effect: Immediately

Specifies, in milliseconds, the length of time that Interaction Workspace waits for a response to a request to Interaction Server, before displaying an error message.

facebooksession.show-system-messages-in-history

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether system messages (such as joined/left session, error messages, and so on) are (true) or are not (false) shown when displaying previous chat sessions.

facebooksession.toast-information-key

Default Value: Subject

Valid Values: Any valid attached data key name.

Changes Take Effect: Immediately

Specifies whether the Information area is displayed in the FacebookSession notification. The option specifies the name of the attached data key that contains the information. This option can be overridden by a routing strategy, as described in the Workspace Desktop Edition Deployment Guide.

facebooksession.transcript-interactions-count

Default Value: 20

Valid Values: Any integer from 1 to 1000

Changes Take Effect: At the next interaction

The number of previous chat sessions that are shown when the Agent clicks "See older messages..."

facebooksession.url-regex

Default Value: (http|https|ftp)\:\.\/[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?\/?([a-zA-Z0-9\-\._?!\,\/\|\\\+&%\\$#\!~\)\(\[*])*\^[^\u2026\<\"'\.\/\;\-!?:\)\(\[s

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Regular expression for identifying URLs.

interaction-bar.quick-access-modes.facebook

Default Value: Pinned

Valid Values:

Changes Take Effect: At the next interaction

Specifies whether interaction windows are docked or undocked.

interaction-bar.quick-access-modes.facebookprivatemessage

Default Value: Pinned

Valid Values: Pinned or Floating or Pinned,Floating

Changes Take Effect: At the next interaction

Specifies the list of modes that are available when interactions are displayed in "quick access" mode.

interaction-bar.quick-access-modes.facebooksession

Default Value: Pinned

Valid Values: Pinned or Floating or Pinned,Floating

Changes Take Effect: At the next interaction

Specifies the list of modes that are available when interactions are displayed in "quick access" mode.

interaction-bar.quick-access-modes.rss

Default Value: Pinned

Valid Values: Pinned or Floating or Pinned,Floating

Changes Take Effect: At the next interaction

Specifies the list of modes that are available when interactions are displayed in "quick access" mode.

interaction-bar.quick-access-modes.twitter

Default Value: Pinned

Valid Values: Pinned or Floating or Pinned,Floating

Changes Take Effect: At the next interaction

Specifies the list of modes that are available when interactions are displayed in "quick access" mode.

intercommunication.facebook.queue

Default Value:

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Use this option as a template for any specific workitem mediatype to specify the name of the Interaction Queue that is used by the Routing Based feature for the specified workitem media-type.

intercommunication.facebook.routing-base-actions

Default Value:

Valid Values: A comma-separated list of valid operation names from the following list:
OneStepTransfer.

Changes Take Effect: At the next interaction

Use this option as a template for any specific workitem media type to define the list of routing-based actions that an agent is allowed to perform for the specified workitem media-type.

intercommunication.facebook.routing-based-targets

Default Value:

Valid Values: A comma-separated list of valid object types from the following list: Agent, InteractionQueue.

Changes Take Effect: At the next interaction

Use this option as a template for any specific workitem media type to define the list of targets that are contacted through the routing based mechanism for the requests that are defined in the option intercommunication.<media-type>.routing-based-actions.

intercommunication.facebooksession.queue

Default Value:

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Use this option as a template for any specific workitem mediatype to specify the name of the Interaction Queue that is used by the Routing Based feature for the specified workitem media-type.

intercommunication.facebooksession.routing-base-actions

Default Value: OneStepTransfer

Valid Values: A comma-separated list of valid operation names from the following list:
OneStepTransfer.

Changes Take Effect: At the next interaction

Introduced: 9.0.012.42

Use this option as a template for any specific workitem media type to define the list of routing-based actions that an agent is allowed to perform for the specified workitem media-type.

intercommunication.facebooksession.routing-based-targets

Default Value:

Valid Values: A comma-separated list of valid object types from the following list: Agent, InteractionQueue, AgentGroup, Skill.

Changes Take Effect: At the next interaction

Introduced: 9.0.012.42

Use this option as a template for any specific workitem media type to define the list of targets that are contacted through the routing based mechanism for the requests that are defined in the option intercommunication.<media-type>.routing-based-actions.

intercommunication.rss.queue

Default Value:

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Use this option as a template for any specific workitem mediatype to specify the name of the Interaction Queue that is used by the Routing Based feature for the specified workitem media-type.

intercommunication.rss.routing-base-actions

Default Value:

Valid Values: A comma-separated list of valid operation names from the following list:
OneStepTransfer.

Changes Take Effect: At the next interaction

Use this option as a template for any specific workitem media type to define the list of routing-based actions that an agent is allowed to perform for the specified workitem media-type.

intercommunication.rss.routing-based-targets

Default Value:

Valid Values: A comma-separated list of valid object types from the following list: Agent, InteractionQueue.

Changes Take Effect: At the next interaction

Use this option as a template for any specific workitem media type to define the list of targets that are contacted through the routing based mechanism for the requests that are defined in the option intercommunication.<media-type>.routing-based-actions.

intercommunication.twitter.queue

Default Value:

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Use this option as a template for any specific workitem mediatype to specify the name of the Interaction Queue that is used by the Routing Based feature for the specified workitem media-type.

intercommunication.twitter.routing-base-actions

Default Value:

Valid Values: A comma-separated list of valid operation names from the following list: OneStepTransfer.

Changes Take Effect: At the next interaction

Use this option as a template for any specific workitem media type to define the list of routing-based actions that an agent is allowed to perform for the specified workitem media-type.

intercommunication.twitter.routing-based-targets

Default Value:

Valid Values: A comma-separated list of valid object types from the following list: Agent, InteractionQueue.

Changes Take Effect: At the next interaction

Use this option as a template for any specific workitem media type to define the list of targets that are contacted through the routing based mechanism for the requests that are defined in the option intercommunication.<media-type>.routing-based-actions.

intercommunication.twitterdirect.queue

Default Value:**Valid Values:** Valid queue name.**Changes Take Effect:** At start/restart

Use this option as a template for any specific workitem mediatype to specify the name of the Interaction Queue that is used by the Routing Based feature for the specified workitem media-type.

intercommunication.twitterdirect.routing-base-actions

Default Value:**Valid Values:** A comma-separated list of valid operation names from the following list:

OneStepTransfer.

Changes Take Effect: At the next interaction

Use this option as a template for any specific workitem media type to define the list of routing-based actions that an agent is allowed to perform for the specified workitem media-type.

intercommunication.twitterdirect.routing-based-targets

Default Value:**Valid Values:** A comma-separated list of valid object types from the following list: Agent, InteractionQueue.**Changes Take Effect:** At the next interaction

Use this option as a template for any specific workitem media type to define the list of targets that are contacted through the routing based mechanism for the requests that are defined in the option intercommunication.<media-type>.routing-based-actions.

keyboard.shortcut.interaction.facebook.move-to-workbin

Default Value: Ctrl+Shift+W**Valid Values:** Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.**Changes Take Effect:** At start/restart

The combination of keys that can be used as a keyboard shortcut to move to workbin facebook interaction.

keyboard.shortcut.interaction.facebook-pm.delete

Default Value: Ctrl+Shift+D

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to cancel facebook PM interaction.

keyboard.shortcut.interaction.facebook-pm.move-to-workbin

Default Value: Ctrl+Shift+W

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to move to workbin facebook PM interaction.

keyboard.shortcut.interaction.facebook-pm.transfer

Default Value: Ctrl+Shift+T

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to transfer facebook PM interaction.

keyboard.shortcut.interaction.facebook.transfer

Default Value: Ctrl+Shift+T

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to transfer Facebook interaction.

keyboard.shortcut.interaction.facebookoutbound.delete

Default Value: Ctrl+Shift+D

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to cancel facebook outbound interaction.

keyboard.shortcut.interaction.facebookoutbound.move-to-workbin

Default Value: Ctrl+Shift+W

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to move to workbin facebook outbound interaction.

keyboard.shortcut.interaction.facebookoutbound.transfer

Default Value: Ctrl+Shift+T

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to transfer facebook outbound interaction.

keyboard.shortcut.interaction.facebooksession.disconnect

Default Value: Ctrl+Shift+D

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to disconnect facebook session.

keyboard.shortcut.interaction.facebooksession.move-to-workbin

Default Value: Ctrl+Shift+W

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to move to workbin facebook session interaction.

keyboard.shortcut.interaction.facebooksession.transfer

Default Value: Ctrl+Shift+T

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to transfer facebook session interaction.

keyboard.shortcut.interaction.twitter.move-to-workbin

Default Value: Ctrl+Shift+W

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to move to workbin twitter interaction.

keyboard.shortcut.interaction.twitter.transfer

Default Value: Ctrl+Shift+T

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to transfer twitter interaction.

keyboard.shortcut.interaction.twitterdirect.move-to-workbin

Default Value: Ctrl+Shift+W

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to move to workbin twitterdirect interaction.

keyboard.shortcut.interaction.twitterdirect.transfer

Default Value: Ctrl+Shift+T

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to transfer twitter direct interaction.

keyboard.shortcut.interaction.twitteroutbound.delete

Default Value: Ctrl+Shift+D

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to cancel twitter outbound interaction.

keyboard.shortcut.interaction.twitteroutbound.move-to-workbin

Default Value: Ctrl+Shift+W

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to move to workbin twitter

outbound interaction.

keyboard.shortcut.interaction.twitteroutbound.transfer

Default Value: Ctrl+Shift+T

Valid Values: Only the name of a key or a key combination the begins with one of the following modifier key names: Ctrl, Shift, and Alt, and ends with a character key. Separate the modifier key name from the character key with the '+' character.

Changes Take Effect: At start/restart

The combination of keys that can be used as a keyboard shortcut to transfer twitter outbound interaction.

log.filter-data._facebookPictureBody

Default Value: skip

Valid Values:

Changes Take Effect: At start/restart

Specifies whether the value of _facebookPictureBody in attached data is printed in log files.

rss.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether RSS interactions are (true) or are not (false) answered automatically.

rss.prompt-for-done

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies if the application prompts a confirmation message when a user clicks the 'done' button.

rss.response-wait-time

Default Value: 10000

Valid Values: Any integer from 1 to 2,147,483,647

Changes Take Effect: Immediately

Specifies, in milliseconds, the length of time that Interaction Workspace waits for a response to a request to Interaction Server, before displaying an error message.

rss.toast-information-key

Default Value: Subject

Valid Values: Any valid attached data key name.

Changes Take Effect: Immediately

Specifies whether the Information area is displayed in the RSS interaction notification. The option specifies the name of the attached data key that contains the information. This option can be overridden by a routing strategy, as described in the Workspace Desktop Edition Deployment Guide.

rss.url-regex

Default Value: (http|https|ftp)\:\V[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?\V?([a-zA-Z0-9\-\._]?|\.'\|\\+&%\\$#\!|=~\)\(\|*)*\^[^\u2026\<|\"'\.\,\;\|_!?:\)\(\[s

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Regular expression for identifying URLs.

socialmedia-tls-enabled

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether TLS encryption is enabled (true) or not (false).

twitter.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether Twitter interactions are (true) or are not (false) answered automatically.

twitter.default-queue

Default Value: *queue name*

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Specifies the name of the queue in which outbound interactions are first created. This name must be identical with the the name of the default queue in the Business Process that the plugin uses.

twitter.direct-message-disable-reply

Default Value: true

Valid Values: true, false.

Changes Take Effect: At the next interaction

Disables (true) or enables (false, the default) the Reply and Replay All buttons in Direct Message tweets.

twitter.disable-attachment-preloading

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether to disable the attachments preloading from UCS or not. This option is specific to Twitter public message interactions. The value 'true' disables attachment preloading and the value 'false' enables attachment preloading.

twitter.emojis-business-attribute

Default Value:

Valid Values: Any valid busines attribute name.

Changes Take Effect: At the next interaction

Valid Name of Business Attribute containing emojis.

twitter.font-name

Default Value: *font name*

Valid Values: Valid font name.

Changes Take Effect: At the next interaction

Font name used to display emojis in inbound interactions and in emoji picker.

twitter.font-size

Default Value: 14

Valid Values: Any valid integer

Changes Take Effect: At the next interaction

Font size used to display emojis in inbound interactions and in emoji picker.

twitter.hashtag-regex

Default Value: `(?:(?<=\\s)|^)#(\\w*[A-Za-z_]+\\w*)`

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Highlights hashtags and makes them clickable.

twitter.image-attachment-char-length

Default Value: 23

Valid Values: Any valid integer

Changes Take Effect: Immediately

Number of characters that are used toward allotment of the maximum number of characters allowed for a tweet. When an agent adds a picture to a tweet, this number of characters is added to the total number of the characters the agent has typed in the tweet text.

twitter.image-attachment-max-size

Default Value: 5120

Valid Values: Any valid integer

Changes Take Effect: Immediately

Specifies the maximum size, in kilobytes, of a picture that is attached to a post.

twitter.max-chars

Default Value: 140

Valid Values: Any valid integer

Changes Take Effect: Immediately

Specifies the maximum number of characters allowed per tweet.

twitter.mention-regex

Default Value: @(\w+)

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Highlights mentions and makes them clickable.

twitter.outbound-interaction-creation-mode

Default Value: default

Valid Values: default, on-reply-button

Changes Take Effect: At the next interaction

Administrators can control when an outbound Twitter or TwitterDirect interaction must be created. For example, an agent can create an outbound interaction after clicking **Send** or after clicking **Reply**.

twitter.outbound-queue

Default Value: *queue name*

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Specifies the name of the queue in which an outbound interaction is to be placed when an agent is done editing it.

twitter.prompt-for-done

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies if the application prompts a confirmation message when a user clicks the 'done' button.

twitter.response-wait-time

Default Value: 10000

Valid Values: Any integer from 1 to 2,147,483,647

Changes Take Effect: Immediately

Specifies, in milliseconds, the length of time that Interaction Workspace waits for a response to a request to Interaction Server, before displaying an error message.

twitter.sentmessages-image-max-height

Default Value: 60

Valid Values: Any integer from 50 to 1000

Changes Take Effect: Immediately

Specifies the maximum height, in pixels, of attached images in the History pane.

twitter.shortened-url-char-length

Default Value: 23

Valid Values: Any valid integer

Changes Take Effect: Immediately

Twitter replaces all URLs in the outbound message text with shortened URLs. This option specifies the length, in characters, of this shortened URL.

twitter.subject-max-chars

Default Value: 100

Valid Values: Any valid integer

Changes Take Effect: Immediately

Maximum characters length for the Subject field.

twitter.toast-information-key

Default Value: Subject

Valid Values: Any valid attached data key name.

Changes Take Effect: Immediately

Specifies whether the Information area is displayed in the Twitter interaction notification. The option specifies the name of the attached data key that contains the information. This option can be overridden by a routing strategy, as described in the Workspace Desktop Edition Deployment Guide.

twitter.url-regex

Default Value: (http|https|ftp)\:\V[a-zA-Z0-9\-\.\+]\.[a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?\V?([a-zA-Z0-9\-\._?!\@/\#\%\\$#\!|=~\)\(*)*\[^\^\u2026\<\"'\.\.\.:;|_!?:\)\(\[s]

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Regular expression for identifying Twitter interaction url links

twitter.use-check-candm

Default Value: true

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether the plugin checks for the possibility of sending direct messages or not. If the option is set to 'true', the plugin checks the friendship status of the Twitter recipient before sending the direct message. Therefore, the message is always delivered successfully. If the option is set to 'false', the plugin sends the direct message without checking the friendship status of the Twitter recipient.

twitter.use-esp-broadcast

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether the ESP request GetChannelsDescription is sent in broadcast mode.

twitter.webclient-user-agent

Default Value: Mozilla / 5.0(Windows NT 10.0; Win64; x64) AppleWebKit / 537.36(KHTML, like Gecko) Chrome / 92.0.4515.159 Safari / 537.36

Valid Values: Valid user agent

Changes Take Effect: At start/restart

Specifies the user agent header value that internal web client uses for sending of HTTP(s) requests

twitterdirect.auto-answer

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether TwitterDirect interactions are (true) or are not (false) answered automatically.

twitterdirect.default-queue

Default Value: *queue name*

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Specifies the name of the queue in which outbound interactions are first created. This name must be identical with the the name of the default queue in the Business Process that the plugin uses.

twitterdirect.direct-message-disable-reply

Default Value: true

Valid Values: true, false.

Changes Take Effect: At the next interaction

Disables (true) or enables (false, the default) the Reply and Reply All buttons in Direct Message tweets.

twitterdirect.direct-message-max-chars

Default Value: 1000

Valid Values: Any valid integer

Changes Take Effect: Immediately

Specifies the maximum number of characters allowed per message.

twitterdirect.disable-attachment-preloading

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies disabling of attachments preloading from UCS.

twitterdirect.hashtag-regex

Default Value: `(?: (?<=\\s)|^)#(\\w*[A-Za-z_]+\\w*)`

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Highlights hashtags and makes them clickable.

twitterdirect.mention-regex

Default Value: @(\w+)

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Highlights mentions and makes them clickable.

twitterdirect.outbound-queue

Default Value: *queue name*

Valid Values: Valid queue name.

Changes Take Effect: At start/restart

Specifies the name of the queue in which an outbound interaction is to be placed when an agent is done editing it.

twitterdirect.prompt-for-done

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies if the application prompts a confirmation message when a user clicks the 'done' button.

twitterdirect.response-wait-time

Default Value: 10000

Valid Values: Any integer from 1 to 2,147,483,647

Changes Take Effect: Immediately

Specifies, in milliseconds, the length of time that Interaction Workspace waits for a response to a request to Interaction Server, before displaying an error message.

twitterdirect.sentmessages-image-max-height

Default Value: 60

Valid Values: Any integer from 50 to 1000

Changes Take Effect: Immediately

Specifies the maximum height, in pixels, of attached images in the History pane.

twitterdirect.shortened-url-char-length

Default Value: 23

Valid Values: Any valid integer

Changes Take Effect: Immediately

Twitter replaces all URLs in the outbound message text with shortened URLs. This option specifies the length, in characters, of this shortened URL.

twitterdirect.toast-information-key

Default Value: Subject

Valid Values: Any valid attached data key name.

Changes Take Effect: Immediately

Specifies whether the Information area is displayed in the TwitterDirect interaction notification. The option specifies the name of the attached data key that contains the information. This option can be overridden by a routing strategy, as described in the Workspace Desktop Edition Deployment Guide.

twitterdirect.url-regex

Default Value: &

Valid Values: Valid regular expression

Changes Take Effect: Immediately

Regular expression for identifying TwitterDirect interaction URLs.

twitterdirect.use-esp-broadcast

Default Value: false

Valid Values: true, false.

Changes Take Effect: At the next interaction

Specifies whether the ESP request GetChannelsDescription is sent in broadcast mode.

workbin.facebook.draft

Default Value: Facebook Workbin Draft

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: At start/restart

The name of the workbin that is used to store draft Facebook interactions.

workbin.facebook.in-progress

Default Value: Facebook Workbin InProgress

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: At start/restart

The name of the workbin that is to be used to store inbound Facebook posts for later processing, after an agent explicitly saves the Facebook post or submits an outbound reply.

workbin.facebookprivatemessage.draft

Default Value: Facebook Workbin Draft

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: At start/restart

The name of the workbin that is used to store draft Facebook PM interactions.

workbin.twitter.draft

Default Value: Twitter Workbin Draft

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: At start/restart

The name of the workbin that is used to store draft Twitter posts.

workbin.twitter.in-progress

Default Value: Twitter Workbin InProgress

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: At start/restart

The name of the workbin that is to be used to store inbound Twitter posts for later processing, after an agent explicitly saves the Twitter post or submits an outbound reply.

workbin.twitterdirect.draft

Default Value: Twitter Workbin Draft

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: At start/restart

The name of the workbin that is used to store draft TwitterDirect interactions.

workbin.twitterdirect.in-progress

Default Value: Twitter Workbin InProgress

Valid Values: The name of a valid Script object of type Interaction Workbin that is owned by Agents.

Changes Take Effect: At start/restart

The name of the workbin that is to be used to store inbound TwitterDirect interactions for later processing, after an agent explicitly saves the Twitter post or submits an outbound reply.

Universal Contact Server

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

- [authentication](#)
- [business-attributes](#)
- [cview](#)
- [esp.tls.key](#)
- [esp.tls.keystore](#)
- [http.tls.key](#)
- [http.tls.keystore](#)
- [index](#)
- [index.contact](#)
- [index.interaction](#)
- [index.srl](#)
- [JDBC Info](#)
- [log](#)
- [log-filter](#)
- [ports](#)
- [scheduled-job-XX](#)
- [settings](#)

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
authentication	enabled	false	At start/restart
authentication	mode	multi-users	At start/restart
authentication	password		At start/restart
authentication	use-role	false	At start/restart
authentication	username		At start/restart
business-attributes	map-names	false	Immediately
cvview	base-url		At start/restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
cview	data-validation	false	Immediately
cview	enabled	false	At start/restart
cview	ip-address		At start/restart
cview	metadata-cache	true	Immediately
cview	metrics-ui	metrics_ui.zip	At start/restart
cview	start-mode	maintenance	At start/restart
cview	tenant-id	101	At start/restart
esp.tls.key	password		At start/restart
esp.tls.keystore	password		At start/restart
esp.tls.keystore	path	./certificate.jks	At start/restart
esp.tls.keystore	type	JKS	At start/restart
http.tls.key	password		At start/restart
http.tls.keystore	password		At start/restart
http.tls.keystore	path	./certificate.jks	At start/restart
http.tls.keystore	type	JKS	At start/restart
index	enabled	false	At start/restart
index	shared	true	At start/restart
index.contact	description	Contacts	At start/restart
index.contact	enabled	false	At start/restart
index.contact	index-rebuild	if-new	At start/restart
index.contact	max-results	10	At start/restart
index.contact	storage-path		At start/restart
index.interaction	description	Interactions	At start/restart
index.interaction	enabled	false	At start/restart
index.interaction	index-rebuild	if-new	At start/restart
index.interaction	max-results	10	At start/restart
index.interaction	storage-path		At start/restart
index.srl	description	Standard Responses	At start/restart
index.srl	enabled	false	At start/restart
index.srl	index-rebuild	if-new	At start/restart
index.srl	max-results	10	At start/restart
index.srl	storage-path		At start/restart
JDBC Info	QueryTimeout	0	After restart
JDBC Info	Role	Main	After restart
log	access-log-apptype-filter-in		At next stop/start of Access Log
log	access-log-apptype-		At next stop/start of
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	filter-out		Access Log
log	access-log-path	access.log	At next stop/start of Access Log
log	access-log-rolling-period	!.'yyyy-MM-dd	At next stop/start of Access Log
log	all	stdout	Immediately
log	buffering	false	Immediately
log	debug	stdout	Immediately
log	enable-access-log	false	Immediately
log	log-background-activity	true	Immediately
log	log-body	false	At start/restart
log	messagefile	ContactServer.lms	At start/restart
log	standard	stdout	Immediately
log	trace	stdout	Immediately
log	verbose	standard	Immediately
log-filter	default-filter-type	copy	Immediately
ports	ucsapi		At start/restart
scheduled-job-XX	action	purge.service.closed	Immediately
scheduled-job-XX	cron-expression	0 0 20 ? * 6L	Immediately
scheduled-job-XX	enabled	false	Immediately
scheduled-job-XX	period	5	Immediately
scheduled-job-XX	period-type	months	Immediately
settings	allow-additional-column	true	At start/restart
settings	allow-missing-index	true	At start/restart
settings	archiving-nb-records-per-task	1000	At start/restart
settings	archiving-task-pool-size	4	At start/restart
settings	convert-idn-to-unicode	false	At start/restart
settings	email-strict-check	False	Immediately
settings	enable-reporting	false	At start/restart
settings	enable-rmi	False	After restart
settings	fieldcode-format-locale		Immediately
settings	id-generation-ordinal	0	Upon restart
settings	log-db-flow-rate	true	At start/restart
settings	log-memory-usage	true	At start/restart
settings	max-select-count	2000	At start/restart
settings	openmedia-create-full-interaction	false	At start/restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	primary-attribute-lookup-strategy	true	At start/restart
settings	replace-blank-fieldcode	false	At start/restart
settings	reporting-event-queue-size	4000	At start/restart
settings	reporting-interval	00:00:30	Immediately
settings	reporting-notifier-pool-size	30	At start/restart
settings	retry-on-deadlock	2	At start/restart
settings	srl-cache-load-attachment-summary	true	At start/restart
settings	synchronize-cache	true	At the next synchronization attempt
settings	synchronize-contact-metadata-attributes	true	At the next synchronization attempt
settings	synchronize-ixn-attributes	true	At start/restart
settings	synchronize-ixn-metadata-attributes	true	At the next synchronization attempt
settings	synchronize-screening-rules	true	At the next Screening Rules change
settings	synchronize-standard-responses	true	At the next Standard Responses change
settings	third-party-max-queueing-time	15000	At start/restart
settings	third-party-pool-size	50	At start/restart
settings	ucsapi-backlog	0	At start/restart
settings	ucsapi-duplex-mode	false	At start/restart
settings	ucsapi-loopback-timeout	10000	At start/restart
Section	Option	Default	Changes Take Effect

Universal Contact Server DAP

The following options are configured at the DAP level (in other words, on the DAP object).

Section	Option	Default	Changes Take Effect
JDBC-Info	Debug	false	
settings	connection-failed-retry	2	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	db-schema-name	No default value	After restart
settings	inactive-scroll-timeout	600	After restart
settings	inactive-txn-timeout	3600	After restart
settings	instance	No default value	After restart
settings	interpret-prepared-statements	false	After restart
settings	login-timeout	10	After restart
settings	long-query-timeout	7200	After restart
settings	max-connections	40	After restart
settings	max-idle-time	310	After restart
settings	service	No default value	After restart
settings	time-format	ISO8601	Immediately
Section	Option	Default	Changes Take Effect

log

- access-log-apptype-filter-in
- access-log-apptype-filter-out
- access-log-path
- access-log-rolling-period
- all
- buffering
- debug
- enable-access-log
- log-background-activity
- log-body
- messagefile
- standard
- trace
- verbose

access-log-apptype-filter-in

Default Value:**Valid Values:** Comma separated AppTypes.**Changes Take Effect:** At next stop/start of Access Log

If set, specifies AppType filter for client requests that will be written to access log file. e.g. set value "Interaction Workspace" to allow application with requests specifying AppType="Interaction Workspace" to be logged. Note that AppType is a non-mandatory attribute of request that client application must specify.

access-log-apptype-filter-out

Default Value:**Valid Values:** Comma separated AppTypes.**Changes Take Effect:** At next stop/start of Access Log

If set, specifies AppType filter for client requests that will not be written to access log file. e.g. set value "EMAIL_SERVER,Custom App" to avoid applications with requests specifying such AppTypes to be logged. Note that if "access-log-apptype-filter-in" is set, option "access-log-apptype-filter-out" is not taken into account. Note that AppType is a non-mandatory attribute of request that client application must specify.

access-log-path

Default Value: access.log**Valid Values:** Any valid file path.

Changes Take Effect: At next stop/start of Access Log

Specifies the access log file path. Note that a log file will be generated for each day of activity. The specified file name will be renamed daily at midnight server time to include the date such as for example by default "access.log.2012-08-13" Once renamed, another file is generated so that specified option file name is always the latest.

access-log-rolling-period

Default Value: '.yyyy-MM-dd

Valid Values: Enumerator

Changes Take Effect: At next stop/start of Access Log

Specifies the rolling schedule as a pattern. Possible values are :

- Daily ('.yyyy-MM-dd) (default) : Rollover at midnight each day.
- Twice a day ('.yyyy-MM-dd-a) : Rollover at midnight and midday of each day.
- Hourly ('.yyyy-MM-dd-HH) : Rollover at the top of every hour.

all

Default Value: stdout

Valid Values: stdout Log events are sent to the Standard output (stdout). stderr Log events are sent to the Standard error output (stderr). network Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database. memory Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. [filename] Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile

buffering

Default Value: false

Valid Values: true Enables buffering. false Disables buffering.

Changes Take Effect: Immediately

Turns on/off operating system file buffering. The option is applicable only to the stderr and stdout

output. Setting this option to true increases the output performance.

debug

Default Value: stdout

Valid Values: stdout Log events are sent to the Standard output (stdout). stderr Log events are sent to the Standard error output (stderr). network Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. memory Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. [filename] Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Debug level and higher (that is, log events of the Standard, Interaction, Trace and Debug levels). The log outputs must be separated by a comma when more than one output is configured. For example: debug = stderr, network

enable-access-log

Default Value: false

Valid Values: Either true or false

Changes Take Effect: Immediately

Enables (true) or disables (false) a secondary Access log file. Log file will be written one line per client request. Each line contains Ids of record accessed by client application in case of view,create,update,delete operations.

log-background-activity

Default Value: true

Valid Values: Either true or false

Changes Take Effect: Immediately

Enable or disable the display of background activity in the log.

log-body

Default Value: false

Valid Values: Either true or false

Changes Take Effect: At start/restart

Enable or disable the logging of body request and response for Context Services.

messagefile

Default Value: ContactServer.lms

Valid Values: ContactServer.lms

Changes Take Effect: At start/restart

Logging message file used by Universal Contact Server.

standard

Default Value: stdout

Valid Values: stdout Log events are sent to the Standard output (stdout). stderr Log events are sent to the Standard error output (stderr). network Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. memory Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. [filename] Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example: standard = stderr, network

trace

Default Value: stdout

Valid Values: stdout Log events are sent to the Standard output (stdout). stderr Log events are sent to the Standard error output (stderr). network Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. memory Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. [filename] Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example: trace = stderr, network

verbose

Default Value: standard

Valid Values: all All log events (that is, log events of the Standard, Trace, Interaction, and Debug levels) are generated. debug The same as all. trace Log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels) are generated, but log events of the Debug level are not generated. interaction Log events of the Interaction level and higher (that is, log events of the Standard and Interaction levels) are generated, but log events of the Trace and Debug levels

are not generated. standard Log events of the Standard level are generated, but log events of the Interaction, Trace, and Debug levels are not generated. none No output is produced.

Changes Take Effect: Immediately

Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.

log-filter

- [default-filter-type](#)

default-filter-type

Default Value: copy

Valid Values: copy, hide or skip

Changes Take Effect: Immediately

Sets the default for filtering the output of user data keys to the server

ports

- `ucsapi`

ucsapi

Default Value:**Valid Values:** Any valid and available port number (TCP/IP) greater than 0**Changes Take Effect:** At start/restart**Modified:** 8.5.300.06

Specifies the port used for the RMI (Remote Method Invocation) connection to the Universal Contact Server API. This port must be different from the standard server port, used to "listen" for third-party protocol connections.

This option is longer mandatory from release 8.5.300.36.

settings

- allow-additional-column
- allow-missing-index
- archiving-nb-records-per-task
- archiving-task-pool-size
- convert-idn-to-unicode
- email-strict-check
- enable-reporting
- enable-rmi
- fieldcode-format-locale
- id-generation-ordinal
- log-db-flow-rate
- log-memory-usage
- max-select-count
- openmedia-create-full-interaction
- primary-attribute-lookup-strategy
- replace-blank-fieldcode
- reporting-event-queue-size
- reporting-interval
- reporting-notifier-pool-size
- retry-on-deadlock
- srl-cache-load-attachment-summary
- synchronize-cache
- synchronize-contact-metadata-attributes
- synchronize-ixn-attributes
- synchronize-ixn-metadata-attributes
- synchronize-screening-rules
- synchronize-standard-responses
- third-party-max-queueing-time
- third-party-pool-size
- ucsapi-backlog
- ucsapi-duplex-mode
- ucsapi-loopback-timeout

allow-additional-column

Default Value: true

Valid Values: true, false

Changes Take Effect: At start/restart

Allows (true) or prohibits (false) Universal Contact Server to run with tables that have additional columns.

allow-missing-index

Default Value: true

Valid Values: true, false

Changes Take Effect: At start/restart

Allows (true) or prohibits (false) Universal Contact Server to run with tables that have missing indexes.

archiving-nb-records-per-task

Default Value: 1000

Valid Values: Any integer greater than 1

Changes Take Effect: At start/restart

Specifies the number of rows that a task processes sequentially during an archiving or pruning database process.

archiving-task-pool-size

Default Value: 4

Valid Values: Any integer greater than 1

Changes Take Effect: At start/restart

Specifies the default number of parallel or pruning tasks used to execute a database archiving process.

convert-idn-to-unicode

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

This option enables or disables the conversion from IDN-encoded to Unicode. If this option is set to false, UCS works in compatibility mode, using the same behavior as previous versions of Multimedia.

email-strict-check

Default Value: False

Valid Values: True, False

Changes Take Effect: Immediately

Introduced: 8.5.300.32

With value `true`, the email address must be compliant with RFC 822. With value `false`, UCS performs no email address verification.

enable-reporting

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

Enables (true) or disables (false) the computing of UCS reporting metrics by Stat Server.

enable-rmi

Default Value: False

Valid Values: True, False

Changes Take Effect: After restart

Introduced: 8.5.300.32

Enables the RMI API port, disabled by default.

fieldcode-format-locale

Default Value:

Valid Values: Any valid Java locale in the language_COUNTRY format

Changes Take Effect: Immediately

When specified, defines the locale that must be used to format date, time, currency, and percent values in Field Codes. If not specified, the server uses the default platform. The value format is: <two letter code of ISO 639>_<two letter code of ISO 3166>

id-generation-ordinal

Default Value: 0

Valid Values: positive integer or dbid

Changes Take Effect: Upon restart

UCS generates ID codes for various purposes, such as identifying contacts, interactions, and attachments. In the relatively rare case that two or more UCS instances are started within the same second, they may generate identical IDs, and this can cause issues when the UCS instances are connected to the same Interaction Server. IDs are generated using several parts, including one called Ordinal, which is incremented at each restart of UCS. Effects of the possible values:

- Positive integer—Ordinal is reset to this value. **Note:** Be sure to use different values for different UCS instances.
- dbid—Ordinal is reset to the database ID number of the UCS Application object.
- 0 (zero), no value, or invalid value—Previous behavior: Ordinal is incremented upon restart.

log-db-flow-rate

Default Value: true

Valid Values: true, false

Changes Take Effect: At start/restart

Specifies whether or not to include the database flow rate in the log output. The database flow rate provides information about the following: * the number of database operations processed per second * the average connection wait time To include the database flow rate in the logs, enter true. To exclude the flow rate, enter false.

log-memory-usage

Default Value: true

Valid Values: true, false

Changes Take Effect: At start/restart

Specifies whether the UCS log should include the memory usage that the Java Virtual Machine uses to run UCS Java code. A value of true indicates that the UCS log includes such memory usage.

max-select-count

Default Value: 2000

Valid Values: Any integer greater than 1

Changes Take Effect: At start/restart

Sets the maximum number of records that a user can select at one time using a Find request. This option prevents Universal Contact Server from receiving OutOfMemoryError exceptions in cases where a client asks for too many records.

openmedia-create-full-interaction

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

Enables (true) or disables (false) the creation of media-specific records for third-party media interactions submitted by the 3rd Party Media Service.

If enabled, UCS creates both a generic Interaction record and an additional record specific to the media type supported by 3rd Party Media Service.

If disabled, only the generic Interaction record is created.

To create the full media-specific interaction, complete the following steps:

1. Set this option, openmedia-create-full-interaction, to true.
2. In the Interaction entity, set the EntityTypeId to the type of media supported by the 3rd Party Media Service.

Valid values include:

EmailIn = 0

EmailOut = 1

PhoneCall = 3

Chat = 2

Callback = 5

3. Set all mandatory parameters related to the media type.

For example:

For EmailIn, enter a valid string for the Mailbox parameter.

For Callback, enter valid integers for DesiredResponseType and Attempts, as well as valid strings for StartTime and CustomerNumber.

primary-attribute-lookup-strategy

Default Value: true

Valid Values: true, false

Changes Take Effect: At start/restart

Specifies the default contact lookup strategy true, false

replace-blank-fieldcode

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

Specifies whether field code names will be displayed in a response where the field code does not have any content. If set to true, this option applies to responses generated by desktops, but not to automated responses generated by E-mail Server Java (ACK, AutoResponse).

reporting-event-queue-size

Default Value: 4000

Valid Values: Any integer equal to or greater than 1

Changes Take Effect: At start/restart

Specifies the maximum number of events held simultaneously in the events queue. These events are used to process the email statistics sent to Stat Server. If the queue reaches the maximum that you set here, new events are forced to wait until a free space in the queue becomes available. This delay causes a slowdown in both the overall processing of events and in the corresponding initial database requests. A higher maximum can minimize these slowdowns. However, a larger queue consumes a greater share of system resources. Keep this balance in mind when setting this option. If you set this option to a value less than 1, UCS considers the setting invalid and instead uses the default value of 4000.

reporting-interval

Default Value: 00:00:30

Valid Values: Any time period between 00:00:10 and 01:00:00 (10 seconds and 1 hour) in the hh:mm:ss format

Changes Take Effect: Immediately

Specifies the time interval that Universal Contact Server uses to publish its reporting metrics to Stat Server. The interval determines the frequency for sending data to the Stat Server java extension. It is not the interval for computing aggregations.

reporting-notifier-pool-size

Default Value: 30

Valid Values: Any integer equal to or greater than 1

Changes Take Effect: At start/restart

Specifies the number of threads dedicated to the processing of email statistics. The higher you set this maximum, the faster UCS can process its email statistics and deliver them to Stat Server. However, a larger thread-pool consumes a greater share of system resources. Keep this balance in mind when setting this option. If you set this option to a value less than 1, UCS considers the setting invalid and instead uses the default value of 30.

retry-on-deadlock

Default Value: 2

Valid Values: Any integer equal to or greater than 0

Changes Take Effect: At start/restart

Specifies the number of re-try after an SQL request failed because of a database deadlock integer equal to or greater than zero (0)

srl-cache-load-attachment-summary

Default Value: true

Valid Values: true, false

Changes Take Effect: At start/restart

Enables (true) or disables (false) the Desktop (through AIL) to know immediately which StandardResponses have an associated Attachment (attached files).

synchronize-cache

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next synchronization attempt

Enables (true) or disables (false) the synchronization of the UCS internal memory cache with

database records contained in the Contact and Interaction metadata tables: * ContactAttributeMetaData * IxnAttributeMetaData To ensure that the UCS memory cache remains synchronized with the Configuration Server, Genesys recommends that you keep all of the following synchronization options set to the default of true: * synchronize-cache * synchronize-contact-metadata-attribute * synchronize-ixn-metadata-attribute

synchronize-contact-metadata-attributes

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next synchronization attempt

Enables (true) or disables (false) the synchronization of Contact records in the UCS database with the Configuration Server. If enabled, synchronization occurs either on a regular basis or upon configuration events. Reasons to disable synchronization include: * Reduces unnecessary consumption of time and resources in cases where no changes have been made to any of the Contact attributes. The synchronization process will run even if no changes have been made, needlessly consuming resources and time. * Reduces complexity in the log output.

synchronize-ixn-attributes

Default Value: true

Valid Values: true, false

Changes Take Effect: At start/restart

Enables (true) or disables (false) synchronization of Interaction attributes with user data when updating or inserting interactions into the UCS database.

synchronize-ixn-metadata-attributes

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next synchronization attempt

Enables (true) or disables (false) the synchronization of Interaction metadata in the UCS database with the Configuration Server. If enabled, synchronization occurs either on a regular basis or upon configuration events. Reasons to disable synchronization include: * Reduces unnecessary consumption of time and resources in cases where no changes have been made to any of the Interaction attributes. The synchronization process will run even if no changes have been made, needlessly consuming resources and time. * Reduces complexity in the log output.

synchronize-screening-rules

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next Screening Rules change

Enables (true) or disables (false) the synchronization of Screening Rules from the UCS database to summarized Business Attributes in the Configuration Server. If enabled, synchronization occurs short delay after any Knowledge Library change.

synchronize-standard-responses

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next Standard Responses change

Enables (true) or disables (false) the synchronization of Standard Responses records from the UCS database to summarized Business Attributes in the Configuration Server. If enabled, synchronization occurs short delay after any Standard Responses change.

third-party-max-queueing-time

Default Value: 15000

Valid Values: Any integer greater than 0

Changes Take Effect: At start/restart

Specifies the maximum time (in milliseconds) that third-party requests from Interaction Server or Platform SDK based client wait in the Universal Contact Server queue before they are considered too old and are rejected. These requests are related to routing blocks that UCS implements, such as StopProcessing.

third-party-pool-size

Default Value: 50

Valid Values: Any integer greater than 1

Changes Take Effect: At start/restart

Specifies the maximum size of the thread pool used to process third-party protocol requests. This is also the maximum number of simultaneous connections that Universal Contact Server accepts.

ucsapi-backlog

Default Value: 0

Valid Values: Any integer greater than 0

Changes Take Effect: At start/restart

Specifies the maximum length of the queue of incoming socket connections. A value of 0 means the Operating System chooses the appropriate value.

ucsapi-duplex-mode

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

Enables (true) or disables (false) the communication between UCS and its clients in duplex mode. Duplex mode allows bidirectional communication between UCS and its clients through firewalls or NAT routers. Usually, this mode can be enabled/disabled for every single client using a client specific option. Duplex mode must be enabled both on UCS and on the client for the duplex mode to be used.

ucsapi-loopback-timeout

Default Value: 10000

Valid Values: Any integer greater than 0

Changes Take Effect: At start/restart

Set the maximum length of time, in milliseconds, that UCS will wait for the client to establish a callback socket during duplex mode communication. For more information about duplex mode, see [ucsapi-duplex-mode](#).

index

- [enabled](#)
- [shared](#)

enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

Enables (true) or disables (false) the indexing service. If set to FALSE, the index.<name> configuration sections are ignored.

shared

Default Value: true

Valid Values: true, false

Changes Take Effect: At start/restart

Enables (true) or disables (false) the index files sharing between primary and backup UCS instances.

index.contact

- [description](#)
- [index-rebuild](#)
- [storage-path](#)
- [enabled](#)
- [max-results](#)

description

Default Value: Contacts
Valid Values: Any character string
Changes Take Effect: At start/restart

This option specifies what will be sent to the Platform SDK contact client in response to a GetIndexProperties request.

enabled

Default Value: false
Valid Values: true, false
Changes Take Effect: At start/restart

Enables (true) or disables (false) the index.contact indexing service. If set to FALSE, the index.contact configuration section is ignored.

index-rebuild

Default Value: if-new
Valid Values: on-start, if-new, never
Changes Take Effect: At start/restart

Specified when the index will be rebuilt. A value of on-start indicates the index will be rebuilt each time UCS starts. A value of if-new indicates the index will be rebuilt on UCS startup if the index did not previously exist. A value of never means the index will never be rebuilt; only new/updated objects will be created.

max-results

Default Value: 10

Valid Values: Integer from 1 to 100

Changes Take Effect: At start/restart

Specifies the number of results returned by the search method of the index if the caller has not specified a maximum results value. If the caller has specified a value for the max-results parameter this option has no effect.

storage-path

Default Value:

Valid Values: Any valid system path

Changes Take Effect: At start/restart

Specifies the path to the directory in which the index service will create and store its files. For example, for the index section index.contact, and an option value of c:\data\, the full path to the files would be c:\data\index.contact. If Universal Contact Server is running on Unix or Linux, the option value should be set according to Unix naming rules. For example, setting the option value to /var/data for the index section contact.index indicates the files will be stored in the directory /var/data/index.contact.

index.srl

- [description](#)
- [index-rebuild](#)
- [storage-path](#)
- [enabled](#)
- [max-results](#)

description

Default Value: Standard Responses

Valid Values: Any character string

Changes Take Effect: At start/restart

This option specifies what will be sent to the Platform SDK contact client in response to a GetIndexProperties request.

enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

Enables (true) or disables (false) the index.srl indexing service. If set to FALSE, the index.srl configuration section is ignored.

index-rebuild

Default Value: if-new

Valid Values: on-start, if-new, never

Changes Take Effect: At start/restart

Specified when the index will be rebuilt. A value of on-start indicates the index will be rebuilt each time UCS starts. A value of if-new indicates the index will be rebuilt on UCS startup if the index did not previously exist. A value of never means the index will never be rebuilt; only new/updated objects will be created.

max-results

Default Value: 10

Valid Values: Integer from 1 to 100

Changes Take Effect: At start/restart

Specifies the number of results returned by the search method of the index if the caller has not specified a maximum results value. If the caller has specified a value for the max-results parameter this option has no effect.

storage-path

Default Value:

Valid Values: Any valid system path

Changes Take Effect: At start/restart

Specifies the path to the directory in which the index service will create and store its files. For example, for the index section `index.contact`, and an option value of `c:\data\`, the full path to the files would be `c:\data\index.contact`. If Universal Contact Server is running on Unix or Linux, the option value should be set according to Unix naming rules. For example, setting the option value to `/var/data` for the index section `contact.index` indicates the files will be stored in the directory `/var/data/index.contact`.

index.interaction

- [description](#)
- [index-rebuild](#)
- [storage-path](#)
- [enabled](#)
- [max-results](#)

description

Default Value: Interactions

Valid Values: Any character string

Changes Take Effect: At start/restart

This option specifies what will be sent to the Platform SDK contact client in response to a GetIndexProperties request.

enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

Enables (true) or disables (false) the index.interaction indexing service. If set to FALSE, the index.interaction configuration section is ignored.

index-rebuild

Default Value: if-new

Valid Values: on-start, if-new, never

Changes Take Effect: At start/restart

Specified when the index will be rebuilt. A value of on-start indicates the index will be rebuilt each time UCS starts. A value of if-new indicates the index will be rebuilt on UCS startup if the index did not previously exist. A value of never means the index will never be rebuilt; only new/updated objects will be created.

max-results

Default Value: 10

Valid Values: Integer from 1 to 100

Changes Take Effect: At start/restart

Specifies the number of results returned by the search method of the index if the caller has not specified a maximum results value. If the caller has specified a value for the max-results parameter this option has no effect.

storage-path

Default Value:

Valid Values: Any valid system path

Changes Take Effect: At start/restart

Specifies the path to the directory in which the index service will create and store its files. For example, for the index section `index.contact`, and an option value of `c:\data\`, the full path to the files would be `c:\data\index.contact`. If Universal Contact Server is running on Unix or Linux, the option value should be set according to Unix naming rules. For example, setting the option value to `/var/data` for the index section `contact.index` indicates the files will be stored in the directory `/var/data/index.contact`.

cview

Options in this section are specific to the **Context Services** functionality of UCS.

- [base-url](#)
- [data-validation](#)
- [enabled](#)
- [ip-address](#)
- [metadata-cache](#)
- [metrics-ui](#)
- [start-mode](#)
- [tenant-id](#)

base-url

Default Value:

Valid Values: Any valid path such as "/cview"

Changes Take Effect: At start/restart

This base URL where customer view services will be accessible.

data-validation

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables (true) or disables (false) validation of data. If enabled additional checks will be enforced on data provided by connected clients.

enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

Enables (true) or disables (false) the customer view service. If set to FALSE, the other options are ignored.

ip-address

Default Value:

Valid Values: Any valid IP address

Changes Take Effect: At start/restart

Specifies the IP address used by the customer view service.

metadata-cache

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Enables (true) or disables (false) caching of metadata. If enabled metadata will be cached in memory. If disabled each access to metadata will trigger a DB query. The cache contains metadata for contact attributes, identification keys, profiles, services, states and tasks extensions.

metrics-ui

Default Value: metrics_ui.zip

Valid Values: Any valid compressed file with index.html inside

Changes Take Effect: At start/restart

Specifies the user interface to display UCS metrics.

start-mode

Default Value: maintenance

Valid Values: Either production or maintenance

Changes Take Effect: At start/restart

Specifies the server mode that is set at server startup.

tenant-id

Default Value: 101

Valid Values: Any valid application tenant id

Changes Take Effect: At start/restart

Specifies the tenant used by customer view service.

business-attributes

Options in this section are specific to the **Context Services** functionality of UCS.

- **map-names**

map-names

Default Value: false

Valid Values: Either true or false

Changes Take Effect: Immediately

When mapped, this option enables application attribute values to be replaced by Business Attribute Value Names in response to GET requests.

Normally, attribute values are returned as DB IDs.

authentication

Options in this section are specific to the **Context Services** functionality of UCS.

- **enabled**
- **password**
- **username**
- **mode**
- **use-role**

enabled

Default Value: false

Valid Values: Either true or false

Changes Take Effect: At start/restart

Enable or disable the authentication mechanism.

mode

Default Value: multi-users

Valid Values: Either single-user or multi-users

Changes Take Effect: At start/restart

Select working mode for authentication, either 'single-user' to use username and password stored in UCS options or 'multi-users' to authenticate using 'Persons' in CME.

password

Default Value:

Valid Values: See Description

Changes Take Effect: At start/restart

Value is a password corresponding to the defined username option

use-role

Default Value: false

Valid Values: Either true or false

Changes Take Effect: At start/restart

Enable or disable role verification. Role can be defined with Genesys Administrator

username

Default Value:

Valid Values: See Description

Changes Take Effect: At start/restart

Value is a name of a user

scheduled-job-XX

Options in this section are specific to the **Context Services** functionality of UCS.

- **action**
- **cron-expression**
- **enabled**
- **period**
- **period-type**

action

Default Value: `purge.service.closed`

Valid Values: See description

Changes Take Effect: Immediately

Specifies the type of action to be performed when the pruning process runs.

- `purge.service.all`—Specifies that any started or completed services within the given time range will be purged.
- `purge.service.open`—Specifies that only non-completed services are purged from database.
- `purge.service.open.anonymous`—Specifies that only non-completed anonymous services are purged from database.
- `purge.service.closed`—Specifies that only completed services are purged from database.
- `purge.service.closed.anonymous`—Specifies that only completed anonymous services are purged from database.

cron-expression

Default Value: `0 0 20 ? * 6L`

Valid Values: Cron expression as described below.

Changes Take Effect: Immediately

Cron expression representing the scheduling.

More documentation about the syntax is at <http://en.wikipedia.org/wiki/Cron>.

The example expressed in the default value resolves to "schedule at 8pm on the last Friday of every

month".

enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Specifies if scheduled job should be taken into account.

period

Default Value: 5

Valid Values: Any positive integer from 1 to 9999

Changes Take Effect: Immediately

Sets the time frame for pruning.

For example, if **period**=6 and **period-type**=days, then the job process will take a period of 6 days.

See also the **period-type** option.

period-type

Default Value: months

Valid Values: See description

Changes Take Effect: Immediately

Specifies the units to use for calculation of periods:

- hours—Specifies hours as the period calculation unit.
- days—Specifies days as the period calculation unit.
- months—Specifies months (default) as the period calculation unit.
- years—Specifies years as the period calculation unit.

See also the **period** option.

http.tls.keystore

Options in this section are specific to the [Context Services](#) functionality of UCS.

- [password](#)
- [path](#)
- [type](#)

password

Default Value:

Valid Values:

Changes Take Effect: At start/restart

The password used to secure the keystore pointed with path option

path

Default Value: ./certificate.jks

Valid Values: e.g path to the certificate c:/certificate.jks

Changes Take Effect: At start/restart

The path to the keystore holding the Certificate Key-Pair information for HTTPS web services

type

Default Value: JKS

Valid Values: Java types are supported. e.g. JKS

Changes Take Effect: At start/restart

The type of keystore pointed with path option. Defaults to 'JKS'.

http.tls.key

Options in this section are specific to the **Context Services** functionality of UCS.

- **password**

password

Default Value:

Valid Values:

Changes Take Effect: At start/restart

The password used to secure the private key in keystore pointed with path option

esp.tls.keystore

- password
- path
- type

password

Default Value:

Valid Values:

Changes Take Effect: At start/restart

The password used to secure the keystore pointed with path option

path

Default Value: ./certificate.jks

Valid Values: e.g path to the certificate c:/certificate.jks

Changes Take Effect: At start/restart

The path to the keystore holding the Certificate Key-Pair information for ESP protocol

type

Default Value: JKS

Valid Values: Java types are supported. e.g. JKS

Changes Take Effect: At start/restart

The type of keystore pointed with path option. Defaults to 'JKS'.

esp.tls.key

- password

password

Default Value:

Valid Values:

Changes Take Effect: At start/restart

The password used to secure the private key in keystore pointed with path option

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.

Universal Contact Server Proxy

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

- [log](#)

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
log	all	stdout	Immediately
log	buffering	false	Immediately
log	expire	10	Immediately
log	messagefile	ucsproxy.lms	At start/restart
log	segment	false	Immediately
log	standard	stdout	Immediately
log	trace	stdout	Immediately
log	verbose	standard	Immediately
Section	Option	Default	Changes Take Effect

log Section

- all
- buffering
- expire
- messagefile
- segment
- standard
- trace
- verbose

all

Default Value: stdout

Valid Values: stdout Log events are sent to the Standard output (stdout). stderr Log events are sent to the Standard error output (stderr). network Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. Setting the all log level option to the network output enables an application to send log events of the Standard, Interaction, and Trace levels to Message Server. Debug-level log events are neither sent to Message Server nor stored in the Log Database. memory Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. [filename] Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile

buffering

Default Value: false

Valid Values: true Enables buffering. false Disables buffering.

Changes Take Effect: Immediately

Turns on/off operating system file buffering. The option is applicable only to the stderr and stdout output. Setting this option to true increases the output performance.

expire

Default Value: 10

Valid Values:

- *false* - No expiration; all generated segments are stored.
- *<number> file* or *<number>* - Sets the maximum number of log files to store. Specify a number from 1-100.
- *<number> day* - Sets the maximum number of days before log files are deleted. Specify a number from 1-100. If an option's value is set incorrectly-out of the range of valid values- it will be automatically reset to 10.

Changes Take Effect: Immediately

Determines whether log files expire. If they do, sets the measurement for determining when they expire, along with the maximum number of files (segments) or days before the files are removed. This option is ignored if log output is not configured to be sent to a log file.

messagefile

Default Value: ucsproxy.lms

Valid Values: ucsproxy.lms

Changes Take Effect: At start/restart

Logging message file used by Universal Contact Server Proxy.

segment

Default Value: false

Valid Values: false or any valid integer

Changes Take Effect: Immediately

Specifies the maximum log segment size:

- *false*—Disables log segmentation
- Any valid integer—Specifies the segment size in KB.

Note: UCS Proxy does not currently support the configuration of different units.

standard

Default Value: stdout

Valid Values: stdout Log events are sent to the Standard output (stdout). stderr Log events are sent to the Standard error output (stderr). network Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. memory Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. [filename] Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example: standard = stderr, network

trace

Default Value: stdout

Valid Values: stdout Log events are sent to the Standard output (stdout). stderr Log events are sent to the Standard error output

(stderr). network Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log Database. memory Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance. [filename] Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example:
trace = stderr, network

verbose

Default Value: standard

Valid Values: all All log events (that is, log events of the Standard, Trace, Interaction, and Debug levels) are generated. debug The same as all. trace Log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels) are generated, but log events of the Debug level are not generated. interaction Log events of the Interaction level and higher (that is, log events of the Standard and Interaction levels) are generated, but log events of the Trace and Debug levels are not generated. standard Log events of the Standard level are generated, but log events of the Interaction, Trace, and Debug levels are not generated. none No output is produced.

Changes Take Effect: Immediately

Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.

Genesys Driver for use with WeChat

Installing this component creates a file called `WeChatDriver.cfg`. Import this into your **Digital Messaging Server** to create the options that are documented here.

Important

This component is currently available on a Restricted basis only. Contact your Genesys representative for details.

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

- `channel-any name*`

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
channel- <i>any name</i> *	driver-classname	No default value	After restart
channel- <i>any name</i> *	inbound-route	No default value	After restart
channel- <i>any name</i> *	reconnection-timeout	180	After restart
channel- <i>any name</i> *	ucs-in-use	false	After restart
channel- <i>any name</i> *	x-acc-token	No default value	After restart
channel- <i>any name</i> *	x-aes-key	No default value	After restart
channel- <i>any name</i> *	x-app-id	No default value	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
channel-*any name*	x-app-secret	No default value	After restart
channel-*any name*	x-debug-mode	false	After restart
channel-*any name*	x-media-subtype-chat	No default value	After restart
channel-*any name*	x-media-type-chat	No default value	After restart
Section	Option	Default	Changes Take Effect

channel-*any name*

- driver-classname
- inbound-route
- reconnection-timeout
- ucs-in-use
- x-acc-token
- x-aes-key
- x-app-id
- x-app-secret
- x-debug-mode
- x-media-subtype-chat
- x-media-type-chat

driver-classname

Default Value: No default value

Valid Values: com.genesyslab.mcr.smsserver.channel.wechat.WeChatDriver

Changes Take Effect: After restart

Specifies the class name of the media driver for a specific media service.

inbound-route

Default Value: No default value

Valid Values: Comma-separated list of endpoints

Changes Take Effect: After restart

Specifies the endpoints for inbound messages arriving from the media channel.

For example:

101:wechat_endpoint -- endpoint for 'regular' interactions, which are processed in 'paging' mode

101:wechat_endpoint, 101:chat_endpoint -- same as previous, plus additional end point that Chat Server uses to place interactions in 'chat session' mode

reconnection-timeout

Default Value: 180

Valid Values: Any integer greater than or equal to 10.

Changes Take Effect: After restart

Specifies the delay, in seconds, before the server starts the reconnection procedure for this media channel if the connection was lost.

ucs-in-use

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Allows the use of Universal Contact Server to save data. The option should be set to 'true'.

x-acc-token

Default Value: No default value

Valid Values: Any valid string

Changes Take Effect: After restart

Specifies an access token set by the customer on the WeChat Official Account Admin Platform. An access token is a globally unique token that each official account must obtain before calling APIs. For instructions on using and generating an access token to call APIs on the WeChat Official Account Admin Platform, see the Genesys Messaging Apps user documentation.

x-aes-key

Default Value: No default value

Valid Values: Any valid string

Changes Take Effect: After restart

Specifies an encryption key for the AES symmetric encryption algorithm that the WeChat Official Account System uses to encrypt messages to be pushed to a developer's backend system. Refer to the following website for information about how to register Digital Messaging Server:

<http://admin.wechat.com/wiki/index.php?title=Overview>

x-app-id

Default Value: No default value

Valid Values: Any valid string

Changes Take Effect: After restart

Specifies the unique ID assigned to the WeChat account.

x-app-secret

Default Value: No default value

Valid Values: Any valid string
Changes Take Effect: After restart

Specifies the key assigned to the WeChat account.

x-debug-mode

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart

If set to 'true', an extended form of logging is set for the server. If set to 'false', a reduced form of logging is set for the server.

x-media-subtype-chat

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

Specifies the media subtype that is assigned to interactions that are submitted to Interaction Server by Chat Server based on incoming messages.

x-media-type-chat

Default Value: No default value
Valid Values: wechatsession
Changes Take Effect: After restart

Specifies the media type that is assigned to interactions that are submitted to Interaction Server by Chat Server based on incoming messages.

WeChat Plug-in for Workspace Desktop Edition

Important

This component is currently available on a Restricted basis only. Contact your Genesys representative for details.

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

- [interaction-workspace](#)

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
interaction-workspace	wechatsession.attachment-filter	• .jpg;*.mp4;*.amr;	After restart
interaction-workspace	wechatsession.auto-answer	false	After restart
interaction-workspace	wechatsession.background-color-agent	1. f3f7fb	After restart
interaction-workspace	wechatsession.background-color-client	1. dbe5f4	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	wechat.session.background-color-error	1. FFFF6347	After restart
interaction-workspace	wechat.session.background-color-external	1. FFF5F5F5	After restart
interaction-workspace	wechat.session.emoji-selector-mode	ch	After restart
interaction-workspace	wechat.session.font-size-text	15	After restart
interaction-workspace	wechat.session.generic-thumbnail-height	150	After restart
interaction-workspace	wechat.session.generic-thumbnail-width	200	After restart
interaction-workspace	wechat.session.get-transcript-interactions	true	After restart
interaction-workspace	wechat.session.image-thumbnail-height	300	After restart
interaction-workspace	wechat.session.image-thumbnail-width	400	After restart
interaction-workspace	wechat.session.max-size-amr	256	After restart
interaction-workspace	wechat.session.max-size-bmp	128	After restart
interaction-workspace	wechat.session.max-size-gif	128	After restart
interaction-workspace	wechat.session.max-size-jpeg	128	After restart
interaction-workspace	wechat.session.max-size-jpg	128	After restart
interaction-workspace	wechat.session.max-size-mp3	256	After restart
interaction-workspace	wechat.session.max-size-mp4	1024	After restart
interaction-workspace	wechat.session.max-size-png	128	After restart
interaction-workspace	wechat.session.reconnect-attempts		Immediately
interaction-workspace	wechat.session.reconnect-timeout	10	Immediately
interaction-workspace	wechat.session.show-system-messages-in-history	false	After restart
interaction-workspace	wechat.session.toast-information-key	Subject	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
interaction-workspace	<code>wechat.session.transcript-interactions-count</code>	20	After restart
interaction-workspace	<code>wechat.session.url-regex</code>	(http https ftp)\:VV[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(:[a-zA-Z0-9\-\.\._?!\@ \+&%\\$#!=~\)\(\ *])*[^\\u2026\\<\\\"'\.\.\.\)\(\[s]	After restart
Section	Option	Default	Changes Take Effect

interaction-workspace Section

- `wechatsession.attachment-filter`
- `wechatsession.auto-answer`
- `wechatsession.background-color-agent`
- `wechatsession.background-color-client`
- `wechatsession.background-color-error`
- `wechatsession.background-color-external`
- `wechatsession.emoji-selector-mode`
- `wechatsession.font-size-text`
- `wechatsession.generic-thumbnail-height`
- `wechatsession.generic-thumbnail-width`
- `wechatsession.get-transcript-interactions`
- `wechatsession.image-thumbnail-height`
- `wechatsession.image-thumbnail-width`
- `wechatsession.max-size-amr`
- `wechatsession.max-size-bmp`
- `wechatsession.max-size-gif`
- `wechatsession.max-size-jpeg`
- `wechatsession.max-size-jpg`
- `wechatsession.max-size-mp3`
- `wechatsession.max-size-mp4`
- `wechatsession.max-size-png`
- `wechatsession.reconnect-attempts`
- `wechatsession.reconnect-timeout`
- `wechatsession.show-system-messages-in-history`
- `wechatsession.toast-information-key`
- `wechatsession.transcript-interactions-count`
- `wechatsession.url-regex`

wechatsession.attachment-filter

Default Value:

- `.jpg;*.mp4;*.amr;`

Valid Values: One or more of `*.jpg;*.mp4;*.amr;*.jpeg;*.bmp;*.png;*.gif;*.mp3;`

Changes Take Effect: After restart

List, separated by semicolon, of media file types that are permitted for attachments

wechatsession.auto-answer

Default Value: `false`

Valid Values: `true, false.`

Changes Take Effect: After restart

Specifies whether WeChat interactions are (true) or are not (false) answered automatically.

wechat.session.background-color-agent

Default Value:

1. f3f7fb

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Background color for agent messages

wechat.session.background-color-client

Default Value:

1. dbe5f4

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Background color for client messages

wechat.session.background-color-error

Default Value:

1. FFF6347

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Background color for error messages

wechat.session.background-color-external

Default Value:

1. FFF5F5F5

Valid Values: Color hexadecimal (#RRGGBB)

Changes Take Effect: After restart

Background color for external messages

wechat.session.emoji-selector-mode

Default Value: ch

Valid Values: One of the following: ch, tw, en, th.

Changes Take Effect: After restart

Specifies the language of the bracketed expression (for example, "[grimace]") that appears in the agent's text entry box when a WeChat sticker is selected.

- ch: Simplified Chinese
- en: English
- th: Thai
- tw: Traditional Chinese

wechat.session.font-size-text

Default Value: 15

Valid Values: Any integer from 10 to 50

Changes Take Effect: After restart

Font size for message text in transcript

wechat.session.generic-thumbnail-height

Default Value: 150

Valid Values: Any integer from 1 to 1080

Changes Take Effect: After restart

Thumbnail height, in pixels, for all binary attachments other than images

wechat.session.generic-thumbnail-width

Default Value: 200

Valid Values: Any integer from 1 to 1920

Changes Take Effect: After restart

Thumbnail width, in pixels, for all binary attachments other than images

wechat.session.get-transcript-interactions

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Specifies whether the main interaction window does (true) or does not (false) show transcripts of past interactions with the contact

wechat.session.image-thumbnail-height

Default Value: 300

Valid Values: Any integer from 1 to 1080

Changes Take Effect: After restart

Thumbnail height, in pixels, for all image attachments

wechat.session.image-thumbnail-width

Default Value: 400

Valid Values: Any integer from 1 to 1920

Changes Take Effect: After restart

Thumbnail width, in pixels, for all image attachments.

wechat.session.max-size-amr

Default Value: 256

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: After restart

Maximum *.amr attachment file size, in KB

wechat.session.max-size-bmp

Default Value: 128

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: After restart

Maximum *.bmp attachment file size, in KB.

Note: As of release 9.0.0, this option is reserved for future use.

wechat.session.max-size.gif

Default Value: 128

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: After restart

Maximum *.gif attachment file size, in KB.

Note: As of release 9.0.0, this option is reserved for future use.

wechat.session.max-size.jpeg

Default Value: 128

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: After restart

Maximum *.jpeg attachment file size, in KB.

Note: As of release 9.0.0, this option is reserved for future use.

wechat.session.max-size.jpg

Default Value: 128

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: After restart

Maximum *.jpg attachment file size, in KB

wechat.session.max-size.mp3

Default Value: 256

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: After restart

Maximum *.mp3 attachment file size, in KB.

Note: As of release 9.0.0, this option is reserved for future use.

wechat.session.max-size-mp4

Default Value: 1024

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: After restart

Maximum *.mp4 attachment file size, in KB

wechat.session.max-size-png

Default Value: 128

Valid Values: Any integer from 1 to 1048576

Changes Take Effect: After restart

Maximum *.png attachment file size, in KB.

Note: As of release 9.0.0, this option is reserved for future use.

wechat.session.reconnect-attempts

Default Value:

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the number of attempts to reconnect to the chat session in the case of a connection loss.

wechat.session.reconnect-timeout

Default Value: 10

Valid Values: Any nonnegative integer

Changes Take Effect: Immediately

Specifies the duration, in seconds, between each attempt to reconnect to the chat session in the case of connection loss.

wechat.session.show-system-messages-in-history

Default Value: false

Valid Values: true, false.

Changes Take Effect: After restart

Specifies whether system messages (such as joined/left session, error messages, and so on) are

(true) or are not (false) shown when displaying previous chat sessions.

wechat.session.toast-information-key

Default Value: Subject

Valid Values: Any valid attached data key name.

Changes Take Effect: After restart

Specifies whether the Information area is displayed in the WeChat interaction notification. The option specifies the name of the attached data key that contains the information. This option can be overridden by a routing strategy, as described in the Workspace Desktop Edition Deployment Guide.

wechat.session.transcript-interactions-count

Default Value: 20

Valid Values: Any integer from 0 to 1000

Changes Take Effect: After restart

The number of previous chat sessions that are shown when the Agent clicks "See older messages...".

wechat.session.url-regex

Default Value: (http|https|ftp)\:\/\.[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?\/?([a-zA-Z0-9\-\._]?\/\.'\/\|\\+&%\\$#\!|=~\)\(*\))*[^\u2026\<\"'\.\,\/\(\s]

Valid Values: Valid regular expression

Changes Take Effect: After restart

Regular expression for identifying url links