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Workforce Management

Server Section

5/1/2025

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LOBCursorLocation

Default Value: 3

Valid Values: 2, 3

Changes Take Effect: Immediately

Dependencies: None

Introduced: 8.5.219.26

Specifies the type of cursor to use with database queries that read Large Object (LOB) columns. By default, a client-side cursor is used for LOB columns. 2 indicates a server-side cursor and 3 indicates a client-side cursor.

management-port

Default Value: None

Valid Values: Any positive integer

Changes Take Effect: After restart

Dependencies: None

Introduced: 8.5.219.24

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.

MaxThreadPoolSize

Default Value: 80

Valid Values: Any positive integer.

Changes Take Effect: Immediately

Dependencies: None

This option is mandatory.

Specifies the maximum number of threads in the thread pool.

MinThreadPoolSize

Default Value: 8

Valid Values: Any positive integer.

Changes Take Effect: Immediately

Dependencies: None

This option is mandatory.

Specifies the minimum number of threads in the thread pool.

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 Server and the MS SQL database.

Proxy

Default Value: " " (string)
Valid Values: Proxy server name and port number
Changes Take Effect: Immediately
Dependencies: None

Specifies a proxy server.

Enter the option value in the following format: *<proxyservername>:<portnumber>*

SessionTimeout

Default Value: 10
Valid Values: Any positive integer.
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the timeout (in minutes) for any client session with this WFM Server.

ThreadPoolDownsizeTimeout

Default Value: 15m
Valid Values: Any positive integer.
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies how long threads stay idle before they are removed from the thread pool. Follow the number with s (seconds) or m (minutes). By default, the value is in minutes.

ThreadPoolUpsizeTimeout

Default Value: 10s
Valid Values: Any positive integer.
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies how long a request stays in queue before the thread pool size is increased. Follow the number with s (seconds) or m (minutes). By default, the value is in seconds.

tz_mode

Default Value: iana

Valid Values: iana, posix

Changes Take Effect: After restart

Dependencies: tzdb

Introduced: 8.5.220.06

When the **iana** mode is set, WFM Server will send a time zone description according to <https://www.iana.org/time-zones> in response to the request to provide time zones, indicating the IANA/Olson time zone.

When the **posix** mode is set, WFM API (used by WFM Web) will not use the built-in Java API for the IANA time zones, instead it will use the time zone information returned by the WFM Server to calculate DST times. It is a workaround for the situation when WFM Server was updated to use the latest time zone database but the WFM Web or Java on the client side was not updated to use the latest time zone information.

This option is applicable only when tzdb = 1.

tzdb

Default Value: 1, 0 (see description)

Valid Values: 1, 0

Changes Take Effect: Immediately

Dependencies: [auth] configuration

Introduced: 8.5.214.08

Specifies whether or not WFM time zones are converted to standard IANA time zones.

Important

All WFM Servers in the deployment must use the same value for this option.

The default value for this option depends on the **[auth]** configuration:

- If **[auth]** is not configured, the default value is 0.
- If **[auth]** is configured the default value is 1. If you want to keep using Genesys time zones in this configuration, value should be explicitly set to 0.

When this option default is 1 (enabled), WFM time zones (and time zone assignments for business units, sites, etc.), are automatically converted to **Internet Assigned Numbers Authority** (IANA) time zones, and no longer synchronize with Genesys time zones. When this option default is 0 (disabled), WFM time zones are not converted to IANA time zones.

Time zone conversion is done by using a JSON mapping file (tzmap.json) that can be modified, if necessary.

Important

If the **NewSupervisor** configuration option in WFM Web Application is enabled, then this option must be enabled (mandatory) in the WFM Server Application.

VirtualDirectory

Default Value: No default value

Valid Values: Not applicable

Changes Take Effect:

Dependencies: None

Discontinued: In release 8.5.208

For future use.

This option is not required and no longer in use.

webevents

Default Value: 0

Valid Values: 1, 0

Changes Take Effect: After restart

Dependencies: **provider** must be configured.

Introduced: 8.5.216.06

Specifies whether or not WFM Server establishes and maintains WebSocket connections with all WFM Servers found in the Application's connections, including the backup WFM Server, if there is one.

Setting this option value to 1 enables WFM Server to use WebSockets for cache synchronization; changes that occur in cached content on one WFM Server is broadcast to all connected WFM Servers in both directions. WFM still uses the existing timestamp-based synchronization method but the default **CacheSlack** option value is changed from 30 seconds to 600 seconds making database timestamp checks much less frequent.

By default, this option value is set to 0 and WFM Server is not enabled to use WebSockets as this method of cache synchronization is optional.