Genesys Mobile Services

config Section

5/10/2025

config Section

Options in the **config** section enable you to manage configuration objects' caching in GMS. By default, only Route Point objects are loaded at startup; other objects are not loaded unless you enable the corresponding option with:

- startupload— The objects are loaded at GMS startup.

- lazyload— The objects are loaded when GMS needs them.

You may need to load these objects if they are involved in the Service Management UI.

> ## Important
> Restart GMS when you update the options of this section.

- admin_client_app_name
- load-Agent
- load-CallingList
- load-Campaign
- load-CampaignCallingList
- load-CampaignGroup
- load-GroupAgents

- load-GroupPlaces
- load-GroupQueues
- load-Place
- load-Queue
- load-RegDN
- load-RoutePoint
- load-RoutingStrategy

- load-StagingArea
- load-Switch
- load-VirtualQueue
- load-VirtualRoutingPoint
- load-Workbins

admin_client_app_name

Default Value: default
Valid Values: string
Changes Take Effect: After restart

The name of the Configuration Server client application that is used in GMS for Admin UI operations (write/delete). By default, this name is the default client application name in the Configuration Server.

load-Agent

Default Value: noload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load Agent configuration objects:

- startupload—Agent configuration objects are all loaded at startup.
- lazyload—Agent configuration objects are loaded when they are needed.
- noload (default)—Agent configuration objects are not loaded at all.

load-CallingList

Default Value: noload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load Calling List configuration objects:

- startupload—Calling List configuration objects are all loaded at startup.
- lazyload—Calling List configuration objects are loaded when they are needed.
- noload (default)—Calling List configuration objects are not loaded at all.

load-Campaign

Default Value: noload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load Campaign configuration objects:

- startupload—Campaign configuration objects are all loaded at startup.
- lazyload—Campaign configuration objects are loaded when they are needed.
- noload (default)—Campaign configuration objects are not loaded at all.

load-CampaignCallingList

Default Value: noload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load `Campaign Calling List` configuration objects:

- `startupload`—Campaign Calling List configuration objects are all loaded at startup.
- `lazyload`—Campaign Calling List configuration objects are loaded when they are needed.
- `noload` (default)—Campaign Calling List configuration objects are not loaded at all.

load-CampaignGroup

Default Value: noload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load `Campaign Group` configuration objects:

- `startupload`—All Campaign Group configuration objects are loaded at startup.
- `lazyload`—Campaign Group configuration objects are loaded when they are needed.
- `noload` (default)—Campaign Group configuration objects are not loaded at all.

load-GroupAgents

Default Value: noload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load `Agent Groups` configuration objects:

- `startupload`—Agent Groups configuration objects are all loaded at startup.
- `lazyload`—Agent Groups configuration objects are loaded when they are needed.
- `noload` (default)—Agent Groups configuration objects are not loaded at all.

load-GroupPlaces

Default Value: noload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load `Place Groups` configuration objects:

- `startupload`—Place Groups configuration objects are all loaded at startup.
- `lazyload`—Place Groups configuration objects are loaded when they are needed.
- `noload` (default)—Place Groups configuration objects are not loaded at all.

load-GroupQueues

Default Value: noload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load Queue Groups configuration objects:

- startupload—Queue Groups configuration objects are all loaded at startup.

- lazyload—Queue Groups configuration objects are loaded when they are needed.

- noload (default)—Queue Groups configuration objects are not loaded at all.

load-Place

Default Value: noload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load Place configuration objects:

- startupload—Place configuration objects are all loaded at startup.

- lazyload—Place configuration objects are loaded when they are needed.

- noload (default)—Place configuration objects are not loaded at all.

load-Queue

Default Value: noload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load Queue configuration objects:

- startupload—Queue configuration objects are all loaded at startup.

- lazyload—Queue configuration objects are loaded when they are needed.

- noload(default)—Queue configuration objects are not loaded at all.

load-RegDN

Default Value: noload

Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load RegDN configuration objects:

- `startupload`—RegDN configuration objects are all loaded at startup.
- `lazyload`—RegDN configuration objects are loaded when they are needed.
- `noload` (default)—RegDN configuration objects are not loaded at all.

load-RoutePoint

Default Value: startupload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines how GMS must load RoutePoint configuration objects:

- `startupload` (default)—RoutePoint configuration objects are all loaded at startup.
- `lazyload`—RoutePoint configuration objects are loaded when they are needed.
- `noload`—RoutePoint configuration objects are not loaded at all.

load-RoutingStrategy

Default Value: noload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load `Routing Strategy` configuration objects:

- `startupload`—`Routing Strategy` configuration objects are all loaded at startup.
- `lazyload`—`Routing Strategy` configuration objects are loaded when they are needed.
- `noload` (default)—`Routing Strategy` configuration objects are not loaded at all.

load-StagingArea

Default Value: noload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load `Staging Area` configuration objects:

- startupload—Staging Area configuration objects are all loaded at startup.

- lazyload—Staging Area configuration objects are loaded when they are needed.

- noload (default)—Staging Area configuration objects are not loaded at all.

load-Switch

Default Value: noload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load Switch configuration objects:

- startupload—Switch configuration objects are all loaded at startup.

- lazyload—Switch configuration objects are loaded when they are needed.

- noload (default)—Switch configuration objects are not loaded at all.

load-VirtualQueue

Default Value: noload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load Virtual Queue configuration objects:

- startupload—Virtual Queue configuration objects are all loaded at startup.

- lazyload—Virtual Queue configuration objects are loaded when they are needed.

- noload (default)—Virtual Queue configuration objects are not loaded at all.

load-VirtualRoutingPoint

Default Value: noload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load Virtual Routing Point configuration objects:

- startupload—Virtual Routing Point configuration objects are all loaded at startup.

- lazyload—Virtual Routing Point configuration objects are loaded when they are needed.

- noload (default)—Virtual Routing Point configuration objects are not loaded at all.

load-Workbins

Default Value: noload
Valid Values: startupload, lazyload, noload
Changes Take Effect: After restart
Introduced: 8.5.209.02

Defines when GMS must load `Workbins` configuration objects:

- `startupload`—Workbins configuration objects are all loaded at startup.

- `lazyload`—Workbins configuration objects are loaded when they are needed.

- `noload` (default)—Workbins configuration objects are not loaded at all.