Genesys Voice Platform

rm Section

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conference-cleanup-timer

Default Value:
Valid Values: The value must be an integer
Changes Take Effect: After restart

If no calls are associated to the conference within the specified interval (in milliseconds), then the conference object will be cleared.

conference-sip-error-respcode

Default Value: 480
Valid Values:
Changes Take Effect: After restart

When conference call fails due to reaching maximum conference size, this SIP response code will be returned to the caller. Expects parameter value of the form sipcode;desc or just sipcode. Example - 480 or 480;Conference Capacity reached

cti-unavailable-action

Default Value: answer
Valid Values:
Changes Take Effect: After restart

On the initial INVITE, if CTI-C sends a specific 4xx/5xx SIP response code matching any of the codes specified in "cti-unavailable-respcode", then RM will assume that the CTI Server connectivity is broken. In that case RM will check this parameter "cti-unavailable-action", and if it is set RM will perform the action specified in this parameter. The possible values are: "answer", "reject", or "script;<service-type>;<url>"

cti-unavailable-respcode

Default Value: 404
Valid Values:
Changes Take Effect: After restart

On the initial INVITE, if CTI-C sends a specific 4xx/5xx SIP response code that matches any of the response codes specified in this parameter then RM will assume that the CTI Server connectivity is broken and it should not retry another CTI-C instance. Expects parameter value of the form sipcode1;sipcode2 etc.

default-resource-port-capacity

Default Value: 500
Valid Values:
Changes Take Effect: After restart

This parameter specifies the port capacity assigned to each Physical Resources, if they are not defined. Default value is 500.

enable_dns_cache

Default Value: true
Valid Values: true, false
Changes Take Effect: At start/restart

Specifies if RM should enable or disable the use of DNS cache for RM's application layer DNS resolutions. These resolutions are used to identify the source resource from where the SIP request is received; for ex: to identify gateway resource if VIA header contains FQDN instead of IP address Enabling DNS cache increases RM's resilience towards network issues between RM and the DNS Servers. If the option is enabled, the target address is retrieved from the DNS cache, if available. If unavailable, a fresh DNS query will be used to retrieve the target address and the result will be cached depending on the DNS query response. If the option is disabled, target address is resolved by

a fresh DNS query

fips_enabled

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart

Specifies whether to enable FIPS mode in RM. When FIPS mode is enabled, only FIPS 140-2 approved ciphers and algorithms can be used in SSL connections.

ignore-ruri-tenant-dbid

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart

When this flag is set to true, RM will not use the tenant-dbid parameter received through the incoming INVITE RURI for identifying the tenant (incase of MSML calls).

options_response_contenttype

Default Value: application/text
Valid Values:
Changes Take Effect: After restart

If rm.options_response_msg_body is defined, this string is returned by the RM as the "Content-type" header in the SIP response message.

options_response_msg_body

Default Value:
Valid Values:
Changes Take Effect: After restart

If defined, when the RM returns a response to a SIP OPTIONS message, this string is returned by the RM as the SIP response message body. Any hex-encoded characters in the string will first be decoded before being used. For example, string with multiple lines can be specified by: First Line%0D%0ASecond Line. This will result in %0D and %0A replaced by '\r' and '\n' respectively.

options-errresp-on-noresources

Default Value: true
Valid Values: true, false
Changes Take Effect: After restart

This parameter when set to true,RM sends error response to SIP OPTIONS when it detects all GVP resources are offline.

pass-capability-params-to-ctic

Default Value: true
Valid Values: true, false
Changes Take Effect: After restart

When this parameter set to true and the target is CTI Connector, RM passes the capability parameters (specified by "gvp.rm.resource-req" prefix) in the request to CTI connector. Note that for any other type of resource, those parameters are not passed.

pass-tenantid-parameter-to-gateway

Default Value: true
Valid Values: true, false
Changes Take Effect: After restart

When this parameter is set to false, RM will not pass the tenant-id RURI parameter (specified by gvp-tenant-id) in the request to Gateway or external SIP service. Otherwise,RM will pass the tenant-id RURI parameter in the request to Gateway or external SIP service.

reject-on-geo-location-nomatch

Default Value: recordingclient,recordingserver
Valid Values:
Changes Take Effect: immediately

This parameter can be specified comma separated service type strings. RM rejects the request for non-matching geo-location while selecting LRGs for specified services.

resolve-addr-for-aor-match

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart

When this parameter is set to true, RM resolves hostname/FQDN for matching incoming resource AOR with configured resource AORs. Otherwise a direct string matching is performed. Please note that it is important to set the port in SIPServer option sip-address-srv along with FQDN - <FQDN>:<Port>. Otherwise a mismatching of AORs might occur which could lead to RM not recognizing the gateway resource

resource-no-match-respcode

Default Value: 480
Valid Values:
Changes Take Effect: After restart

Expects parameter value of the form sipcode;desc or just sipcode.

resource-unavailable-respcode

Default Value: 480
Valid Values:
Changes Take Effect: After restart

Expects parameter value of the form sipcode;desc or just sipcode.

rewrite-referto-header

Default Value: true
Valid Values: true, false
Changes Take Effect: After restart

When this parameter set to true, RM rewrite host port in Refer-To header with request-uri's in Mid-dialog SIP REFER.

sip-header-for-cti-dnis

Default Value: request-uri
Valid Values: request-uri, to, history-info
Changes Take Effect: immediately

This parameter indicates which header the RM should retrieve the DNIS from(if P_Called_Party_ID header is not present), for the purpose of identifying an IVRProfile when the request is coming from CTI Connector

sip-header-for-dnis

Default Value: history-info
Valid Values: request-uri, to, history-info
Changes Take Effect: immediately

This parameter indicates the header the RM should retrieve the DNIS from(if P_Called_Party_ID header is not present), for the purpose of identifying an IVRProfile

suspend-mode-respcode

Default Value: 503
Valid Values:
Changes Take Effect: After restart

When new session request comes and RM is in suspend mode, this SIP response code is returned. Expects parameter value of the form sipcode;desc or just sipcode.

treat-campaign-as-conference

Default Value: true
Valid Values: true, false
Changes Take Effect: After restart

When this parameter set to true, RM routes MSML request with campaign id (like OCS campaign) as conference request.

voicexml-recording-allowed

Default Value: true
Valid Values: true, false
Changes Take Effect: After restart

When this parameter set to true, RM looks up a recording IVR profile provided that the relevant tenant policy parameters also allow the same. If set to false, this overrides the policy setting and does not do recording IVR profile mapping