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Stat Server

statserver

5/3/2025

statserver

The group of options, listed below, are available for configuring Stat Server Application objects. They should be configured in the Options tab of the Stat Server Application object under the [statserver] section.

- | | | |
|---|---|--|
| <ul style="list-style-type: none">• <code>accept-clients-in-backup-mode</code>• <code>acw-absorb-mode</code>• <code>allow-asm-outbound-on-established</code>• <code>allow-vq-orig-dns-from-environment</code>• <code>auto-backup-interval</code>• <code>backup-file-aggregates-store</code>• <code>backup-file-name</code>• <code>capacity-treat-acw-as-interaction</code>• <code>check-stuck-calls</code>• <code>check-stuck-calls-duration</code>• <code>check-stuck-calls-frequency</code>• <code>check-vq-stuck-calls-frequency</code>• <code>config-reload-delay-if-primary</code>• <code>consult-acw-mode</code>• <code>debug-level</code>• <code>DefaultAgentSPT</code>• <code>DefaultDNSPT</code>• <code>DefaultRPSPT</code>• <code>disconnect-from-lca-on-history-log-expired</code>• <code>do-backup-in-background</code>• <code>filters-allow-wildcards-in-values</code>• <code>generate-stat-validity-events</code>• <code>generate-transfer-taken-on-</code> | <ul style="list-style-type: none">• <code>ringing</code>• <code>ignore-disabled-objects-in-group-statistics</code>• <code>ignore-disabled-objects-in-queue-statistics</code>• <code>ignore-off-hook-on-position</code>• <code>interaction-agent-party-in-progress-on-tenant-max-number</code>• <code>interaction-agent-party-in-progress-on-tenant-media-list</code>• <code>interaction-wait-on-sa-max-number</code>• <code>interaction-wait-on-sa-media-list</code>• <code>interaction-wait-on-tenant-max-number</code>• <code>interaction-wait-on-tenant-media-list</code>• <code>load-balance-aht</code>• <code>management-port</code>• <code>max-client-connections</code>• <code>mm-agent-logout-optimization</code>• <code>mm-media-list-lower-case</code>• <code>mm-skip-reason-changed-events</code>• <code>nec-position-extension-linked</code>• <code>old-stats-remove</code>• <code>old-stats-remove-interval</code>• <code>position-extension-linked</code>• <code>queue-disable-dcid-for-</code> | <ul style="list-style-type: none">• <code>missed-calls</code>• <code>queue-use-pseudo-actions</code>• <code>reconnect-timeout</code>• <code>reg-delay</code>• <code>reg-dns-chunk-delay</code>• <code>reg-dns-chunk-volume</code>• <code>reg-error-delay</code>• <code>reg-error-max-count</code>• <code>rp-handle-queueing-events</code>• <code>send-timeout</code>• <code>show-attached-data</code>• <code>show-queued-interactions</code>• <code>stat-file-show-clients-list</code>• <code>stat-file-show-options</code>• <code>stat-file-timeout</code>• <code>subscribe-for-all-ixn-server-events</code>• <code>suppress-agent-status-updates-for-ixn-server</code>• <code>suppress-user-data</code>• <code>vag-statistics-active-agents-only</code>• <code>vq-clean-call-details-upon-party-changed</code>• <code>vq-ignore-third-party-dn</code>• <code>vq-treat-unknown-third-party-dn-as-agent-dn</code>• <code>vq-use-alt-enter-time</code>• <code>xx-disconnect-clients-on-ixn-</code> |
|---|---|--|

server-disconnect

Use the following options to configure a Stat Server Application to write data to a database:

- [binding-threshold](#)
- [db-timeout](#)
- [db-txn-max-retries](#)
- [enable-binding](#)
- [identity-in-login-table](#)
- [ixn-id-in-status-table](#)
- [local-time-in-status-table](#)
- [local-time-in-status-table](#)
- [login-table](#)
- [max-unsent-sql-statements](#)
- [multimedia-activity-in-status-table](#)
- [qinfo-table](#)
- [status-table](#)
- [status-table-update-end-time-at-end-only](#)
- [time-format](#)
- [use-server-id](#)
- [voice-reasons-table](#)
- [warn-unsent-sql-statements](#)
- [warn-unsent-sql-statements](#)

To enable Java functionality, use the following options, configured for Stat Server Application under the `[statserver]` section:

- [debug-level](#)
- [enable-java](#)

Refer to sections [\[java-config\]](#) and [\[jvm-options\]](#) for extra Java related options. You are directed to read your operating-system and/or Java Runtime Environment (JRE) vendor documentation to learn of any peculiarities regarding JVM installation or the setup of JRE.

For configuration options that indicate valid values of true and false, any of the following additional values are also valid:

- t and f
- yes and no
- y and n
- 1 and 0
- on and off

If the name of a configuration option changed between releases, Stat Server continues to support the former name.

If you specify an unsupported option in configuration, Stat Server will log the outcome and continue operating as if the option were never specified.

accept-clients-in-backup-mode

Default Value: yes

Valid Values: yes, no

Changes Take Effect: After restart

Modified: 8.5.1. New default value is yes

Specifies whether Stat Server accepts client connections when operating in backup mode.

With this option set to yes, Stat Server notifies the clients about its redundancy mode after a client's registration and after a change in mode. Moreover, when its redundancy mode is changed to backup, Stat Server does not close the communication port and accepts clients' connections and requests.

acw-absorb-mode

Default Value: 0

Valid Values: 0, 1

Changes Take Effect: After restart

Introduced: 8.5.108.19

Controls Stat Server behavior upon receiving the EventAgentNotReady event with WorkMode=AfterCallWork when there is call related AfterCallWork action in progress on a DN. The default behavior (acw-absorb-mode=0) is to stop a call related AfterCallWork action and then start a non call related AfterCallWork action. If acw-absorb-mode=1 then the existing call related AfterCallWork action is not stopped (legacy 8.1 behavior).

allow-acw-connid-overwrite

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Introduced: 8.5.112.35

- If true (pre-8.5.102 behavior), this allows StatServer to overwrite call-related ACW's ConnID when a call is released.
- If false, StatServer will not overwrite call-related ACW statuses when a call is released.

allow-asm-outbound-on-established

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Controls whether Stat Server is allowed to generate ASM_Engaged and ASM_Outbound actions upon

EventEstablished. For all other cases, the option control is not applicable. When this option is set to true, Stat Server will try to recognize interaction-flow scenarios where the GSW_RECORD_HANDLE key is present in the UserData of EventEstablished TEvent and the ANI or OtherDN attribute points to a DN of type Call Processing Port.

If these conditions are met, Stat Server starts these actions as follows:

- Stat Server starts and ends the ASM_Engaged actions instantaneously.
- Stat Server starts the ASM_Outbound action.

allow-vq-orig-dns-from-environment

Default Value: yes

Valid Values: yes, no

Changes Take Effect: After restart

Dependencies: vq-treat-unknown-third-party-dn-as-agent-dn = true and vq-ignore-third-party-dn = false

Specifies whether Stat Server will consider virtual queue objects from the Environment tenant as origination DNs for GroupAgents and GroupPlaces objects in other tenant if these virtual queues are configured as origination DNs for mentioned GroupAgents and GroupPlaces objects.

If this option is set to yes and Environment tenant is listed among those assigned to Stat Server (in a multi-tenant environment), Stat Server will generate retrospective actions, reflecting regular DNs from particular non-Environment Tenant to virtual queue objects in Environment Tenant, and Origination DNs retrospective actions from Environment Tenant to GroupAgents and GroupPlaces objects belonging to other Tenant.

For this functionality to work properly, you must also set the **vq-treat-unknown-third-party-dn-as-agent-dn** option to true and the **vq-ignore-third-party-dn** option to false.

auto-backup-interval

Default Value: 15

Valid Values: Integers 0 through 35791

Changes Take Effect: After restart

Modified: 8.5.104

Related Options: backup-file-name

Sets the time, in minutes, for checking persistent statistics and storing them in the file specified by the **backup-file-name** option. A value of 0 disables automated backups.

This option was previously named AutoBackupInterval.

backup-file-aggregates-store

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately upon notification

Dependencies: auto-backup-interval != 0

Introduced: 8.5.102

Controls whether the statistical aggregates are read from/written into the backup file.

While reading from the backup file, Stat Server might *use*, *adjust then use*, or *ignore* a serialized aggregate, depending on the interval type.

If the system time changes during or in between writing/reading aggregates, the aggregation window duration is adjusted approximately. Otherwise the following cases are applicable:

Interval	Near past (Aggregate is OK)	Distant past (Aggregate is outdated)
Growing	use	ignore
Sliding	adjust then use	ignore
Selection	use	use

Notes:

- The aggregate is only used, if no important statistical attributes (TimeProfile, Filter) have changed, since it was written into a backup file.
- The aggregate serialization is not applied to Java statistics.
- If a statistic aggregates over the duration (e.g., TotalTime) and has the Subject != DNAction, then incomplete subjects are forcefully ended prior to benign written into the backup file at shutdown (or handling the HistoryLogExpired); otherwise, incomplete subjects are not written into the backup file at shutdown (or while handling the HistoryLogExpired). If a writing into the backup file happens upon a timer, specified by the **auto-backup-interval** option, no incomplete subjects are written for any statistics.

backup-file-name

Default Value: ssbackup.000

Valid Values: Any valid path (optional) and file name

Changes Take Effect: After restart

Related Options: old-stats-remove-interval

Specifies the name of the backup file that stores persistent statistics for synchronization. Stat Server memorizes all parameters for statistics in demand, initiating their collection immediately after restart. If a particular statistic has not been requested for a long time period (three days by default as specified in the **old-stats-remove-interval** option), the statistics are removed from both the cache and the backup file.

Note: Stat Server ignores backup files when:

- They were generated by a different version of Stat Server.
- You reconfigure the Stat Server solution.

This option was previously named *BackupFileName*.

binding-threshold

Default Value: 10

Valid Values: Any positive integer less than 2147483648 (2^{31})

Changes Take Effect: After restart

Dependencies: enable-binding = yes

Specifies the number of records in a binding block—that is, the number of records to be sent to the DBMS simultaneously. This option is enabled only if you have set the value of the **enable-binding** configuration option to yes. The default template does not include this option.

capacity-treat-acw-as-interaction

Default Value: no

Valid Values: yes, no

Changes Take Effect: After restart

Determines whether Stat Server treats ACW activity as interactions while the associated DN is in after-call work (ACW) status. The routability of additional, simultaneous interactions to a device is dependent on the number of interactions that currently are occurring at that device. Setting this option to yes instructs Stat Server to treat any ACW activity as an interaction *for the purpose of determining capacity*—synonymous to any other type of voice interaction, such as handling customer-initiated (inbound) calls, internal calls among agents, and so forth. *For the purpose of reporting current activity*, this treatment does not increment the count of CurrentNumber or TotalNumber statistics.

The presence of ACW on a device also affects the routability of interactions of other media types, as defined in the capacity model for your environment. For information about defining capacity rules, refer the *Genesys Resource Capacity Planning Guide*.

If this option is set to no, Stat Server does not consider ACW-related activities that occur at a device in its calculation of the current_number component of the capacity vector. In fact, Stat Server may allow additional, simultaneous interactions to be routed to that device per the capacity rules defined in your environment.

check-stuck-calls

Default Value: no

Valid Values: yes, no

Changes Take Effect: Immediately upon notification

Related Options: check-stuck-calls-frequency, check-stuck-calls-duration

When you set the value of this option to yes, Stat Server checks DNs of the Extension, ACD Position, VTO (IVR), ACD Queue, Service Number, and Routing Point types for calls with no activity during the time configured as a value of the **check-stuck-calls-duration** option. When detecting such calls, Stat Server queries T-Server on the current DN status. If T-Server indicates that the call has been cleared from the DN in question, Stat Server deletes the call from memory. The checkup

frequency is configured as a value of the `check-stuck-calls-frequency` option. Stat Server does not check Internet DNSs or DNSs of Virtual Routing Point type.

This option was previously named `CheckStuckCalls`.

Note: Calls can be stuck in T-Server and/or Stat Server. The `check-stuck-calls` configuration option enables Stat Server to clear calls that it determines to be stuck in Stat Server.

check-stuck-calls-duration

Default Value: 600

Valid Values: Integers greater or equal to 30 and less than or equal to 2147483

Changes Take Effect: After restart

Dependencies: `check-stuck-calls=yes`

Introduced: 8.5.0

Related Options: `check-stuck-calls-frequency`

If the `check-stuck-calls` option is set to yes, Stat Server checks for stuck calls every `check-stuck-calls-frequency` seconds, for calls that are older than `check-stuck-calls-duration` seconds.

check-stuck-calls-frequency

Default Value: 600

Valid Values: Integers greater or equal to 30 and less than or equal to 2147483

Changes Take Effect: After restart

Dependencies: `check-stuck-calls=yes`

Introduced: 8.5.0

Related Options: `check-stuck-calls-duration`

If the `check-stuck-calls` option is set to yes, Stat Server checks for stuck calls every `check-stuck-calls-frequency` seconds, for calls that are older than `check-stuck-calls-duration` seconds.

check-vq-stuck-calls-frequency

Default Value: 600

Valid Values: Integers greater or equal to 30 and less than or equal to 2147483

Changes Take Effect: After restart

Works in conjunction with the frequency of `EventReserved_2` heartbeats that accompany live calls from URS, specifying the frequency, in seconds, with which Stat Server checks virtual queues for stuck calls. Stat Server suspends checks for stuck calls if no calls are queued at any virtual queue that Stat Server monitors. Stuck calls result if a URS connection breaks when a live call is completed. In this situation, Stat Server does not receive the `EventReleased` TEvent to indicate the end of the call, and Stat Server views the interaction as continuing.

Setting this option to a high value for large environments alleviates CPU load and helps to avoid situations where Stat Server inadvertently clears live calls due to network latency. In such situations,

you should also consider resetting the `call_kpl_time` URS option, which measures the frequency of `EventReserved_2` heartbeats, to a higher value. Small environments can set both options to relatively lower values. Also, you should be aware that setting `call_kpl_time` to 0 (zero) means that Stat Server will receive no `EventReserved_2` events from URS. In this case, Stat Server considers all calls currently residing at the virtual queue as stuck and eliminates them from processing following the period of time specified by the `check-vq-stuck-calls-frequency` option. Refer to the *Universal Routing Reference Manual*, available on the [Universal Routing](#) page, for additional information about the `call_kpl_time` configuration option.

Prior to release 8.0, this functionality was not configurable. Stat Server's checks for stuck calls was internally hard-coded at 60 seconds. Beginning with the 8.0 release, the default for this option, whether explicitly set or not, is 600 seconds.

config-reload-delay-if-primary

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.112.07

This option controls whether Stat Server, in primary mode, delays configuration reloads. If this option is set to `true`, the primary Stat Server in the redundant pair delays the reload of the configuration when it cannot restore a session with Configuration Server. The option must be configured in both Stat Server applications of the primary-backup pair.

consult-acw-mode

Default Value: always

Valid Values: always, last

Changes Take Effect: After restart

Introduced: 8.5.104

When a consult call is released on a regular DN and the after-call-work (ACW) is pending, Stat Server generates the `AfterCallWork` action only in the following cases:

- `consult-acw-mode=always`
- `consult-acw-mode=last` and there are no more calls on a DN

db-timeout

Default Value: 30

Valid Values: Integers greater or equal to 10 and less than or equal to 3600 seconds

Changes Take Effect: After restart

This option controls how long Stat Server waits for a response from the database connection, before re-sending the current transaction.

db-txn-max-retries

Default Value: 3

Valid Values: Integers greater or equal to 1 and less than or equal to 10 retries

Changes Take Effect: After restart

This option controls how many times Stat Server re-sends a transaction to the database connection after a timeout has occurred, before it disconnects and reconnects to the database.

debug-level

Default Value: Init

Valid Values: all, Action, Client, Init, HA, Java, Mngmnt, Reset, Server, SPT, SQL, Status

Changes Take Effect: Immediately upon notification

A comma-separated list of debug categories that are visible in the Stat Server log:

- **all** Synonymous with Init,Server,Client,Status,Action,SQL,Mngmnt,Java,Reset. The debug level that you designate for this category supersedes any debug level that you designate for other categories.
- **Action** Logs changes to the internal Stat Server object model and provides a significant source of troubleshooting data, which includes entries following every TEvent.
- **Client** Logs all Stat Server communication with its clients, such as the opening of statistics and all statistical values sent to the client. This value generates a large amount of data, and should be sparingly used for troubleshooting reproducible problems with statistics.
- **Init** Used for capturing data related to Configuration Server that affects Stat Server, including dynamic Configuration Server changes made as Stat Server starts--such as the addition, deletion, and/or change of objects or their properties having an affect on Stat Server. This value is useful for tracking initial configuration and dynamic changes and is much more compact than the information provided in the Configuration Server log. Genesys recommends that you always include this value in this option.
- **HA** Logs messages related to HA functionality.
- **Java** Displays information related to Java extension functionality. Use this value only for statistics in the Outbound Contact 7.2.0+ or MCR 7.0.1+ (MCR has been renamed to eServices in release 8.0).
- **Mngmnt** Displays profiling information, including the number of currently connected clients, statistics being computed at the moment, and statistics to be reported to clients.
- **Reset** Enables the log messages Stat Server sends to clients while sending statistics requested with a reset-based notification mode.
- **Server** Logs T-Server events pertaining to Stat Server. Genesys recommends that you not include this value if you maintain logs for the related T-Server(s).
- **SPT** Logs events related to Stat Server startup. This value is provided to maintain backward compatibility and may be eliminated in future releases.
- **SQL** Displays the SQL statements issued if you have configured a database for Stat Server.
- **Status** Logs events related to the current state of objects and is useful for troubleshooting Stat Server-Router problems.

This option is enabled only if you have set the **verbose** common log option to all.

In graphical environments, log output often takes more than half of a server's execution time. To maintain performance, use only the debug levels that you need and run Stat Server in the background. Also, minimize the Stat Server window or redirect log output to a different device, such as a file. Be very careful, however, when directing log output to a file and consider the available free disk space, directory and file permissions, and possible conflicts with different software trying to use the log file at the same time.

For each debug category, you can also set the level of debug logging by specifying a numerical value from [0-9] (with 9 being the most verbose) and appending the number to each category.

For example: Init, Status:6

Debug level 0 is synonymous to no logging at all for the specified debug category.

Debug levels 1-4 provide less logging information than was provided in prior releases but more than debug level 0.

Debug level 5 provides exactly the same logging information that was provided in prior releases. This level is the default level if none is otherwise specified.

Debug levels 6-7 provide more detailed output than level 5.

Debug levels 8-9 provide the most extensive log output requiring further internal processing which, in turn, further degrades Stat Server performance.

The SIP Server 8.1.1 product provides a troubleshooting tool that parses the log output of several Genesys servers including Stat Server. Refer to the *SipSpan2 User's Guide*, available on the SIP Server CD, for information on how to use this tool.

This option was previously named *DebugLevel*.

DefaultAgentSPT

Default Value: ... (an ellipsis)

Valid Values: A list of actions separated by a comma or an ellipsis (three consecutive dots). If you specify a list, it overrides the list hard-coded in the Stat Server Status Priority table.

Changes Take Effect: After restart

Discontinued: 8.5.000.24

This option creates a precedence list of actions, which Stat Server uses to assign status to agents when there is more than one action occurring at each agent. The DefaultGroupSPT option, available in the initial 7.0 and prior releases, is no longer required. For information on the operating mechanism of Status Priority tables, refer to the **Object Statuses** in the *Framework Stat Server User's Guide*.

Warning! Do not change this option without consulting a Genesys technical representative.

DefaultDNSPT

Default Value: ... (an ellipsis)

Valid Values: A list of actions separated by a comma or an ellipsis (three consecutive dots). If you specify a list, it overrides the list hard-coded in the Stat Server Status Priority table.

Changes Take Effect: After restart

Discontinued: 8.5.000.24

This option creates a precedence list of actions, which Stat Server uses to assign status to DNSs when there is more than one action occurring at each DN. The DefaultGroupSPT option, available in the initial 7.0 and prior releases, is no longer required. For information on the operating mechanism of Status Priority tables, refer to the [Object Statuses](#) in the *Framework Stat Server User's Guide*.

Warning! Do not change this option without consulting a Genesys technical representative.

DefaultRPSPT

Default Value: ... (an ellipsis)

Valid Values: A list of actions separated by a comma or an ellipsis (threeconsecutive dots). If you specify a list, it overrides the list hard-coded in theStat Server Status Priority table.

Changes Take Effect: After restart

Discontinued: 8.5.000.24

This option creates a precedence list of actions, which Stat Server uses to assign status to routing points when there is more than one action occurring at each routing point. The DefaultGroupRPSPT option, available in the initial 7.0 and prior releases, is no longer required. For information on the operating mechanism of Status Priority tables, refer to the [Object Statuses](#) in the *Framework Stat Server User's Guide*.

Warning! Do not change this option without consulting a Genesys technical representative.

disconnect-from-lca-on-history-log-expired

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Introduced: 8.5.102

Controls whether Stat Server disconnects from LCA upon receiving the HistoryLogExpired event.

do-backup-in-background

Default Value: yes

Valid Values: yes, no

Changes Take Effect: After restart

Specifies whether Stat Server spawns a separate thread to store statistic definitions in its backup file.

If this option is set to yes (the default), Stat Server spawns a separate thread. If it is set to no, Stat Server writes to its backup file using the main thread.

enable-binding

Default Value: no

Valid Values: yes, no

Changes Take Effect: Immediately upon notification

Related Options: binding-threshold

Specifies whether to enable binding functionality. By default, Stat Server uses a regular method of sending requests. If you set the value of this option to yes, Stat Server uses binding for sending requests. This option works in conjunction with the [binding-threshold](#) configuration option and is supported for Oracle, Microsoft SQL, and DB2 relational database management systems. The default template does not include this option.

This option was previously named *OracleBinding*.

enable-java

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart, or upon setting the value to true.

Related Options: jvm-path

When you set the value of this option to true, Stat Server tries to load JVM at startup. The [jvm-path](#) configuration option defines the location of JVM. If you set this value to false at Stat Server startup, but later set it to true, Stat Server attempts to load JVM at runtime.

Note: Stat Server ignores the change in setting from true to false. To unload JVM, you must stop Stat Server.

filters-allow-wildcards-in-values

Default Value: no

Valid Values: yes, no

Changes Take Effect: After restart

Specifies whether Stat Server accepts the wild-card characters * and ? in the <value> argument of PairExist functions in filters. If this option is set to yes, Stat Server interprets these characters as wildcards. If set to no, Stat Server interprets these as literal characters. Prior to release 7.5, Stat Server interpreted a <value> argument of "*" as *any string* and "*", embedded within a string, as a literal character.

For example, Stat Server interprets the PairExist(KY1, "Mr.*") function in one of two ways depending on the value of the filters-allow-wildcards-in-values option:

- As a function whose filter returns any statistic where the values for KY1 begin with Mr. , if the value of this option is set to yes.
- As a function whose filter returns only those statistics where the value for KY1 is equivalent to the four characters Mr.* if the value of this option is set to no.

Stat Server interprets the PairExist(KY2, "*") filter as one where KY2 is equal to any number of characters regardless of the value of this option.

generate-stat-validity-events

Default Value: yes

Valid Values: yes, no

Changes Take Effect: After restart

Controls whether Stat Server sends EventStatInvalid and EventStatValid events to Stat Server clients. Setting this option to no can reduce load on Stat Server and its clients in scenarios in which, due to disconnects with T-Server, Stat Server generates large volumes of statvalid and statinvalid messages (in addition to statistic and registration messages) that otherwise could impact Stat Server operation negatively.

This feature is intended to be used in Stat Server applications that service Data Sourcer 7.6-only clients. Setting this option to no is not recommended in Stat Server applications that service other types of clients—especially, Universal Routing Server clients that rely on statvalid/statinvalid events for making routing decisions.

The EventStatInvalid and EventStatValid events are printed in the Stat Server log, when the **debug-level** option is set to Client:6 (not recommended as it is increasing CPU consumption due to intensive logging).

generate-transfer-taken-on-ringing

Default Value: yes

Valid Values: yes, no

Changes Take Effect: After restart

Controls when Stat Server generates the CallTransferTaken action for a transferred call—either while it is ringing at a regular DN or after it has been answered on that DN.

If this option is set to yes, Stat Server generates CallTransferTaken, as in previous releases:

- If the transfer completes on a regular DN while it is ringing or on some mediation DN before distribution to a regular DN.
- After the call has been answered, if the transfer completes following receipt of EventEstablished on a regular DN.

If this option is set to no, Stat Server does not generate the CallTransferTaken action while the

transferred call is ringing. Instead, Stat Server generates this action after the transferred call has been answered (that is, upon receipt of `EventEstablished`).

Note: Stat Server does not generate the `CallTransferTaken` action for direct single-step transfers that are made to agents or routing points that are located at different sites, whether or not Stat Server monitors such agents.

identity-in-login-table

Default Value: off

Valid Values: on, off

Changes Take Effect: After restart

Turning this option on enables Stat Server to operate with an Oracle Real Application Clusters (RAC). This option requires a database access point connection to an Oracle RAC database. The user must also initialize their LOGIN table with the `oracle/login_oracle.sql` script that comes with the Stat Server installation.

ignore-disabled-objects-in-group-statistics

Default Value: no

Valid Values: yes, no

Changes Take Effect: After restart

Specifies whether Stat Server takes into account the `Person` and `Place` objects that are disabled in the Configuration Layer when calculating statistics for corresponding groups of objects.

Setting this option to yes excludes agents and places in the calculation of group status for `CurrentState` statistics as long as the relevant `Person` and `Place` configuration objects are disabled in the Configuration Layer. This option also affects any number-related group statistics in the same manner.

Genesys recommends setting this option to yes in a Stat Server application serving Universal Routing Server, and no (the default) in a Stat Server application serving CCPulse+ and/or CC Analyzer.

ignore-disabled-objects-in-queue-statistics

Default Value: no

Valid Values: yes, no

Changes Take Effect: After restart

In the 8.1.0+ releases, this option specifies whether Stat Server takes into account disabled `Person` and `Place` objects when calculating certain queue statistics. When this option is set to yes, Stat

Server abstains from updating queue statistics having any of the `ActionLogin`, `AgentReady`, and `AgentActive` actions in the main mask while `Person` and `Place` objects continue to be disabled. When set to `no`, Stat Server considers all `Person` and `Place` objects—disabled or enabled—and all masks in computations of queue statistics.

Note: The aforementioned statistics are such that actions are propagated from a place to a queue only when an agent is logged on to the place and either of the following:

- Both the agent and place are enabled, in which case the value of this configuration option is irrelevant.
- The agent and/or place is disabled and the value of this option is set to `no`.

Starting with 8.1.2 release, only the agent should be enabled to be accounted for in queue statistics that use `ActionLogin`, `AgentReady`, and `AgentActive` actions.

ignore-off-hook-on-position

Default Value: `no`

Valid Values: `yes`, `no`

Changes Take Effect: After restart

Specifies whether to ignore `On-Hook/Off-Hook` events on `Position` DNs. If this option is set to `yes`, `On-Hook/Off-Hook` events are ignored on `Position` DNs. Use this option if your version of T-Server does not properly propagate `On-Hook` or `Off-Hook` TEvents.

This option was previously named `IgnoreOffHookOnPosition`.

interaction-agent-party-in-progress-on-tenant-max-number

Default Value: `2147483647`

Valid Values: Integers 1 through `2147483647`

Changes Take Effect: After restart

Introduced: 8.5.110.18

Specifies the maximum allowed number of `InteractionAgentPartyInProgress` (Tenants) actions. When the threshold is reached, Stat Server does not create any more instances of the `InteractionAgentPartyInProgress` (Tenants) action, until the number of such actions is below the threshold.

When the debug-level option is set to `Server`, and the number of `InteractionAgentPartyInProgress` (Tenants) actions meets or exceeds the configured threshold value, the following message is printed in the Stat Server log once every minute until the number of `InteractionAgentPartyInProgress` (Tenants) actions is less than the maximum allowed:

"ATTN: Tenant(s) `InteractionAgentPartyInProgress` actions threshold of `<max number>` reached"

interaction-agent-party-in-progress-on-tenant-media-list

Default Value: chat

Valid Values: All, Media 1, Media 2, ..., Media N

Changes Take Effect: After restart

Introduced: 8.5.110.18

A comma-separated list of media type names for which the InteractionAgentPartyInProgress (Tenants) action is generated. All other media types are ignored.

interaction-wait-on-sa-max-number

Default Value: 2147483647

Valid Values: Integers 0 through 2147483647

Changes Take Effect: After restart

Introduced: 8.5.103

Specifies the maximum allowed number of InteractionWait (StagingAreas) actions. When the threshold is reached, Stat Server does not create any more instances of the InteractionWait (StagingAreas) action, until the number of such actions falls back below the threshold.

If the **debug-level** option is set to Server, the following message is printed in the Stat Server log every minute while the threshold is reached:

"ATTN: InteractionWait actions threshold of (Max Number) reached"

interaction-wait-on-sa-media-list

Default Value: "chat"

Valid Values: "Media 1, Media 2, ..., Media N" or "All"

Changes Take Effect: After restart

Introduced: 8.5.103

Specifies the list of media type name(s) for which the InteractionWait (StagingAreas) action is generated.

interaction-wait-on-tenant-max-number

Default Value: 2147483647

Valid Values: Integers 1 through 2147483647

Changes Take Effect: After restart

Introduced: 8.5.107

Specifies the maximum allowed number of InteractionWait (Tenants) actions. When the threshold is reached, Stat Server does not create any more instances of the InteractionWait (Tenants) action, until the number of such actions falls back below the threshold.

When the **debug-level** option is set to Server, and the number of InteractionWait (Tenants) actions meets or exceeds the configured threshold value, the following message is printed in the Stat Server log once every minute until the number of InteractionWait (Tenants) actions is less than

the maximum allowed:

"ATTN: Tenant(s) InteractionWait actions threshold of <max number> reached"

interaction-wait-on-tenant-media-list

Default Value: "chat"

Valid Values: "Media 1, Media 2, ..., Media N" or "All"

Changes Take Effect: After restart

Introduced: 8.5.107

Specifies the list of media type name(s) for which the InteractionWait (Tenants) action is generated. All other media types will be ignored.

ixn-id-in-status-table

Default Value: off

Valid Values: on, off

Changes Take Effect: Immediately upon notification

Related Options: multimedia-activity-in-status-table; enable-binding

Specifies whether Stat Server will populate the IxnID field for records written to the STATUS table. If you set this option to off or if you do not set configure this option, the IxnID field will be null. This field provides functionality, comparable to connection IDs for calls, for Multimedia interactions that rely predominantly on the number generated by Interaction Server for identification in the interaction flow.

Note: If you set this option to on, consider also setting the [multimedia-activity-in-status-table](#) configuration option to yes so that Stat Server will record information about the status of multimedia interactions in the other fields of the STATUS table.

Warning! To avoid data loss, do not change the setting of this option in runtime if you have also set [enable-binding](#) to yes.

load-balance-aht

Default Value: 90

Valid Values: Positive integers less than 4294967296 (2^{32})

Changes Take Effect: After restart (when defined within the Stat Server Application object)

Specifies the initial value, in seconds, for handling time. Stat Server uses this figure in the operand of the formula for calculating load-balancing of all mediation DNs that Stat Server monitors. Refer to the [LoadBalance](#) statistical category in the [Stat Server User's Guide](#) for more information about this formula.

You can also configure this value locally within the Options of mediation DN objects. A value that is specified at the mediation DN level supersedes the values that are specified within the Stat Server Application object for that mediation DN. Refer to the [Stat Server Reads Mediation DN Attribute](#)

section of the [Stat Server Deployment Guide](#) for information about configuring this option within mediation DNSs.

Prior to release 8.0, this value was hard-coded at 90 seconds.

local-time-in-status-table

Default Value: off

Valid Values: on, off

Changes Take Effect: Immediately upon notification

Related Options: time-format; enable-binding

Specifies whether to populate the StartLocalTime and EndLocalTime fields in the STATUS table. If you set the value of this option to off, or if you do not specify a value, the StartLocalTime and EndLocalTime fields will contain no data. For Solution Reporting applications, set this option to off; such reports do not use the local time fields, and setting this option to on could affect performance. When setting this option to on, also set the [time-format](#) option to the desired format. Refer to the [Table and Column Description](#) in the [Stat Server Deployment Guide](#) for a complete description of the STATUS table.

This option was previously named LocalTimeInStatusTable.

Warning! To avoid data loss, do not change the value of this option in runtime if you have also set [enable-binding](#) to yes.

local-time-in-status-table

Default Value: off

Valid Values: on, off

Changes Take Effect: Immediately upon notification

Related Options: time-format; enable-binding

Specifies whether to populate the StartLocalTime and EndLocalTime fields in the STATUS table. If you set the value of this option to off, or if you do not specify a value, the StartLocalTime and EndLocalTime fields will contain no data. For Solution Reporting applications, set this option to off; such reports do not use the local time fields, and setting this option to on could affect performance. When setting this option to on, also set the [time-format](#) option to the desired format. Refer to the [Table and Column Description](#) in the [Stat Server Deployment Guide](#) for a complete description of the STATUS table.

This option was previously named LocalTimeInStatusTable.

Warning! To avoid data loss, do not change the value of this option in runtime if you have also set [enable-binding](#) to yes.

login-table

Default Value: off

Valid Values: on, off

Changes Take Effect: Immediately upon notification

Specifies whether Stat Server writes records about login and logout TEvents directly to the LOGIN table in the Stat Server database. Refer to the [The LOGIN Table](#) in the [Stat Server Deployment Guide](#) for more information.

This option was previously named LoginTable.

management-port

Default Value: 3031

Valid Values: Any available TCP port (Integers 1 through 65535)

Changes Take Effect: After restart

Specifies the TCP/IP port that Stat Server reserves for connections that its SNMP Option Management Client establishes.

Warning! You must specify a value for this option if you are using an SNMP connection. Do not change the value for this option while Stat Server is running.

max-client-connections

Default Value: 0

Valid Values: 0, or any positive integer less than 2147483648 (2^{31})

Changes Take Effect: After restart

Specifies the maximum number of clients that can be connected to Stat Server at any given time. The default value, 0 (zero), means that an unlimited number of clients can be connected to Stat Server.

max-unsent-sql-statements

Default Value: 100000 (SQL statements)

Valid Values: Integers greater than or equal to 100,000 and less than 2147483647 (2^{31}).

Changes Take Effect: After restart

Specifies the maximum number of SQL statements that Stat Server is allowed to maintain in memory. As soon as Stat Server's connection to the RDBMS is broken, Stat Server starts storing SQL statements in memory. These statements will be issued against the Stat Server database once the connection is restored. If the number of SQL statements in memory exceeds the value that is specified by this option, data loss might result.

To avoid data loss, Stat Server must remain connected to DB Server or to database for the entire period of the records submission to the RDBMS. If you use DB Server for connection to RDBMS, your addp timeout for connection from Stat Server to DB Server should be set as large as possible to prevent disconnection by addp. Refer to the [Management Framework Deployment Guide](#) for information about setting addp.

If the number of SQL statements in memory ever exceeds this option's value, data loss of the entire memory pool will result and the accumulation of SQL statements will begin anew.

Please be aware that setting this option's value too high might cause your system to run out of memory. Configure this option in conformance with the amount of RAM installed on the machine where Stat Server operates.

If you specify any value that is less than the default (100000), Stat Server resets it to 100000.

mm-agent-logout-optimization

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Introduced: 8.5.112.17

Controls Stat Server behavior for multimedia agents logout. The default value false provides backward compatibility. The true value optimizes multimedia agents logout.

This option is especially beneficial for environments with agents logged into many media channels and the substantial list of associated virtual queues.

mm-media-list-lower-case

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Introduced: 8.5.112.18

This option controls how media list items that are configured in the options [interaction-wait-on-sa-media-list](#), [interaction-wait-on-tenant-media-list](#), and [interaction-agent-party-in-progress-on-tenant-media-list](#) are compared with interaction types received from Interaction Server. Stat Server's default behavior is to force media list items to lower case before applying case sensitive comparison. Setting this option to false applies the case sensitive comparison without any modifications of configured media list items.

mm-skip-reason-changed-events

Default Value: no (for backward compatibility)

Valid Values: yes, no

Changes Take Effect: After restart

Introduced: 8.5.112.16

Prevents incorrect reason filter evaluation and the [TotalContinuousNumber](#) statistic calculation in certain scenarios by ignoring any reason change events.
If this option is set to yes, the multimedia reason changed events are ignored for proper calculation of statistics with the applied reason filter.

multimedia-activity-in-status-table

Default Value: yes

Valid Values: yes, no

Changes Take Effect: After restart

Related Options: [ixn-id-in-status-table](#)

Specifies whether multimedia-related actions are counted while computing status values that are written to the STATUS table. (For a complete classification of actions, refer to the [Stat Server User's Guide](#).) If this option is set to no, Stat Server ignores multimedia-related actions in its computation of place and agent status.

Stat Server also reads the value of the [multimedia](#) configuration option in the TServer section of the monitored DN (whose type is Extension) to determine whether the corresponding DN is a multimedia DN, capable of processing interactions of different media types, such as those DNs that are controlled by a SIP-compliant T-Server. Refer to the [Factors Affecting Stat Server](#) in the [Stat Server Deployment Guide](#) for more information.

Note: If you set this option to yes, you might also consider setting the [ixn-id-in-status-table](#) configuration option to yes so that Stat Server populates the IxnID field for multimedia interactions.

nec-position-extension-linked

Default Value: no

Valid Values: yes, no

Changes Take Effect: After restart

Specifies whether Stat Server applies a special model when processing after-call work (ACW) notifications from NEC T-Server. This model, normally used with Meridian T-Server, consists of Position and Extension DNs linked together in Stat Server logic when they belong to the same phone. Refer to the [Stat Server User's Guide](#) for a description of the [AfterCallWork](#) action and models for its generation.

Note: For switch types, such as the Nortel Meridian, in which a place is configured with both Position and Extension DNs and in which an agent is required to log in to the Position DN, this option must be set to yes in order for [EstimWaitTime](#) and [LoadBalance](#) statistics to return expected values.

The option name is case-insensitive.

old-stats-remove

Default Value: yes

Valid Values: yes, no

Changes Take Effect: Immediately

Introduced: 8.5.110.18

If set to no, statistics that have not had connected clients for longer than the time set as the value of the `old-stats-remove-interval` option are not to be cleaned. If set to yes (the backward-compatibility mode), the statistical garbage-collection is performed.

old-stats-remove-interval

Default Value: 4320

Valid Values: Integers 0 through 2147483647 ($2^{31}-1$)

Changes Take Effect: After restart

Sets the amount of time, in minutes, that unused statistics should continue to calculate on Stat Server. A value of 0 causes Stat Server to close a statistic as soon as the application requesting it closes its request or disconnects.

This option was previously named `OldStatsRemoveInterval`. The default template does not include this option. The internal, hard-coded default value is 4320 (three days).

position-extension-linked

Default Value: yes

Valid Values: yes, no

Changes Take Effect: After restart

Specifies how Stat Server interprets the status of a place and an agent when the place contains a position and an extension that belong to the same switch.

By default (yes), the status of a DN of the Extension type affects the place status under these conditions:

- An agent is logged in at the DN of the Position type that belongs to the same place.
- An agent might or might not be logged in at the DN of the Extension type.

With the option set to no, the status of the DN of the Extension type affects the place status under these conditions:

- An agent might or might not be logged in at the DN of the Position type that belongs to the place.
- An agent *must* be logged in at the DN of the Extension type.

qinfo-table

Default Value: off

Valid Values: on, off

Changes Take Effect: Immediately upon notification

Specifies whether Stat Server writes records about queue statuses directly to the QINFO table in the Stat Server database. Refer to the [The QINFO Table](#) in the [Stat Server Deployment Guide](#) for more information.

This option was previously named QInfoTable.

queue-disable-dcid-for-missed-calls

Default Value: no

Valid Values: yes, no

Changes Take Effect: After restart

Controls whether Stat Server ignores the CONNID attribute of the ACWMissed and CallMissed actions on mediation DNs. In environments that contain a large number of origination DNs, setting this option to yes has the beneficial side effect of improving Stat Server performance as well as the unfortunate effect of Stat Server no longer being able to distinguish interactions by connection ID when Formula is set to DCID for statistics that have the ACWMissed and/or CallMissed actions specified in the main mask.

queue-use-pseudo-actions

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Restricts Stat Server's use of the following mediation DN actions to unfiltered statistics defined using the CurrentNumber or CurrentRelativeNumberPercentage statistical categories:

- DNLogin
- DNActive
- DNReady
- AgentLogin
- AgentActive
- AgentReady

If this option is set to `true`, Stat Server enables this restriction and minimizes the possible overhead that could result in environments that contain a large number of origination DNs assigned to GroupPlaces or GroupAgents objects. If it is set to `false`, all statistical categories (but not filters) will be applicable to the listed actions.

reconnect-timeout

Default Value: 10

Valid Values: Positive integers less than or equal to 2147483; Stat Server sets any negative or 0 values that you might configure to 10.

Changes Take Effect: After restart

Modified: 8.5.104

Indicates the time interval, in seconds, between Stat Server attempts to reconnect to a T-Server or the database (DB Server if `[db-direct-connection]/enable` is set to `no`) if either is disconnected or not running.

This option was previously named `reconnect_timeout` (spelled with an underscore).

reg-delay

Default Value: 0

Valid Values: 0 (zero) or positive integer less than or equal to 2147483

Changes Take Effect: After restart

Modified: 8.5.104

Causes Stat Server to wait the specified number of seconds before registering DNs that have been added to Configuration Server.

This option was previously named `reg_delay` (spelled with an underscore).

reg-dns-chunk-delay

Default Value: 10

Valid Values: Positive integers less than or equal to 2147483

Changes Take Effect: After restart

Modified: 8.5.104

Related Options: `reg-dns-chunk-volume`

Specifies the interval, in seconds, between two subsequent registration requests. Stat Server waits for the specified interval before sending a request to T-Server to register a subsequent set of DNs, thus allowing T-Server to process the previous request.

In a large configuration environment, use this option in conjunction with `reg-dns-chunk-volume` to optimize DN registration at Stat Server startup.

reg-dns-chunk-volume

Default Value: 1000

Valid Values: Positive integers less than 4294967296 (2^{32})

Changes Take Effect: After restart

Related Options: reg-dns-chunk-delay

Specifies the number of DNSs that Stat Server submits in a single registration request to T-Server. Instead of trying to register for all configured DNSs at once, Stat Server divides the DNS registration among several requests, each for the specified number of DNSs.

In a large configuration environment, use this option in conjunction with [reg-dns-chunk-delay](#) to optimize DNS registration at Stat Server startup.

reg-error-delay

Default Value: 0

Valid Values: 0 (zero) or positive integer less than or equal to 2147483

Changes Take Effect: After restart

Introduced: 8.5.105

Specifies the minimal/least interval, in seconds, between the failed DNS registration attempt and the next registration attempt. Since Stat Server registers DNSs in chunks, the actual interval between registration attempts also depends on the value of the [reg-dns-chunk-delay](#) option.

reg-error-max-count

Default Value: 0

Valid Values: 0 (zero) or positive integer less than or equal to 2147483647

Changes Take Effect: After restart

Introduced: 8.5.105

Specifies the number of additional DNS registration attempts if the initial registration request fails. The time between attempts is specified by the value of the [reg-error-delay](#) and [reg-dns-chunk-delay](#) options.

rp-handle-queueing-events

Default Value: no

Valid Values: yes, no

Changes Take Effect: After restart

Controls Stat Server's recognition of the `CallState` attribute of `EventQueued` and `EventRouteRequest` TEvents that occur at routing points. If this option is set to yes, Stat Server analyzes the `CallState` attribute value on `EventQueued` and `EventRouteRequest` TEvents that might occur at routing points. If it is set to no, Stat Server ignores `EventQueued` TEvents that occur at routing points and considers only `EventRouteRequest` TEvents when it analyzes the `CallState`

attribute.

Setting this option to yes enables Stat Server to count the correct number of transfers that are taken for single-step transferred calls that pass through routing points in a single-site environment, such as SIP Server.

send-timeout

Default Value: 300

Valid Values: 60-3600 (1 hour)

Changes Take Effect: After restart

Specifies the interval, in seconds, that Stat Server keeps client requests in the output queue. When this timeout expires for a given client request, Stat Server disconnects this client as being "too slow." Consider increasing this option's value in an environment with a slow network or where client disconnects are frequent.

show-attached-data

Default Value: no

Valid Values: yes, no

Changes Take Effect: Immediately upon notification

Beginning with release 8.1.2, this option is obsolete. Refer instead to the description of the default-filter-type log option.

For Stat Server 8.1.0 and prior releases, if this option is set to yes, Stat Server outputs call-extracted UserData to the Stat Server log. If it is set to no, Stat Server stops outputting attached data to its log—regardless of the log-level setting (trace, debug, and so forth). T-Server propagates attached data (UserData) by way of TEvents; this data is used for internal computations.

To output UserData to the log, in the Filters section of the Stat Server application object, add a PairExist("key", "value") filter where key is the name of the UserData key; value may denote a specific value or "*".

Setting this option does not affect Stat Server's processing of UserData. For memory, performance, and security reasons, however, Stat Server strips away any attached data that is not directly used for internal computations. Refer to the UserData property in the [Call Properties](#) table of the *Stat Server User's Guide* for more information.

show-queued-interactions

Default Value: no

Valid Values: yes, no

Changes Take Effect: Immediately upon notification

Controls the appearance of the list of queued interactions for mediation DNs in the Stat Server log. When this option is set to yes, the Stat Server log will contain log entries for every interaction within each mediation DN. When it is set to no, Stat Server displays only the number of interactions in the mediation DN.

Note: This option does not pertain to interaction queues that are controlled by Interaction Server.

stat-file-show-clients-list

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.107

Specifies whether Stat Server writes client connection details in the StatFile log file.

stat-file-show-options

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.107

Controls whether Stat Server configuration options are shown in the StatFile log file.

stat-file-timeout

Default Value: 10

Valid Values: Positive integers less than 65536

Changes Take Effect: Immediately

Introduced: 8.5.107

Specifies the amount of time, in seconds, that Stat Server must wait after adding a record to the StatFile log file, before it can write another record. Set this option to a large value if you need to minimize the amount of hard drive space that is consumed by the StatFile log file.

status-table

Default Value: off

Valid Values: on, off

Changes Take Effect: Immediately

Specifies whether Stat Server writes records about agent statuses directly to the STATUS table in the Stat Server database. Refer to the [The STATUS Table](#) in the [Stat Server Deployment Guide](#) for more

information.

This option was previously named StatusTable.

status-table-update-end-time-at-end-only

Default Value: no

Valid Values: yes, no

Changes Take Effect: After restart

Setting this option to yes enables Stat Server to update EndTime and EndLocalTime fields of the STATUS table for long running statuses only once, after those statuses have ended. Stat Server also sets the EndTime and EndLocalTime fields of the STATUS table to 0 (zero) during updates, provided that the corresponding status has not yet ended. A zero value implies 0 for integer fields and "" (empty string) for character fields. As soon as the status completes, Stat Server updates those fields with the time that the status ended.

subscribe-for-all-ixn-server-events

Default Value: no

Valid Values: yes, no

Changes Take Effect: After restart

Limits the types of events that Stat Server receives from Interaction Server and, as a result, improves performance for environments that regularly handle a high volume of interactions. If this option is set to no, Stat Server subscribes from Interaction Server for place-related events only.

Note that because Stat Server will not receive other types of events, this setting might cause Stat Server to miscalculate other than place-related statistics. A change in userdata that is detected by Interaction Server, for instance, will not be known to Stat Server because Interaction Server will not transmit event_properties_changed events when this option is set to no.

In order to receive all Reporting protocol events, this option must be set to yes at all times.

suppress-agent-status-updates-for-ixn-server

Default Value: no

Valid Values: yes, no

Changes Take Effect: Immediately upon notification

Enables suppression of EventCurrentAgentStatus notifications by Stat Server in environments that deploy multiple Stat Server applications. Disabling this statistic request from select clients avoids situations in which Stat Server clients receive multiple and identical notifications about current status for the same agent.

suppress-user-data

Default Value: undefined

Valid Values: yes or no when the option is defined

Changes Take Effect: Upon DN re-registration

Introduced: 8.5.104

If this option is not defined, there is no change to the existing Stat Server behavior. If the option is defined, its value overrides the value of the [suppress-user-data](#) option of Switch and/or DN objects. If the option is defined but the value is missing or wrong, then it is considered as defined no value.

time-format

Default Value: %m/%d/%Y %H:%M:%S

Valid Values: See table for a complete listing of valid time formats.

Changes Take Effect: After restart

Dependencies: local-time-in-status-table = yes

Specifies the time format of data stored in the StartLocalTime and EndLocalTime fields in the STATUS table. You must set the [local-time-in-status-table](#) option to yes to use the time-format option.

The format string consists of one or more codes preceded by a percent sign (%). Character strings that do not begin with % are copied unchanged to strDest.

This option was previously named TimeFormat.

Example:

Suppose you are using the default time format %m/%d/%Y %H:%M:%S. If the start time for a particular state is Tuesday, January 1, 1999, at 3 PM and 10 seconds, character data stored in the STARTLOCALTIME field in the STATUS table is stored as 01/01/1999 15:00:10. Changing the format codes for the date in the time-format option to %Y/%m/%d means the date is stored in the international date format as 1999/01/01. Spaces can also be used. For example, %Y %m %d would store as 1999 01 01.

Valid Time-Format Codes:

Format Code	Description
%a	Abbreviated weekday name
%A	Full weekday name
%b	Abbreviated month name
%B	Full month name
%c	Date and time representation appropriate for locale
%d	Day of month as decimal number (01-31)
%H	Hour in 24-hour format (00-23)
%I	Hour in 12-hour format (01-12)

Format Code	Description
%j	Day of year as decimal number (001-366)
%m	Month as a two-digit number (01-12)
%M	Minute as a two-digit number (00-59)
%p	Current locale's AM/PM indicator for 12-hour clock
%S	Second as decimal number (00-59)
%U	Week of year as a two-digit number, with Sunday as the first day of week (00-51)
%w	Weekday as a one-digit number (0-6; Sunday is 0)
%W	Week of year as decimal number, with Monday as first day of week (00-51)
%x	Date representation for current locale
%X	Time representation for current locale
%y	Year without century, as a two-digit number (00-99)
%Y	Year with century, as a four-digit number
%z, %Z	Time-zone name or abbreviation; no characters if timezone is unknown
%%	Percent sign
%#c	Long date and time representation, appropriate for current locale; for example, Wednesday, March 14, 2001, 12:41:29
%#x	Long date representation, appropriate to current locale; for example, Wednesday, March 14, 2001
#	The pound sign (#) can precede any formatting code. This changes the meaning of the format code as shown in entries with the pound sign in this table. Notes: - The pound sign is ignored in these format codes: %#a, %#A, %#b, %#B, %#p, %#X, %#z, %#Z, %#% - The pound sign in these format codes removes any leading zeroes: %#d, %#H, %#I, %#j, %#m, %#M, %#S, %#U, %#w, %#W, %#y, %#Y

use-server-id

Default Value:

Valid Values: Any integer from 0 (zero) to 63

Changes Take Effect: Immediately

Related Options: status-table

This option prevents constraint-violation errors from occurring in a database when more than one Stat Server application attempts to write to the same database. If only one Stat Server application writes to the same database table or you have set the value of the **status-table** option to no, you do

not have to specify a value for this option. The default template does not include this option.

To set this option, enter any number from 0 to 63. Use a different value for each Stat Server application writing to the same database table. Each Stat Server application uses its assigned value to generate internally stored IDs.

Note: Configure this option only for those Stat Server applications writing to the same database and monitoring different switches. Do not configure Stat Server applications to write to the same database if they monitor the same switches.

This option was previously named UseServerID.

vag-statistics-active-agents-only

Default Value: no

Valid Values: yes, no

Changes Take Effect: After restart

Limits the membership of virtual agent groups to only those active agents satisfying a particular script condition. (An active agent is Person object that has been enabled in Configuration Server.)

voice-reasons-table

Default Value: no

Valid Values: yes, no

Changes Take Effect: Immediately upon notification

Specifies whether Stat Server stores the reasons for agents to change or continue Ready and NotReady states and AfterCallWork work mode. If this option is set to yes, Stat Server writes the reasons records directly to the VOICE_REASONS table in the Stat Server database. Refer to the [The VOICE_REASONS Table](#) in the [Stat Server Deployment Guide](#) for more information.

vq-clean-call-details-upon-party-changed

Default Value: yes

Valid Values: yes, no

Changes Take Effect: After restart

Controls whether Stat Server cleans up virtual queue related call tracking details upon receiving EventPartyChanged TEvent.

vq-ignore-third-party-dn

Default Value: yes

Valid Values: yes, no

Changes Take Effect: Upon DN re-registration

Controls whether Stat Server relies on the ThirdPartyDN attribute of EventDiverted TEvents to determine the DN to which a call was diverted from a given virtual queue.

vq-treat-unknown-third-party-dn-as-agent-dn

Default Value: yes

Valid Values: yes, no

Changes Take Effect: After restart

Dependencies: vq-ignore-third-party-dn = false

Indicates whether Stat Server generates the CallAnswered action for virtual queue objects in the following scenario:

1. Stat Server receives an EventDiverted TEvent for the virtual queue.
2. The ThirdPartyDN attribute value of this TEvent contains the ID of an unknown DN—one that is monitored by a switch other than that to which the virtual queue belongs.
3. The call is subsequently routed to an agent.

If this option is set to `true`, Stat Server generates the CallAnswered action under the preceding circumstances. If it is set to `false`, Stat Server does not generate this action under the same circumstances.

If the ThirdPartyDN attribute value is null or contains an ID that coincides with that of the answering DN, Stat Server generates the CallAnswered action on virtual queue objects, regardless of this option's setting.

Note: The `vq-ignore-third-party-dn` option must be set to `false` in order for Stat Server to consider the value of this option.

vq-use-alt-enter-time

Default Value: no

Valid Values: yes, no

Changes Take Effect: After restart

Related Options: use-alt-enter-time

Controls whether Stat Server uses an alternative enter time when it calculates the durations of some actions in some scenarios that involve virtual queues. Specifically, prior to release 7.6.100.43, when Stat Server received EventPartyChanged with CallState=ok on a virtual queue and the connection ID differed from the previous connection ID (`Connid!=PreviousConnid`), Stat Server considered each receipt of EventPartyChanged to constitute a new call and, therefore, reset the durations of the following retrospective actions:

- CallAnswered
- CallDistributed
- CallAbandoned
- CallAbandonedFromRinging
- CallRingingPartyChanged
- CallForwarded
- CallCleared

Beginning with release 7.6.100.43, Stat Server supports this scenario by *not* updating the enter time—this becomes the “alternate enter time”—that is associated with the previously listed actions when either the `vq-use-alt-enter-time` option or `use-alt-enter-time` local DN-level option is set to yes. The scenario, where `Connid!=PreviousConnid`, is common in some SIP deployments in which Stat Server receives multiple `EventPartyChanged` TEvents for a call that remains in a virtual queue waiting for its target to become available.

warn-unsent-sql-statements

Default Value: 5000 (SQL statements)

Valid Values: Any positive value, both less than 2147483648 (2^{31}) and less than the value that is specified by the `max-unsent-sql-statements` configuration option

Changes Take Effect: After restart

Related Options: `max-unsent-sql-statements`

Defines the threshold upon which Stat Server begins logging warning messages about the number of unsent SQL statements.

To avoid data loss, Stat Server must remain connected to DB Server or to database for the entire period of the records submission to the RDBMS. If you use DB Server for connection to RDBMS, your `addp` timeout for connection from Stat Server to DB Server should be set as large as possible to prevent disconnection by `addp`. Refer to the [Management Framework Deployment Guide](#) for information about setting `addp`.

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Default Value: 5000 (SQL statements)

Valid Values: Any positive value, both less than 2147483648 (2^{31}) and less than the value that is specified by the `max-unsent-sql-statements` configuration option

Changes Take Effect: After restart

Related Options: `max-unsent-sql-statements`

Defines the threshold upon which Stat Server begins logging warning messages about the number of unsent SQL statements.

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information about setting addp.

xx-disconnect-clients-on-ixn-server-disconnect

Default Value: no

Valid Values: yes, no

Changes Take Effect: After restart

Controls whether Stat Server disconnects all clients—including voice clients—upon receiving notification of disconnection from Interaction Server.

In large environments, setting this option to yes enables Stat Server to handle more efficiently Interaction Server disconnections by ceasing to open new statistics from Stat Server clients—a time-consuming operation in very large environments. It is assumed that you will perform the reconnection after the Interaction Server disconnect has been resolved.