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Skype for Business

Genesys Configuration Options Current

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Table of Contents

Multimedia Connector for Skype for Business Options Reference	3
Genesys T-Server for Skype for Business	4
TServer section	8
remote-recording section	21
remote-treatment section	24
DN Options	25
UCMA Connector	31
Switch Options	32
startup Section	36

Multimedia Connector for Skype for Business Options Reference

Welcome to the Options Reference for Multimedia Connector for Skype for Business. This document describes the configuration options for the following components of Multimedia Connector for Skype for Business:

- [Genesys T-Server for Skype for Business](#)
- [UCMA Connector for Skype for Business](#)

Common options for T-Server:

- [Common Configuration Options](#)
- [T-Server Common Configuration Options](#)

Genesys T-Server for Skype for Business

Options for this component are contained in the following configuration sections:

- [conference-services](#)
- [connector](#)
- [remote-recording](#)
- [remote-treatment](#)
- [TServer](#)

Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

Power users: [Download a CSV file](#) containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
connector	ringtone-file-path	No default value	Immediately
remote-recording	record-moh	true	Immediately
remote-recording	recording-filename	No default value	For the next recording session
remote-recording	reestablish-recording-tout	5 sec	Immediately
remote-recording	server-application	No default value	Immediately
remote-recording	trunk-group	No default value	Immediately
remote-recording	uri-pattern	No default value	Immediately
remote-treatment	route-point	No default value	Immediately
remote-treatment	server-application	No default value	Immediately
remote-treatment	uri-pattern	No default value	Immediately
TServer		false	Immediately
TServer	acw-in-idle-force-ready	true	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
TServer	agent-emu-login-on-call	false	Immediately
TServer	agent-strict-id	false	Immediately
TServer	allow-pass-through-calls	all	On next call topology change
TServer	auto-logout-ready	false	Immediately
TServer	auto-logout-timeout	0	Immediately
TServer	av-joining-timeout	30	Immediately
TServer	calling-method-dialplan	No default value	For the next call
TServer	cancel-monitor-on-disconnect	true	Immediately
TServer	conn-certificate	No default value	On reconnect to the UCMA Connector
TServer	cpn	No default value	For the next call
TServer	default-availability-range	3000-6000	On a next DN presence update
TServer	default-dn	No default value	Immediately
TServer	default-monitor-mode	mute	Immediately
TServer	default-monitor-scope	call	Immediately
TServer	default-redirect-limit	4	Immediately
TServer	emulated-login-state	ready	Immediately
TServer	enable-call-info	false	Immediately
TServer	escalation-user-data	inherited	On the next initiated media escalation
TServer	graceful-period-tout	14	Immediately
TServer	handle-direct-calls	true	T-Server changes subscription and call processing when the last active party is released on a DN. If there is no call on a DN, changes take effect immediately.
TServer	handle-direct-calls-media	all	For next call
TServer	hide-sensitive-data	true	Immediately on the T-Server side and after restart on the Connector side
TServer	im-joining-timeout	30	Immediately
TServer	im-messages-stored	0	Next call in Connector
TServer	im-reporting	default	After restart
TServer	intrusion-enabled	true	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
TServer	link-1-name	link-tcp	Immediately
TServer	logout-on-disconnect	true	Immediately
TServer	logout-on-out-of-service	false	Immediately
TServer	monitor-consult-calls	none	Immediately
TServer	monitor-internal-calls	true	Immediately
TServer	no-answer-action	none	Immediately
TServer	no-answer-timeout	0	Immediately
TServer	operational-stat-timeout	10	Immediately
TServer	pass-transcript-to-agent	false	Immediately
TServer	presence-profile	No default value	Immediately
TServer	required-link-number	0	Immediately
TServer	router-timeout	10	Immediately
TServer	rq-expire-tout	60	At next request.
TServer	sip-treatments-continuous	false	Immediately
TServer	startup-subscribe-tout	3	Immediately
TServer	timed-acw-in-idle	true	Immediately
TServer	wrap-up-time	0	Immediately
Section	Option	Default	Changes Take Effect

Other Configuration Objects

DN

The following options are configured at the DN level (in other words, on the DN object).

Section	Option	Default	Changes Take Effect
TServer	agent-presence-map	none	On next login
TServer	aggregated-states	No default value	Immediately
TServer	allow-pass-through-calls	all	On next call topology change
TServer	calling-method	dialout	For the next call
TServer	cpn	No default value	For the next call
TServer	dial-plan-rule-<n>	No default value	For the next call
TServer	force-call-cleanup	false	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
TServer	handle-direct-calls	true	T-Server changes subscription and call processing when the last active party is released on a DN. If there is no call on a DN, changes take effect immediately.
TServer	handle-direct-calls-media	all	For next call
TServer	map-presence-to-dnd	false	Immediately
TServer	presence-availability-range	3000-6000	Immediately
TServer	record	No default value	Immediately
TServer	service-type	No default value	For the next call
Section	Option	Default	Changes Take Effect

TServer section

- acw-in-idle-force-ready
- agent-emu-login-on-call
- agent-strict-id
- allow-pass-through-calls
- auto-logout-ready
- auto-logout-timeout
- av-joining-timeout
- calling-method-dialplan
- cancel-monitor-on-disconnect
- conn-certificate
- cpn
- default-availability-range
- default-dn
- default-monitor-mode
- default-monitor-scope
- default-redirect-limit
- emulated-login-state
- enable-call-info
- escalation-user-data
- graceful-period-tout
- handle-direct-calls
- handle-direct-calls-media
- hide-sensitive-data
- im-joining-timeout
- im-messages-stored
- im-reporting
- intrusion-enabled
- link-1-name
- logout-on-disconnect
- logout-on-out-of-service
- monitor-consult-calls
- monitor-internal-calls
- no-answer-action
- no-answer-timeout
- operational-stat-timeout
- pass-transcript-to-agent
- presence-profile
- required-link-number
- router-timeout
- rq-expire-tout
- sip-treatments-continuous
- startup-subscribe-tout
- timed-acw-in-idle
- wrap-up-time

acw-in-idle-force-ready

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether, after timed manual wrap-up (when you have set the option to true), T-Server forces the agent to the Ready state. When set to false, T-Server returns the agent to the state he or she was in prior to requesting manual wrap-up.

agent-emu-login-on-call

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether the T-Server allows an emulated agent login on a device where there is a call in progress. Note: T-Server always allows an emulated agent logout on a device where there is a call in progress.

agent-strict-id

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether, for agents, T-Server checks the AgentID against those configured or allows any AgentID.

allow-pass-through-calls

Default Value: all

Valid Values: none, all, iscc

Changes Take Effect: On next call topology change

Introduced: 8.5.001.32

Specifies whether T-Server creates calls where all participants are external, as follows:

- **all:** T-Server creates calls where all participants are external.
- **none:** T-Server blocks the creation of calls where all participants are external and will actively release those calls if they are found.
- **iscc:** T-Server allows calls to destinations connected via ISCC even if no participants remain locally.

auto-logout-ready

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables a stricter enforcement of the automatic agent-logout policy (as set in the related auto-logout-timeout option). If this option is set to true, T-Server will log out the agent regardless of agent state. If it is set to false, T-Server will not log out agents when in the following agent states: Ready, NotReady/ACW, NotReady/AuxWork, NotReady/LegalGuard.

auto-logout-timeout

Default Value: 0

Valid Values: Integer in the range 0-35791
Changes Take Effect: Immediately

Enables automatic agent logout and specifies the length of time after which the logout occurs (in minutes). To enable this feature, enter a value of 1 or greater; the agent is allowed to remain inactive for this length of time before having to be automatically logged out. To disable this feature, enter a value of 0.

av-joining-timeout

Default Value: 30
Valid Values: Integer in the range 5-600
Changes Take Effect: Immediately
Introduced: 8.5.001.44

Specifies the time interval, in seconds, that the Connector waits for a participant in a multimedia call to join the audio/video conference before considering the party for that participant released.

calling-method-dialplan

Default Value: No default value
Valid Values: Any valid VoIP Service DN with service-type=dialplan
Changes Take Effect: For the next call
Introduced: 8.5.001.63
Related Feature: Calling using Back-to-Back User Agent

Specifies which dialplan DN will be applied to calls.

cancel-monitor-on-disconnect

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately

When set to true, call supervision subscription is canceled when the client that requested it disconnects from T-Server.

conn-certificate

Default Value: No default value
Valid Values: Any valid thumbprint
Changes Take Effect: On reconnect to the UCMA Connector

Specifies a certificate thumbprint T-Server uses for connection to any instance of the connectors.

cpn

Default Value: No default value

Valid Values: SIP URI

Changes Take Effect: For the next call

Introduced: 8.5.001.63

Related Feature: Calling using Back-to-Back User Agent

Customizes Caller ID information that is displayed on a destination party's phone. The Caller ID must be the SIP URI of the existing configured Endpoint (User Endpoint or Application Endpoint) that is allowed to make calls to the destination. Providing Caller ID information will be possible only for Back-to-Back calls. If the option is not set, the actual Application Endpoint identity will be used.

Only applicable at:

- The Annex tab of the dial-plan DN (a special DN with Annex tab option service-type=dialplan)
- Global level (application)

Not applicable at the DN or device level.

default-availability-range

Default Value: 3000-6000

Valid Values: A list of ranges or single values between 0 and 18500, with the ranges denoted by their end values separated by a hyphen, and the ranges and values separated by a comma. For example: 3500-6000,7500,8000-9000,12500-13000. A single range can also be used. For example: 3500-6000.

Changes Take Effect: On a next DN presence update

Introduced: 8.5.001.23

This option is used only when the **handle-direct-calls** setting for a DN is false and a presence profile is either not configured for the DN or is configured to push presence to Skype for Business. The option specifies the default ranges of availability that T-Server maps to the DND Off state. Any value that is configured outside of any of the listed ranges is mapped to the DND On state. Transition from one state to another generates the corresponding events EventDNDOn and EventDNDOff.

default-dn

Default Value: No default value

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the DN to which calls are sent when Universal Routing Server (URS) is nonoperational, or when the timeout specified in the **router-timeout** option expires. When value is set to empty string, or the option is not available, it instructs T-Server not to perform default routing.

Note: A value set for the **default-dn** option on the *Annex* tab of a DN object in the Configuration Layer takes precedence over the value set here.

default-monitor-mode

Default Value: mute

Valid Values: mute, normal, connect, coach

Changes Take Effect: Immediately

Specifies a default monitor mode for a new call supervision subscription if the MonitorMode extension in the TMonitorNextCall request is not provided or has an invalid value.

default-monitor-scope

Default Value: call

Valid Values: call, agent

Changes Take Effect: Immediately

Initializes a new call supervision subscription monitor scope if the MonitorScope extension is not provided (or its value is specified incorrectly) in the TMonitorNextCall request. When set to `call`, the supervisor remains on the call until it is finished. When set to `agent`, T-Server disconnects the supervisor from the call automatically when the monitored agent leaves the call.

default-redirection-limit

Default Value: 4

Valid Values: Integer in range of 0 to 15

Changes Take Effect: Immediately

Limits the number of times that T-Server tries to redirect a call from one Routing Point to another, determined by the **default-dn** option. This prevents infinite loops during call redirection. T-Server stops trying to redirect the call when the specified number of attempts is reached. As soon as a routing instruction is received from a routing application, the redirection limit counter is reset. Setting the option to 0 turns default routing off.

emulated-login-state

Default Value: ready

Valid Values: ready, not-ready

Changes Take Effect: Immediately

Specifies the agent state T-Server applies to this agent after successfully logging in an emulated agent if the work mode is not AutoIn or ManualIn.

enable-call-info

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If set to `true`, T-Server notifies other call participants if a supervisor switches monitoring mode. When a supervisor changes the supervision mode using the `TSetMuteOff` or `TSetMuteOn` request, T-Server generates an `EventPrivateInfo(4024)` message with the `MonitorMode` key in `AttributeExtensions` to the supervisor and agent DNs, and all subscribed T-Library clients. Switching between supervision modes can be performed only during an established supervision call.

If set to `false`, SIP Server does not distribute an `EventPrivateInfo(4024)` message when the monitoring mode changes.

escalation-user-data

Default Value: inherited

Valid Values: inherited, separate

Changes Take Effect: On the next initiated media escalation

Specifies the method for handling user data in an escalated call (a call that adds audio/video to an IM or an IM to an audio/video call). The default value (`inherited`) changes the current behavior, so use `separate` to restore the original behavior.

- `inherited` copies user data from an original call to an escalated call, thereafter storing user data separately for the original and the consultation call. Changes to the original call's user data are not available to the parties of the escalated call, and vice versa.
- `separate` stores user data for original and escalated calls in separate structures. The data attached to the original call is available for review or changes only to the parties of that call. The data attached to the escalated call is available only to the parties of the escalated call.

graceful-period-tout

Default Value: 14

Valid Values: Any positive integer

Changes Take Effect: Immediately

Specifies the time interval, in seconds, that T-Server waits for the link to reconnect before transferring calls and devices.

handle-direct-calls

Default Value: true

Valid Values: true, false, on-login

Changes Take Effect: T-Server changes subscription and call processing when the last active party is released on a DN. If there is no call on a DN, changes take effect immediately.

Introduced: 8.5.001.23

Specifies the mode of internal call handling for a DN:

- `true`: T-Server handles all internal calls targeting this DN.
- `false`: T-Server does not handle internal calls targeting this DN.
- `on-login`: T-Server handles internal calls only when an agent is logged in.

handle-direct-calls-media

Default Value: `all`

Valid Values: `all`, `av`, `im`

Changes Take Effect: For next call

Introduced: 8.5.001.65

Specifies the media, in a comma-separated list of valid values, that will be monitored when direct call monitoring is activated:

- `av`—T-Server must handle all direct AV calls targeting this DN.
- `im`—T-Server must handle all direct IM calls that target this DN.
- `all`—T-Server must handle all direct calls that target this DN.

The option will affect devices of type ACD Position and Extension. Note: This option can also be set at the DN level. (See DN Options). If set, the DN-level option value overrides the application-level option. In turn, the effect of `TPrivateService (8802)` prevails over all configuration settings.

Invalid values are ignored; if no valid values in the list are found, the T-Server applies the default value.

hide-sensitive-data

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately on the T-Server side and after restart on the Connector side

When set to `true`, sensitive customer data is hidden in log files of T-Server and Connector in the following attributes: `AttributeCollectedDigits`, `AttributeLastDigit`, `AttributeDTMFDigits`, and `AttributeTreatmentParms`. In CTI link messages, sensitive data is hidden in **Data** and **Treatment-Parms** headers.

im-joining-timeout

Default Value: 30

Valid Values: Integer in the range 5-600

Changes Take Effect: Immediately

Introduced: 8.5.001.44

Specifies the time interval, in seconds, that the Connector waits for a participant in a multimedia call to join an Instant Messaging conference before considering the party for that participant released.

im-messages-stored

Default Value: 0

Valid Values: Integer from 0-100

Changes Take Effect: Next call in Connector

Introduced: 9.0.000.03

Related Feature: Multiple Application Pools

Specifies the number of IM messages that Connector stores for a conversation:

- 0-100—Number of messages stored.
- Value 0—No messages are stored in Connector.

im-reporting

Default Value: default

Valid Values: default, disabled

Changes Take Effect: After restart

Specifies the type of reporting for IM calls in T-Server:

- default—T-Server will generate reporting for IM calls with Media Type=5 in Genesys T-Library events
- disabled—T-Server will suppress reporting for IM calls.

The value of option is read only on start-up.

If no value is present, the default value is assumed.

This value will be synchronized from the primary to the backup T-Server and the state of reporting will not be changed after an HA switchover.

intrusion-enabled

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether a supervisor can intrude into an existing call at the time supervision is requested. When set to `true`, T-Server allows the supervisor to intrude into the existing call. When set to `false`, T-Server invites a supervisor to the next call on the monitored agent's DN on supervision request.

link-1-name

Default Value: link-tcp

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the section name that contains the configuration options assigned to the link between T-Server and the Connector(s). You must specify a value for this option. Please note that when multiple connectors are available, additional options can be defined in the format 'link-n-name', where *n* is a nonzero consecutive number for the particular link.

logout-on-disconnect

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether the T-Server performs an automatic logout of an agent whenever their client application unregisters the DN from the T-Server. This happens also whenever a client application disconnects from the T-Server.

logout-on-out-of-service

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether T-Server performs an automatic logout of an agent when the agent device goes out of service. If set to `true`, T-Server generates an `EventAgentLogout` if the device on which the agent is logged in goes to the out of service state and updates internal agent state. If set to `false`, T-Server does not perform any action in this scenario.

monitor-consult-calls

Default Value: none

Valid Values: none, dest, orig, all

Changes Take Effect: Immediately

Specifies whether T-Server monitors consultation calls.

- none—T-Server doesn't monitor consultation calls. This is default behavior.
- dest—T-Server monitors consultation calls made to an agent under supervision only.
- orig—T-Server monitors consultation calls made from an agent under supervision only.
- all—T-Server monitors all consultation calls made to or from an agent under supervision.

monitor-internal-calls

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

When set to true, monitoring sessions are started for all calls on the DN where call supervision subscription is active. When set to false, T-Server starts monitoring sessions only if external parties participate in the call.

no-answer-action

Default Value: none

Valid Values: none, notready, logout

Changes Take Effect: Immediately

Specifies T-Server's default action if a logged-in agent fails to answer a business call within the time defined in the extension NO_ANSWER_TIMEOUT of RequestRouteCall. See also the NO_ANSWER_ACTION extension for more information about how this option is used.

Note: A value set for the **no-answer-action** option on the **Annex** tab of an Agent Login object in the Configuration Layer takes precedence over the value set here.

no-answer-timeout

Default Value: 0

Valid Values: Integer range 0-600

Changes Take Effect: Immediately

Specifies the time interval, in seconds, that T-Server waits for a call ringing on a destination device to be answered. When the timeout expires, T-Server cancels dialing out and reports EventError with the error code TERR_DN_NO_ANSWER. A ringing party is removed/released from the routing destination and the call can be routed again. When set to 0, the No-Answer Supervision feature is disabled.

operational-stat-timeout

Default Value: 10

Valid Values: Integer range 3-65535

Changes Take Effect: Immediately

Specifies the time interval, in seconds, that T-Server's process information is updated.

pass-transcript-to-agent

Default Value: false

Valid Values: false, true

Changes Take Effect: Immediately

Governs whether the target agent of a routed IM call receives a transcript of the message exchange between the customer and IM treatments prior to the agent's connection.

- If set to `true`, a transcript of the message exchange between the customer and IM treatments is passed to the targeted agent after the call is established.
- If set to `false`, the agent does not receive the initial interaction between the customer and treatments.

Note: This option can be overridden by the extension key **pass-transcript-to-agent** set in `TRouteCall`.

presence-profile

Default Value: No default value

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the name of the "Voice Over IP Service" DN (with **service-type**=`presence-profile`) that specifies default presence settings.

Note: A value set for the **presence-profile** option on the Annex tab of a DN or an Agent Login object in the Configuration Layer takes precedence over the value set here.

required-link-number

Default Value: 0

Valid Values: Any integer.

Changes Take Effect: Immediately

Specifies the minimum number of links that must be connected before the T-Server starts.

router-timeout

Default Value: 10

Valid Values: Any integer.
Changes Take Effect: Immediately

Specifies the maximum time, in seconds, that a call remains on a Routing Point before a timeout is triggered and the call is sent to the DN specified in **default-dn**.

Note: A value set for the **router-timeout** option on the **Annex** tab of a DN object of type Route Point in the Configuration Layer takes precedence over the value set here.

rq-expire-tout

Default Value: 60
Valid Values: Any positive integer or time format.
Changes Take Effect: At next request.

Specifies the interval that T-Server waits before deleting pending requests from clients.

Note: Genesys recommends that you leave this option set to the default of 60 seconds.

sip-treatments-continuous

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Introduced: 8.5.001.20

Enables or disables a routing strategy treatment to be continuously played until the routing destination has answered the call:

- **true:** A routing strategy treatment is played continuously until the routing destination has answered the call.
- **false:** As soon as routing is requested, a ringtone is played until the routing destination has answered the call.

startup-subscribe-tout

Default Value: 3
Valid Values: Any positive integer.
Changes Take Effect: Immediately

Specifies the time interval, in seconds, that T-Server waits before determining how many links are connected.

timed-acw-in-idle

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether T-Server applies the automatic wrap-up timer when an agent sends RequestAgentNotReady(CallWork). When set to false, T-Server does not automatically end manual wrap-up.

wrap-up-time

Default Value: 0

Valid Values: Any positive integer.

Changes Take Effect: Immediately

Specifies the amount of ACW wrap-up time allocated to emulated agents at the end of a business call. If set to 0, ACW is disabled.

remote-recording section

- `record-moh`
- `reestablish-recording-tout`
- `trunk-group`
- `recording-filename`
- `server-application`
- `uri-pattern`

record-moh

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

If set to `false`, T-Server pauses the recording when the call is placed on hold and the music-on-hold treatment will not be recorded. T-Server resumes the recording when the call is retrieved.

If set to `true`, the music-on-hold treatment is always recorded during call recording.

recording-filename

Default Value: No default value

Valid Values: Any valid file name using the variables specified in the description

Changes Take Effect: For the next recording session

Introduced: 8.5.001.47

Specifies a pattern that is used to generate a filename for call recording when remote call recording is initiated by T-Server for Skype for Business. When this option contains a value, the generated file name is added to the call as UserData with the **GSIP_REC_FN** key. When this option does not contain a value, the file name is the UUID of the call. The value of this option overrides any value configured in the SIP Server option **recording-filename**.

Predefined values can be specified in the pattern definition. The following substrings will be replaced with corresponding actual values when creating a filename:

- `ANI`: The calling number.
- `$DNIS$`: The called number.
- `$DATE$`: The current date (GMT) in the Y-M-D format.
- `$TIME$`: The current time (GMT) in the H-M-S format.
- `$CONNID$`: The Connection ID of the call.

- \$UUID\$: The UUID of the call.
- \$AGENTID\$: The Agent Login ID, if the agent is logged in on the device where the call recording is initiated.
- \$AGENTDN\$: The DN where the call recording is initiated.

reestablish-recording-tout

Default Value: 5 sec

Valid Values: Any positive integer

Changes Take Effect: Immediately

Introduced: 8.5.001.17

Specifies the period of time, in seconds, that T-Server waits before attempting to reestablish a connection to a remote application when the T-Lib connection to that application has failed. Note that an attempt to establish a T-Lib connection is performed only if values of the options **server-application**, **trunk-group**, and **uri-pattern** are considered valid by T-Server.

server-application

Default Value: No default value

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the name of the SIP Server Application to which T-Server is connected.

trunk-group

Default Value: No default value

Valid Values: Any string

Changes Take Effect: Immediately

Introduced: 8.5.001.17

Specifies the name of the Trunk Group DN dedicated to a remote recording service that is configured on the Switch assigned to SIP Server. If the value is empty or contains an invalid Trunk Group name, the remote recording service will not be performed.

uri-pattern

Default Value: No default value

Valid Values: Any string

Changes Take Effect: Immediately

Introduced: 8.5.001.17

Specifies the URI pattern in the following format: [sip]:{<prefix>{DDDDDD}}[<urisuffix>], where:

- <prefix> is a permanent prefix to match a call and configure a dial-plan rule on the SIP Server side;
- {DDD...} is a random number generated by T-Server with the configured length;
- [sip:] and [@urisuffix] are optional parts, and depend on the configuration of outbound routing on Skype for Business Server.

For example: sip:{+1999{DDDDDDDD}}@sfb.genesys.lab, or {+1999{DDDDDDDD}}

remote-treatment section

- [route-point](#)
- [server-application](#)
- [uri-pattern](#)

route-point

Default Value: No default value
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the name of the Route Point on a remote server capable of performing treatments.

server-application

Default Value: No default value
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the name of the SIP Server Application to which T-Server is connected.

uri-pattern

Default Value: No default value
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the pattern that will be used to create an URI for calls to SIP Server, in the following format:
sip:{+1999{DDDDDDD}}@example.net.

DN Options

TServer section

- [agent-presence-map](#)
- [aggregated-states](#)
- [allow-pass-through-calls](#)
- [calling-method](#)
- [cpn](#)
- [dial-plan-rule-<n>](#)
- [force-call-cleanup](#)
- [handle-direct-calls](#)
- [handle-direct-calls-media](#)
- [map-presence-to-dnd](#)
- [presence-availability-range](#)
- [record](#)
- [service-type](#)

agent-presence-map

Default Value: none

Valid Values: Any string

Changes Take Effect: On next login

Specifies the path to an XML file that provides the details of the availability and activity that is pushed to Skype for agents. If not specified, or the file is invalid, T-Server does not push presence.

aggregated-states

Default Value: No default value

Valid Values: A comma-separated list of <composite state ID>:<aggregated state name> pairs. For example, 1:00S, 2:AVAILABLE, 3:INCALL, 4:00S, 5:AVAILABLE, 6:INCALL, 7:00S, 8:AVAILABLE.

Changes Take Effect: Immediately

Specifies the available agent states in a comma-separated list. See the [Presence](#) feature.

allow-pass-through-calls

Default Value: all

Valid Values: none, all, iscc

Changes Take Effect: On next call topology change
Introduced: 8.5.001.32

Specifies whether T-Server creates calls where all participants are external, as follows:

- **all:** T-Server creates calls where all participants are external.
- **none:** T-Server blocks the creation of calls where all participants are external and will actively release those calls if they are found.
- **iscc:** T-Server allows calls to destinations connected via ISCC even if no participants remain locally.

calling-method

Default Value: dialout

Valid Values: dialout, b2b

Changes Take Effect: For the next call

Introduced: 8.5.001.63

Related Feature: Calling using Back-to-Back User Agent

If set to `dialout` or not configured, Dial Out from Conference will be used for dialing a call.

If set to `b2b`, the destination will be connected to the call by using the B2BUA method.

cpn

Default Value: No default value

Valid Values: SIP URI

Changes Take Effect: For the next call

Introduced: 8.5.001.63

Related Feature: Calling using Back-to-Back User Agent

If the destination matches the configured dialplan and the **calling-method** option is set to `b2b`, customized Caller ID information will be displayed on the destination party's screen. The Caller ID must be the SIP URI of an existing configured Endpoint (User Endpoint or Application Endpoint) that is allowed to make calls to the destination.

If the **cpn** option is not set, the Application-level option will be used. If the Application-level **cpn** option is not configured, the actual Application Endpoint identity will be used.

dial-plan-rule-<n>

Default Value: No default value

Valid Values: A string defining the dial plan pattern

Changes Take Effect: For the next call

Introduced: 8.5.001.63

Related Feature: Calling using Back-to-Back User Agent

Defines the dial plan pattern using any of the following:

- { } (braces)—the start and end of the variable area of the pattern
- D—any single digit
- S—any single case-insensitive character
- # (pound)—any number of digits
- * (asterisk)—any number of any characters

Examples:

Dial plan pattern	Description	Examples
+{DDDDDDDD}	Matches 8 digits with a '+' prefix	+12345678
+{69DDDDDD} +69{DDDDDD}	Matches 8 digits with a '+69' prefix	+69123456
+{DD812DDD}	Matches 8 digits with a '+' prefix and 812 in positions 4-6	+078129876; +008121234
{DD812#}	Matches a number with 812 in positions 3-5	
sip:{SSSS}@domain.com	Matches any SIP URI that belongs to domain.com with a user part containing exactly 4 characters	sip:andy@domain.com
sip:{SSSS}@{*	Matches any SIP URI that contains exactly 4 characters in the user part	sip:andy@domain.com; sip:mike@domain01.uk.com
sip:{*}@domain02.uk.com	Matches the SIP URI of any user that belongs to domain02.uk.com	sip:123@domain02.uk.com; sip:alice321@domain02.uk.com; sip:987bob@domain02.uk.com
sip:{#}@domain02.uk.com	Matches any SIP URI that belongs to domain02.uk.com and contains only digits in the user part	sip:1234567@domain02.uk.com; sip:987@domain02.uk.com
tel:{#}	Matches any TEI URI that contains digits only	tel:012345; tel:987
tel:#{#}	Matches any TEI URI that with a '+' prefix followed by digits only	tel:+012345; tel:+987
sip:SSS{SSSS}@domain.com	Matches any SIP URI that belongs to domain.com and has a user part containing 'SSS' and 4 additional characters	sip:SSSabcd@domain.com; sip:sssdcba@domain.com;
sip:SSS{DDDD}@domain.com	Matches any SIP URI that belongs to domain.com and has a user part containing 'SSS' followed by 4 digits	sip:SSS1234@domain.com; sip:sss4321@domain.com;

force-call-cleanup

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If this option is set to true and the DN is disabled in the Configuration Database, T-Server will clean

up any calls on the DN, and all of the calls on the DN will be dropped.

After the cleanup process has been completed and all calls on the DN are dropped, Genesys recommends that you remove the option from the DN Annex tab or set it to `false`.

handle-direct-calls

Default Value: `true`

Valid Values: `true`, `false`, `on-login`

Changes Take Effect: T-Server changes subscription and call processing when the last active party is released on a DN. If there is no call on a DN, changes take effect immediately.

Introduced: 8.5.001.23

Specifies the mode of internal call handling for a DN.

- `true`: T-Server handles all internal calls targeting this DN.
- `false`: T-Server does not handle internal calls targeting this DN.
- `on-login`: T-Server handles internal calls only when an agent is logged in.

Note: For agents operating in regular (non-suppressed) mode, Genesys recommends setting this option to `false` on their DNs.

handle-direct-calls-media

Default Value: `all`

Valid Values: `all`, `iv`, `im`

Changes Take Effect: For next call

Introduced: 8.5.001.65

Specifies the media, in a comma-separated list of valid values, that will be monitored when direct call monitoring is activated:

- `av`—T-Server must handle all direct AV calls targeting this DN.
- `im`—T-Server must handle all direct IM calls that target this DN.
- `all`—T-Server must handle all direct calls that target this DN.

The option will affect devices of type ACD Position and Extension. The DN-level option value overrides the application-level option if defined. In turn, the effect of `TPrivateService (8802)` prevails over all configuration settings.

map-presence-to-dnd

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Specifies whether to map the DND presence states to T-Server. If set to `true`, T-Server maps the presence availability state to events `EventDNDOOn` and `EventDNDOOff`. If set to `false`, T-Server ignores any value configured in the option `agent-presence-map` and does not push presence to Skype.

presence-availability-range

Default Value: 3000-6000

Valid Values: A list of ranges or single values between 0 and 18500, with the ranges denoted by their end values separated by a hyphen, and the ranges and values separated by a comma. For example: 3500-6000,7500,8000-9000,12500-13000. A single range can also be used. For example: 3500-6000.

Changes Take Effect: Immediately

Specifies the ranges of availability that T-Server maps to the DND Off state if presence mapping is activated. Any value that is configured outside of any of the listed ranges is mapped to the DND On state. Transition from one state to another generates the corresponding events `EventDNDOOn` and `EventDNDOOff`.

record

Default Value: No default value

Valid Values: `source`, `destination`, `disabled`

Changes Take Effect: Immediately

Instructs T-Server whether to initiate recording of calls arriving at this Routing Point or Extension and when to end such recording:

- `source`: T-Server initiates remote recording of a call on a DN as soon as it is established on a device regardless of the call type. The remote recording is performed until an originator of the call is present on the call.
- `destination`: T-Server initiates remote recording of a call on a DN as soon as it is established on a device regardless of the call type. The remote recording is performed until the party on this device is present on the call.
- `disabled`: T-Server does not initiate recording for an established call by default.

This option defines the default behavior for a particular DN. This is applicable only to destinations that are monitored by T-Server. This can be overridden by specifying the key **record** in `AttributeExtensions` of `TRouteCall` or by a `TPrivateService` from a client, registered on that DN.

service-type

Default Value: No default value

Valid Values: `dialplan`, `presence-profile`

Changes Take Effect: For the next call

Specifies the configured service for the DN.

UCMA Connector

UCMA Connector reads its initial configuration from the **connector.config** configuration file instead of using an Application object. For more information about the options in the **connector.config** configuration file, see the [Deployment Guide](#).

After connecting to T-Server, UCMA Connector may receive from T-Server additional configuration options read from the **Annex** tab of the **Switch** object. Some options can be specified both in the **connector.config** configuration file and in the **Annex** tab of the Switch object. In this case, the value read from the **Annex** tab of the Switch object is used.

Switch

The following options are configured at the Switch level (in other words, on the Switch object).

Section	Option	Default	Changes Take Effect
conference-services	count	No default value	After restart of connection to UCMA Connector
conference-services	lobby-bypass-enabled	True	For next scheduled conference
conference-services	uri-pattern	No default value	After restart of connection to UCMA Connector
connector	 caching-enabled	1	Immediately
connector	 conf-session-shutdown	false	Immediately
connector	 conference-pool-size	0	Immediately
connector	 music-on-hold-file-path		Immediately
connector	 musicOnHoldFilePath	No default value	Immediately
connector	 reuse-avcall	0	Immediately
connector	 ringtone-file-path	No default value	Immediately
Section	Option	Default	Changes Take Effect

Switch Options

Switch options are contained in the following configuration sections, configured on the Annex of the Switch object:

- `connector`
- `conference-services`

connector section

- `caching-enabled`
- `music-on-hold-file-path`
- `ringtone-file-path`
- `conf-session-shutdown`
- `musicOnHoldFilePath`
- `reuse-avcall`
- `conference-pool-size`

caching-enabled

Default Value: 1

Valid Values: 0, 1

Changes Take Effect: Immediately

Enables conference caching by default. Conference caching allows to reuse previously scheduled conferences. It reduces the load of Skype for Business Server and the time for establishing new calls. To disable conference caching, configure this option with a value of 0.

conf-session-shutdown

Default Value: false

Valid Values: True, False

Changes Take Effect: Immediately

Introduced: 8.5.001.11

If set to `true`, the Connector monitors the Conference Session state and will end the call if a Conference Session of this call goes to the Disconnected state. If set to `false`, the Connector does nothing in this situation.

conference-pool-size

Default Value: 0
Valid Values: 0-6000
Changes Take Effect: Immediately

Specifies how many conferences the connector creates and maintains in the pool for future use. Set the value to 20% higher than the maximum number of simultaneous calls handled by the connector.

music-on-hold-file-path

Default Value:
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the path (full path, relative path or network path are supported) to the file with music that will be used as Music On Hold. The connector supports the audio file .wma type.

musicOnHoldFilePath

Default Value: No default value
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the path (full path, relative path or network path are supported) to the file with music that will be used as Music On Hold. The connector supports the audio file .wma type.

reuse-avcall

Default Value: 0
Valid Values: Any positive integer
Changes Take Effect: Immediately

Specifies how many times the connector reuses an AudioVideo Call in different conversations, before releasing it to free memory. To eliminate a memory leak that can occur with excessive call reuse, however, set the option to a relatively low value, no greater than 50.

ringtone-file-path

Default Value: No default value
Valid Values: Any string
Changes Take Effect: Immediately
Introduced: 8.5.001.07

Specifies the path (full path, relative path or network path are supported) to the audio file that is played as a ringback tone to a caller while a call is alerting the receiving party. The connector supports the audio file .wma type.

conference-services section

- [count](#)
- [lobby-bypass-enabled](#)
- [uri-pattern](#)

count

Default Value: No default value

Valid Values: Any integer starting from 1

Changes Take Effect: After restart of connection to UCMA Connector

Sets the number of service endpoints for conference scheduling that must be created on the connector.

lobby-bypass-enabled

Default Value: True

Valid Values: true, false

Changes Take Effect: For next scheduled conference

Introduced: 8.5.001.67

Related Feature: Disable Lobby Bypass

Specifies whether the UCMA Connector enables a flag, lobby bypass, used for implementation of call control when scheduling conferences. When set to true, conferences created by the Connector allow participants to bypass a virtual lobby when joining private meetings. When set to false, conferences created by the Connector allow participants to join private meetings only through a virtual lobby.

uri-pattern

Default Value: No default value

Valid Values: <uriprefix>{DD..D}<urisuffix>

Changes Take Effect: After restart of connection to UCMA Connector

Connector uses this pattern to establish service endpoints for conference scheduling. {DD..D} will be replaced with the endpoint number starting with 1 and ending with a value of option *count*. The endpoint number will be prefixed with zeroes according to the number of D's in the pattern.

startup Section

- `application-port`
- `application-urn`
- `application-user-agent`
- `certificate-thumbprint`
- `computer-gruu`
- `persistent-storage-path`
- `provision-mode`
- `server-address`
- `server-port`

application-port

Default Value: 0

Valid Values: Any positive integer

Changes Take Effect: Startup only

The configured port of Trusted Application to listen to incoming connections—for example: 6001. Mandatory when **provision-mode**=manual.

application-urn

Default Value: No default value

Valid Values: Any application URN defined in the configuration

Changes Take Effect: After restart

Specifies the unique identifier of the application in the deployment. It is assigned when the application is provisioned.

Example: urn:application:Connector_app

Mandatory—must be specified.

application-user-agent

Default Value: Genesys SfB Connector

Valid Values: Any string

Changes Take Effect: Startup only

The part of the user agent string that identifies the application. Can be empty or non-present.

certificate-thumbprint

Default Value: No default value
Valid Values: Thumbprint of existing certificate
Changes Take Effect: Startup only

The thumbprint of the certificate to use for Trusted Application. Mandatory when **provision-mode**=manual.

computer-gruu

Default Value: No default value
Valid Values: computerGRUU from Skype for Business configuration
Changes Take Effect: Startup only

Computer GRUU of Trusted Application. The value is unique for each Connector.

Example:

```
sip:computer1.lyncdco.lab@lyncdco.lab;gruu;opaque=srvr:connector_app:qFBsnVw_QV-oZ_uG-ia3xAAA
```

Mandatory when **provision-mode**=manual.

persistent-storage-path

Default Value: No default value
Valid Values: absolute or relative path to existing directory
Changes Take Effect: Startup only

Specifies a directory where Connector creates a persistent file that contains information about the statuses of all conferences scheduled by Connector.

provision-mode

Default Value: manual
Valid Values: auto, manual
Changes Take Effect: Startup only
Introduced: 9.0.000.xx

Defines the provisioning mode the Connector will use for communication with the Skype for Business Server:

- auto—Auto-provisioning mode of work is used.
- manual—Manual provisioning mode of work is used.

For more information about auto-provisioning mode, see Microsoft documentation.

server-address

Default Value:

Valid Values: Any string

Changes Take Effect: After restart

The FQDN of FrontEnd of Skype for Business Server for the UCMA application connection. Example: pool01.lyncdco.lab

server-port

Default Value: 5061

Valid Values: TCP/IP port

Changes Take Effect: Startup only

The port of the FrontEnd pool of Skype for Business for the UCMA application connection. Example: 5061