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Web Services and Applications

workspace-service Section

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- `attachment.max-file-upload-size`
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Important

For information about how to use these options to configure Genesys Web Services functionality and behavior, refer to the [Web Services and Applications 9.0.0 Configuration Guide](#) and the [Email configuration article](#).

attachment.max-file-upload-size

Default Value: 8

Valid Values: An integer value greater than or equal to 0.

Changes Take Effect: Immediately

Introduced: 9.0.000.39

Related Options: [email.max-attachment-size](#)

Specifies the maximum size (in MB) of one file that agents can attach to an interaction. The value 0 means that attaching is not allowed. The maximum allowed attachment size is 50 MB. This option cannot be overridden and must be set in the WS_Cluster application.

attachment.restrict-to-file-types

Default Value: jpg,png,gif,pdf,doc,docx,ppt,pptx,xls,xlsx,txt,json

Valid Values: A comma-separated list of file extensions that represent file types that are allowed.

Changes Take Effect: Immediately

Introduced: 9.0.000.31

Specifies the list of file extensions that represent file types that are allowed to be used as attachments. The request is rejected if extension of file is not part of restricted types. This option cannot be overridden and must be set in the WS_Cluster application.

attachment.<media-type>.restrict-to-file-types

Default Value: jpg,png,gif,pdf,doc,docx,ppt,pptx,xls,xlsx,txt,json

Valid Values: A comma-separated list of file extensions that represent file types that are allowed.

Changes Take Effect: Immediately

Introduced: 9.0.000.39

Specifies the list of file extensions that represent file types that are allowed to be used as attachments for a specific media. The request is rejected if extension of file is not part of restricted types. This option cannot be overridden and must be set in the WS_Cluster application.

chat.message.max-length

Default Value: 64000

Valid Values: A positive integer

Changes Take Effect: Immediately

Introduced: 9.0.000.88

Specifies the maximum number of characters in the chat message. This option cannot be overridden and must be set in the WS_Cluster application.

file-type.extension-definition.jpg

Default Value:

Valid Values: jpg,jpeg

Changes Take Effect: Immediately

Related Options: [attachment.restrict-to-file-types](#)

Specifies the allowed JPG file extensions for the **attachment.restrict-to-file-types** option. This option cannot be overridden and must be set in the WS_Cluster application.

openmedia.chat-history-channels

Default Value: No default value

Valid Values: A comma-separated list of valid Media Types.

Changes Take Effect: Immediately

Introduced: 9.0.000.95

Specifies the list of Open Media channels for which the transcript is to be handled as a chat interactions, such as Facebook public and Twitter public, and displayed in the interaction details pane of the History views.