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Genesys Mobile Services

reporting Section

5/6/2025

reporting Section

- `_urs_url`
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`_urs_url`

Default Value:

Valid Values:

Changes Take Effect: Immediately

URS URL or comma-separated list of URS URLs if the `enable_urs_loadbalancer` option is true. For example: `http://host#1:7311,http://host#2:7311,http://host#3:7311`
GMS uses this list to query URS statistics.

`enable_urs_loadbalancer`

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Set to true to enable multiple URS URLs in the `_urs_url` option.

`max_urs_idle_connection_time`

Default Value: 3600

Valid Values: Any integer

Changes Take Effect: Immediately

Maximum idle time in seconds of an URS URL before GMS removes it from the list of available URLs.

max_urs_request_attempts

Default Value: 3

Valid Values: Any integer

Changes Take Effect: Immediately

Maximum number of attempts to submit requests to URS.

startup-statistics

Default Value:

Valid Values:

Changes Take Effect: Immediately

Comma-separated list of suffixes from the *stat.<statname>* section. This option lists one or more Stat Server statistics to be opened at Genesys Mobile Services startup.

urs_heatbeat_url

Default Value: /urs/console?x

Valid Values: String

Changes Take Effect: Immediately

Path to add to the URS URL in order to check the healthiness of the underlying URS.

urs_loadbalancer_refresh_rate

Default Value: 45000

Valid Values: Integer ≥ 30000

Changes Take Effect: Immediately

URS load balancer refresh rate (in milliseconds). This option value must be greater than 30000 (30 seconds) to check all the URS URLs' status using the **urs_heatbeat_url** path. By default, GMS will check every 45 seconds.