GENESYS™

Workforce Management

Server Section

4/30/2025

Server Section

- management-port
- OLEDB_options
- OLEDB_Provider

management-port

Default Value: None
Valid Values: Any positive integer
Changes Take Effect: After restart
Dependencies: None
Introduced: 8.5.219.16

The management port can be optionally used for the internal consumption of observability-related Prometheus-based metrics, for monitoring tools, and dashboards like in Grafana.

> ### Important
>
> The management port is unsecured and is intended for internal use only. For more information, see Using WFM Prometheus metrics for monitoring & troubleshooting section in the WFM administrator's guide.

OLEDB_options

Default Value: various, see description
Valid Values: Not applicable
Changes Take Effect: After restart
Dependencies: OLEDB_Provider
Introduced: 8.5.220.34

Specifies the connection string options for the MS OLE DB driver which is used for connecting WFM Server and the MS SQL database.

The default value of this option depends on the value given for the OLEDB_Provider option and their corresponding values are as follows:

- -2 for SQLOLEDB
- Ignored for SQLNCLI11

- `OLE DB Services=-2;DataTypeCompatibility=80;` for MSOLEDBSQL and MSOLEDBSQL19

OLEDB_Provider

Default Value: SQLOLEDB
Valid Values: SQLOLEDB, SQLNCLI11, MSOLEDBSQL, MSOLEDBSQL19
Changes Take Effect: After restart
Dependencies: None
Introduced: 8.5.000.00

Specifies the name of the MS OLE DB driver that will be used for the connections between WFM Data Aggregator and the MS SQL database.