

GENESYS

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Interaction Concentrator

dbw-error-reactions Section

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The option or options in this section define Interaction Concentrator reactions to specific database error messages. In other words, each configuration option in this section represents a rule for handling a certain database error.

If Interaction Concentrator receives a database error message, it tries to find the text specified in the configuration option as a substring of the error message. If it finds this substring text, it applies the specified error reaction.

You can use the predefined **uniqueness** error reaction or configure your own options.

uniqueness

uniqueness

Default Value:

Valid Values: Any string in the format error=error_substring;reaction=reaction_type

Changes Take Effect: Immediately

Defines how ICON reacts to a database error message that contains a particular text substring. Create a separate option for every database error message for which a certain reaction is required. Specify any meaningful name as the option name, making it unique within the dbw-error-reactions section; ICON does not process the name parameter. Include both a database error message and the expected reaction as two parameters of the option value, in the following format: error=<error substring>;reaction=<reaction type>

Example: error=unique;reaction=ignore

For more information about the syntax of the error substring and supported reaction types, see the description of this option in the *Interaction Concentrator Deployment Guide*.

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