



eServices 8.5

Reference Manual

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Preface

Welcome to the *eServices 8.5 Reference Manual*. This document provides you with information on eServices 8.5 configuration options and on field codes used in standard responses.

eServices was known as Multimedia in releases 8.0.0, 7.6, and 7.5, and was known as Multi-Channel Routing in releases 7.0 and 7.1.

This manual is valid only for the 8.5 release of this product.

Note: For versions of this document created for other releases of this product, visit the Genesys Documentation website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesys.com.

This preface contains the following sections:

- [eServices and the CIM Platform, page 9](#)
- [Intended Audience, page 11](#)
- [Making Comments on This Document, page 12](#)
- [Contacting Genesys Customer Care, page 12](#)
- [Document Change History, page 12](#)

For information about related resources and about the conventions that are used in this document, see the supplementary material starting on [page 287](#).

eServices and the CIM Platform

Genesys eServices (formerly Multimedia) is a cover term for Genesys components that work together to manage interactions whose media is something other than traditional telephonic voice (for example, e-mail or chat).

eServices includes some parts of the Genesys Customer Interaction Management (CIM) Platform, plus certain of the media channels that run on top of the Platform.

CIM Platform

The CIM Platform consists of the following:

- Management Framework
- Reporting (CC Analyzer, CCPulse+)
- Interaction Management, which in turn consists of:
 - Universal Routing
 - Interaction Workflow
 - Knowledge Management
 - Content Analysis
 - Universal Contact History

On top of the CIM Platform are various media channels. Some, such as Genesys Network Voice, handle traditional telephony. Others, such as Genesys E-mail, handle other media.

eServices

eServices, then, consists of the following:

- From the CIM Platform, all of Interaction Management except for Universal Routing:
 - Interaction Workflow—centralized handling of interactions irrespective of media type
 - Knowledge Management—creation and maintenance of standard responses and screening rules
 - Content Analysis—optional enhancement to Knowledge Management, applying natural language processing technology to categorize interactions
 - Universal Contact History—storage of data on contacts and on interactions (linked as threads)

Universal Routing is not considered part of eServices because it deals with both traditional telephonic interactions and the nontraditional interactions that are handled in eServices.

- From the media channels, at least one of the following:
 - Genesys E-mail
 - Genesys Chat (formerly Genesys Web Media)
 - Genesys SMS (Short Message Service)
 - Genesys MMS (Multimedia Messaging Service)
 - Genesys Web Callback
 - Genesys 3rd Party Media—ability to add customized support for other media (fax, for example)

- Optionally, Web Collaboration—the ability for agents and customers to co-browse (simultaneously navigate) shared web pages. This is an option that you can add to either Genesys Chat or Inbound Voice.

See [Figure 1](#).

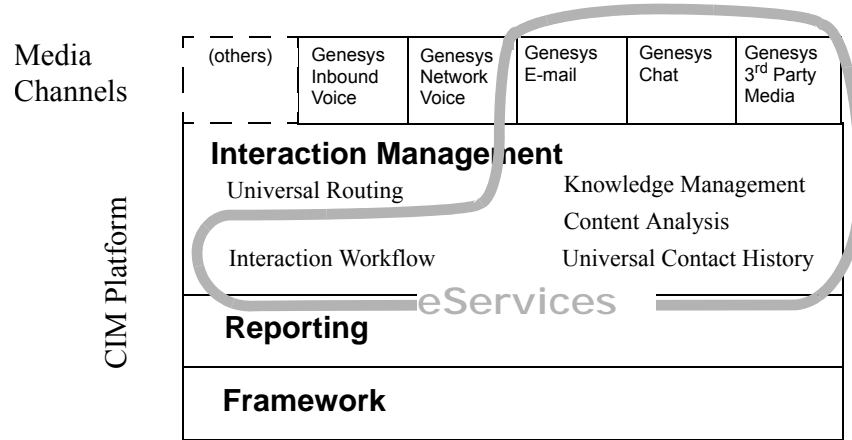


Figure 1: eServices in Relation to the CIM Platform and Media Channels

Note: Although Universal Routing is not considered part of eServices, any functioning solution (platform plus channels) that includes any part of the Interaction Management sector requires Universal Routing.

Licensing

Licensing requirements are:

- For each agent: one eServices Agent seat.
- For each media option: one media channel (E-mail and/or Chat and/or SMS and/or custom media).
- For Genesys Content Analyzer: NLP Content Analysis license.

See also the *Genesys Licensing Guide*.

Reporting

Reporting templates are available for eServices. For details see the *Reporting Technical Reference Guide for the Genesys 7.x Release*.

Intended Audience

This document, primarily intended for all users involved in setting up Genesys eServices, assumes that you have a basic understanding of:

- E-mail and web technology.

- Network design and operation.
- Your own network configurations.

You should also be familiar with:

- Genesys Framework architecture and functions.

Computer-telephony integration (CTI) concepts, processes, terminology, and applications.

Making Comments on This Document

If you especially like or dislike anything about this document, feel free to e-mail your comments to Techpubs.webadmin@genesys.com.

You can comment on what you regard as specific errors or omissions, and on the accuracy, organization, subject matter, or completeness of this document. Please limit your comments to the scope of this document only and to the way in which the information is presented. Contact your Genesys Account Representative or Genesys Customer Care if you have suggestions about the product itself.

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Before contacting Customer Care, please refer to the [Genesys Care Program Guide](#) for complete contact information and procedures.

Document Change History

This section lists topics that are new or that have changed significantly since the first release of this document.

New in Document Version 8.5.001.00

This document has been updated to support eServices release 8.5.0. The following topics have been added or significantly changed since document version 8.1.401.00:

- The following options have been updated or added for Universal Contact Server:

- shared, [page 29](#)
- screening-rules-sync-delay, [page 39](#)
- standard-responses-sync-delay, [page 39](#)
- synchronize-screening-rules, [page 40](#)
- synchronize-standard-responses, [page 41](#)
- third-party-pool-size, [page 41](#)
- The following options have been updated or added for Interaction Server:
 - database-request-timeout, [page 72](#)
 - database-request-timeout-warning, [page 72](#)
 - enable-keepalive, [page 66](#)
 - soap-endpoint, [page 66](#)
 - soap-hostname, [page 66](#)
- The following options have been updated or added for Chat Server:
 - server-reply-timeout-ixn
- The following options have been updated or added for E-mail Server:
 - move-failed-ews-item
- The following options have been updated or added for Social Messaging Server:
 - session-shutdown-timeout, [page 221](#)
 - workspace-location, [page 222](#)
 - submit-as-chat, [page 235](#)
 - str-language-<any name>, [page 248](#)
- The following options have been updated or added for Social Messaging Plugins for Interaction Workspace:
 - facebook.image-attachment-max-size, [page 256](#)
 - facebookprivatemessage.default-queue, [page 256](#)
 - facebookprivatemessage.hashtag-regex, [page 256](#)
 - facebookprivatemessage.outbound-queue, [page 256](#)
 - facebookprivatemessage.response-wait-time, [page 256](#)
 - facebookprivatemessage.subject-max-chars, [page 257](#)
 - facebookprivatemessage.url-regex, [page 257](#)
 - facebook.use-esp-broadcast, [page 257](#)
 - twitter.image-attachment-char-length, [page 257](#)
 - twitter.use-esp-broadcast, [page 258](#)
 - interaction-bar.quick-access-modes.facebook, [page 258](#)
 - interaction-bar.quick-access-modes.facebooksession, [page 258](#)
 - interaction-bar.quick-access-modes.rss, [page 259](#)
 - interaction-bar.quick-access-modes.twitter, [page 259](#)
 - workbin.facebookprivatemessage.draft, [page 259](#)
 - workbin.facebooksession.in-progress, [page 259](#)

- An option has been retired for Social Messaging Server. See Appendix , “Retired Components and Options,” on [page 267](#).

New in Document Version 8.1.401.00

This document has been updated to support eServices release 8.1.4. The following topics have been added or significantly changed since document version 8.1.302.00:

- The following options have been updated or added for Universal Contact Server:
 - `third-party-max-queing-time` (see [page 41](#))
- The following options have been updated or added for Interaction Server:
 - `allow-multiple-agent-connections` (see [page 71](#))
 - `delayed-logout-panic-threshold` (see [page 74](#))
 - `delayed-logout-timeout` (see [page 74](#))
 - `enable-place-in-queue-reason` (see [page 75](#))
 - `incremental-login-request-timeout` (see [page 78](#))
- The following options have been updated or added for E-mail Server:
 - `exchange-version` (see [page 134](#))
 - `failed-items-folder-name` (see [page 135](#))
 - `folder-path` (see [page 135](#))
 - `folder-separator` (see [page 135](#))
 - `move-failed-ews-item` (see [page 136](#))
 - `type` (see [page 138](#))
 - `server-type` (see [page 141](#))
 - `ucs-reconnect-timeout` (see [page 144](#))
- The following options have been updated or added for Social Messaging Server:
 - `esp-proc-timeout` (see [page 220](#))
 - `session-chat-request-timeout` (see [page 221](#))
 - `session-max-number` (see [page 221](#))
 - `session-shutdown-timeout` (see [page 221](#))
- The following options have been updated or added for Facebook Channel Section:
 - `x-access-token` (see [page 224](#))
 - `x-max-listed-posts-per-request` (see [page 226](#))
 - `x-posts-buffer-size` (see [page 227](#))
 - `x-sampling-period` (see [page 228](#))
 - `x-sampling-time-buffer` (see [page 228](#))
- The following options have been updated or added for Facebook Media Monitor Section:

- access-token (see [page 230](#))
- id (see [page 231](#))
- inbound media (see [page 231](#))
- monitor-type (see [page 233](#))
- max-listed-posts-per-request (see [page 233](#))
- posts-buffer-size (see [page 234](#))
- publish-access-token (see [page 234](#))
- sampling-time-buffer (see [page 235](#))
- submit-comments-itx (see [page 236](#))
- submit-internal-itx (see [page 236](#))
- The following options have been updated or added for Twitter Media Channel Section:
 - ucs-in-use (see [page 242](#))
 - ucs-request-timeout (see [page 242](#))
 - x-ucs-relations-chunk (see [page 244](#))
- The following options have been updated or added for Twitter Media Monitor Section:
 - cleanup-relations (see [page 245](#))
 - control-str-user (see [page 245](#))
 - refresh-period-channel-account (see [page 247](#))
 - refresh-period-followers (see [page 247](#))
 - refresh-period-friends (see [page 247](#))
- The following options have been updated or added for Interaction Workspace Plug-in for Facebook:
 - facebook.image-attachment-max-size (see [page 256](#))
 - facebook.use-esp-broadcast (see [page 257](#))
 - facebook.hashtag-regex (see [page 256](#))
- The following options have been updated or added for Interaction Workspace Plug-in for Twitter:
 - twitter.use-esp-broadcast (see [page 258](#))
- Some options have been retired for Social Messaging Server. See Appendix , “Retired Components and Options,” on [page 267](#).

New in Document Version 8.1.302.00

This document has been updated to support the eServices Social Messaging Management 8.1.3 CD update. The following topics have been added or significantly changed since document versions 8.1.301.00:

- The following sections have been updated for Social Messaging Server:
 - Social Messaging Server Options (see [page 215](#))
 - Some options have been retired for Social Messaging Server. See Appendix , “Retired Components and Options,” on [page 267](#)

- New options have been added for Social Messaging Plugins for Interaction Workspace Options. See Table 28 on [page 253](#)

New in Document Version 8.1.301.00

This document has been updated to support eServices release 8.1.3. The following topics have been added or significantly changed since document version 8.1.203.00:

- The `inbound-submitter-thread-pool-size` option has been retired for E-Mail Server. See Appendix , “Retired Components and Options,” on [page 267](#).
- Some options have been retired for E-mail Server. See Appendix , “Retired Components and Options,” on [page 267](#).
- The following sections have been updated for SMS Server:
 - `channel-<any name>` section (Messaging Channel) (see [page 155](#))
- The `x-smpp-charset-reduced` option has been retired for SMS Server. See Appendix , “Retired Components and Options,” on [page 267](#).

New in Document Version 8.1.203.00

This document has been updated to support the eServices release 8.1.2 CD update. The following topics have been added or significantly changed since document version 8.1.202.00:

- The `qry-<name>` option has been retired for Social Messaging Server. See Appendix , “Retired Components and Options,” on [page 267](#).
- The following options have been updated for Interaction Server:
 - `schema-name` (see [page 81](#))
 - `schema-name` (see [page 95](#))
- The following options have been updated for Social Messaging Server:
 - `access-token` (see [page 230](#))
 - `id` (see [page 231](#))
 - `monitor-type` (see [page 233](#))
 - `driver-classname` (see [page 237](#))
 - `x-inbound-media` (see [page 244](#))
 - `x-debug-mode` (see [page 244](#))
 - `x-submit-own-all` (see [page 244](#))
 - `get-direct-messages` (see [page 246](#))
 - `get-home-timeline` (see [page 246](#))
 - `get-mentions` (see [page 246](#))
 - `refresh-period-channel-account` (see [page 247](#))
 - `refresh-period-friends` (see [page 247](#))
 - `refresh-period-followers` (see [page 247](#))

- sampling-period (see [page 248](#))
- The following sections have been updated for Social Messaging Server:
 - Social Messaging Server Options (see [page 215](#))
 - Twitter Media Channel Section (see [page 241](#))
 - Twitter Media Monitor Section (see [page 244](#))

New in Document Version 8.1.202.00

This document has been updated to support the Universal Contact Server (UCS) release 8.1.2. The following topics have been added or significantly changed since document version 8.1.201.00:

- The following options have been updated for UCS:
 - enable-access-log (see [page 43](#))
 - access-log-path (see [page 43](#))
 - access-log-apptype-filter-in (see [page 43](#))
 - access-log-apptype-filter-out (see [page 44](#))
 - access-log-rolling-period (see [page 44](#))

New in Document Version 8.1.201.00

This document has been updated to support eServices release 8.1.2. The following topics have been added or significantly changed since document version 8.1.101.00:

- Some options have been retired for E-mail Server. See Appendix , “Retired Components and Options,” on [page 267](#).
- The following options have been updated for Interaction Server:
 - delivering-timeout (see [page 74](#))
 - handling-timeout (see [page 75](#))
- The following options have been updated for the Database Capture Point:
 - inbound-scan-interval (see [page 213](#))
 - updates-scan-interval (see [page 214](#))
- Some options have been retired for Social Messaging Server. See Appendix , “Retired Components and Options,” on [page 267](#).

New in Document Version 8.1.101.00

This document has been updated to support eServices release 8.1.1. The following topics have been added or significantly changed since document version 8.1.001.00:

- A new option has been added for Social Messaging Server and some have been retired. See Table 23 on [page 215](#) and Appendix , “Retired Components and Options,” on [page 267](#).

- The components Interaction Workspace Plugin for Facebook and Interaction Workspace Plugin for Twitter have been added. Their options are listed in Table 28 on [page 253](#).



Chapter

1

Configuration Options

This chapter describes the configuration options for eServices and includes the following topics:

- [New in this Release, page 20](#)
- [Setting Options, page 20](#)
- [Common Log Options and Servers, page 20](#)
- [General Changes to Configuration Options, page 22](#)
- [Universal Contact Server Options, page 22](#)
- [Universal Contact Server Proxy Options, page 58](#)
- [Interaction Server Options, page 58](#)
- [Interaction Server Proxy Options, page 100](#)
- [Web API Server Options, page 101](#)
- [Chat Server Options, page 104](#)
- [E-mail Server Options, page 111](#)
- [Co-Browsing Server Options, page 146](#)
- [Classification Server Options, page 147](#)
- [Training Server Options, page 150](#)
- [Knowledge Manager Options, page 151](#)
- [SMS Server Options, page 154](#)
- [JMS Capture Point Options, page 168](#)
- [File Capture Point Options, page 182](#)
- [Web Service Capture Point Options, page 194](#)
- [Database Capture Point Options, page 201](#)
- [Social Messaging Server Options, page 215](#)
- [eServices Social Messaging Plugin for Genesys Agent Desktop Options, page 249](#)
- [eServices Social Messaging Plugins for Interaction Workspace Options, page 253](#)

- [Disconnect Detection Protocol for Components, page 260](#)

Note: The Application Cluster component has no configuration options, so it is not discussed in this chapter.

New in this Release

Genesys has made the following changes to the configuration of Universal Contact Server (UCS) 8.5.0 components and Interaction Server 8.5.0 components, compared to their 8.1.4 counterparts:

- New options have been added for UCS. See Table 1 on [page 23](#).
- New options have been added for Interaction Server. See Table 6 on [page 59](#).
- New options have been added for Social Messaging Server. See “Social Messaging Server Options” on [page 215](#).
- For a complete list of eServices 8.5.0 configuration option additions and updates, see “New in Document Version 8.5.001.00” on [page 12](#).

Setting Options

Depending on the option and component, you configure options in various locations. You configure some on the `Options` tab in the `Properties` dialog box of each application. You configure others on the `Annex` tab in the `Properties` dialog box for the applications, objects, and Tenants used by eServices.

To access the `Annex` tab on the `Properties` dialog box, make sure that the `Annex` tab is displayed:

1. In Configuration Manager, select `Options` from the `View` menu.
2. Make sure that the `Show Annex tab in object properties` check box is selected.

Options can also be configured in Genesys Administrator. Refer to the *Framework 8.5 Genesys Administrator Help* for information.

The following sections list all options for eServices. The same option can appear in the `Properties` of different configuration objects.

Common Log Options and Servers

Common log options are configured in the `log` section. Some eServices 8.5 components also support log filtering functionality, which is defined in the `log-filter` and `log-filter-data` sections.

log section

The log section and its associated log options are common to all Genesys servers. Many of the default values for these options are standard. With the exception of the `messagefile` option, all servers specific to eServices 8.5 have the same log options and values. The common log options and values include:

- `all = stdout`
- `buffering = false`
- `standard = stdout`
- `trace = stdout`
- `verbose = standard`

All sections for components are listed in this chapter. However, for the log section, only the `messagefile` option is specifically mentioned for each server, because its value is unique to the server. For a detailed description of these options, see Chapter 2, “Common Log Options,” in the *Framework 8.5 Configuration Options Reference Manual*.

log-filter and log-filter-data sections

Some eServices 8.5 components also support the `log-filter` and `log-filter-data` sections in their configuration options. The following components support this functionality:

- Chat Server
- Classification Server
- E-mail Server
- Interaction Server
- SMS Server
- Social Messaging Server
- Universal Contact Server

The common options and their descriptions are described below; additional options that are supported by specific components only are described in the section relevant to that eServices component.

default-filter-type

Section: `log-filter`

Default Value: `copy`

Valid Values: `skip`, `hide`, `copy`

: Immediately, applies to all new reporting events

Sets the default for filtering the output of user data keys to the server log. You can set the default filter to one of three values:

- `skip`—does not output key-value pair from user data

- `hide`—hides the value of the key-value pair
- `copy`—prints both the key and its value

This default filter applies to all user data keys—except any individual key in the `log-filter-data` section, which you custom-define to always hide or show in the log output, regardless of the default filter type.

<any name>

Section: `log-filter-data`

Default Value: `copy`

Valid Values: `copy`, `hide`, `skip`

Changes Take Effect: After restart

Specifies the filter type that is applied to a value of a key-value pair, or to a key-value pair when a pair is output to a log file.

The following example shows a log filter that specifies that all attributes are printed to a log file (`default-filter=copy`) with the exception of the `password` and `x-access-token` attributes, which are hidden in the log file:

```
[log-filter-data]
password=hide
x-access-token=hide
```

General Changes to Configuration Options

In eServices 8.5, a few options were added or changed. All additions or changes for each component are indicated in their tables and options in this chapter.

Previously, in Multi-Channel Routing 7.1, most of the option names were changed to lowercase letters and hyphens, to reflect standard-naming conventions for options in Genesys products.

Note: See the Appendix on [page 267](#) for information about options that were retired in this release or in previous releases, and whether these options or their functionality were incorporated into other options.

Universal Contact Server Options

This section describes the configuration options for Universal Contact Server (UCS), a stand-alone application. Use Configuration Manager or Genesys Administrator to view or change these options. See [page 20](#) for information about accessing configuration options.

UCS options are located in two places:

- On the Options tab of the Properties dialog box. [Table 1](#) lists the sections and the options that belong in each section.
- In the Database Access Point (DAP) configuration object. In the DAP object, selecting the JDBC Connection option on the General tab displays a JDBC Info tab with these options. [Table 2](#) on [page 25](#) lists them.

If the JDBC Connection is checked, this DAP specifies a JDBC type connection (for Java applications using JDBC). If it is not checked, the DAP is a regular DAP for an application using a DB Server application.

Note: The main-db-pruning and archive-db-pruning sections and their associated options do not appear in the UCS application template. When Universal Contact Server (UCS) Manager first connects to UCS, these sections and options are created automatically and appear in the Annex tab. If you have more than one tenant, these options include the tenant dbid. You configure the options in these sections only through UCS Manager. Do **not** modify them using Configuration Manager or Genesys Administrator. [Table 3](#) on [page 27](#) lists these options.

[Table 4](#) on [page 28](#) lists options specific to Context Services. These options are not required for eServices 8.5; they are strictly for Context Services capabilities. Refer to the Context Services documentation for more information about when and how to use these options.

Table 1: Universal Contact Server Configuration Options

Section	Option	New/Existing	See Page
Options Tab			
index	enabled	Existing	Page 29
	shared	New	Page 29
index.<name> ^a	description	Existing	Page 29
	enabled	Existing	Page 29
	index-rebuild	Existing	Page 30
	max-results	Existing	Page 30
	storage-path	Existing	Page 30
ports	ucsapi	Existing	Page 31
settings	allow-additional-column	Existing	Page 31
	allow-missing-index	Existing	Page 31

Table 1: Universal Contact Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
	archiving-nb-records-per-task	Existing	Page 31
	archiving-task-pool-size	Existing	Page 31
	convert-idn-to-unicode	Existing	Page 32
	enable-reporting	Existing	Page 32
	fieldcode-format-locale	Existing	Page 32
	log-db-flow-rate	Existing	Page 35
	log-memory-usage	Existing	Page 35
	max-select-count	Existing	Page 35
	openmedia-create-full-interaction	Existing	Page 36
	primary-attribute-lookup-strategy	Existing	Page 36
	replace-blank-fieldcode	Existing	Page 37
	reporting-interval	Existing	Page 37
	reporting-notifier-pool-size	Existing	Page 37
	reporting-event-queue-size	Existing	Page 38
	retry-on-deadlock	Existing	Page 38
	screening-rules-sync-delay	New	Page 39
	standard-responses-sync-delay	New	Page 39
	srl-cache-load-attachment-summary	Existing	Page 39
	synchronize-cache	Existing	Page 39
	synchronize-contact-metadata-attributes	Existing	Page 39
	synchronize-ixn-attributes	Existing	Page 40
	synchronize-ixn-metadata-attributes	Existing	Page 40
	synchronize-screening-rules	New	Page 40
	synchronize-standard-responses	New	Page 41
	third-party-max-queueing-time	Existing	Page 41

Table 1: Universal Contact Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings (continued)	third-party-pool-size	Existing	Page 41
	ucsapi-backlog	Existing	Page 41
	ucsapi-custom-socket	Existing	Page 41
	ucsapi-duplex-mode	Existing	Page 42
	ucsapi-loopback-timeout	Existing	Page 42
log	messagefile	Existing	Page 42
	log-background-activity	Existing	Page 42
	log-body	Existing	Page 43
	enable-access-log	Existing	Page 43
	access-log-path	Existing	Page 43
	access-log-apptype-filter-in	Existing	Page 43
	access-log-apptype-filter-out	Existing	Page 44
	access-log-rolling-period	Existing	Page 44

- a. The `index` and `index.<name>` sections are for the indexing service, which was new in Multimedia 8.0.0. Three `index.<name>` sections are created by default: `index.contact`, `index.interaction`, and `index.srl`. These sections are used for contact information indexing, interaction information indexing, and standard response indexing, respectively. For example, if the section name is `index.contact`, index files will be stored in “<UCS directory>\index.contact\” unless the `storage-path` is specified.

Table 2: UCS Configuration Options in DAP Object

Tab	Option	New/Existing	See Page
JDBC Info	Debug	Existing	Page 44
	QueryTimeout	Existing	Page 44
	Role	Existing	Page 45

Table 2: UCS Configuration Options in DAP Object (Continued)

Tab	Option	New/Existing	See Page
Options tab, any section	connection-failed-retry	Existing	Page 45
	db-schema-name	Existing	Page 45
	inactive-scroll-timeout	Existing	Page 45
	inactive-txn-timeout	Existing	Page 46
	instance	Existing	Page 46
	interpret-prepared-statements	Existing	Page 46
	login-timeout	Existing	Page 46
	long-query-timeout	Existing	Page 46
	max-connections	Existing	Page 47
Options tab, any section (continued)	max-idle-time	Existing	Page 47
	service	Existing	Page 47

Note: To connect UCS to Oracle RAC, you must configure additional sections and options in the UCS DAP(s). Refer to the *Context Services User's Guide* at http://developerzone.genesyslab.com/wiki/index.php?title=Setting_up_the_UCS_Database for more information.

Table 3: UCS Configuration Options in Annex Tab

Section	Option	New/Existing	See Page
main-db-pruning Note: Options listed in this section are set using UCS Manager. Do not change them using Configuration Manager. Doing so might cause consistency problems.	action	Existing	Page 48
	day-of-month	Existing	Page 48
	day-of-week	Existing	Page 48
	frequency	Existing	Page 48
	period	Existing	Page 49
	period-type	Existing	Page 49
	run-at	Existing	Page 49
	run-status	Existing	Page 49
archive-db-pruning Note: Options listed in this section are set using UCS Manager. Do not change them using Configuration Manager. Doing so might cause consistency problems.	day-of-month	Existing	Page 48
	day-of-week	Existing	Page 48
	frequency	Existing	Page 48
	period	Existing	Page 49
	period-type	Existing	Page 49
	run-at	Existing	Page 49
	run-status	Existing	Page 49
esp.tls.key ^a	password	Existing	Page 50
esp.tls.keystore	password	Existing	Page 50
	path	Existing	Page 50
	type	Existing	Page 50

a. The esp.tls.keystore and esp.tls key sections specify certificate options for TLS support in the ESP protocol.

Table 4: UCS Configuration Options for Context Services

Section	Option	New/Existing	See Page
authentication	enabled	Existing	Page 51
	mode	Existing	Page 51
	password	Existing	Page 51
	use-role	Existing	Page 51
	username	Existing	Page 52
business-attributes	<customer view attribute reference>	Existing	Page 52
	map-names	Existing	Page 53
cview	base-url	Existing	Page 53
	data-validation	Existing	Page 53
	enabled	Existing	Page 54
	ip-address	Existing	Page 54
	metadata-cache	Existing	Page 54
	start-mode	Existing	Page 54
	tenant-id	Existing	Page 55
http.tls. key ^a (configured on the Annex tab)	password	Existing	Page 55
http.tls.keystore (configured on the Annex tab)	password	Existing	Page 56
	path	Existing	Page 56
	type	Existing	Page 56
scheduled-job-xx ^b (configured on the Annex tab)	action	Existing	Page 56
	cron-expression	Existing	Page 57
	enabled	Existing	Page 57
	period	Existing	Page 57
	period-type	Existing	Page 58

a. The http.tls.key and http.tls.keystore sections specify certificate options for TLS support in HTTP protocol.

- b. The `scheduled-job-xx` section specifies a job scheduling action. The action will be performed by the server as a background activity.

Option descriptions follow.

Note: If the default value of an option described in this section differs from that in the application template, the value in the template is correct.

index section

The `index` section of the UCS configuration options contains the following option.

enabled

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Enables (`true`) or disables (`false`) the indexing service. If set to `false`, the `index.<name>` configuration sections are ignored.

shared

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Enables (`true`) or disables (`false`) the index files sharing between primary and backup UCS instances.

With the value `false`, UCS primary and backup build their own index, which is synchronized.

index.<name> section

The `index.<name>` sections of the UCS configuration options contains the following options.

description

Default Value: No default value

Valid Values: Any character string

Changes Take Effect: After restart

This option specifies what will be sent to the Platform SDK contact client in response to a `GetIndexProperties` request.

enabled

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Enables (`true`) or disables (`false`) the indexing service. This option appears in each `index.<name>` section and is used to enable or disable the index specified by the section name.

index-rebuild

Default Value: `if-new`

Valid Values: `on-start`, `if-new`, `never`

Changes Take Effect: After restart

Specified when the index will be rebuilt. A value of `on-start` indicates the index will be rebuilt each time UCS starts. A value of `if-new` indicates the index will be rebuilt on UCS startup if the index did not previously exist. A value of `never` means the index will never be rebuilt; only new/updated objects will be created.

max-results

Default Value: `10`

Valid Values: Any positive integer less than `100`

Changes Take Effect: After restart

Specifies the number of results returned by the search method of the index if the caller has not specified a maximum results value. If the caller has specified a value for the `max-results` parameter this option has no effect.

Note: Setting this option to a higher level may impact the search performance. Higher values will result in slower performance. Setting this value too high may result in out of memory exceptions and unpredictable behavior.

storage-path

Default Value: No default value

Valid Values: Any valid system path

Changes Take Effect: After restart

Specifies the path to the directory in which the index service will create and store its files. For example, for the index section `index.contact`, and an option value of `c:\data\`, the full path to the files would be `c:\data\index.contact`.

If Universal Contact Server is running on Unix or Linux, the option value should be set according to Unix naming rules. For example, setting the option value to `/var/data` for the index section `contact.index` indicates the files will be stored in the directory `/var/data/index.contact`.

Note: For this option, network path and symbolic links can be used.

ports section

The ports section of the UCS configuration options contains the following option.

ucsapi

Default Value: No default value

Valid Values: Any valid and available port number (TCP/IP) greater than 0

Changes Take Effect: After restart

Specifies the port used for the RMI (Remote Method Invocation) connection to the Universal Contact Server API. This port must be different from the standard server port, used to “listen” for third-party protocol connections.

settings section

The following options are configured in the settings section of the UCS configuration options.

allow-additional-column

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Allows (true) or prohibits (false) Universal Contact Server to run with tables that have additional columns.

allow-missing-index

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Allows (true) or prohibits (false) Universal Contact Server to run with tables that have missing indexes.

archiving-nb-records-per-task

Default Value: 1000

Valid Values: Any integer greater than 1

Changes Take Effect: After restart

Specifies the number of rows that a task processes sequentially during an archiving or pruning database process. For an explanation, see the Note on [page 23](#).

archiving-task-pool-size

Default Value: 4

Valid Values: Any integer greater than 1

Changes Take Effect: After restart

Specifies the default number of parallel or pruning tasks used to execute a database archiving process. See the Note on [page 23](#).

convert-idn-to-unicode

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

This option enables or disables the conversion from IDN-encoded to Unicode. If this option is set to `false`, UCS works in compatibility mode, using the same behavior as previous versions of Multimedia.

Note: When the option `convert-idn-to-unicode` is set to `true`, all domain addresses from IRD and all domain addresses configured in E-mail Server options must be specified in Unicode.

If this option is set to `true`, at the next startup after the option change:

- UCS converts all IDN-encoded contact e-mail addresses in the database to Unicode
- E-mail Server reads the updated UCS option and converts all IDN-encoded addresses to Unicode
- UCS TT reads the updated UCS option and converts all contact e-mail addresses that are IDN-encoded to Unicode during the migration of contacts from 6.5.

If this option is changed from `true` to `false`, at the next startup after the option change, UCS converts contact e-mail addresses that are Unicode to IDN-encoded.

enable-reporting

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Enables (`true`) or disables (`false`) the computing of UCS reporting metrics by Stat Server.

Note: The default value was changed from `true` to `false` in the 8.0 release.

fieldcode-format-locale

Default Value: No default value

Valid Values: Any valid Java locale in the `language_COUNTRY` format

Changes Take Effect: Immediately

When specified, defines the locale that must be used to format date, time, currency, and percent values in Field Codes. If not specified, the server uses the default platform.

Table 5 lists the available values for this option, in accordance with the ISO 639 and ISO 3166 standards. The value format is:

<two letter code of ISO 639>_<two letter code of ISO 3166>

Note: See http://www.loc.gov/standards/iso639-2/php/English_List.php and http://www.iso.org/iso/country_codes/iso_3166_code_lists/country_names_and_code_elements.htm for information about these standards.

Table 5: Values for fieldcode-format-locale Option

Value	Language/Country	Value	Language/Country
ar_AE	Arabic (United Arab Emirates)	es_PE	Spanish (Peru)
ar_BH	Arabic (Bahrain)	es_PR	Spanish (Puerto Rico)
ar_DZ	Arabic (Algeria)	es_PY	Spanish (Paraguay)
ar_EG	Arabic (Egypt)	es_SV	Spanish (El Salvador)
ar_IQ	Arabic (Iraq)	es_UY	Spanish (Uruguay)
ar_JO	Arabic (Jordan)	es_VE	Spanish (Venezuela)
ar_KW	Arabic (Kuwait)	et_EE	Estonian (Estonia)
ar_LB	Arabic (Lebanon)	fi_FI	Finnish (Finland)
ar_LY	Arabic (Libya)	fr_BE	French (Belgium)
ar_MA	Arabic (Morocco)	fr_CA	French (Canada)
ar_OM	Arabic (Oman)	fr_CH	French (Switzerland)
ar_QA	Arabic (Qatar)	fr_FR	French (France)
ar_SA	Arabic (Saudi Arabia)	fr_LU	French (Luxembourg)
ar_SD	Arabic (Sudan)	hi_IN	Hindi (India)
ar_SY	Arabic (Syria)	hr_HR	Croatian (Croatia)
ar_TN	Arabic (Tunisia)	hu_HU	Hungarian (Hungary)
ar_YE	Arabic (Yemen)	is_IS	Icelandic (Iceland)
be_BY	Byelorussian (Belarus)	it_CH	Italian (Switzerland)
bg_BG	Bulgarian (Bulgaria)	it_IT	Italian (Italy)

Table 5: Values for fieldcode-format-locale Option (Continued)

Value	Language/Country	Value	Language/Country
ca_ES	Catalan (Spain)	iw_IL	Hebrew (Israel)
cs_CZ	Czech (Czech Republic)	ja_JP	Japanese (Japan)
da_DK	Danish (Denmark)	ko_KR	Korean (South Korea)
de_AT	German (Austria)	lt_LT	Lithuanian (Lithuania)
de_CH	German (Switzerland)	lv_LV	Latvian/Lettish (Latvia)
de_DE	German (Germany)	mk_MK	Macedonian (Macedonia)
de_LU	German (Luxembourg)	nl_BE	Dutch (Belgium)
el_GR	Greek (Greece)	nl_NL	Dutch (Netherlands)
en_AU	English (Australia)	no_NO	Norwegian (Norway)
en_CA	English (Canada)	no_NO_NY	Nynorsk (Norway)
en_GB	English (United Kingdom)	pl_PL	Polish (Poland)
en_IE	English (Ireland)	pt_BR	Portuguese (Brazil)
en_IN	English (India)	pt_PT	Portuguese (Portugal)
en_NZ	English (New Zealand)	ro_RO	Romanian (Romania)
en_US	English (United States)	ru_RU	Russian (Russia)
en_ZA	English (South Africa)	sh_YU	Serbo-Croatian (Yugoslavia)
es_AR	Spanish (Argentina)	sk_SK	Slovak (Slovakia)
es_BO	Spanish (Bolivia)	sl_SI	Slovenian (Slovenia)
es_CL	Spanish (Chile)	sq_AL	Albanian (Albania)
es_CO	Spanish (Columbia)	sr_YU	Serbian (Yugoslavia)
es_CR	Spanish (Costa Rica)	sv_SE	Swedish (Sweden)
es_DO	Spanish (Dominican Republic)	th_TH	Thai (Thailand)
es_EC	Spanish (Ecuador)	th_TH_TH	Thai (Thailand, TH)
es_ES	Spanish (Spain)	tr_TR	Turkish (Turkey)
es_GT	Spanish (Guatemala)	uk_UA	Ukrainian (Ukraine)

Table 5: Values for fieldcode-format-locale Option (Continued)

Value	Language/Country	Value	Language/Country
es_HN	Spanish (Honduras)	zh_CN	Chinese (China)
es_MX	Spanish (Mexico)	zh_HK	Chinese (Hong Kong)
es_NI	Spanish (Nicaragua)	zh_TW	Chinese (Taiwan)
es_PA	Spanish (Panama)		

log-db-flow-rateDefault Value: `true`Valid Values: `true`, `false`

Changes Take Effect: After restart

Specifies whether or not to include the database flow rate in the log output. The database flow rate provides information about the following:

- the number of database operations processed per second
- the average connection wait time

To include the database flow rate in the logs, enter `true`. To exclude the flow rate, enter `false`.

Note: The default value of this option changed from `false` to `true` in the 7.6.1 release.

log-memory-usageDefault Value: `true`Valid Values: `true`, `false`

Changes Take Effect: After restart

Specifies whether the UCS log should include the memory usage that the Java Virtual Machine uses to run UCS Java code. A value of `true` indicates that the UCS log includes such memory usage.

Notes: The memory usage is not the total for UCS, because it does not include the memory used by the Java Virtual Machine itself.

The default value of this option was changed from `false` to `true` in the 7.6.1 release.

max-select-countDefault Value: `2000`

Valid Values: Any integer greater than 1

Changes Take Effect: After restart

Sets the maximum number of records that a user can select at one time using a `Find` request. This option prevents Universal Contact Server from receiving `OutOfMemoryError` exceptions in cases where a client asks for too many records.

Note: If you select a value lower than the default of `2000`, Universal Contact Server increases that value to the default level.

openmedia-create-full-interaction

Default Value: `false`

Valid Values: `true` or `false`

Changes Take Effect: After next restart.

Enables (`true`) or disables (`false`) the creation of media-specific records for third-party media interactions submitted by the 3rd Party Media Service. If enabled, UCS creates both a generic Interaction record and an additional record specific to the media type supported by 3rd Party Media Service. If disabled, only the generic Interaction record is created.

To create the full media-specific interaction, complete the following steps:

1. Set this option, `openmedia-create-full-interaction`, to `true`.
2. In the Interaction entity, set the `EntityTypeId` to the type of media supported by the 3rd Party Media Service. Valid values include:
 - `EmailIn = 0`
 - `EmailOut = 1`
 - `PhoneCall = 3`
 - `Chat = 2`
 - `Callback = 5`
3. Set all mandatory parameters related to the media type. For example:
 - For `EmailIn`, enter a valid string for the `Mailbox` parameter.
 - For `Callback`, enter valid integers for `DesiredResponseType` and `Attempts`, as well as valid strings for `StartTime` and `CustomerNumber`.

For more information about Interaction entities, see the *eServices 8.0 Selected Conceptual Data Models for the UCS Database*.

Note: This option applies to third-party media interactions only, not Genesys eServices interactions.

primary-attribute-lookup-strategy

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Controls the behavior of contact lookups performed using Genesys Agent Desktop or any other client using the `AIL.ContactManager.SearchContact` method.

With a value of `true`, if the search is specified as `contains` or `ends with`, UCS performs the lookup only on primary attributes (that is, on the `Contact` table instead of the `ContactAttribute` table). This improves lookup performance on databases containing large numbers of contacts.

With a value of `false`, or if the search is specified as `begins with`, the behavior remains as it was before the addition of this option: UCS performs the contact lookup on all attributes in the `ContactAttribute` table.

replace-blank-fieldcode

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Specifies whether field code names will be displayed in a response where the field code does not have any content. If set to `true`, this option applies to responses generated by desktops, but not to automated responses generated by E-mail Server (ACK, AutoResponse).

reporting-interval

Default Value: `00:00:30`

Valid Values: Any time period between `00:00:10` and `01:00:00`
(10 seconds and 1 hour) in the `hh:mm:ss` format

Changes Take Effect: Immediately

Specifies the time interval that Universal Contact Server uses to publish its reporting metrics to Stat Server. The interval determines the frequency for sending data to the Stat Server `java` extension. It is not the interval for computing aggregations.

Note: A value less than 10 seconds automatically registers as 10 seconds.
A value greater than 1 hour automatically registers as 1 hour.

reporting-notifier-pool-size

Default Value: `30`

Valid Values: Any integer equal to or greater than 1

Changes Take Effect: At next restart

Specifies the number of threads dedicated to the processing of email statistics. The higher you set this maximum, the faster UCS can process its email statistics and deliver them to Stat Server. However, a larger thread-pool consumes a greater share of system resources. Keep this balance in mind when setting this option.

If you set this option to a value less than 1, UCS considers the setting invalid and instead uses the default value of 30.

Note: Genesys recommends you coordinate the settings for `reporting-notifier-pool-size` and `reporting-event-queue-size`. A larger queue size results in a greater volume of events dispatched to the thread pool, requiring that you set the `reporting-notifier-pool-size` to a higher number in order to maintain satisfactory performance. The default values (4000 for `reporting-event-queue-size` and 30 for `reporting-notifier-pool-size`) provide an optimal balance.

reporting-event-queue-size

Default Value: 4000

Valid Values: Any integer equal to or greater than 1

Changes Take Effect: At next restart

Specifies the maximum number of events held simultaneously in the events queue. These events are used to process the email statistics sent to Stat Server.

If the queue reaches the maximum that you set for this option, new events are forced to wait until a free space in the queue becomes available. This delay causes a slowdown in both the overall processing of events and in the corresponding initial database requests. A higher maximum can minimize these slowdowns. However, a larger queue consumes a greater share of system resources. Keep this balance in mind when setting this option.

If you set this option to a value less than 1, UCS considers the setting invalid and instead uses the default value of 4000.

Note: Genesys recommends that you coordinate the settings for `reporting-event-queue-size` and `reporting-notifier-pool-size`. A larger queue size results in a greater volume of events dispatched to the thread pool, requiring that you set the `reporting-notifier-pool-size` to a higher number in order to maintain satisfactory performance. The default values (4000 for `reporting-event-queue-size` and 30 for `reporting-notifier-pool-size`) provide an optimal balance.

retry-on-deadlock

Default Value: 2

Valid Values: Any integer equal to or greater than 0

Changes Take Effect: After restart

Specifies the number of retry attempts after an SQL request has failed due to a database deadlock.

screening-rules-sync-delay

Default Value: 1000

Valid values: Any positive integer

Changes Take Effect: At the next Screening Rules change

If the option `synchronize-screening-rules` is enabled, this option specifies, in milliseconds, the delay after which synchronization of the screening rules occurs.

srl-cache-load-attachment-summary

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Enables (true) or disables (false) the Desktop (through AIL) to know immediately which StandardResponses have an associated Attachment (attached files).

standard-responses-sync-delay

Default Value: 1000

Valid values: Any positive integer

Changes Take Effect: At the next standard responses change

If the option `synchronize-standard-responses` is enabled, this option specifies, in milliseconds, the delay after which synchronization of standard responses occurs.

synchronize-cache

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next synchronization attempt

Enables (true) or disables (false) the synchronization of the UCS internal memory cache with database records contained in the Contact and Interaction metadata tables:

- `ContactAttributeMetaData`
- `IxnAttributeMetaData`

To ensure that the UCS memory cache remains synchronized with the Configuration Server, Genesys recommends that you keep all of the following synchronization options set to the default of true:

- `synchronize-cache`
- `synchronize-contact-metadata-attribute` (see [page 39](#))
- `synchronize-ixn-metadata-attribute` (see [page 40](#))

synchronize-contact-metadata-attributes

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next synchronization attempt

Enables (`true`) or disables (`false`) the synchronization of Contact records in the UCS database with the Configuration Server. If enabled, synchronization occurs on a regular basis. Reasons to disable synchronization include:

- Reduces unnecessary consumption of time and resources in cases where no changes have been made to any of the Contact attributes. The synchronization process will run even if no changes have been made, needlessly consuming resources and time.
- Reduces complexity in the log output.

Note: This synchronization process works in one direction only—from Configuration Server to UCS. Data changes in UCS are not synchronized to Configuration Server.

synchronize-ixn-attributes

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: At the next restart

Enables (`true`) or disables (`false`) synchronization of Interaction attributes with user data when updating or inserting interactions into the UCS database.

synchronize-ixn-metadata-attributes

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: At the next synchronization attempt

Enables (`true`) or disables (`false`) the synchronization of Interaction records in the UCS database with the Configuration Server. If enabled, synchronization occurs on a regular basis. Reasons to disable synchronization include:

- Reduces unnecessary consumption of time and resources in cases where no changes have been made to any of the Interaction attributes. The synchronization process will run even if no changes have been made, needlessly consuming resources and time.
- Reduces complexity in the log output.

Note: This synchronization process works in one direction only—from Configuration Server to UCS. Data changes in UCS are not synchronized to Configuration Server.

synchronize-screening-rules

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: At the next Screening Rules change

Enables (`true`) or disables (`false`) the synchronization of screening rules from the UCS database to Business Attributes in the Configuration Server. If enabled, synchronization occurs shortly after any change to the screening rules.

synchronize-standard-responses

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: At the next standard responses change

Enables (`true`) or disables (`false`) the synchronization of standard responses from the UCS database to Business Attributes in the Configuration Server. If enabled, synchronization occurs shortly after any change to standard responses.

third-party-max-queueing-time

Default Value: `15000`

Valid Values: Any integer greater than `0`

Changes Take Effect: After restart

Specifies the maximum time (in milliseconds) that third-party requests from Interaction Server or Platform SDK based client wait in the Universal Contact Server queue before they are considered too old and are rejected. The requests from Interaction Server are related to routing blocks that UCS implements, such as `StopProcessing`.

third-party-pool-size

Default Value: `50`

Valid Values: Any integer greater than `1`

Changes Take Effect: After restart

Specifies the maximum size of the thread pool used to process third-party protocol requests. This is also the maximum number of simultaneous connections that Universal Contact Server accepts.

ucsapi-backlog

Default Value: `0`

Valid Values: Any integer greater than `0`

Changes Take Effect: After restart

Specifies the maximum length of the queue of incoming socket connections. A value of `0` means the Operating System chooses the appropriate value.

ucsapi-custom-socket

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Enables (`true`) or disables (`false`) duplex mode on the server side. A value of `true` enables UCS to support duplex RMI sockets for connections through

firewalls. A value of `false` disables this support, which can increase UCS performances in some cases.

Note: Duplex mode still has to be enabled by setting the `ucsapi-duplex-mode` option to `true`.

ucsapi-duplex-mode

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Enables (`true`) or disables (`false`) the communication between UCS and its clients in duplex mode. Duplex mode allows bidirectional communication between UCS and its clients through firewalls or NAT routers. Usually, this mode can be enabled/disabled for every single client using a client specific option. Duplex mode must be enabled both on UCS and on the client for the duplex mode to be used.

ucsapi-loopback-timeout

Default Value: `10000`

Valid Values: Any integer greater than `0`

Changes Take Effect: After next restart

Set the maximum length of time, in milliseconds, that UCS will wait for the client to establish a callback socket during duplex mode communication. For more information about duplex mode, see `ucsapi-duplex-mode`.

log section

Except for the following options, all log options for Universal Contact Server are identical to those for other servers specific to eServices 8.5. See “Common Log Options and Servers” on [page 20](#) for a list of these options.

Note: Requests and responses related to UCS services have two parts: parameters and user data. Log filtering applies to key/value pairs in parameters as well as the user data part.

For Universal Contact Server, the value for the `messagefile` option is `training-server.lms`.

For a description of log options, see the *Framework 8.5 Configuration Options Reference Manual*.

log-background-activity

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Enables (`true`) or disables (`false`) the display of background activity in the log. A value of `false` drastically reduces the amount of logs, as messages related to background activity (like periodic synchronization with Configuration Server) are no longer logged.

log-body

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Note: This option is for Context Services only.

Enables (`true`) or disables (`false`) the logging of request and response body for Context Services.

enable-access-log

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Enables (`true`) the access log file. The log file will be written one line per client request. Each line contains the IDs of the records accessed by the client application in the case of `view`, `create`, `update`, and `delete`. `access-log-path`

Default Value: `access.log`

Valid Values: `<any specified path>`

Changes Take Effect: After Restart

Specifies the filename to where the current log file will be written. For example: `C:/access-logs/ucs-access.log`.

access-log-apptype-filter-in

Default Value: No default value

Valid Values: `<any valid AppType>`

Changes Take Effect: Immediately

Specifies the AppType filter for client requests that will be written to the access log file. For example, you can filter an Interaction Workspace application by setting the option to `CFGInteractionWorkspace`. Note that AppType is a non-mandatory attribute that the client application must specify.

Note: The options `access-log-apptype-filter-in` and `access-log-apptype-filter-out` cannot be used together. If they are both present, `access-log-apptype-filter-in` takes precedence over `access-log-apptype-filter-out`.

access-log-apptype-filter-out

Default Value: No default value

Valid Values: <any valid AppType>

Changes Take Effect: Immediately

Specifies the AppType filter for client requests that will not be written to the access log file. For example, you can set the value to EMAIL_SERVER, Custom App to avoid those applications being logged. Note that AppType is a non-mandatory attribute that the client application must specify.

Note: The options `access-log-apptype-filter-in` and `access-log-apptype-filter-out` cannot be used together. If they are both present, `access-log-apptype-filter-in` takes precedence over `access-log-apptype-filter-out`.

access-log-rolling-period

Default Value: ' . 'yyyy-MM-dd

Valid Values: ' . 'yyyy-MM-dd—Rollover at midnight each day.

' . 'yyyy-MM-dd-a—Rollover at midnight and midday of each day.

' . 'yyyy-MM-dd-HH—Rollover at the top of every hour.

Changes Take Effect: After Restart

Specifies the rolling schedule as a pattern. For example, with the default value, every day at UCS local time, the current log file will be moved to <UCS installation folder>\access.log.2012-09-29 for each day of activity.

JDBC Info Tab (UCS DAP)

The following options are configured on the JDBC Info Tab of the UCS DAP.

Debug

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Enables (`true`) or disables (`false`) the debug mode on the JDBC driver. If set to `true`, the driver's debug information will be written to the console window. The JDBC driver uses its own code to output debug information so UCS cannot redirect it to a log file. Debug information is written to the console window only.

QueryTimeout

Default Value: `0`

Valid Values: Any positive integer

Changes Take Effect: After restart

Specifies the timeout, in seconds, that the driver waits for a SQL statement to execute. A value of 0 sets an infinite timeout causing the driver to wait indefinitely.

Note: The default value was changed from 60 to 0 in the 7.1 release.

However, the recommended value is 120.

Role

Default Value: Main

Valid Values: Main, Archive

Changes Take Effect: After restart

Specifies the role of the DAP. If there is only one DAP, you must set the value to Main on the JDBC Info tab of the DAP object. An additional DAP is not required.

With a second DAP, set the value for this option on the JDBC Info tab to Archive for this second DAP object.

Note: If the JDBC Info tab does not appear in the DAP object, select the JDBC Connection check box on the General tab.

Options Tab (UCS DAP)

The following options are configured on the Options Tab of the UCS DAP.

connection-failed-retry

Default Value: 2

Valid Values: Any integer greater than or equal to 0

Changes Take Effect: After restart

Specifies the number of attempts to get a database connection when the connection is refused by the server hosting the database. This option applies only to MSSQL databases.

db-schema-name

Default Value: No default value

Valid Values: Any character string

Changes Take Effect: After restart

This option stores the name of the owner that created (is the owner of) the UCS database schema. This option is only used when UCS connects to an Oracle database using an account that is not the owner of the database schema.

inactive-scroll-timeout

Default Value: 600

Valid Values: Any positive integer

Changes Take Effect: After restart

Specifies the maximum time in seconds that UCS keeps scroll results to this database before closing to release system resources. If set to 0 or less, the default value is used.

inactive-txn-timeout

Default Value: 3600

Valid Values: Any positive integer

Changes Take Effect: After restart

Specifies the maximum time in seconds that UCS keeps inactive transactions to this database before closing to release system resources. If set to 0 or less, the default value is used.

instance

Default Value: No default value

Valid Values: Any valid MSSQL instance name

Changes Take Effect: After restart

Specifies the name of the MSSQL (Microsoft SQL) instance that UCS looks to for the database. This database is the one entered in the Database Name field on the DB Info tab of the UCS DAP configuration objects. If the option does not exist, UCS looks for that database on the default MSSQL instance.

Note: For more information about UCS DAPs, see the *eServices 8.5 Deployment Guide*.

interpret-prepared-statements

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Enables or disables the interpretation of prepared SQL statement parameters in log messages. When disabled (value of false), statement parameters appear with question marks in the requests. When enabled (value of true), the real values of statement parameters appear in the requests.

login-timeout

Default Value: 10

Valid Values: Any integer greater than or equal to 0

Changes Take Effect: After restart

Specifies the maximum time, in seconds, that Universal Contact Server will wait to get a new connection from the database or a used connection from the pool. A value of 0 means there is no timeout.

long-query-timeout

Default Value: 3600

Valid Values: Any integer greater than or equal to 0

Changes Take Effect: After restart

Specifies, in seconds, the query timeout used for some long running SQL requests.

max-connections

Default Value: 40

Valid Values: Any integer from 0–5000

Changes Take Effect: After restart

Specifies the maximum number of connections that Universal Contact Server can open simultaneously to this database. With a value of 0, there is no limit to the number of connections.

Note: The default value was changed from 0 to 40 in the 7.1 release.

max-idle-time

Default Value: 310

Valid Values: Any integer from 0–3600

Changes Take Effect: After restart

Specifies the maximum time, in seconds, that Universal Contact Server retains idle connections to this database before it closes the connection and releases system resources. With a value of 0, there is no time limit for Idle connections; once connections are opened they remain open. This option only applies to MSSQL and Oracle databases.

Note: The default value was changed from 0 to 310 in the 7.1 release.

service

Default Value: No default value

Valid Values: Any valid service name

Changes Take Effect: After restart

Specifies the network service name of a database. See the `service_names` parameter in the `init.ora` (or `init<dbName>.ora`) file. If the service name is specified, the service name replaces the database name. This option applies only to Oracle databases.

main-db-pruning and archive-db-pruning sections

The following options are configured in the `main-db-pruning` section and the `archive-db-pruning` section. Options listed in these sections are set using UCS Manager. Do not change them using Configuration Manager or Genesys Administrator. Doing so might cause consistency problems. Except for the

action option, which is only in the `main-db-pruning` section, the options are the same for both sections.

action

Default Value: `move-old-threads`

Valid Values: `move-old-threads`, `delete-old-threads`

Changes Take Effect: Immediately

Note: The `action` option exists in the `main-db-pruning` section only, not in the `archive-db-pruning` section.

Specifies the type of action to be performed when the pruning process runs.

- `delete-old-threads` specifies that UCS will delete old threads from the source database.
- `move-old-threads` specifies that UCS will delete old threads from the source database and copy them to the Archive database.

See the Note on [page 23](#).

day-of-month

Default Value: 1

Valid Values: Any integer from 1-28

Changes Take Effect: Immediately

Specifies the day of the month to run the pruning process, if you set the value of the `frequency` option to `monthly`. See the Note on [page 23](#).

day-of-week

Default Value: `sunday`

Valid Values: Any day of the week (not case sensitive)

Changes Take Effect: Immediately

Specifies the day of the week to run the process, if the you set the value of the `frequency` option to `weekly`. See the Note on [page 23](#).

frequency

Default Value: `daily`

Valid Values: `hourly`, `daily`, `weekly`, `monthly`

Changes Take Effect: Immediately

Specifies the frequency to run the process. A value of:

- `hourly` means running the process once an hour.
- `daily` means running the pruning process once a day at the time you specify for the `run-at` option (see [page 49](#)).
- `weekly` means running the pruning process once a week on the day you specify for the `day-of-week` option (see [page 48](#)) and at the time you specify for the `run-at` option (see [page 49](#)).

- `monthly` means running the pruning process once a month on the day specified by the `day-of-month` option (see [page 48](#)) and at the time you specify for the `run-at` option (see [page 49](#)).

See the Note on [page 23](#).

Note: The value for this option affects the `run-at` (see [page 49](#)) and `run-status` (see [page 49](#)) options.

period

Default Value: 5

Valid Values: Any integer from 1–9999

Changes Take Effect: Immediately

Sets the time frame for pruning. See the Note on [page 23](#).

For example, if `period = 6` and `period-type = days`, then the pruning process prunes all threads older than 6 days.

Also see [period-type](#).

period-type

Default Value: `months`

Valid Values: `days`, `months`, `years`

Changes Take Effect: Immediately

Specifies the units to use when pruning. See the Note on [page 23](#).

- A value of `days` specifies pruning threads older than N days, where N is specified by the `period` setting.
- A value of `months` (default) specifies pruning threads older than N months.
- A value of `years` specifies pruning threads older than N years.

Also see [period](#).

run-at

Default Value: `00:00`

Valid Values: Any time period in the `hh:mm` format (the 24-hour format)

Changes Take Effect: Immediately

Specifies that the pruning process is to run at this time, according to the interval specified by the `frequency` option (see [page 48](#)). See the Note on [page 23](#).

Also see [run-status](#).

run-status

Default Value: `off`

Valid Values: `on`, `off`

Changes Take Effect: Immediately

Turns the pruning process on and off.

With a value of on, the pruning process runs at the time set by the `run-at` option, according to the interval specified by the `frequency` option (see [page 48](#)). See the Note on [page 23](#).

Also see [run-at](#).

esp.tls.key section

The following option is configured in the `esp.tls.key` section on the Annex Tab. The `esp.tls.keystore` and `esp.tls` key sections specify certificate options for TLS support in the ESP protocol.

password

Default Value: No default value

Valid Values: Any valid password

Changes Take Effect: After restart

Specifies the password used to secure the private key in the keystore file that is specified in the `path` option.

esp.tls.keystore section

The following options are configured in the `esp.tls.keystore` section on the Annex Tab. The `esp.tls.keystore` and `esp.tls` key sections specify certificate options for TLS support in the ESP protocol.

password

Default Value: No default value

Valid Values: Any valid password

Changes Take Effect: After restart

Specifies the password used to secure the keystore file that is specified in the [path](#) option.

path

Default Value: `./certificate.jks`

Valid Values: Path to a valid certificate

Changes Take Effect: After restart

Specifies the path to the keystore that is holding the Certificate Key-Pair information for the ESP Protocol.

type

Default Value: JKS

Valid Values: Any valid Java type

Changes Take Effect: After restart

Specifies the type of keystore that is pointed to by the [path](#) option.

authentication section (UCS options for Context Services)

The following options are configured in the `authentication` section.

enabled

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Note: This option is for Context Services only.

Enables (`true`) or disables (`false`) authentication mechanism.

mode

Default Value: `single-user`

Valid Values: `single-user`, `multi-user`

Changes Take Effect: Immediately

Note: This option is for Context Services only.

Specifies how users will be authenticated. When set to `single-user`, the username and password configured in the UCS options will be used. When set to `multi-user`, Persons from Configuration Server will be used.

password

Default Value: No default value

Valid Values: Any valid password

Changes Take Effect: Immediately

Note: This option is for Context Services only.

Specifies the password corresponding to the user defined in the `username` option (see [page 52](#)).

use-role

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Note: This option is for Context Services only.

Enables (`true`) or disables (`false`) role verification. Roles can be defined in Genesys Administrator.

username

Default Value: No default value

Valid Values: Any valid user name

Changes Take Effect: Immediately

Note: This option is for Context Services only.

Specifies the name of the user. The corresponding password is defined in the password option (see [page 51](#)).

business-attributes section (UCS options for Context Services)

The following options are configured in the `business-attributes` section.

<customer view attribute reference>

Default Value: No default value

Valid Values: See description

Changes Take Effect: Immediately

Note: This option is for Context Services only.

Context Services allows for some attributes to be mapped to Business Attributes configured in Genesys Configuration Server. The option **value** must be a valid Business Attribute name configured in a proper tenant.

The option **name** must be in the following format:

`<model object name>.<attribute name>`

For example: `Service.type`, `Task.disposition`, or `State.media_type`

Possible `<model object value name>` values are:

- Service
- State
- Task

Possible `<attribute name>` values to map for Service, State and Task are:

- type
- disposition
- application_type
- resource_type
- media_type

If nothing is configured for a given attribute, Context Services will automatically allow any valid integer value for the attribute. In this scenario, the client application must ensure values are valid for the intended purpose.

A Business Attribute can be mapped to several model object attributes. For example, `Service.media_type` and `Task.media_type` can both point to the same Business Attribute. For this example, given a Business Attribute name of `MediaType`, under the `business-attributes` section, the options would be configured as `Service.media_type = MediaType` and `Task.media_type = MediaType`.

map-names

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Note: This option is for Context Services only.

When mapped, this option enables application attribute values to be replaced by Business Attribute Value Names in response to GET requests. Normally, attribute values are returned as DB IDs.

cvview section (UCS options for Context Services)

The following options are configured in the `cvview` section.

base-url

Default Value: No default value

Valid Values: Any string

Changes Take Effect: After restart

Note: This option is for Context Services only.

Specifies the base URL under which web services will be deployed. Given this configuration, the resources will be available at the following URL:

`http://${ip_address}:${port}/${base_url}/${resource}`

where:

`${ip-address}` is the IP address configured in “ip-address” on [page 54](#).

`${port}` relates to the HTTP port configured in Port settings.

`${base_url}` is the URL configured in this option.

`${resource}` is the REST resource being called.

For example, assuming port `8080` and IP address `192.168.1.1`, Method 1 would be available at `http://192.168.1.1:8080/cv/server/mode`.

data-validation

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Note: This option is for Context Services only.

Enables (`true`) or disables (`false`) the validation of data. If enabled, additional checks will be enforced on data provided by connected clients.

enabled

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Note: This option is for Context Services only.

Specifies whether Context Services functionality is enabled (`true`). When set to `false`, all other Context Services options are ignored.

ip-address

Default Value: No default value

Valid Values: Any valid IP address

Changes Take Effect: After restart

Note: This option is for Context Services only.

Specifies the IP address on which to deploy the web services. This option is typically used in situations where an administrator wishes to deploy web services on one of multiple network interfaces.

metadata-cache

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Note: This option is for Context Services only.

Enables (`true`) or disables (`false`) caching of metadata. If enabled, metadata will be cached in memory. If disabled, each access to metadata will trigger a database query. The cache contains metadata for contact attributes, identification keys, profiles, services, states, and task extensions.

start-mode

Default Value: `maintenance`

Valid Values: `maintenance`, `production`

Changes Take Effect: After restart

Note: This option is for Context Services only.

Specifies the server mode that is set at server startup: either maintenance or production.

tenant-id

Default Value: 101

Valid Values: Any valid Tenant DBID

Changes Take Effect: After restart

Note: This option is for Context Services only.

Specifies the numeric Tenant DBID to which the given Context Services instance is associated. All customer and contact records created through the Context Services web services will be associated with this tenant. The default value is 101, because 101 is the DBID of the existing tenant (named “Resources”) in a Single-Tenant Configuration Server, and it is the number of the tenant that is created first in a Multi-Tenant Configuration Server.

http.tls.key section (UCS options for Context Services)

The following option is configured in the `http.tls.key` section on the Annex Tab. The `http.tls.keystore` and `http.tls` key sections specify certificate options for TLS support in the HTTP protocol.

password

Default Value: No default value

Valid Values: Any valid password

Changes Take Effect: After restart

Note: This option is for Context Services only.

Specifies the password used to secure the private key in the keystore file that is specified in the `path` option.

http.tls.keystore section (UCS options for Context Services)

The following options are configured in the `http.tls.keystore` section on the Annex Tab. The `http.tls.keystore` and `http.tls` key sections specify certificate options for TLS support in the HTTP protocol.

password

Default Value: No default value

Valid Values: Any valid password

Changes Take Effect: After restart

Note: This option is for Context Services only.

Specifies the password used to secure the keystore file that is specified in the [path](#) option.

path

Default Value: No default value

Valid Values: Path to a valid certificate

Changes Take Effect: After restart

Note: This option is for Context Services only.

Specifies the path to the keystore that is holding the Certificate Key-Pair information for HTTPS web services.

type

Default Value: JKS

Valid Values: Any valid Java type

Changes Take Effect: After restart

Note: This option is for Context Services only.

Specifies the type of keystore that is pointed to by the [path](#) option.

scheduled-job-xx section (UCS options for Context Services)

The following options are configured in the `scheduled-job-xx` section on the Annex Tab. The `scheduled-job-xx` section specifies a job scheduling action. The action will be performed by the server.

action

Default Value: `purge.service.closed`

Valid Values: `purge.service.all`, `purge.service.open`,
`purge.service.open.anonymous`, `purge.service.closed`,
`purge.service.closed.anonymous`

Changes Take Effect: Immediately

Note: This option is for Context Services only.

Specifies the type of action to be performed when the pruning process runs.

- `purge.service.all` specifies that any started or completed services within the given time range will be purged.
- `purge.service.open` specifies that only non-completed services are purged from the database.
- `purge.service.open.anonymous` specifies that only non-completed anonymous services are purged from the database.
- `purge.service.closed` specifies that only completed services are purged from the database.
- `purge.service.closed.anonymous` specifies that only completed anonymous services are purged from the database.

cron-expression

Default Value: `0 0 20 ? 6L`

Valid Values: A valid CRON expression as described at

<http://www.docjar.com/docs/api/org/quartz/CronExpression.html>

Changes Take Effect: Immediately

Note: This option is for Context Services only.

The CRON expression that represents the scheduling to prune services. For more documentation about the syntax, see <http://wikipedia.org/wiki/Cron>.

enabled

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Note: This option is for Context Services only.

Specifies whether a scheduled job should be taken into account.

period

Default Value: `5`

Valid Values: Any integer from 1–9999

Changes Take Effect: Immediately

Note: This option is for Context Services only.

Sets the time frame for the scheduled job. For example, if `period = 6` and `period-type = days`, then the job process will take a period of 6 days as a parameter.

Also see [period-type](#).

period-type

Default Value: months

Valid Values: days, months, years

Changes Take Effect: Immediately

 Note: This option is for Context Services only.

Specifies the units to use for period upon option calculation.

- A value of days specifies a period of N days, where N is specified by the `period` setting.
- A value of months (default) specifies a period of N months.
- A value of years specifies a period of N years.

Also see [period](#).

Universal Contact Server Proxy Options

This section describes the configuration options for Universal Contact Server Proxy (UCS Proxy), an application introduced in 7.6.1. Use Configuration Manager or Genesys Administrator to view or change these options. See [page 20](#) for information about accessing configuration options. The only options to be configured for UCS Proxy are in the `log` section. Except for the `messagefile` option, all log options for Universal Contact Server Proxy are identical to those for other servers specific to eServices 8.5. See “Common Log Options and Servers” on [page 20](#) for a list of these options.

For Universal Contact Server Proxy, the value for the `messagefile` option is `ucs_proxy.lms`.

For a description of log options, see the *Framework 8.5 Configuration Options Reference Manual*.

Interaction Server Options

This section describes the configuration options for Interaction Server. Interaction Server options are on the `Options` tab of the `Properties` dialog box for the Interaction Server Application object. You can also configure options in the `<Interaction Server>` section on the `Annex` tab for the Universal Routing Server Application object, the `default` and `<Universal Routing Server>` sections of the `Annex` tab for the Strategy object, and the `View` section of the `Annex` tab for the Interaction Queue View object.

[Table 6](#) lists the sections/options on the `Options` tab of the `Properties` dialog box for the Interaction Server object and the `Annex` tab of other objects that affect Interaction Server.

Table 7 on [page 62](#), Table 8 on [page 63](#), and Table 9 on [page 64](#) list options configured in the DAP object for Event Loggers. [Table 7](#) lists options for the original Event Logger introduced in 7.6.1, which logs events to a database. [Table 8](#) lists options for the MSMQ-MQSeries Event Logger, which logs events to a message queue. [Table 9](#) lists options for the JMS Event Logger. Refer to the *eServices 8.1 User's Guide* for more information about Event Loggers.

Table 6: Interaction Server Configuration Options

Section	Option	New/Existing	See Page
Options Tab			
agent-reservation	reject-subsequent-request	Existing	Page 65
	request-collection-time	Existing	Page 65
	reservation-time	Existing	Page 65
health-service	enable-keepalive	New	Page 66
health-service	soap-endpoint	New	Page 66
health-service	soap-hostname	New	Page 66
java-config	jvm-path	Existing	Page 65
license	ics_custom_media_channel	Existing	Page 66
	ics_email_webform_channel	Existing	Page 67
	ics_live_web_channel	Existing	Page 68
	ics_multi_media_agent_seat	Existing	Page 68
	ics_sms_channel	Existing	Page 68
	license-file	Existing	Page 68
log	messagefile	Existing	Page 69
log-control	mandatory-keys-to-log	Existing	Page 69
	max-key-value-list-size	Existing	Page 69
	max-protocol-attribute-size	Existing	Page 69
	max-protocol-message-size	Existing	Page 69
reporting-extensions	interactions	Existing	Page 70
	system	Existing	Page 70

Table 6: Interaction Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings	agent-session-restore-timeout	Existing	Page 71
	allow-duplicates-in-change	Existing	Page 71
	allow-duplicates-in-submit	Existing	Page 71
	allow-multiple-agent-connections	Existing	Page 71
	completed-queues	Existing	Page 72
	database-request-timeout	New	Page 72
	database-request-warning-timeout	New	Page 72
	default-max-submission-rate	Existing	Page 72
	default-max-submitted-per-router	Existing	Page 73
	default-max-submitted-per-strategy	Existing	Page 73
	completed-queues	Existing	Page 72
	default-max-submission-rate	Existing	Page 72
	default-max-submitted-per-router	Existing	Page 73
	default-max-submitted-per-strategy	Existing	Page 73
	default-view-freeze-interval	Existing	Page 74
	delay-updates	Existing	Page 74
	delayed-logout-panic-threshold	Existing	Page 74
	delayed-logout-timeout	Existing	Page 74
	delivering-timeout	Existing	Page 74
	enable-place-in-queue-reason	Existing	Page 75
	enable-revoke-from-agent	Existing	Page 75
	handling-timeout	Existing	Page 75
	hide-attached-data	Existing	Page 76
settings (continued)	hide-strategy-change-activity	Existing	Page 76
	hide-strategy-esp-activity	Existing	Page 76

Table 6: Interaction Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
	high-pull-threshold	Existing	Page 76
	honor-segmentation-generations	Existing	Page 77
	ignore-read-only-on-change	Existing	Page 78
	ignore-read-only-on-submit	Existing	Page 78
	incremental-login-request-timeout	New	Page 78
	low-pull-threshold	Existing	Page 79
	max-interactions-per-pull	Existing	Page 79
	max-interactions-per-snapshot	Existing	Page 79
	max-number-of-snapshots	Existing	Page 79
	max-output-timeout	Existing	Page 79
	max-workbin-interactions	Existing	Page 80
	no-userdata-changed-response-to-urs	Existing	Page 80
	not-ready-on-invitation-timeout	Existing	Page 80
	notify-workbin-userdata-changed	Existing	Page 80
	number-of-database-connections	Existing	Page 81
	registration-timeout	Existing	Page 81
	routing-timeout	Existing	Page 81
	schema-name	Existing	Page 81
	statistic-interval	Existing	Page 82
	submit-timer-interval	Existing	Page 82
	third-party-server-queue-size	Existing	Page 82
	third-party-server-timeout	Existing	Page 82
	third-party-server-window-size	Existing	Page 83

Table 6: Interaction Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
udata-filters	agent	Existing	Page 83
	esp	Existing	Page 83
	reporting	Existing	Page 84
	router	Existing	Page 84
Annex Tab (Universal Routing Server Application Object)			
<Interaction Server>	max-submission-rate	Existing	Page 84
	max-submitted-interactions	Existing	Page 84
Annex Tab (Strategy Object)			
default	max-submitted-interactions	Existing	Page 85
<Universal Routing Server name>	<Interaction Server Name>.max-submitted-interactions	Existing	Page 86
Annex Tab (of any Interaction Queue View object in the Resources > Scripts folder)			
View	freeze-interval	Existing	Page 87
Annex Tab (of any Media Type object > Attribute Values folder)			
settings	delivering-timeout	Existing	Page 88
	handling-timeout	Existing	Page 89

Table 7: Interaction Server Options in Event Logger DAP Object^a

Section	Option	New/Existing	See Page
agent-custom-data	<custom event content attribute name>	Existing	Page 89
custom-custom-data	<custom event content attribute name>	Existing	Page 90
custom-events	<custom event ID>	Existing	Page 91
esp-custom-data	<user data attribute name>	Existing	Page 91
esp-service-data	<parameter name>	Existing	Page 92

Table 7: Interaction Server Options in Event Logger DAP Object^a (Continued)

Section	Option	New/Existing	See Page
event-filtering	event-filter-by-id	Existing	Page 93
	log-agent-activity	Existing	Page 93
	log-agent-state	Existing	Page 93
	log-esp-service	Existing	Page 93
	log-queue	Existing	Page 93
	log-strategy	Existing	Page 94
	log-userdata	Existing	Page 94
itx-custom-data	<custom event content attribute name> or <user data attribute name>	Existing	Page 94
logger-settings	batch-size	Existing	Page 95
	max-queue-size	Existing	Page 95
	schema-name	Existing	Page 95
	storing-timeout	Existing	Page 96

- a. These Interaction Server DAP options are for Event Logger, which was introduced in Multimedia 7.6.1. For more information on Event Logger, including deployment procedures, refer to the “Event Logger” section in the “Interaction Server: Advanced Topics” section of the “Ongoing Administration and Other Topics” chapter of the *eServices 8.1 User’s Guide*.

Table 8: DAP Object options for MSMQ-MQSeries Event Logger ^a

Section	Option	New/Existing	See Page
event-filtering	event-filter-by-id	Existing	Page 96
logger-settings	delivery-protocol	Existing	Page 96
	delivery-queue-manager-name	Existing	Page 97
	delivery-queue-name	Existing	Page 97
	udata	Existing	Page 97

- a. eServices 8.0.1 introduced reliable events delivery. This provides a mechanism for reliable reporting events delivery to Interaction Server's reporting clients. Disconnection of the client will not lead to a loss of reporting events. Instead, events will be preserved for the specific client and delivered to the client (or otherwise read by the client) after its restart. This is achieved with a Message Queue, such as IBM MQ-Series, or Microsoft Message Queue (MSMQ). This DAP object is specific the streaming of reporting events into MSMQ or MQ-Series. Refer to the *eServices 8.1 User's Guide* for more information.

Table 9: DAP Object Options for JMS Event Logger ^a

Section	Option	New/Existing	See Page
event-filtering	event-filter-by-id	Existing	Page 97
logger-settings	delivery-protocol	Existing	Page 98
	delivery-queue-name	Existing	Page 98
	jms-connection-factory-lookup-name	Existing	Page 98
	jms-initial-context-factory	Existing	Page 98
	jms-provider-url	Existing	Page 98
	max-queue-size	Existing	Page 99
	password	Existing	Page 99
	reconnect-timeout	Existing	Page 99
	recoverable	Existing	Page 100
	username	Existing	Page 100

- a. eServices 8.5 extends reliable reporting events delivery with the Java Message Queue (JMS) channel.

Note: Additional Interaction Server options can be configured on the Annex tab of any Business Process Interaction Queue or Interaction Queue View object (in the Resources > Scripts folder). Refer to the “Creating Business Process Objects” chapter of the *Universal Routing 8.1 Business Process User's Guide* for more information.

Option descriptions follow.

Note: If the default value of an option described in this section differs from that in the application template, the value in the template is correct.

agent-reservation section

The following options are configured in the `agent-reservation` section.

reject-subsequent-request

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

With a value of `true`, Interaction Server rejects subsequent requests for an agent reservation from the same client application as the same agent. With a value of `false`, a subsequent request prolongs the current reservation made by the same client application for the same agent.

request-collection-time

Default Value: `100`

Valid Values: Any positive integer

Changes Take Effect: Immediately

Specifies the interval, in milliseconds, at which agent-reservation requests are collected before a reservation is granted. During the interval specified, agent reservation requests are delayed to balance successful reservations between routing client applications (usually between Universal Routing Servers).

reservation-time

Default Value: `10000`

Valid Values: Any positive integer

Changes Take Effect: Immediately

Specifies the default interval, in milliseconds, at which an agent is reserved to receive a routed interaction. During the interval specified, the agent cannot be reserved again.

java-config section

The following option is configured in the `java-config` section.

jvm-path

Default Value: No default value

Valid Values: Any valid path

Changes Take Effect: After restart

Specifies the path to the `jvm.dll` (on Windows) or `libjvm.so` (on UNIX) file. It is required in order for Interaction Server to start JVM by means of JNI. This option is mandatory for JMS Capture Points and Groovy transformation scripts.

jvm-options section

This section optionally lists JVM option pairs—for example, `["-Xmx256", ""]` or `["-Djava.class.path", ".:C:\myjars\my-jar.jar;C:\myotherjars\my-other-jar.jar"]`. If JMS Capture Points or Groovy transformations are present, the option `"-Djava.class.path"` must contain a path to the Genesys-provided JAR files, as well as Message Queue provider-specific JAR files, which are required for JMS and Groovy scripts to run.

health-service section

The following options are configured in the `health-service` section.

enable-keepalive

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

This option specifies whether to keep a connection alive if the client requests the connection to be kept alive. If this option is set to `false`, a new connection will be opened each time a client sends a request to the web service.

soap-endpoint

Default value: `http://{ServerName}:{ServerPort}/Health`

Changes Take Effect: After restart

The option specifies an endpoint template of the web service. The following keys in the endpoint template will be substituted if present:

- `{ServerName}` - host name, either specified in the option `soap-hostname` or equal to the hostname of the Interaction Server.
- `{ServerPort}` - web service port, specified as `health` port of application.

soap-hostname

Default value: <see description>

Changes Take Effect: After restart

The option specifies the host name to be used for web service binding. If not specified or empty, the default value is the host name of the Interaction Server.

license section

The following options are configured in the `license` section.

ics_custom_media_channel

Default Value: `0`

Valid Values: Any positive integer up to the number of licenses for the feature in the license file

Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license to support Open Media capabilities. Each login at a place uses one license per media type, not including e-mail, chat, and SMS. E-mail, chat, and SMS are not considered custom media and have their own options, `ics_email_webform_channel` (see [page 67](#)), `ics_live_web_channel` (see [page 68](#)) and `ics_sms_channel` (see [page 68](#)) respectively.

When determining how many licenses you need for agent and supervisor logins, use the following example as a guide.

Media and Licensing Example

An agent logs in to a place that supports e-mail, chat, fax, and alert medias. In this case, the agent needs the following licenses:

- one from `ics_email_webform_channel` for e-mail
- one from `ics_live_web_channel` for chat
- one from `ics_multi_media_agent_seat` for the agent
- two from `ics_custom_media_channel` for the fax and alert medias

If you have 10 agents with identical media needs, you need 10 licenses each of the first three items, e-mail, chat, and agent seat. You also need 20 licenses for the other two medias.

If you have a supervisor, who does not handle customer interactions, you need to allocate an extra seat license (`ics_multi_media_agent_seat`).

Note: If fewer licenses are available than the number of agents currently logged in after the value changes, Interaction Server automatically logs out the extra agents.

If there is no option or the value is set to 0, no licenses are checked out for this feature.

To use the maximum number of available licenses, set the value to a number equal to or greater than the numbering of licenses for this feature in the license file.

ics_email_webform_channel

Default Value: 0

Valid Values: Any positive integer up to the number of licenses for the feature in the license file

Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license to support e-mail capabilities. Each login for media at a place uses one license. See “Media and Licensing Example” on [page 67](#) for an example of how to determine the number of licenses you need when supporting multiple media types.

ics_live_web_channel

Default Value: 0

Valid Values: Any positive integer up to the number of licenses for the feature in the license file

Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license to support chat capabilities. Each login for media at a place uses one license. See “Media and Licensing Example” on [page 67](#) for an example of how to determine the number of licenses you need when supporting multiple media types.

ics_multi_media_agent_seat

Default Value: 0

Valid Values: Any positive integer up to the number of licenses for the feature in the license file

Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license. This limits the total number of places that can be logged in, even without a media type. Each login at a place uses one license. See “Media and Licensing Example” on [page 67](#) for an example of how to determine the number of licenses you need when supporting multiple media types.

ics_sms_channel

Default Value: 0

Valid Values: Any positive integer up to the number of licenses for the feature in the license file

Changes Take Effect: Immediately

Specifies the number of licenses to check out for this option license to support SMS capabilities. Each login for media at a place uses one license. See “Media and Licensing Example” on [page 67](#) for an example of how to determine the number of licenses you need when supporting multiple media types.

license-file

Default Value: No default value

Valid Values: Any valid port address in the format,
 <your_license_server_port>@<your_license_server_host>
 or the full path to the license file

Changes Take Effect: After restart

Specifies the location of the license file.

log section

Except for the `messagefile` option, all log options for Interaction Server are identical to those for other servers specific to eServices 8.5. See “Common Log Options and Servers” on [page 20](#) for a list of these options.

For Interaction Server, the value for the `messagefile` option is `interaction_server.lms`.

For a description of log options, see the *Framework 8.5 Configuration Options Reference Manual*.

log-control section

The following options are configured in the `log-control` section.

mandatory-keys-to-log

Default Value: No default value

Valid Values: Any valid key name(s) separated by ‘,’

Changes Take Effect: Immediately

Specifies a list of keys that are always visible in the log, regardless of the value of the `hide-attached-data` option.

max-key-value-list-size

Default Value: 16384 (16 x 1024)

Valid Values: Any integer from 2048–524288 (2 x 1024–512 x 1024)

Changes Take Effect: Immediately

Specifies the maximum size, in bytes, of the key-value list Interaction Server logs. If any portion of the key-values list in the protocol message is larger, none of the key-value list content is logged.

max-protocol-attribute-size

Default Value: 1024

Valid Values: 256–8192 (8 x 1024)

Changes Take Effect: Immediately

Specifies the maximum size, in characters, of the protocol attribute to log. If text representation of the attribute is greater than the specified number of characters the output is truncated.

max-protocol-message-size

Default Value: 8192 (8 x 1024)

Valid Values: 1024–131072 (128 x 1024)

Changes Take Effect: Immediately

Specifies the maximum size, in characters, of the protocol message to log. If text representation of the message is greater than the specified number of characters the output is truncated.

reporting-extensions section

The following options are configured in the `reporting-extensions` section.

interactions

Default Value: `enable:all`

Valid Values: `enable:all[:url]`

`disable:all[:url]`

`enable:<Stat Server name>[:url]`

`disable:<Stat Server name>[:url]`

Changes Take Effect: Immediately

Describes the statistic extension that receives the interactions-related statistic data. Connections to Stat Servers that do not receive statistic data are closed immediately and new connections are opened as necessary and immediately.

Statistic data can be sent to all Stat Servers defined on the `Connections` tab of the Interaction Server object, or to the Stat Server specified in this option value. The `url` portion specifies the extension URL (default value is `eServiceInteractionStat.jar`).

The `enable` or `disable` portion of the value indicates whether Interaction Server should send the data to the Genesys Stat Server.

The default value `enable:all` means that the data is sent to all Stat Servers on the `Connections` tab of the Interaction Server object.

system

Default Value: `enable:all`

Valid Values: `enable:all[:url]`

`disable:all[:url]`

`enable:<Stat Server name>[:url]`

`disable:<Stat Server name>[:url]`

Changes Take Effect: Immediately

Describes the statistic extension that receives the application-related statistic data. Connections to Stat Servers that do not receive statistic data are closed immediately and new connections are opened as necessary and immediately.

Statistic data can be sent to all Stat Servers defined on the `Connections` tab of the Interaction Server object, or to the Stat Server specified in this option value. The `url` portion specifies the extension URL (default value is `eServiceSystemStat.jar`).

The `enable` or `disable` portion of the value indicates whether Interaction Server should send the data to the Genesys Stat Server.

The default value `enable:all` means that the data is sent to all Stat Servers on the `Connections` tab of the Interaction Server object.

settings section

The following options are configured in the `settings` section

agent-session-restore-timeout

Default Value: 0

Valid Values: 0–600

Changes Take Effect: Immediately

Specifies the amount of time, in seconds, that must elapse before Interaction Server releases interactions to be handled by another agent application, after the first agent application is unexpectedly disconnected. In cases where an agent application unexpectedly disconnects, Interaction Server will make interactions that were being handled by that agent application unavailable to other clients for the length of the configured timeout, allowing the agent application to restore the session (by pulling these interactions back for processing).

allow-duplicates-in-change

Default Value: true (allow duplicates)

Valid Values: true, false, yes, no

Changes Take Effect: Immediately

Specifies whether the server should allow duplicated interaction properties in `RequestChangeProperties` (or `RequestUpdateUserData` from Universal Routing Server). If set to `false`, the server rejects any request that contains duplicated properties. If set to `true`, Interaction Server allows duplicated properties, but accepts only the last value into the account; all other values are ignored.

allow-duplicates-in-submit

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Immediately

Specifies whether the server should allow duplicate interaction properties in `RequestSubmit`. With a value of `true` or `yes`, duplicate properties are allowed but Interaction Server takes only the last value. With a value of `false` or `no`, Interaction Server rejects any interaction submission from a media server or an agent application that contains duplicate properties.

allow-multiple-agent-connections

Default Value: true

Valid Values: true, false, force-logout

Changes Take Effect: Immediately for all new login attempts

Specifies whether Interaction Server should (`true`) or should not (`false`) allow logins for the same agent using multiple connections.

If this option is set to `true`, the same agent may login using multiple agent applications or the same agent application that uses more than one connections to Interaction Server.

If the option is set to `false`, Interaction Server would fail subsequent requests to login if the same agent has already logged in on another connection.

If the option is set to `force-logout`, Interaction Server would close any previous connections of the same agent and let the agent login only on the new connection.

completed-queues

Default Value: No default value

Valid Values: comma-separated list of queue names

Changes Take Effect: Immediately

Specifies a list of queues for completed interactions. When an interaction is placed into one of these queues, the `CompletedAt` timestamp is set.

database-request-timeout

Valid values: Any integer from 0 - 1800

Default: 0

Takes effect: Immediately

Specifies, in seconds, the maximum allowable delay after which certain database requests are cancelled, and an error is returned to the client. With the default value of 0, there is no timeout.

In particular: when the value is greater than zero, Interaction Server cancels any database request that is blocking a reply to an Interaction Server client and is taking longer to execute than the specified timeout. Interaction Server also sends a Database request timed out error to the client in question and prints the standard "alarmable" message (log message ID 25037) in its logs.

database-request-timeout-warning

Valid values: Any integer from 0 - 1800

Default: 0

Takes effect: Immediately

Specifies, in seconds, the maximum allowable delay for a database transaction after which a standard "alarmable" log message with a warning (log message ID 25051) is printed in the log. The database request is not canceled in this case. With the default value of 0, there is no timeout.

Note: If a request is cancelled by the timeout set by the `database-request-timeout` option, this option does not apply.

default-max-submission-rate

Default Value: 10/second

Valid Values: Any number/interval combination, where the number can be 0 or greater and the interval can be second, minute, or hour

Changes Take Effect: Immediately

Specifies the submission rate of interactions to Universal Routing Server. If no interval is specified, Interaction Server assumes the interval is the second

interval. The value of the Universal Routing Server (URS) option `max-submission-rate` (see [page 84](#)) overrides the value of this option.

Value examples include: 10/second, 25/minute, 1/hour, 1000/hour. A value of 0 disables submissions to URS; the maximum value is 1000/second.

See Figure 2 on [page 87](#) for a diagram of the interaction-submission process.

Note: This option specifies only the submission rate. It does not specify the interval between submissions.

default-max-submitted-per-router

Default Value: 1000

Valid Values: Any integer from 1–50,000

Changes Take Effect: Immediately

Specifies the number of interactions that can be submitted at one time to Universal Routing Server. The value of the option `max-submitted-interactions` in the `<Interaction Server>` section of the Universal Routing Server configuration object overrides this value for this particular Interaction Server.

See also `max-submission-rate` (on [page 84](#)) and Figure 2 on [page 87](#) for a diagram of the interaction-submission process.

Note: You can configure multiple Interaction Servers. If you do, the Universal Routing Server configuration object may include a section for each Interaction Server in the Annex tab. This means that the value specified in the `max-submitted-interactions` option within each `<Interaction Server>` section overrides the corresponding value of `default-max-submitted-per-router` for the associated Interaction Server object.

default-max-submitted-per-strategy

Default Value: 1000

Valid Values: Any integer from 1–50,000

Changes Take Effect: Immediately

Specifies the number of interactions that can be submitted to Universal Routing Server (URS) per strategy. The Strategy object for a particular strategy loaded on a particular URS can override the value for this option.

See `max-submitted-interactions` (of the Strategy object) on [page 85](#), `<Interaction Server>.max-submitted-interactions` on [page 86](#), and also see Figure 2 on [page 87](#) for a diagram of the interaction-submission process.

Note: The default value of this option changed from 200 to 1000 in the 7.5 release.

default-view-freeze-interval

Default Value: 300

Valid Values: Any integer from 0 (min) to 3600 (1 hour, max)

Changes Take Effect: As soon as the current freeze interval for a given view expires

Specifies the length of time, in seconds, that the Interaction Server suspends database checks for views that do not have any interactions.

delay-updates

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: Immediately, for new interactions or for interactions pulled from the database. Ignored for active interactions (those being handled by an agent or router).

Specifies that Interaction Server should not flush updates of interaction properties into the database each time it processes `RequestChangeProperties`, but should instead flush all the updates at once when the interaction is placed into a queue or workbin.

Note: In eServices 8.0.1, 8.0.2, 8.1, and 8.5, this option is ignored when the property change is performed by a media server (such as Chat Server, SMS Server, or E-mail Server). The update happens immediately; there is no delay.

delayed-logout-panic-threshold

Default Value: 0

Valid Values: Numeric [0, 10000]

Changes Take Effect: Immediately

Specifies the minimum number of agents simultaneously logging out (due to a proxy disconnecting) that triggers a panic signal. Interaction Server checks this value against the number of proxy agent clients at the time that the proxy disconnects.

delayed-logout-timeout

Default Value: 0

Valid Values: Numeric [0, 1800]

Changes take effect: Immediately

Specifies, in seconds, the maximum amount of time that logout or other state adjustment actions are postponed for an agent disconnecting due a proxy disconnect. With the default value of 0, the disconnected agents are logged out immediately.

delivering-timeout

Default Value: 30

Valid Values: Any integer from 10–86400 (24 hours)

Changes Take Effect: Immediately

Specifies the timeout, in seconds, for an agent to accept an interaction that is being delivered to him or her. If the agent does not respond before the timeout expires, the interaction is revoked and returned to the queue from which it was taken by Universal Routing Server.

Note: Value changes do not affect interactions that are already being delivered.

enable-place-in-queue-reason

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

When this option and the option delay-updates are both set to true, Interaction Server provides a reason for an interaction being returned to the queue and then going into the strategy again. Interaction Server adds or updates the key LastPlaceInQueueReason with the system name of the reason that was used when returning the interaction to the queue. The possible related reasons are: Rejected, Expired, RouteTimeout, HandlingTimeout, PartyDisconnect, RouteRejected, RouteFailed, LicenseCut, AgentDeleted, PlaceDeleted, TenantDeleted, LoggedOut, ForcedDisconnect, EspForcedLogout, AgentForcedLogout, DelayedLogoutTimeout, HoldRequest.

enable-revoke-from-agent

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether Interaction Server should revoke an interaction from the agent or agents when one of the following requests for the interaction is received: Pull, Hold, or Change Properties (with new queue). When true, revoking can still be prohibited at the request level by adding an integer key-value pair ('revoke-from-agent', 0) in the extension of the corresponding request.

handling-timeout

Default Value: 180

Valid Values: Any integer from 1–1440 (24 hours)

Changes Take Effect: Immediately

Specifies the handling timeout, in minutes, for any interaction. If no requests are received from an agent who handles the interaction during this time interval, the agent application is considered inactive and the interaction is

revoked and returned to the queue. This option applies to requests between the desktop application and Interaction Server only.

Note: Value changes do not affect interactions that are already being handled.

hide-attached-data

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: Immediately

Prohibits or allows the printing of attached data in the log output. A value of `true` or `yes` prohibits the printing.

hide-strategy-change-activity

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Specifies whether Interaction Server should (`true`) or should not (`false`) hide reporting interaction property change events when strategy activity is hidden.

hide-strategy-esp-activity

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Specifies whether Interaction Server should (`true`) or should not (`false`) hide ESP-related events when strategy activity is hidden.

high-pull-threshold

Default Value: `200`

Valid Values: From `50` (min) to `1000` (max)

Changes Take Effect: Immediately

Specifies the maximum number of interactions that Interaction Server tries to cache for a view when it checks for more interactions in the database.

Interaction Server enforces a difference of at least 50 interactions between the `high-pull-threshold` and the corresponding `low-pull-threshold` (see [page 78](#)). If you set the `high-pull-threshold` to within 50 interactions of the `low-pull` value, then Interaction Server automatically decreases the `low-pull` value until the difference of 50 is reached. For example, if you assign the `high-pull-threshold` to a value of 56, while the `low-pull-threshold` is already

set to 17, then Interaction Server decreases the low-pull value to 6. You can see this change reflected in the output log.

Note: Threshold changes to enforce the 50-interaction difference in high and low values do *not* show up in Configuration Manager. These are working values only. Check the logs for definitive values.

Recommendations

When configuring `high-pull-threshold` and the corresponding `low-pull-threshold` (see [page 78](#)), consider the rate of interactions that will be processed, or more precisely, the number of interactions that you estimate will be routed per second. For 0-10 interactions per second the default parameters would likely be fine. For 100 or more interactions per second, set it higher, such as 500 for `low-pull-threshold` and 1000 for `high-pull-threshold`. In other words, multiply the expected rate by 5 to estimate the `low-pull-threshold`, and double that for the `high-pull-threshold`. Basically, this means there will be at least 5 seconds worth of interactions in cache, so even if database response slows down (because of the load) interactions will still be served without delays.

honor-segmentation-generations

Default Value: `false`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `true`, this option guarantees that interactions that have been selected by the segmentation feature are pushed to Universal Routing Server regardless of the order defined by the view. The order is taken into account during segmentation. When setting this option to `true`, you must make sure that a timestamp field `cached_at` is added to the Interaction Server database by executing one of the following statements:

- For MS SQL:
`alter table interactions add cached_at datetime`
- For Oracle:
`alter table interactions add cached_at date`
- For DB2:
`alter table interactions add cached_at timestamp`

Note: Interaction Server does not check the presence of the `cached_at` field or its type at startup. If the `honor-segmentation-generations` option is set to `true` and the field is absent, the segmentation feature does not work and there will be SQL errors in the Interaction Server log. If the option is set to the default value `false`, database modification is not necessary.

ignore-read-only-on-change

Default Value: `false`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: Immediately

Specifies whether Interaction Server should ignore read-only properties in `RequestChangeProperties`. If set to `true` or `yes`, Interaction Server accepts `RequestChangeProperties` with read-only properties specified in the user data, but ignores the values of those properties. If set to `false` or `no`, Interaction Server generates an error and rejects the `RequestChangeProperties` that have read-only properties in the user data.

ignore-read-only-on-submit

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: Immediately

Specifies whether Interaction Server should ignore read-only properties in interaction submission requests (`RequestSubmit`). If set to `true` or `yes`, Interaction Server allows submission requests with read-only properties, specified in the user data, but ignores the values of those properties. If set to `false` or `no`, Interaction Server generates an error and rejects the submission requests that have read-only properties in the user data.

incremental-login-request-timeout

Default Value: `2000`

Valid Values: Numeric [`0`, `10000`]

Changes Take Effect: Immediately

Specifies, in milliseconds, the maximum allowable delay between login related requests for a recovering agent in a suspended state. If this delay is exceeded, the agent's state is adjusted to not `suspended`, and this is reflected in the corresponding reporting events.

Note: This option is in effect only if `delayed-logout-timeout` option is greater than `0`.

low-pull-threshold

Default Value: `50`

Valid Values: From `0` (min) to `500` (max)

Changes Take Effect: Immediately

Specifies the number of interactions cached for any view that triggers Interaction Server to check for more interactions in the database.

Interaction Server enforces a difference of at least 50 interactions between the `low-pull-threshold` and the corresponding `high-pull-threshold` (see [page 76](#)). If you update the `low-pull-threshold` to within 50 interactions of the `high-pull` value, then Interaction Server automatically increases the `high-pull` value until

the difference of 50 is reached. For example, if you assign the `low-pull-threshold` to a value of 31, while the `high-pull-threshold` is already set to 56, then Interaction Server increases the `high-pull` value to 81. You can see this change reflected in the output log.

Note: Threshold changes to enforce the 50-interaction difference in high and low values do *not* show up in Configuration Manager. These are working values only. Check the logs for definitive values.

For guidelines on setting this option, see “Recommendations” on [page 77](#) under the description for `high-pull-threshold`.

max-interactions-per-pull

Default Value: 100

Valid Values: Any integer from 1–1000

Changes Take Effect: Immediately

Specifies the maximum number of interactions an agent can pull in a single pull operation.

max-interactions-per-snapshot

Default Value: 500

Valid Values: Any integer from 100–2000

Changes Take Effect: Immediately

Specifies the maximum number of interactions that clients can select in a snapshot.

Note: Value changes do not affect snapshots already taken.

max-number-of-snapshots

Default Value: 2000

Valid Values: Any integer from 0–10,000

Changes Take Effect: Immediately

Specifies the maximum number of snapshots that can be active (taken and not yet released) at any given moment for Interaction Server as a whole. If more snapshots are already taken, they are not affected.

max-output-timeout

Default Value: 15

Valid Values: Any integer from 5–120

Changes Take Effect: Immediately

Specifies the maximum output timeout in seconds. If data cannot be sent over the socket during this time, the client is considered slow and the connection is closed.

max-workbin-interactions

Default Value: 200

Valid Values: 50–1000

Changes Take Effect: Immediately

Specifies the maximum number of interactions that Interaction Server returns in response to `RequestGetWorkbinContent`.

no-userdata-changed-response-to-urs

Default Value: `false`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: Immediately

Specifies whether Interaction Server should (`false`) or should not (`true`) send a response to Universal Routing Server on requests to change interaction properties.

Note: The default value for `no-userdata-changed-response-to-urs` changed from `true` to `false` in eServices 8.0.1.

not-ready-on-invitation-timeout

Default Value: `true`

Valid Values: `true`, `false`, `dnd-on`, `all-media`

Changes Take Effect: Immediately

Specifies whether Interaction Server should automatically make an agent Not Ready on media if `delivering-timeout` (see [page 74](#)) expires while attempting to deliver an interaction to an agent as a result of routing.

If an agent does not respond within this timeout after receiving an invitation to handle an interaction (`EventInvite`), the interaction is revoked. Setting the option to `true` causes Interaction Server to automatically make the agent Not Ready for the media in this situation. Setting the option to `false` means nothing will be done. A value of `dnd-on` means the agent's `DoNotDisturb` state will be set (and nothing will be delivered to the agent afterward). A value of `all-media` means all media will be set to Not Ready.

Notes: The agent remains in the current state if the invitation is the result of a transfer, conference, or intrusion (chat media).

This option changed in eServices 8.0.1. In previous releases, `true` and `false` were the only valid values. The values `dnd-on` and `all-media` were new in 8.0.1

notify-workbin-userdata-changed

Default Value: `false`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: Immediately

Specifies whether Interaction Server should (`true`) or should not (`false`) support notifications regarding interaction property changes for interactions located in workbins.

If this option is set to `true`, clients can specifically request notification regarding user data changes for interactions located in workbins in addition to notifications regarding workbin content changes (such as when an interaction is added to or removed from a workbin). If this option is set to `false`, notifications regarding property changes will not be sent regardless of the client's request.

number-of-database-connections

Default Value: 5

Valid Values: Any integer from 1–200

Changes Take Effect: Immediately, but any open connections remain open until shutdown

The option specifies number of database connections Interaction Server is allowed to use.

registration-timeout

Default Value: 30

Valid Values: Any integer from 3–300

Changes Take Effect: Immediately for all new clients

Specifies the timeout, in seconds, for client registration. If a client has connected, but does not register before the timeout expires, the client is disconnected.

Note: A value change does not affect clients that are already connected.

routing-timeout

Default Value: 720

Valid Values: Any integer from 20–525600 (one year)

Changes Take Effect: Immediately for all new interactions submitted to URS

Specifies the timeout, in minutes, for any interaction to remain with URS before its routing is considered a failure.

Note: Value changes do not affect interactions already sent to URS.

schema-name

Default Value: dbo

Valid Values: Any valid MSSQL database schema name

Changes Take Effect: After restart

- For MS SQL, specifies the schema name to use to access the database.

- For Oracle, specifies the schema name to use to access the database when the Interaction Server DAP is configured with a user who is not the schema owner. If the Interaction Server DAP is configured with a user who is the schema owner, you do not need to set this option.

Note: In the Interaction Server application configuration options, this option specifies the main Interaction Server database schema name. In the options for the Logger DAP, this option specifies the database schema for event logging.

statistic-interval

Default Value: 5

Valid Values: Any integer from 1–60

Changes Take Effect: Immediately

Specifies the interval, in seconds, between each successive distribution of server-calculated statistics to the Reporting components.

submit-timer-interval

Default Value: 2000

Valid Value: From 0 (min) to 10,000 (10 seconds, max)

Changes Take Effect: As soon as the current submit interval expires

Specifies the frequency, in milliseconds, with which Interaction Server checks views for interactions.

third-party-server-queue-size

Default Value: 200

Valid Values: Any integer from 0–2000

Changes Take Effect: Immediately; however, does not affect ESP (External Service Protocol) requests already received from Universal Routing Server or other clients.

Specifies the maximum number of ESP requests that Interaction Server queues for a given ESP server. If the number of queued ESP requests reaches this limit, Interaction Server immediately rejects new requests.

third-party-server-timeout

Default Value: 30

Valid Values: Any integer from 5–180

Changes Take Effect: Immediately

Specifies the timeout, in seconds, for third-party server requests. If Interaction Server does not receive a response from the third-party server within the timeout, Interaction Server considers this request failed and sends an error message to Universal Routing Server.

Changes made to this value do not affect third-party requests already sent to third-party servers.

Warning! You must coordinate the value of this option with the value of the `service-timeout` option for Universal Routing Server. If the value for `third-party-server-timeout` is greater than the value for `service-timeout` in URS, URS will timeout first and will thus ignore any response from Interaction Server/third-party server. If the value for `service-timeout` is greater than `third-party-server-timeout`, Interaction Server will timeout first and URS will receive an error message (Error Code 4, third-party server response timeout) from Interaction Server. In both cases, the third-party server block in the strategy fails. See the *Universal Routing 8.1 Reference Manual* for information on the `service-timeout` option.

third-party-server-window-size

Default Value: 10

Valid Values: Any integer from 0–1000

Changes Take Effect: Immediately; however, does not affect requests already sent to ESP (External Service Protocol) servers.

Specifies the maximum number of outstanding requests that Interaction Server can have with any ESP server. (Outstanding requests are those sent to an ESP server for which no response has been received.)

udata-filters section

The following options are configured in the `udata-filters` section.

agent

Default Value: No default value

Valid Values: any comma-separated list of user data keys

Changes Take Effect: Immediately

This option specifies a list of user data keys (separated by commas) that are to be excluded from protocol messages sent to agent applications.

esp

Default Value: No default value

Valid Values: any comma-separated list of user data keys

Changes Take Effect: Immediately

This option specifies a list of user data keys (separated by commas) that are to be excluded from protocol messages sent to ESP servers.

reporting

Default Value: No default value

Valid Values: any comma-separated list of user data keys

Changes Take Effect: Immediately

This option specifies a list of user data keys (separated by commas) that are to be excluded from user data in events sent to reporting engines such as Stat Server, ICON or a custom reporting engine.

router

Default Value: No default value

Valid Values: any comma-separated list of user data keys

Changes Take Effect: Immediately

This option specifies a list of user data keys (separated by commas) that are to be excluded from protocol messages sent to routing engines such as Universal Routing Server or a custom routing engine.

<Interaction Server> section (URS application)

The following options are configured on the Annex Tab of the Universal Routing Server application in the <Interaction Server> section.

max-submission-rate

Default Value: No default value

Valid Values: Any number/interval combination, where the number can be 0 or greater, and the interval can be second, minute, or hour

Changes Take Effect: Immediately

Specifies the number of interactions per unit that are submitted to URS. This option is specified in the <Interaction Server Name> section within the Annex tab of the Universal Routing Server configuration object.

- If the option is found, Interaction Server uses this value to specify the rate that interactions are submitted to URS. The value set for this option overrides the value for default-max-submission-rate (see [page 72](#)) specified within the settings section Interaction Server object.
- If this option is not configured in the Universal Routing Server object, Interaction Server uses the value for default-max-submission-rate.

Value examples include: 10/second, 25/minute, 1/hour, 1000/hour. A value of 0 disables submissions to URS; the maximum value is 1000/second.

See also Figure 2 on [page 87](#), for a diagram of the interaction submission process.

max-submitted-interactions

Default Value: No default value

Valid Values: Any integer from 0–50,000

Changes Take Effect: Immediately; does not affect interactions already submitted to URS

Specifies the maximum number of interactions that Interaction Server can submit to Universal Routing Server (URS).

- If this option exists in the <Interaction Server Name> section on the Annex tab of the URS configuration object, Interaction Server uses its value to specify the maximum number of interactions submitted to URS. That value also overrides the value specified for the `default-max-submitted-per-router` option (see [page 73](#)).
- If the Interaction Server does not find this option, it uses the value of the `default-max-submitted-per-router` option (see [page 73](#)) in its own settings section.

Note: A value of 0 prevents interactions from being submitted to URS.

If you reset the value of this option to a lower value, Interaction Server will not submit any more interactions until the number of interactions falls below the new value.

See also Figure 2 on [page 87](#), for a diagram of the interaction-submission process.

default section (strategy object)

The following option is configured on the Annex Tab of the strategy object, in the `default` section.

max-submitted-interactions

Default Value: No default value

Valid Values: Any integer from 0–50,000

Changes Take Effect: Immediately; does not affect interactions already submitted to URS

Specifies the maximum number of interactions that Interaction Server can submit to URS. If this option exists in the `default` section on the Annex tab of the Strategy object, its value overrides the value specified for the `default-max-submitted-per-strategy` option (see [page 73](#)) for this particular strategy.

Note: A value of 0 prevents interactions from being submitted to the strategy.

If you reset the value of this option to a lower value, Interaction Server will not submit any more interactions until the number of interactions falls below the new value.

See also Figure 2 on [page 87](#), for a diagram of the interaction submission process.

<Universal Routing Server name> section (strategy object)

The following option is configured on the Annex Tab of the strategy object, in the <Universal Router Server name> section.

<Interaction Server Name>.max-submitted-interactions

Default Value: No default value

Valid Values: Any integer from 1–50,000

Changes Take Effect: Immediately; does not affect interactions already submitted to URS

Specifies the maximum number of interactions that Interaction Server can submit to Universal Routing Server (URS).

For any given strategy (X), loaded on a particular URS (Y):

- Interaction Server first searches for this option, <Interaction Server Name>.max-submitted-interactions, in the <Universal Routing Server Y> section on the Annex tab of the Strategy X object. If Interaction Server finds the option there, it uses that value as a limit for the number of interactions that can be submitted to this strategy loaded on this URS.
- If Interaction Server does not find the option there, it looks to max-submitted-interactions (see [page 85](#)) in the default section of the Strategy X object. If Interaction Server finds this option in that section, it uses its value for the interaction limit for that strategy loaded on that URS.
- If Interaction Server does not find this option in that section, it uses the value for default-max-submitted-per-strategy (see [page 73](#)) in its own settings section.

See also [Figure 2](#) for a diagram of the interaction-submission process.

Note: If you reset the value of this option to a lower value, Interaction Server will not submit any more interactions until the number of interactions falls below the new value.

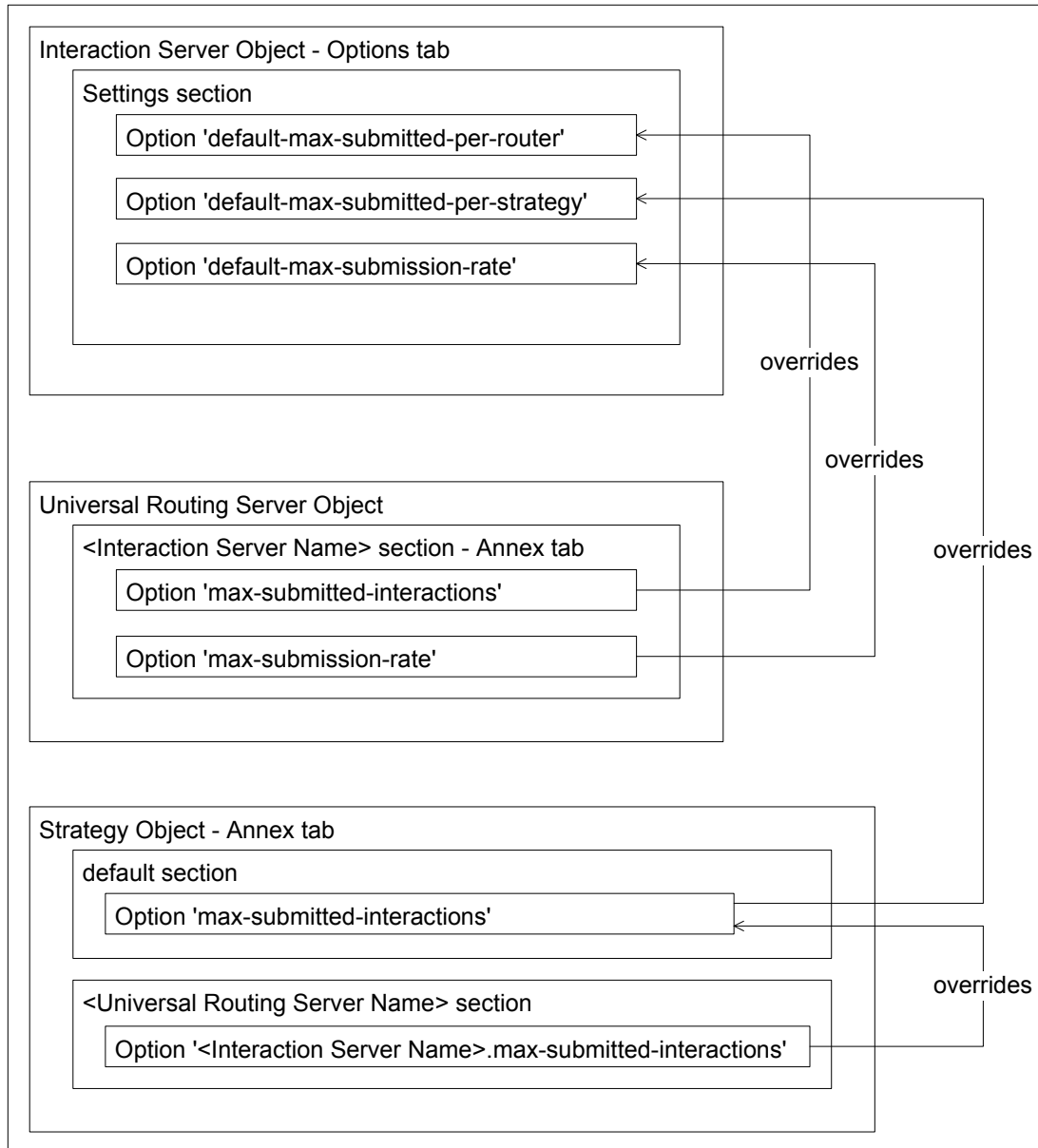


Figure 2: Interaction Submission Process

View section (Interaction Queue View object)

The following option is configured on the Annex Tab of any Interaction Queue View object that is found in the Resources > Scripts folder. The option is configured in the View section.

freeze-interval (of the Interaction Queue View object)

Default Value: N/A

Valid Values: Any integer from 0 (min) to 3600 (1 hour, max)

Changes Take Effect: As soon as the current freeze interval for a given view expires

Specifies the length of time, in seconds, that Interaction Server suspends database checks for a particular view when it has no interactions. If this option exists in the View section on the Annex tab of any Interaction Queue View object, its value overrides the value specified by the `default-view-freeze-interval` option (see [page 74](#)) for this particular view only.

Note: If a particular view contains a time-sensitive condition, you may want to set the `freeze-interval` option to a value *less* than the value of the `default-view-freeze-interval`. This ensures that interactions visible through the view will appear as per the specified time condition, even though no new interactions are placed into the underlying queue.

For example, if you set the `_age` condition so that the view only shows interactions that are 1 hour old, but the `freeze-interval` is set to 600 seconds (10 minutes), then a new interaction may have to wait a maximum of 10 additional minutes after meeting the 1-hour time condition before it appears in the view. To reduce this possible lag time, set the `freeze-interval` to a smaller number: 5 seconds, for example.

Settings section (Media Type object)

The following options are configured on the Annex Tab of any Media Type object that is found in the Attribute Values folder. The options are configured in the settings section.

delivering-timeout

Default Value: none

Valid Values: Any integer from 10–86400 (24 hours)

Changes Take Effect: Immediately

Specifies the timeout, in seconds, for an agent to accept an interaction with a specific media type. If the agent does not respond before the timeout expires, the interaction is revoked and returned to the queue from which it was taken by Universal Routing Server. Value changes do not affect interactions that are already being delivered. The value set for this option overrides the value for the `delivering-timeout` option that is specified within the settings section of the Interaction Server object.

Note: If the user data key `delivering-timeout` is present in a specific interaction, Interaction Server uses its value as the delivering timeout for the interaction.

handling-timeout

Default Value: none

Valid Values: Any integer from 1–1440 (24 hours)

Changes Take Effect: Immediately

Specifies the handling timeout, in minutes, for interactions with a specific media type. If no requests are received from the agent who is handling the interaction during this time interval, the agent application is considered to be inactive and the interaction is revoked and returned to the queue. This option applies to requests between the desktop application and Interaction Server only. The value set for this option overrides the value for the [handling-timeout](#) option that is specified within the `settings` section of the Interaction Server object.

Note: If the user data key `handling-timeout` is present in a specific interaction, Interaction Server uses its value as the handling timeout for the interaction.

agent-custom-data section (Event Logger DAP)

The following options are configured in the `agent-custom-data` section of the Event Logger DAP.

<custom event content attribute name>

Default Value: No default value

Valid Values: `field-name`; `type`; `length`

Changes Take Effect: After restart of Interaction Server

The `agent-custom-data` section of the DAP object specifies the list of `event_content` keys that are to be stored into the separate fields of the Event Logger database (table `rpt_agent`). For each `event_content` key name, you must specify the database field name, its type, and its length. Event Logger will map values of these keys from each custom agent-related event to the appropriate database field. The option name `<custom event content attribute name>` specifies the `event_content` key name that should be stored in the database in the specified separate field. Each `event_content` attribute should be defined as a separate option. The option value is defined in the format:

`<field-name>; <type>; <length>`

`field-name` – specifies the database field name. The field name should be exactly the same as defined in the database. This parameter is mandatory.

`type` – specifies the database field type (case sensitive). This parameter is optional, if absent, the field type defaults to `string`. The following types may be defined:

- `string`. Field type is `varchar`.
- `integer`. Field type is `numeric`.

- `timestamp`. Field type is `timestamp`.

`length` – length of the field. This parameter is optional and will be inferred from the field type. For `string` type this parameter defaults to 64.

Note: Logger will not check the accuracy of field definitions. Be sure to correctly define all names and values.

Both the name and the value of this option are case-sensitive.

custom-custom-data section (Event Logger DAP)

The following options are configured in the `custom-custom-data` section of the Event Logger DAP.

<custom event content attribute name>

Default Value: No default value

Valid Values: `field-name`; `type`; `length`

Changes Take Effect: After restart of Interaction Server

The `custom-custom-data` section of the DAP object specifies the list of `event_content` keys that are to be stored into the separate fields of the Event Logger database (table `rpt_custom`). For each `event_content` key name, you must specify the database field name, its type, and its length. Event Logger will map values of these keys from each custom-related event to the appropriate database field. The option name `<custom event content attribute name>` specifies the `event_content` key name that should be stored in the database in the specified separate field. Each `event_content` attribute should be defined as a separate option. The option value is defined in the format:

`<field-name>;<type>;<length>`

`field-name` – specifies the database field name. The field name should be exactly the same as defined in the database. This parameter is mandatory.

`type` – specifies the database field type (case sensitive). This parameter is optional, if absent, the field type defaults to `string`. The following types may be defined:

- `string`. Field type is `varchar`.
- `integer`. Field type is `numeric`.
- `timestamp`. Field type is `timestamp`.

`length` – length of the field. This parameter is optional and will be inferred from the field type. For `string` type this parameter defaults to 64.

Note: Logger will not check the accuracy of field definitions. Be sure to correctly define all names and values.

Both the name and the value of this option are case-sensitive.

custom-events section (Event Logger DAP)

The following options are configured in the custom-events section of the Event Logger DAP.

<custom event ID> (custom-events section)

Default Value: No default value

Valid Values: `interaction`, `agent`, `custom`

Changes Take Effect: Immediately

This option specifies the correspondence between the custom event ID and the type of the table to which the event needs to be logged. The name of the option is the custom event ID, and the value of the option specifies the type of the event: `interaction`, `agent` or `custom`.

esp-custom-data section (Event Logger DAP)

The following options are configured in the esp-custom-data section of the Event Logger DAP.

<user data attribute name>

Default Value: No default value

Valid Values: `field-name`; `type`; `length`

Changes Take Effect: After restart of Interaction Server

The `esp-custom-data` section of the DAP object specifies the list of user data keys that are to be stored into the separate fields of the Event Logger database (table `rpt_esp`). For each user data key name, you must specify the database field name, its type, and its length. Event Logger will map values of these keys from each esp-related event to the appropriate database field. The option name `<user data attribute name>` specifies the user data key name that should be stored in the database in the specified separate field. Each user data attribute should be defined as a separate option. The option value is defined in the format:

`<field-name>; <type>; <length>`

`field-name` – specifies the database field name. The field name should be exactly the same as defined in the database. This parameter is mandatory.

`type` – specifies the database field type (case sensitive). This parameter is optional, if absent, the field type defaults to `string`. The following types may be defined:

- `string`. Field type is `varchar`.
- `integer`. Field type is `numeric`.
- `timestamp`. Field type is `timestamp`.

`length` – length of the field. This parameter is optional and will be inferred from the field type. For `string` type this parameter defaults to 64.

Note: Logger will not check the accuracy of field definitions. Be sure to correctly define all names and values.

Both the name and the value of this option are case-sensitive.

esp-service-data section (Event Logger DAP)

The following options are configured in the `esp-service-data` section of the Event Logger DAP.

<parameter name>

Default Value: No default value

Valid Values: `field-name`; `type`; `length`

Changes Take Effect: After restart of Interaction Server

The `esp-service-data` section of the DAP object specifies the list of keys for ESP service that are to be stored into the separate fields of the Event Logger database (table `rpt_esp`). For each parameter name, specify the database field name, its type, and its length. Event Logger will map values of these keys from each esp-related event (envelope/Parameters) to the appropriate database field. Each parameter should be defined as a separate option. The option value is defined in the format:

`<field-name>; <type>; <length>`

`<parameter name>` – specifies the parameter name that should be stored in the database in the specified separate field.

`field-name` – specifies the database field name. The field name should be exactly the same as defined in the database. This parameter is mandatory.

`type` – specifies the database field type (case sensitive). This parameter is optional. If absent, the field type defaults to `string`. The following types may be defined:

- `string`. Field type is `varchar`.
- `integer`. Field type is `numeric`.
- `timestamp`. Field type is `timestamp`.

`length` – length of the field. This parameter is optional and will be inferred from the field type. For `string` type this parameter defaults to 64.

Note: Logger will not check the accuracy of field definitions. Be sure to correctly define all names and values.

Both the name and the value of this option are case-sensitive.

event-filtering section (Event Logger DAP)

The following options are configured in the `event-filtering` section of the Event Logger DAP.

event-filter-by-id

Default Value: No default value

Valid Values: A comma-separated list of event identifiers

Changes Take Effect: Immediately

If this option is present and not empty, only events with event IDs specified in the comma-separated list and permitted by the event type filters will be logged into their corresponding reporting tables. If this option is absent or empty, all events permitted by the event type filters will be logged into their corresponding reporting tables.

log-agent-activity

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Setting this option to `false` turns on the event filtering group `agent activity`. All events defined at this group level will be skipped.

log-agent-state

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Setting this option to `false` turns on the event filtering group `agent state`. All events defined at this group level will be skipped.

log-esp-service

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Setting this option to `false` turns on the event filtering group `esp service`. All events defined at this group level will be skipped.

log-queue

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Setting this option to `false` turns on the event filtering group `queue`. All events defined at this group level will be skipped.

log-strategyDefault Value: `true`Valid Values: `true`, `false`

Changes Take Effect: Immediately

Setting this option to `false` turns on the event filtering group strategy. All events defined at this group level will be skipped.

log-userdataDefault Value: `true`Valid Values: `true`, `false`

Changes Take Effect: Immediately

Setting this option to `false` means that for each interaction activity reporting event, customer defined user data will not be stored.

itx-custom-data section (Event Logger DAP)

The following options are configured in the `itx-custom-data` section of the Event Logger DAP.

<custom event content attribute name> or <user data attribute name> (itx-custom-data section)

Default Value: No default value

Valid Values: `field-name`; `type`; `length`

Changes Take Effect: After restart of Interaction Server

The `itx-custom-data` section of the DAP object specifies the list of user data or `event_content` keys that are to be stored into the separate fields of the Event Logger database (table `rpt_interaction`). For each user data or `event_content` key name, you must specify the database field name, its type, and its length. Event Logger will map values of these keys from each interaction-related event to the appropriate database field. The option name `<user data attribute name>` or `<custom event content attribute name>` specifies the user data or `event_content` key name that should be stored in the database in the specified separate field. Each user data and `event_content` attribute should be defined as a separate option. The option value is defined in the format:

`<field-name>; <type>; <length>`

`field-name` – specifies the database field name. The field name should be exactly the same as defined in the database. This parameter is mandatory.

`type` – specifies the database field type (case sensitive). This parameter is optional, if absent, the field type defaults to `string`. The following types may be defined:

- `string`. Field type is `varchar`.
- `integer`. Field type is `numeric`.
- `timestamp`. Field type is `timestamp`.

length – length of the field. This parameter is optional and will be inferred from the field type. For string type this parameter defaults to 64.

Note: Logger will not check the accuracy of field definitions. Be sure to correctly define all names and values.

Both the name and the value of this option are case-sensitive.

logger-settings section (Event Logger DAP)

The following options are configured in the logger-settings section of the Event Logger DAP.

batch-size

Default Value: 500

Valid Values: 1–5000

Changes Take Effect: Immediately

Defines how many records (or events) will be stored in internal memory before flushing to the database. For database performance, bulk operations are more efficient than record operation. Changing this parameter defines the size of the bulk for database operation.

max-queue-size

Default Value: 20000

Valid Values: 10000–100000

Changes Take Effect: Immediately

This option is relevant for database event logger, and JMS only.

This option specifies the maximum number of records (or events) that are kept in memory while waiting to be written to the database or to the JMS-compliant message queue. If the amount of queued events becomes greater than the value specified for this option, Interaction Server will discard the data, and events will not be written to the database or the message queue. When setting this parameter, keep in mind that reporting events, depending on the average event size, may consume large amounts of memory. This parameter should be set to allow for safe failover to the backup DB Server in the case of database event logger. Note that Interaction Server makes immediate attempts to reconnect to DB Server (primary and backup) if the connection is lost.

schema-name

Default Value: dbo

Valid Values: Any valid MSSQL database schema name

Changes Take Effect: After restart

- For MS SQL, specifies the schema name to use to access the database.

- For Oracle, specifies the schema name to use to access the database when the Interaction Server DAP is configured with a user who is not the schema owner. If the Interaction Server DAP is configured with a user who is the schema owner, you do not need to set this option.

Note: In the Interaction Server application configuration options, this option specifies the main Interaction Server database schema name. In the options for the Logger DAP, this option specifies the database schema for event logging.

storing-timeout

Default Value: 500

Valid Values: 50–60000

Changes Take Effect: Immediately

Specifies the time interval, in milliseconds, between two write operations to the database. This option also makes it possible for logger to collect a bulk of records before storing to database.

event-filtering section (MSMQ-MQSeries Event Logger)

The following option is configured in the `event-filtering` section of the MSMQ-MQSeries Event Logger.

event-filter-by-id

Default Value: No default value

Valid Values: A comma-separated list of event identifiers

Changes Take Effect: Immediately

If this option is present and not empty, only events with event IDs specified in the comma-separated list and permitted by the event type filters will be logged into their corresponding reporting tables. If this option is absent or empty, all events permitted by the event type filters will be logged into their corresponding reporting tables.

logger-settings section (MSMQ-MQSeries Event Logger)

The following options are configured in the `logger-settings` section of the MSMQ-MQSeries Event Logger.

delivery-protocol

Default Value: `eventlog`

Valid Values: `mq-series`, `msmq`, `eventlog`, `jms`

Changes Take Effect: After restart

Specifies the delivery protocol to be used for Event Logging.

delivery-queue-manager-name

Default Value: No default value

Valid Values: Any valid queue manager name

Changes Take Effect: After restart

This option is used for logging events to MQ-Series message queues. MQ-Series message queues have a queue manager entity that manages a set of message queues. To post messages to an MQ-Series queue the queue manager name and a queue name (see [delivery-queue-name](#)) should be specified.

delivery-queue-name

Default Value: No default value

Valid Values: Any valid queue name

Changes Take Effect: After restart

Specifies the name of the queue to which messages will be sent. For MSMQ or MQ-Series, this specifies the name of the queue.

udata

Default Value: No default value

Valid Values: A comma-separated list of event identifiers

Changes Take Effect: Immediately

Specifies a comma-separated list of event identifiers which must contain user data. If the option is absent or empty, that is interpreted to mean that all user data is to be included in all events. This option is analogous to the UData key used in reporting registration.

event-filtering section (MSMQ-MQSeries Event Logger)

The following option is configured in the `event-filtering` section of the MSMQ-MQSeries Event Logger.

event-filter-by-id

Default Value: No default value

Valid Values: A comma-separated list of event identifiers

Changes Take Effect: Immediately

If this option is present and not empty, only events with event IDs specified in the comma-separated list and permitted by the event type filters will be logged into their corresponding reporting tables. If this option is absent or empty, all events permitted by the event type filters will be logged into their corresponding reporting tables.

logger-settings section (JMS Event Logger)

The following options are configured in the `logger-settings` section of the JMS Event Logger.

delivery-protocol

Default Value: eventlog

Valid Values: mq-series, msmq, eventlog, jms

Changes Take Effect: After restart

Specifies the delivery protocol to be used for Event Logging.

delivery-queue-name

Default Value: No default value

Valid Values: Any valid queue name

Changes Take Effect: After restart

Specifies the name of the queue to which messages will be sent. For JMS, this specifies the lookup name of the delivery queue.

jms-connection-factory-lookup-name

Default Value: No default value

Valid Values: A valid URL string

Changes Take Effect: After restart

(JMS specific) This option specifies the name of the connection factory lookup name for the connection factory to be looked up in the initial context. Once looked up, the connection factory is used to create a connection with a JMS provider. This option is required for JMS Event Logger only.

Note: For TIBCO EMS, this is the name of the factory that is created by using the `create factory` command.

jms-initial-context-factory

Default Value: No default value

Valid Values: Fully qualified class name

Changes Take Effect: After restart

(JMS specific) Specifies the fully qualified class name of the factory class in a JNDI service provider that will create an initial context. For example, `com.sun.jndi.fscontext.RefFSContextFactory` is the factory class name for the file system service provider. This option is required for JMS Event Logger only.

Note: For TIBCO EMS, set the value to `com.tibco.tibjms.naming.TibjmsInitialContextFactory`.

jms-provider-url

Default Value: No default value

Valid Values: A valid URL string

Changes Take Effect: After restart

(JMS specific) This option holds the name of the environment property for specifying configuration information for the service provider. The value of this property should contain a valid URL string (such as `ldap://hostname:389`). For file system service provider, this option contains the directory path to the `.bindings` file. This option is relevant for JMS Event Logger only.

Note: TIBCO EMS provides a built-in JNDI provider. For TIBCO EMS, set the value of this option to `tibjmsnaming://hostname:7222`.

max-queue-size

Default Value: 20000

Valid Values: 10000–100000

Changes Take Effect: Immediately

This option is relevant for database event logger, and JMS only.

This option specifies the maximum number of records (or events) that are kept in memory while waiting to be written to the database or to the JMS-compliant message queue. If the amount of queued events becomes greater than the value specified for this option, Interaction Server will discard the data, and events will not be written to the database or the message queue. When setting this parameter, keep in mind that reporting events, depending on the average event size, may consume large amounts of memory. This parameter should be set to allow for safe failover to the backup DB Server in the case of database event logger. Note that Interaction Server makes immediate attempts to reconnect to DB Server (primary and backup) if the connection is lost.

password

Default Value: No default value

Valid Values: Any valid password

Changes Take Effect: After restart for

This option is relevant for JMS Event Logger only.

Specifies the password to be used when the connection factory creates a connection to the message queue. If either the username (see [page 100](#)) or password is missing, the connection is created with the default identity.

reconnect-timeout

Default Value: 10

Valid Values: 3—30

Changes Take Effect: After restart

This option is relevant for JMS only.

If the connection to the JMS MQ broker is lost or being restarted, this parameter specifies the minimum time interval, in seconds, between successive attempts to establish a connection.

recoverable

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart for JMS, immediately for MSMQ

This option is relevant for JMS and MSMQ only.

For JMS, if this option is set to `true`, the message producer will have the delivery mode set to `DeliveryMode.PERSISTENT`, otherwise the delivery mode will be set to `DeliveryMode.NON_PERSISTENT`. It should be noted that if the delivery mode is `NON_PERSISTENT` and the corresponding message queue is deleted on the fly, Interaction Server will not report any errors, even though the messages will not be written anywhere.

For MSMQ message queue, if this option is set to `true`, the messages being sent will have a flag `MQMSG_DELIVERY_RECOVERABLE`, otherwise, the messages will have a flag `MQMSG_DELIVERY_EXPRESS`.

username

Default Value: No default value

Valid Values: Any valid username

Changes Take Effect: After restart for

This option is relevant for JMS Event Logger only.

Specifies the username to be used when the connection factory creates a connection to the message queue. If either the username or password (see [page 99](#)) is missing, the connection is created with the default identity.

Interaction Server Proxy Options

This section describes the configuration options for Interaction Server Proxy, an application that was introduced in release 7.6.1. Use Configuration Manager or Genesys Administrator to view or change these options. See [page 20](#) for information about accessing configuration options. The only options to be configured for Interaction Server Proxy are in the `log` section. Except for the `messagefile` option, all log options for Interaction Server Proxy are identical to those for other servers specific to eServices 8.5. See “Common Log Options and Servers” on [page 20](#) for a list of these options.

For Interaction Server Proxy, the value for the `messagefile` option is `interaction_server_proxy.lms`.

For a description of log options, see the *Framework 8.5 Configuration Options Reference Manual*.

Web API Server Options

This section describes the configuration options for Web API Server. Use Configuration Manager or Genesys Administrator to view or change these options. See [page 20](#) for information about accessing configuration options.

Web API Server options are on the **Options** tab of the **Properties** dialog box. [Table 10](#) lists the sections on this tab and the options that belong in each section.

Table 10: Web API Server Configuration Options

Section	Option	New/Existing	See Page
endpoints:*tenant_dbid*	default	Existing	Page 101
settings	default-char-set	Existing	Page 102
	default-code-page	Existing	Page 102
log	messagefile	Existing	Page 103

- a. *tenant_dbid* represents the database ID of the tenant, in decimal format. For example, a complete endpoints section name might be: endpoints:101. In a multiple-tenant environment, create a separate endpoints:*tenant_dbid* section for each tenant.

Option descriptions follow.

Note: If the stated default value of an option differs from that in the application template, consider the value in the template more accurate

endpoints section

The following option is configured in the endpoints:*tenant_dbid* section.

default

Default Value: No default value

Valid Values: Any valid queue, in the format *queue name*

Changes Take Effect: Immediately

Identifies the default endpoint for the endpoints:*tenant_dbid* section in which this option occurs. You only use this option for submitting custom web forms directly to Interaction Server. The option is not mandatory and may be absent.

Within each endpoints:*tenant_dbid* section, each key-value pair represents an individual endpoint. The key is an endpoint name, and the value is a queue. You can configure additional endpoints besides default, as needed to support

your routing strategies. Here is an example of a configured endpoints:*tenant_dbid* section:

```
[endpoints:101]
default="Chat inbound queue"
chat-inbound = "Chat inbound queue"
email-inbound = "Inbound queue"
email-outbound = "Outbound queue"
```

settings section

The following options are configured in the settings section.

default-char-set

Default Value: windows-1252

Valid Values: Any character set supported by Genesys for this server (see [Table 11](#))

Changes Take Effect: After restart

Specifies the default character set used by Web API Server.

Note: The default value was changed from iso-8859-1 to windows-1252 in release 7.

default-code-page

Default Value: Cp1252

Valid Values: Any valid code page supported by Genesys for this server (see [Table 11](#))

Changes Take Effect: After restart

Specifies the default code page used by Web API Server.

Note: The default value was changed from 8859_1 to Cp1252 in release 7.

Table 11: Supported Code Pages and Character Sets

Description	Code Page	Character Set
ISO Latin-1	ISO8859_1	ISO-8859-1
ISO Latin-2	ISO8859_2	ISO-8859-2
ISO Latin-3	ISO8859_3	ISO-8859-3
ISO Latin-4	ISO8859_4	ISO-8859-4
ISO Latin-5/Cyrillic	ISO8859_5	ISO-8859-5

Table 11: Supported Code Pages and Character Sets (Continued)

Description	Code Page	Character Set
ISO Latin-7/Greek	ISO8859_7	ISO-8859-7
ISO Latin-8/Hebrew	ISO8859_8	ISO-8859-8
ISO Latin-9/Turkish	ISO8859_9	ISO-8859-9
EUC_JP Japanese	EUC_JP	EUC-JP
ISO2022JP Japanese	ISO2022JP	ISO-2022-JP
SJIS Japanese on Solaris	SJIS	Shift_JIS
SJIS Japanese on Windows32	MS932	Shift_JIS
Big 5 Traditional Chinese	Big5	Big5
GB2312-80 Simplified Chinese	EUC_CN	GB2312
Korean (EUC)	EUC_KR	EUC-KR
Korean (ISO)	ISO2022KR	ISO-2022-KR
Windows Eastern European	Cp1250	windows-1250
Windows Cyrillic	Cp1251	windows-1251
Windows Latin-1 (Western European)	Cp1252	windows-1252
Windows Greek	Cp1253	windows-1253
Windows Turkish	Cp1254	windows-1254
Windows Hebrew	Cp1255	windows-1255
Windows Baltic	Cp1257	windows-1257

log section

Log options for Web API Server are identical to those for other servers specific to eServices 8.5 with the following exceptions:

- The value for the `messagefile` option is `webapimsg.lms`
- The following options are not supported in the 8.5 release of Web API Server:
 - `buffering`
 - `check-point`
 - `memory`
 - `memory-storage-size`

- `spool`
- `compatible-output-priority`

See “Common Log Options and Servers” on [page 20](#) for a list of all log options for eServices 8.5 servers.

For a description of log options, see the *Framework 8.5 Configuration Options Reference Manual*.

Chat Server Options

This section describes the configuration options for Chat Server. Use Configuration Manager or Genesys Administrator to view or change these options. See [page 20](#) for information about accessing configuration options.

Chat Server options are on the Options tab of the Properties dialog box. [Table 12](#) lists the sections on this tab and the options that belong in each section.

Table 12: Chat Server Configuration Options

Section	Option	New/Existing	See Page
endpoints:*tenant_dbid*	[list of endpoints, which could include a default endpoint]	Existing	Page 105
esp-settings	esp-default-nickname	Existing	Page 106
log	messagefile	Existing	Page 106
log-filter	string-max-print-size	Existing	Page 106
settings	flex-disconnect-timeout	Existing	Page 107
	hide-attached-data	Existing	Page 107
	max-waiting-requests	Existing	Page 107
	message-log-print-size	Existing	Page 107
	server-reply-timeout	Existing	Page 107
	server-reply-timeout-ixn	New	Page 107
	session-restoration-mode	Existing	Page 108
	stop-abandoned-interaction	Existing	Page 108
	transcript-auto-save	Existing	Page 108
	transcript-resend-attempts	Existing	Page 109
	transcript-resend-delay	Existing	Page 109

Table 12: Chat Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings (continued)	transcript-save-notices	Existing	Page 109
	transcript-save-on-error	Existing	Page 110
	use-contact-server	Existing	Page 110
	user-register-timeout	Existing	Page 110
	web-user-max-messages	Existing	Page 110
	xml-request-max-size	Existing	Page 111

Option descriptions follow.

Note: If the stated default value of an option differs from that in the application template, consider the value in the template more accurate.

endpoints section

The `endpoints:*tenant_dbid*` section, added in release 7.2, replaced the `queues` section in release 7.1 and the `Routing Points` section in previous releases. `*tenant_dbid*` represents the database ID of the tenant, in decimal format. For example, a complete endpoints section name might be: `endpoints:101`.

When you launch the eServices Wizard, it allows you to add endpoints and to select the queue to which Chat Server will submit new chat interactions. The wizard then creates options that represent these queues as key/value pairs in the `endpoints:*tenant_dbid*` section, where the key is an endpoint name, and the value is a queue.

This section's default option has no default value of its own in the application template.

default

Default Value: No default value

Valid Values: Any valid queue, in the format `<queue name>`

Changes Take Effect: Immediately

Specifies the name of the default queue used for routing chat requests if Chat Server is unable to resolve the `queue` keyword from the web application. No value is automatically configured for this option. You can configure this section using the Interaction Routing Designer.

esp-settings section

The following option is configured in the `esp-settings` section.

esp-default-nickname

Default Value: `system`

Valid Values: Any string

Changes Take Effect: Immediately

A name to impersonate the strategy in chat sessions where no nickname is provided in the ESP (External Service Protocol) request.

Note: Starting with release 7.2, Chat Server provides the ability to send messages to the chat session from the routing strategy. This feature could be used to inform a waiting customer about how his or her request for a chat is processing. To display such a message, you can use this option to configure the nickname of a special chat user that will represent the strategy within the session.

log and log-filter sections

Except for the `messagefile` option, all log options for Chat Server are identical to those for other servers specific to eServices 8.5. See “Common Log Options and Servers” on [page 20](#) for a list of these options.

Along with options in these sections, Chat Server uses `message-log-print-size`, [page 107](#), to control the output of content for messages, both in requests and replies. Setting `message-log-print-size` to `0` will hide the content of the messages in the Chat Server log.

For Chat Server, the value for the `messagefile` option is `ChatServer.lms`.

For a description of log options, see the *Framework 8.5 Configuration Options Reference Manual*.

In addition to the common options, Chat Server supports the following option in the `log-filter` section.

string-max-print-size

Default Value: `128`

Valid Values: `0—7000`

Changes Take Effect: Immediately

Specifies the maximum output length for string of Unicode attributes in the Chat Server logs.

settings section

The following options are configured in the `settings` section.

flex-disconnect-timeout

Default Value: 300

Valid Values: Any positive integer between 1 and 86400

Changes Take Effect: Immediately

Specifies the timeout, in seconds, after which Chat Server disconnects an inactive HTML chat client.

hide-attached-data

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Prohibits or allows the printing of attached data in the log output. A value of true prohibits printing.

max-waiting-requests

Default Value: -1

Valid Values: -1 or any integer equal to or greater than 0, to a maximum of 999999.

Changes Take Effect: Immediately

Specifies the maximum number of requests waiting for an agent reply that Chat Server can handle.

A value of -1 means that Chat Server can handle an infinite number of requests.

A value of 0 means that Chat Server will not process any new requests.

message-log-print-size

Default Value: 128

Valid Values: Between 0 and 7000

Changes Take Effect: Immediately

Specifies the number of characters from the whole client message that prints in the log, starting from the beginning of the message.

server-reply-timeout

Default Value: 30

Valid Values: Between 1 and 86400

Changes Take Effect: Immediately

This option specifies how long, in seconds, Chat Server will wait for a reply from other servers, particularly Universal Contact Server and Interaction Server. If no reply is received within the specified timeout, Chat Server considers the corresponding request to have failed.

server-reply-timeout-ixn

Default Value: 30

Valid Values: Between 1 and 86400

Changes Take Effect: Immediately

This option specifies how long, in seconds, Chat Server will wait for a reply from Interaction Server. If no reply is received within the specified timeout, Chat Server considers the corresponding request to have failed.

This option is similar to the option `server-reply-timeout`, however, the option `server-reply-timeout-ixn` is applicable specifically to Interaction Server communication, only.

If the option `server-reply-timeout-ixn` is specified, it overwrites the value of the option `server-reply-timeout` specifically for Interaction Server communication, only.

If the option `server-reply-timeout-ixn` is not specified, the option `server-reply-timeout` is used for Interaction Server.

session-restoration-mode

Default Value: none

Valid Values: `simple` or `none`

Changes Take Effect: Immediately

Allows (`simple`) or prohibits (`none`) Chat Server to process requests for session restoration (when Chat Server is running in High Availability mode). Refer to the *eServices 8.1 User's Guide* for more information about Chat Server in High Availability mode.

stop-abandoned-interaction

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

This option specifies how Chat Server handles chat interactions that were dropped by the requesting chat client before being answered by an agent (abandoned). If set to `true`, the interaction is stopped (7.2 compatibility mode). If set to `false`, the interaction mode is changed to “offline” but will still be present in Interaction Server (thus allowing the interaction to be process by the strategy).

transcript-auto-save

Default Value: 0

Valid Values: 0, 1, 2

Changes Take Effect: Immediately

If this option is set to 1 or 2, Chat Server sends the updated chat session transcript to Universal Contact Server after each submitted message and notice. If set to 2, Chat Server also sends notifications to chat clients when the

save operation has completed successfully. If set to 0, no UCS records are updated until the chat session ends.

Note: Enabling this option will provide greater reliability, however, it may also impose significant load on the database if there is a high volume of chat messages.

transcript-resend-attempts

Default Value: 10

Valid Values: -1 (infinite) or any integer greater than or equal to 0, to a maximum of 10000

Changes Take Effect: Immediately

Specifies the maximum number of attempts that Chat Server will make to save the transcript in Universal Contact Server. Chat Server saves the transcript when closing the chat session (unless it is disabled by the `use-contact-server` option on [page 110](#)) and during the chat session (if this is specified by the `transcript-auto-save` option on [page 108](#)). Refer to the *eServices 8.1 User's Guide* for more information about Chat Server in High Availability mode.

transcript-resend-delay

Default Value: 15

Valid Values: Between 1 and 86400, or 0 to disable

Changes Take Effect: Immediately

This option specifies how often, in seconds, Chat Server will try to resend “Update” and “Close” requests to Universal Contact Server, if the previous request failed (with a recoverable reason) or if the timeout expired. Setting this option to 0 will disable this functionality.

Note: If this option is missing from the Chat Server configuration, Chat Server will use the the value 0, which disables this functionality. This is required to preserve backward compatibility.

transcript-save-notices

Default Value: selective

Valid Values: none, selective, all

Changes Take Effect: Immediately

Specifies which notifications will be saved in the transcript in the UCS database.

Value	Description
none	No notifications will be saved in the transcript.
selective	All notifications except typing ones (USER_TYPING_ON and USER_TYPING_OFF) will be saved in the transcript.
all	All notifications will be saved in the transcript.

transcript-save-on-error

Default Value: `continue`

Valid Values: `continue` or `close`

Changes Take Effect: Immediately

Specifies how to process an unrecoverable error from Universal Contact Server in the course of a chat session (when updating the transcript). The possible actions are to `continue`, or to `close` the chat session. Refer to the *eServices 8.1 User's Guide* for more information about Chat Server in High Availability mode.

use-contact-server

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: After restart

If this option is set to `true`, Chat Server creates and updates records in Universal Contact Server for each session that is created. If set to `false`, Chat Server does not interact with Universal Contact Server.

Note: The value "`false`" must be used very carefully, and only in specifically customized environments. Genesys Desktop cannot process interactions that do not exist in Universal Contact Server.

user-register-timeout

Default Value: `30`

Valid Values: `1–604800` (1 week)

Changes Take Effect: Immediately, for all newly connected chat users

Specifies the timeout, in seconds, during which the chat client must send a registration request before they are disconnected. If the specified value is out of the range of valid values, either the minimum (1 second) or the maximum (604800 seconds) will be used. This option is intended for debugging Chat Server client's applications. It has almost no practical use in a regular environment.

web-user-max-messages

Default Value: `100`

Valid Values: `0` to `9999`, and `-1` (infinite)

Changes Take Effect : Immediately

Sets a limit on the number of messages a web user can submit during a session. This limit prevents the transcript from growing too large, thus reducing the over-consumption of RAM as well as Universal Contact Server database space. Or if you prefer to allow an unlimited number of messages, set the option to a value of `-1` (infinite).

xml-request-max-size

Default Value: 32768

Valid Values: 512 to 10485760 bytes

Changes Take Effect: Immediately

Sets a limit on the size of incoming XML packets. This limit helps prevent Chat Server from hanging during XML parsing of overly large amounts of incoming data.

E-mail Server Options

This section describes the configuration options for E-mail Server. Use Configuration Manager or Genesys Administrator to view or change these options. See [page 20](#) for information about accessing configuration options.

Prior to release 8.0.1, E-mail Server was called E-mail Server Java.

Note: When the Universal Contact Server option `convert-idn-to-unicode` (see [page 32](#)) is set to true, all domain addresses from IRD and all domain addresses configured in E-mail Server options must be specified in Unicode.

Endpoints

The `endpoints:*tenant_dbid*` section, added in release 7.2, replaced the `default-outbound-queue` section in release 7.1. `*tenant_dbid*` represents the database ID of the tenant, in decimal format. For example, a complete endpoints section name might be: `endpoints:101`.

When you launch the eServices Wizard, the wizard prompts you to specify queues that correspond to the queues to which E-mail Server should send E-mails. The wizard then creates options that represent these queues as key/value pairs in the `endpoints:*tenant_dbid*` section, where the key is an endpoint name, and the value is a queue.

This section's default option has no default value of its own in the application template.

Create only one `endpoints:*tenant_dbid*` section in E-mail Server's configuration object, because E-mail Server supports only a single tenant. See the *eServices 8.5 Deployment Guide* for more information.

Multiple POP clients

If you have multiple POP clients, you can create multiple `[pop-client xxx]` sections. For each section, you must include a name starting with `pop-client`; for example, section `pop-client support` containing option `address` with value

support@genesyslab.com, section pop-client sales containing option address with value sales@genesyslab.com, and so on.

Use unique mailbox addresses

You must not use the same mailbox address for more than one POP client. Each POP client requires a unique mailbox address, which you define using the address option for that pop-client xxx section.

Note: In the E-mail Server log file, the mailbox output refers to this mailbox address option, *not* to the explicit mailbox option used to specify the login name for your corporate mail server. For more information about the mailbox option, see “mailbox” on [page 136](#).

For each POP client you also specify an endpoint queue, to which the client submits outgoing e-mails. A one-to-one relationship is built between the mailbox address and the endpoint queue, and E-mail Server uses the resulting map to route e-mails accordingly. Therefore, if multiple POP clients share the same address, outgoing messages from one POP client might get routed to another POP client's queue.

If you want to use the same outgoing email address for more than one POP client, do *not* use the address option; instead use the default-from-address option in the email-processing section of the application object.

E-mail Server—Options Table

E-mail Server options are on the Options tab of the Properties dialog box. [Table 13](#) lists the sections on this tab and the options that belong in each section.

Table 13: E-mail Server Configuration Options

Section	Option	New/Existing	See Page
chat-client	address	Existing	Page 117
email-encoding	x-user-defined	Existing	Page 117
email-processing	attachment-mngt	Existing	Page 118
	autobot-agent-login-name	Existing	Page 118
	autowar-detect-period	Existing	Page 119
	autowar-max-reply-count	Existing	Page 119
	autowar-scan-all-threads-of-contact	Existing	Page 119
	bcc-address	Existing	Page 120

Table 13: E-mail Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
e-mail processing (continued)	cc-userdata-limit	Existing	Page 120
	check-email-address	Existing	Page 120
	contact-identification	Existing	Page 121
	default-domain	Existing	Page 121
	default-from-address	Existing	Page 121
	default-inbound-queue	Existing	Page 121
	enable-autowar-detect	Existing	Page 122
	enable-extract-uuencoded-file	Existing	Page 122
	enable-firstname-lastname-auto-filling	Existing	Page 122
	enable-inbound-processor	Existing	Page 122
	enable-inbound-submitter	Existing	Page 122
	enable-mail-loops	Existing	Page 122
	enable-message-id-check	Existing	Page 123
	enable-outbound-submitter	Existing	Page 123
	enable-same-mail-from-mailboxes	Existing	Page 123
	enable-stop-initial-emailin-after-extreply	Existing	Page 124
	ext-resource-incoming-address	Existing	Page 124
	fieldcode-format-locale	Existing	Page 124
	inbound-msg-thread-pool-size	Existing	Page 125
	inbound-processor-high-watermark	Existing	Page 125
	inbound-processor-low-watermark	Existing	Page 125
	inbound-processor-period	Existing	Page 125
	inbound-processor-thread-pool-size	Existing	Page 126
	inbound-submitter-high-watermark	Existing	Page 126
	inbound-submitter-low-watermark	Existing	Page 126

Table 13: E-mail Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
e-mail processing (continued)	inbound-submitter-period	Existing	Page 126
	inbound-submitter-thread-pool-size	Existing	Page 126
	ixn-server-cnx-max-idle-time	Existing	Page 127
	ndr-senders-list	Existing	Page 127
	outbound-msg-charset	Existing	Page 127
	outbound-msg-thread-pool-size	Existing	Page 127
	outbound-submitter-high-watermark	Existing	Page 127
	outbound-submitter-low-watermark	Existing	Page 128
	outbound-submitter-period	Existing	Page 128
	outbound-submitter-thread-pool-size	Existing	Page 128
	quote-from	Existing	Page 128
	quote-prefix	Existing	Page 128
	quote-sent	Existing	Page 128
	quote-separator	Existing	Page 129
	quote-subject	Existing	Page 129
	socket-timeout	Existing	Page 129
	subject-forward-prefix	Existing	Page 129
	subject-reply-prefix	Existing	Page 129
	subject-threading-substrings	Existing	Page 129
mime-customization	enable-inbound	Existing	Page 130
	enable-inbound-debug-log	Existing	Page 130
	enable-outbound	Existing	Page 130
	enable-outbound-debug-log	Existing	Page 131
	inbound-class-name	Existing	Page 131
	inbound-keep-received-mime	Existing	Page 131

Table 13: E-mail Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
mime-customization (continued)	outbound-class-name	Existing	Page 131
	outbound-keep-sent-mime	Existing	Page 131
pop-client ^a	address	Existing	Page 132
	allow-bad-msg-size	Existing	Page 132
	connect-timeout	Existing	Page 132
	cycle-time	Existing	Page 133
	delete-bad-formatted-msg	Existing	Page 133
	delete-big-msg	Existing	Page 133
	enable-big-msg-stripping	Existing	Page 133
	enable-client	Existing	Page 134
	enable-debug	Existing	Page 134
	endpoint	Existing	Page 134
	exchange-version	Existing	Page 134
	failed-items-folder-name	Existing	Page 135
	folder-path	Existing	Page 135
	folder-separator	Existing	Page 135
	leave-msg-on-server	Existing	Page 135
	mail.<javamail-property>	Existing	Page 135
	mailbox	Existing	Page 136
	maximum-msg-number	Existing	Page 136
	maximum-msg-size	Existing	Page 136
	move-failed-ews-item	Existing	Page 136
	password	Existing	Page 137
	pop-connection-security	Existing	Page 137
	port	Existing	Page 137

Table 13: E-mail Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
pop-client ^a (continued)	protocol-timeout	Existing	Page 138
	server	Existing	Page 138
	type	Existing	Page 138
smtp-client	cnx-check-idle-time	Existing	Page 139
	cnx-max-idle-time	Existing	Page 139
	cnx-pool-size	Existing	Page 139
	connect-timeout	Existing	Page 139
	enable-authentication	Existing	Page 140
	enable-debug	Existing	Page 140
	exchange-version	Existing	Page 140
	password	Existing	Page 140
	port	Existing	Page 141
	protocol-timeout	Existing	Page 141
	server	Existing	Page 141
	server-type	Existing	Page 141
	smtp-connection-security	Existing	Page 141
	user	Existing	Page 142
iwe-processing	address	Existing	Page 142
	endpoint	Existing	Page 143
outbound-collaborative- invite	attach-parent-email	Existing	Page 143
	attach-parent-email-masquerading-from-address	Existing	Page 143
	quote-parent-email	Existing	Page 144
settings	ucs-reconnect-timeout	Existing	Page 144
services	third-party-max-queueing-time	Existing	Page 144
	third-party-pool-size	Existing	Page 145

Table 13: E-mail Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
endpoints:*tenant_dbid*	[list of endpoints, which could include one called <code>default</code> ; see “Endpoints” on page 111]	Existing	Page 145
log	messagefile	Existing	Page 145
log-filter	email-address-filter-type	Existing	Page 145

- a. If you have multiple POP clients, you can create multiple `[pop-client xxx]` sections. For more information, see “Multiple POP clients” on [page 111](#).

Option descriptions follow.

Note: If the stated default value of an option differs from that in the application template, consider the value in the template more accurate.

chat-client section

The following option is configured in the `chat-client` section.

address

Default Value: No default value

Valid Value: Any valid e-mail address

Changes Take Effect: Immediately

The e-mail address used to fill in the `From` field in the Chat Transcript `email-out`. The Chat Transcript `email-out` is the e-mail sent to the customer that includes the transcript of the chat in which the customer had engaged.

The value must comply with RFC2822, and therefore must be encoded according to RFC2047. Examples of valid values include the following:

- `legal@mycompany.com`
- `"Legal Dpt" <legal@mycompany.com>`
- `"=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com>` where `"=?Cp1252?Q?Dpt_=E9_Legal?="` is the French equivalent of `Legal Dept` and includes French accents

email-encoding section

The following option is configured in the `email-encoding` section.

x-user-defined

Default Value: `us-ascii`

Valid Values: Any encoding that JRE 1.6 or JDK 1.6 support

Changes Take Effect: After restart

In the `email-encoding` section, maps the encoding used by incoming e-mail to the replacement encoding used by E-mail Server. With a value of `us-ascii`, the encoding for incoming e-mails is converted to `us-ascii`.

For a list of encodings that JRE 1.6 or JDK 1.6 support, see

<http://download.oracle.com/javase/1.3/docs/guide/intl/encoding.doc.html>

In the `email-encoding` section, you can configure other options that handle problems with retrieving e-mails with other unknown encodings similar to the `x-user-defined` option. For example, if you experience problems with other bad encodings, you can configure an `other-bad-encoding` option with a value of `iso-8859-1` to handle them.

Note: The supported encoding for valid values changed from JRE 1.4.1 to JRE 1.4.2 in the 7.1 release.

email-processing section

The following options are configured in the `email-processing` section.

attachment-mngt

Default Value: `LEAVE`

Valid Values: `LEAVE`, `REMOVE`

Changes Take Effect: Immediately

Specifies the strategy used by E-mail Server to handle attachments of incoming messages for this account.

- The value of `LEAVE` causes this E-mail Server to store a message in the database with attachments.
- The value of `REMOVE` causes this server to store a message in the database without attachments.

In the 6.5 release, this option, previously called `AttachmentMngt`, was located in the `pop-client` section.

Note: A value of `Archive` is not supported in release 7.x or later.

autobot-agent-login-name

Default Value: No default value

Valid Values: Any valid agent login name

Changes Take Effect: Immediately

Specifies the agent (the autobot Person) used to render standard responses containing agent-related field codes. For information about autoresponses, see

the “E-mail Objects” section in Chapter 3 of the *Universal Routing 8.1 Reference Manual*.

Note: If you want to control what the interaction history shows as the owner of e-mails (for example, acknowledgements, autoresponses, and replies from agents) generated by E-mail Server, you can use the User Data key `_OwnerEmployeeId`, introduced in version 7.0.100.10. Its value must be the Employee ID of a Person object.

For example in a routing strategy, you can add a Function object, specify the `Update` function, and manually enter the `_OwnerEmployeeId` key. You could also specify the `UData` function with a `GD_OriginalAgentEmployeeId` key, which gets its value from the User Data `GD_OriginalAgentEmployeeId`. The person designated by the value becomes the owner shown in the interaction history.

Previously, the owner of this type of interaction was determined only by the value of this `autobot-agent-login-name` option. If you do not assign any value to the `_OwnerEmployeeId` key, the owner of this type of interaction is determined by the autobot Person.

autowar-detect-period

Default Value: `00:10:00`

Valid Values: Any time period in the `hh:mm:ss` format

Changes Take Effect: Immediately

Sets the timespan during which E-mail Server counts previous automatic e-mails (autoresponses and acknowledgements) that it sent to the same contact in the same thread.

autowar-max-reply-count

Default Value: 5

Valid Values: Any integer greater than 0.

Changes Take Effect: Immediately

Sets the maximum number of automated replies that E-mail Server sends in the configured `autowar-detect-period`.

autowar-scan-all-threads-of-contact

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

If set to `true`, E-mail Server scans *all* the threads of the current contact in order to count the number of autoresponses and auto-acknowledgements. If set to `false`, E-mail Server scans only the current thread for this contact.

bcc-address

Default Value: No default value

Valid Values: Any valid e-mail address or list of e-mail addresses

Changes Take Effect: Immediately

Specifies an additional address, or comma-delimited list of addresses to which all outgoing messages are sent as a Bcc.

The value must comply with RFC2822, and therefore must be encoded according to RFC2047. Examples of valid values include the following:

- legal@mycompany.com
- legal@mycompany.com, archive@mycompany.com
- "Legal Dpt" <legal@mycompany.com>
- "=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com> where "=?Cp1252?Q?Dpt_=E9_Legal?=" is the French equivalent of Legal Dept and includes French accents

Note: You must specify this optional parameter manually.

cc-userdata-limit

Default Value: -1

Valid Values: -1, or any positive integer

Changes Take Effect: Immediately

Specifies when to add the keys Cc and _NumberOfCcAddresses to user data. A value of -1 (or any negative number) indicates to never add the keys Cc and _NumberOfCcAddresses to user data. A positive number indicates to add the keys Cc and _NumberOfCcAddresses to user data if the number of Cc addresses in the received e-mail is *less* than or equal to the specified number. If the number of Cc addresses in the received e-mail is *greater* than the specified number, only the key _NumberOfCcAddresses is added to user data.

check-email-address

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Allows you to disable the checking of incoming e-mails for compliance with RFC822 (governing whether e-mail addresses with white spaces are accepted). The default value of true leaves such checking enabled, and Genesys strongly recommends this setting.

Disabling this checking means the system attempts to process noncompliant e-mails, which may cause problems. You may, however, consider disabling the checking if large numbers of noncompliant e-mails are being received (for example, with spaces in the address in the From field). If you disable this checking (a value of false), such e-mails are no longer processed as failed e-mails.

contact-identification

Default Value: IDENTIFY-AND-CREATE

Valid Values: IDENTIFY-AND-CREATE, IDENTIFY-ONLY, DO-NOTHING

Changes Take Effect: Immediately

Specifies how E-mail Server handles contact identification and auto-creation. A value of IDENTIFY-AND-CREATE means E-mail Server attempts to identify the contact. If the contact is not found, it is created. A value of IDENTIFY-ONLY means E-mail Server attempts to identify the contact, but does not create a new contact if it is not found. If set to DO-NOTHING, E-mail Server does not identify the contact.

default-domain

Default Value: No default value

Valid Values: Any valid domain name

Changes Take Effect: Immediately

Specifies the domain name added to all e-mail addresses that do not have a domain name.

default-from-address

Default Value: No default value

Valid Values: Any valid e-mail address

Changes Take Effect: Immediately

If not empty, specifies the address shown in the From field of outgoing e-mails.

The value must comply with RFC2822, and therefore must be encoded according to RFC2047.

Examples of valid values include the following:

- legal@mycompany.com
- "Legal Dpt" <legal@mycompany.com>
- "=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com> where "=?Cp1252?Q?Dpt_=E9_Legal?=" is the French equivalent of Legal Dept and includes French accents

default-inbound-queue

Default Value: No default value

Valid Values: Any valid and defined queue (Script objects of Interaction Queue type)

Changes Take Effect: Immediately

Specifies the default inbound queue used to submit new inbound messages.

Note: This option's former default value (InboundQueue) was removed in release 7.2. There is now no default.

enable-autowar-detect

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Enables (`true`) or disables (`false`) the detection and counting of e-mails that it sent to the same contact in the same thread, and that are both (a) parent to the Customer Reply and (b) of type Auto-Response or Acknowledgement.

When enabled, E-mail Server attaches the resulting number to the Customer Reply as a value of the key `_AutoReplyCount`. You can then create a routing strategy to compare the value of `_AutoReplyCount` to a threshold that you define. If the value exceeds the threshold, the strategy can refrain from creating an autoresponse or acknowledgement.

enable-extract-uuencoded-file

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Enables extraction of UUEncoded files as attachments.

enable-firstname-lastname-auto-filling

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Enables E-mail Server to turn auto-filling of first and last names on (`true`) or off (`false`). If set to `true` (default) E-mail Server creates a new contact with `FirstName` and `LastName` in addition to `EmailAddress`. If set to `false`, E-mail Server creates a new contact with `EmailAddress` only.

enable-inbound-processor

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Enables Inbound Processor when the value is set to `true`.

enable-inbound-submitter

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Enables Inbound Submitter when the value is set to `true`.

enable-mail-loops

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Specifies whether E-mail Server can (`true`) or cannot (`false`, the default) send mail to the addresses specified in the following sections and options:

Section	Option
<code>email-processing</code>	<code>default-from-address</code>
<code>email-processing</code>	<code>ext-resource-incoming-address</code>
<code>iwe-processing</code>	<code>address</code>
<code>chat-client</code>	<code>address</code>
<code>pop-client</code>	<code>address</code>

Sending e-mails to these addresses may be useful if you want to direct copies of outbound e-mails to system-internal addresses for purposes of (for example) validating or archiving.

enable-message-id-check

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: At the next POP cycle

Enables (`true`) or disables (`false`) the Message-Id uniqueness check during the POP cycle. If enabled, E-mail Server checks received e-mail against existing e-mail in the database, and silently deletes any duplicate e-mail from the corporate mail server. Use this option to prevent the mail server from inadvertently offering the same e-mail in successive POP cycles. If you set this option to `false`, E-mail Server does not check the uniqueness of the Message-Id, and no silent removal of duplicate e-mail will occur.

enable-outbound-submitter

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Enables Outbound Submitter when the value is set to `true`.

enable-same-mail-from-mailboxes

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: At next POP cycle

Determines what E-mail Server does when it retrieves multiple incoming e-mails with the same Message-Id from different mailboxes.

With the default setting `false`, if among all the retrieved incoming e-mails (from any mailbox) from the corporate mail server, there is more than one e-mail that has the same Message-Id header field, E-mail Server downloads only the first one and deletes the others from the corporate mail server.

With the setting `true`, E-mail Server retrieves a separate e-mail from each mailbox.

enable-stop-initial-emailin-after-extreply

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

If set to `true` (default), E-mail Server stops the original e-mail-in after external reply. A value of `false` prevents E-mail Server from stopping the original e-mail-in after external reply.

ext-resource-incoming-address

Default Value: No default value

Valid Values: Any valid e-mail address that is RFC2822 compliant (see below)

Changes Take Effect: Immediately

Specifies the e-mail address used when external agents reply to messages. This option also prevents the specified e-mail address for this external resource from receiving system generated e-mails, such as acknowledgements.

Without this last control, if this e-mail address was accidentally specified as a recipient (To or CC) in the Format tab of an E-mail object, E-mail Server would receive the system-generated e-mail that it had just sent out.

You set this value set during E-mail Server setup. The value must comply with RFC2822 and therefore must be encoded according to RFC2047.

Examples of valid values include the following:

- `legal@mycompany.com`
- `Legal Dpt <legal@mycompany.com>`
- `"=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com>` where `"=?Cp1252?Q?Dpt_=E9_Legal?="` is the French equivalent of `Legal Dept` and includes French accents

fieldcode-format-locale

Default Value: No default value

Valid Values: Any valid Java locale in the `language_COUNTRY` format

Changes Take Effect: Immediately

When specified, defines the locale that must be used to format date, time, currency, and percent values in Field Codes. If not specified, the server uses the default platform.

Table 5 on [page 33](#) lists the available values for this option, in accordance with the ISO 639 and ISO 3166 standards. The value format is:

<two letter code of ISO 639>_<two letter code of ISO 3166>

Note: See http://www.loc.gov/standards/iso639-2/php/English_list.php and http://www.iso.org/iso/country_codes/iso_3166_code_lists/english_country_names_and_code_elements.htm for information on these standards.

inbound-msg-thread-pool-size

Default Value: 10

Valid Values: Any integer greater than 0

Changes Take Effect: Immediately

Sets the thread-pool size for retrieving inbound messages. This is the maximum number of inbound mailboxes being popped from POP3/IMAP servers in parallel.

inbound-processor-high-watermark

Default Value: 200

Valid Values: Any integer greater than 0 and greater than the value of `inbound-processor-low-watermark`

Changes Take Effect: After restart

Specifies the maximum number of interactions in the Inbound Processor queue. Once the queue reaches this value, the database scan is stopped.

Note: The default value was changed from 50 to 200 in release 7.1.

inbound-processor-low-watermark

Default Value: 20

Valid Values: Any integer greater than 0 and less than the value of `inbound-processor-high-watermark`

Changes Take Effect: After restart

Specifies the minimum number of interactions in the Inbound Processor queue. If the number in the queue falls below this value, a database scan is done to refill the queue.

Note: The default value was changed from 10 to 20 in release 7.1.

inbound-processor-period

Default Value: 00:00:30

Valid Values: Any valid time period in the hh:mm:ss format

Changes Take Effect: Immediately

Specifies the amount of time that Inbound Processor waits before rescanning the database for inbound interactions when no new interactions are found.

inbound-processor-thread-pool-size

Default Value: 5

Valid Values: Any integer greater than 0

Changes Take Effect: After restart

Sets the thread pool size for Inbound Processor. This is the maximum number of inbound interactions being processed in parallel.

inbound-submitter-high-watermark

Default Value: 200

Valid Values: Any integer greater than 0 and greater than the value of `inbound-submitter-low-watermark`

Changes Take Effect: After restart

Specifies the maximum number of interactions in the Inbound Submitter queue. Once the queue reaches this value, the database scan is stopped.

Note: The default value was changed from 50 to 200 in release 7.1.

inbound-submitter-low-watermark

Default Value: 20

Valid Values: Any integer greater than 0 and less than the value of `inbound-submitter-high-watermark`

Changes Take Effect: After restart

Specifies the minimum number of interactions in the Inbound Submitter queue. If the number in the queue falls below this value, a database scan is done to refill the queue.

Note: The default value was changed from 10 to 20 in release 7.1.

inbound-submitter-period

Default Value: 00:00:30

Valid Values: Any time period in the hh:mm:ss format

Changes Take Effect: Immediately

Specifies the amount of time that Inbound Submitter waits before rescanning the database for inbound interactions when no new interactions are found.

inbound-submitter-thread-pool-size

Default Value: 5

Valid Values: Any integer greater than 0

Changes Take Effect: After restart

Specifies the thread-pool size for Inbound Submitter. This is the maximum number of inbound interactions being submitted to Interaction Server in parallel.

ixn-server-cnx-max-idle-time

Default Value: 00:05:00

Valid Values: Any valid time period in hh:mm:ss format

Changes Take Effect: After restart

In the connection pool to Interaction Server, specifies the amount of time a connection to Interaction Server can stay Idle before the connection is closed.

ndr-senders-list

Default Value: mailer-daemon, postmaster, mmdf

Valid Values: Any valid string or comma-separated list of strings

Changes Take Effect: Immediately

Specifies the string that E-mail Server uses as part of the process that it uses to identify nondelivery report (ndr) e-mails that do not comply with RFC 3464. The full process is described in “InboundNDR” in the “E-mail Server: Advanced Topics” section of the “Ongoing Administration and Other Topics” chapter of the *eServices 8.1 User's Guide*.

outbound-msg-charset

Default Value: utf-8

Valid Values: Any valid character set, IANA (Internet Assigned Numbers Authority)–registered

Changes Take Effect: Immediately

Specifies the default character set used to encode all outgoing messages.

outbound-msg-thread-pool-size

Default Value: 10

Valid Values: Any integer greater than 0

Changes Take Effect: Immediately

Specifies the thread-pool size for sending outbound messages. This is the maximum number of outbound messages being sent to SMTP server in parallel.

outbound-submitter-high-watermark

Default Value: 200

Valid Values: Any integer greater than 0 and greater than the value of `outbound-submitter-low-watermark`

Changes Take Effect: After restart

Specifies the maximum number of interactions in Outbound Submitter. Once the queue reaches this value, the database scan is stopped.

Note: The default value was changed from 50 to 200 in release 7.1.

outbound-submitter-low-watermark

Default Value: 20

Valid Values: Any integer greater than 0 and less than the value of `outbound-submitter-high-watermark`

Changes Take Effect: After restart

Specifies the minimum number of interactions in the Outbound Submitter queue. If the number in the queue falls below this value, a database scan is done to refill the queue.

Note: The default value was changed from 10 to 20 in release 7.1.

outbound-submitter-period

Default Value: 00:00:30

Valid Values: Any time period in hh:mm:ss format

Changes Take Effect: Immediately

Specifies the amount of time that Outbound Submitter waits before rescanning the database for outbound interactions, when no new interactions are found.

outbound-submitter-thread-pool-size

Default Value: 5

Valid Values: Any integer greater than 0

Changes Take Effect: After restart

Specifies the thread-pool size for Outbound Submitter. This is the maximum number of outbound interactions being submitted to Interaction Server in parallel.

quote-from

Default Value: From:

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the string used when quoting the original message to indicate the sender of the original message.

quote-prefix

Default Value: >

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the prefix to insert at line beginnings when quoting the original message's content.

quote-sent

Default Value: Sent:

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the string used when quoting the original message to indicate the date the original message was sent.

quote-separator

Default Value: ----- Original Message -----

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the string used to separate an e-mail response from the quotation of the original message.

quote-subject

Default Value: Subject:

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the string used when quoting the original message to indicate the subject of the original message.

socket-timeout

Default Value: 00:02:00

Valid Values: Any time period in the hh:mm:ss format

Changes Take Effect: Immediately

Sets the input/output timeout value for connections to Interaction Server. The timeout is triggered when Interaction Server does not reply within the specified amount of time. Setting the timeout value to 00:00:00 means that there is an infinite timeout period.

subject-forward-prefix

Default Value: Fwd:

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the prefix that will be inserted at the beginning of a message's subject line when forwarding a message.

subject-reply-prefix

Default Value: Re:

Valid Values: Any string

Changes Take Effect: Immediately

Specifies the prefix that will be inserted at the beginning of a message's subject line when replying to a message.

subject-threading-substrings

Default Value: re:, reply, out of office, out of the office

Valid Values: Any valid string or comma-separated list of strings

Changes Take Effect: Immediately

Defines the list of string substring tokens to remove from the start of the e-mail Subject to normalize the subject. When finding the parent interaction for an e-mail, E-mail Server first uses the MIME-based threading mechanism, checking standard e-mail headers such as In-Reply-To or References E-mail for a parent interaction's MIME id. If these are not provided, the server searches for substrings in the Subject text box to determine whether it is a reply. If the server finds such a substring, it attempts to thread the e-mail by Subject.

If the server does not find a substring, it tries to look for an existing e-mail with the same Subject. When doing so, the server bases the Subject lookup and comparison on the normalized subject, which is computed from the e-mail Subject by removing any leading token defined by this option.

Configure this option to avoid autobot wars. For information about autobots, see the “E-Mail Objects” section in Chapter 3 of the *Universal Routing 8.1 Reference Manual*.

Note: In release 7, the default value was changed from no default value to re:; reply, out of office; out of office.

mime-customization section

The following options are configured in the mime-customization section.

enable-inbound

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next pop cycle

Enables (true) or disables (false) inbound mime customization. If set to true, a valid transformer fully qualified class name must be specified for the inbound-class-name option.

enable-inbound-debug-log

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next pop cycle

Enables (true) or disables (false) inbound mime customization debug logging.

enable-outbound

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables (`true`) or disables (`false`) outbound mime customization. If set to `true`, a valid transformer fully qualified class name must be specified for the `outbound-class-name` option.

enable-outbound-debug-log

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Enables (`true`) or disables (`false`) outbound mime customization debug logging.

inbound-class-name

Default Value: No default value

Valid Values: A fully qualified transformer class name

Changes Take Effect: At the next pop cycle

Specifies the fully qualified Java class name of the custom inbound transformer, in the format `email.transformer.inbound.MyClass`, where `email.transformer.inbound` is the package name, and `MyClass` is the class name.

inbound-keep-received-mime

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: At the next pop cycle

Specifies whether the received, unmodified mime content of an e-mail is saved in the Universal Contact Server database in addition to the “E-mail Server ready to be processed” content. If set to `true`, the unmodified mime content is saved. If set to `false`, it is not saved.

outbound-class-name

Default Value: No default value

Valid Values: A fully qualified transformer class name

Changes Take Effect: Immediately

Specifies the fully qualified Java class name of the custom outbound transformer, in the format `email.transformer.outbound.MyClass`, where `email.transformer.outbound` is the package name, and `MyClass` is the class name.

outbound-keep-sent-mime

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Specifies whether the mime content after transformation of an outgoing e-mail is saved in the Universal Contact Server database in addition to the initial

content. If set to `true`, the mime content of the sent message is saved. If set to `false`, it is not saved.

pop-client section

The following options are configured in the `pop-client` section.

address

Default Value: No default value

Valid Value: Any valid e-mail address

Changes Take Effect: Immediately

Specifies both the mailbox address used to route outgoing reply messages and the e-mail address used to fill in the `From` field in an `email-out` that is created from an `email-in` received from this pop-client.

If the `email-out` is an automated response or an acknowledgement, the default `From` address used will be the address specified in this option. However, if an agent creates a reply `email-out`, the agent can change the `From` address by choosing an address from the pop-client addresses defined in all E-mail Server components connected to the same Interaction Server as the desktop application.

The value must comply with RFC2822, and therefore must be encoded according to RFC2047. Examples of valid values include the following:

- `legal@mycompany.com`
- `"Legal Dpt" <legal@mycompany.com>`
- `"=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com>` where `"=?Cp1252?Q?Dpt_=E9_Legal?="` is the French equivalent of `Legal Dept` and includes French accents

Note: You can create multiple `pop-client xxx` sections. However, you must use a unique address for each `pop-client xxx` section that you create. For more information, see “Multiple POP clients” on [page 111](#).

allow-bad-msg-size

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: At the next pop cycle

Specifies how E-mail Server handles messages with a negative size. If set to `false`, the message is left on the corporate server, if set to `true`, the message is considered a normal message.

connect-timeout

Default Value: `00:05:00`

Valid Values: Any time period in the `hh:mm:ss` format

Changes Take Effect: At the next pop cycle

Specifies the timeout value for the socket connection. The timeout is raised if the connection to the corporate e-mail server cannot be established within the time specified for this option.

Note: The default value was changed from 5:00 to 00:05:00 in release 7 because the format for valid values changed.

cycle-time

Default Value: 00:00:30

Valid Values: Any time period in the hh:mm:ss format except 00:00:00

Changes Take Effect: At the next pop cycle

Specifies the time that E-mail Server waits before retrieving new messages from this account again.

Note: The default value was changed from 0:00:10 to 00:00:30 in release 7.

delete-bad-formatted-msg

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next pop cycle

Specifies whether a message should be deleted from the corporate e-mail server if it cannot be retrieved from that server.

Note: Leaving messages on a corporate e-mail server works only when using IMAP protocol; it does not work when using POP3 protocol.

delete-big-msg

Default Value: false

Valid Values: true, false

Changes Take Effect: At the next pop cycle

Specifies whether an e-mail should be deleted from a corporate server if the E-mail's message size exceeds the value set in the option `maximum-msg-size` (see [page 136](#)).

Note: Leaving messages on a corporate e-mail server works only when using IMAP protocol; it does not work when using POP3 protocol. When you are using IMAP, these messages are flagged as read and are not selected any more. When you are using POP3, these messages are considered each time.

enable-big-msg-stripping

Default Value: true

Valid Values: `true`, `false`

Changes Take Effect: At the next pop cycle

Specifies whether E-mail Server must create a stripped version of messages whose size exceeds the configured `maximum-msg-size` (see [page 136](#)). The stripped version contains only the headers of the original message, plus specific attached data to identify it.

enable-client

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: At the next pop cycle

Enables monitoring of this account. All other options in this `pop-client` section apply only if you set `enable-client` to `true`.

enable-debug

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: At the next pop cycle

Enables or disables protocol (POP3) logging to the server's standard output.

Warning! Enabling this option slows down the server.

endpoint

Default Value: No default value

Valid Values: A string that matches the name of an endpoint defined in the `endpoints:*tenant_dbid*` section

Changes take effect: At the next pop cycle

Specifies the endpoint name by which E-mail Server identifies the queue to which it will submit an e-mail from this pop client. This endpoint name should be defined in the `endpoints:*tenant_dbid*` section (see “Endpoints” on [page 111](#)).

If this endpoint name is not defined in that section, then E-mail Server uses the default endpoint from the `endpoints:*tenant_dbid*` section.

If no default endpoint is configured in the `endpoints:*tenant_dbid*` section, or if the `endpoints:*tenant_dbid*` section does not exist, then E-mail Server works in 7.1 compatibility mode, and uses the `email-processing` section's `default-inbound-queue` option.

exchange-version

Default value: (empty string)

Valid values: `Exchange2007_SP1`, `Exchange2010`, `Exchange2010_SP1`, `Exchange2010_SP2`

Changes take effect: At the next POP cycle.

Specifies the version of Exchange Server that E-mail Server connects to.

failed-items-folder-name

Default value: failedItems

Valid values: Any string

Changes take effect: At the next POP cycle

Specifies the folder to which failed items are moved. Effective only if `move-failed-ews-item` is set to `true` and `type` is set to `Exchange Web Services (EWS)`.

The value must be the name of a valid folder on the corporate server. If a folder with that name does not exist in the corporate server, E-mail Server tries to create it. If folder creation fails for some reason, a log message similar to the following is sent: 15:01:02.115 Std 25118 [MsgIn-11] Unable to create in corporate server folder 'failed_stuff' for failed item.

folder-path

Default value: INBOX (must be uppercase)

Valid values: Pathname of a folder that is a subfolder of inbox

Changes take effect: At the next POP cycle

Specifies the folder that E-mail Server checks for messages. If E-mail Server is connected to Exchange Server and `type` is set to `Exchange Web Services (EWS)`, the value must be empty (Exchange Server's underlying library opens inbox by default).

folder-separator

Default value: /

Valid values: Any character

Changes take effect: At the next POP cycle

Specifies the separator to use when defining or accessing a folder, as in the `folder-path` option, for example.

leave-msg-on-server

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: At the next pop cycle

Specifies whether retrieved incoming messages should be deleted from a corporate e-mail server after being successfully downloaded.

Note: Leaving messages on a corporate e-mail server works only when you are using IMAP protocol; it does not work when you are using POP3 protocol.

mail.<javamail-property>

Default Value: No default value

Valid Values: Depends on the specific property; see reference below.

Changes Take Effect: At the next POP cycle

You can set certain JavaMail properties by simply adding them as option names to the E-mail Server's **pop-client** section. One example would be **mail.pop3.disabletop**, with value **true**. For a list of the JavaMail properties that you are allowed to set in this manner, and for further explanation, see the “Ongoing Administration and Other Topics” chapter of the *eServices 8.1 User's Guide*.

mailbox

Default Value: No default value

Valid Values: Any valid login name associated with a POP/IMAP account

Changes Take Effect: At the next pop cycle

Specifies the login name associated with the POP/IMAP account. You set this value during the E-mail Server setup.

Note: In the E-mail Server log file, **mailbox** does not refer to this login option, but instead refers to the address option also found in this **pop-client xxx** section. You use the address option both to specify the mailbox address and to fill the From field in outgoing reply e-mails. For more information about the address option, see the address (**pop-client** section) option on [page 132](#).

maximum-msg-number

Default Value: 500

Valid Values: Any integer greater than 0

Changes Take Effect: At the next pop cycle

Specifies the maximum number of messages that E-mail Server can retrieve during an incoming cycle for this account.

Note: The default value was changed from 50 to 500 in release 7.

maximum-msg-size

Default Value: 5

Valid Values: Any integer greater than 0

Changes Take Effect: At the next pop cycle

Specifies the maximum size, in MB, of an incoming message. Also see the option **delete-big-msg** on [page 133](#).

move-failed-ews-item

Default Value: true

Valid Values: true, false

Changes Take Effect: At the next POP cycle

Specifies whether E-mail Server does (`true`) or does not (`false`) take items that fail to be loaded and move them to the folder specified in the `failed-items-folder-name` option.

password

Default Value: No default value

Valid Values: Any string or none

Changes Take Effect: At the next pop cycle

Specifies the password associated with this account. You set this value during E-mail Server setup.

pop-connection-security

Default Value: none

Valid Values: none, `start-tls`, `start-tls-required`, `ssl-tls`

Changes Take Effect: After restart

Specifies the level of security that is used in the pop-client:

- `start-tls`—Enables the use of the STARTTLS command (if supported by the server) to switch to a TLS-protected connection before issuing any login commands. If a TLS connection is not available, a plain-text connection is used. In releases before 8.1.2, the equivalent security level is specified by setting `enable-starttls=true`, `require-starttls=false`, and `enable-ssl=false`.
- `start-tls-required`—Enables the use of the STARTTLS command (if supported by the server) to switch to a TLS-protected connection before issuing any login commands. If a TLS connection is not available, the connection is aborted. In releases before 8.1.2, the equivalent security level is specified by setting `enable-starttls=true`, `require-starttls=true`, and `enable-ssl=false`.
- `ssl-tls`—Enables and enforces the use of Secure Sockets Layer (SSL) encryption when connecting to the corporate e-mail server. In releases before 8.1.2, the equivalent security level is specified by setting `enable-starttls=false`, `require-starttls=false`, and `enable-ssl=true`.

Note: This option will work only if the retired options `enable-starttls`, `require-starttls` and `enable-ssl` have not been set.

port

Default Value: 110

Valid Values: Any valid port number

Changes Take Effect: At the next pop cycle

Specifies the port number for connecting to the corporate e-mail server. Allows the port to be changed for access through a firewall.

Note: For the `pop-client` section, commonly used values are 110 for POP3 and 143 for IMAP.

protocol-timeout

Default Value: `00:05:00`

Valid Values: Any time period in the `hh:mm:ss` format

Changes Take Effect: At the next pop cycle

Specifies the message timeout value. The timeout is raised if the corporate e-mail server does not reply to protocol messages sent to it within the time specified for this option.

You may want to adjust the timeout value to handle large messages. If the timeout expires before a message has finished processing, the following may occur:

- A large incoming message may be repeatedly resubmitted, blocking processing of all following messages. Prevent this by increasing the value for this option in the `pop-client` section.
- A large outgoing message may result in a Send service failure. Prevent this by configuring this option in the `smtp-client` section.

Note: The default value was changed from `5:00` to `00:05:00` in release 7, because the format changed for valid values.

server

Default Value: No default value

Valid Values: Any valid host name or IP address

Changes Take Effect: At the next pop cycle

In the `pop-client` section, specifies the host name or IP address of the corporate e-mail server on which the account resides.

You set the value during E-mail Server setup.

type

Default Value: POP3

Valid Values: POP3, IMAP, EWS

Changes Take Effect: At the next pop cycle

Specifies the protocol used to retrieve incoming messages from a corporate e-mail server.

Note: Remember to set the value of the port option (see [page 137](#)), which corresponds to this setting. For example, if you are using the IMAP protocol, the commonly used port is 143.

smtp-client section

The following options are configured in the `smtp-client` section.

cnx-check-idle-time

Default Value: `00:00:30`

Valid Values: Any valid time in `hh:mm:ss` format

Changes Take Effect: After restart

Specifies the amount of time an SMTP (Simple Mail Transfer Protocol) connection can stay idle before E-mail Server checks to see whether the connection is really established. If the SMTP connection is idle for longer than the specified value, E-mail Server first sends a `N00P` command to the SMTP server on the connection, before using the connection.

With the value of `00:00:00`, E-mail Server checks the connection each time before using it. However, this is an expensive operation, and some SMTP servers do not support it very well.

cnx-max-idle-time

Default Value: `00:05:00`

Valid Values: Any time period in `hh:mm:ss` format

Changes Take Effect: After restart

Specifies the amount of time an SMTP connection can stay Idle before E-mail Server closes the connection.

Warning! Make sure the value is less than the SMTP Server timeout value, if that option exists.

cnx-pool-size

Default Value: `10`

Valid Values: Any integer greater than `0`

Changes Take Effect: After restart

Specifies the pool size for the SMTP connection. This option sets the maximum number of messages SMTP can send in parallel.

connect-timeout

Default Value: `00:05:00`

Valid Values: Any time period in the hh:mm:ss format

Changes Take Effect: Immediately

Specifies the timeout value for the socket connection. The timeout is raised if the connection to the SMTP server cannot be established within the time specified for this option.

Note: The default value was changed from 5:00 to 00:05:00 in release 7 because the format for valid values changed.

enable-authentication

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables the use of Authentication with the corporate e-mail server. With a value of true, the options user and password are used to log in to the corporate e-mail server.

Note: When you use Authentication, the corporate e-mail server verifies the authenticity by comparing the user and the e-mail's From address.

enable-debug

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables or disables protocol (SMTP) logging to the server's standard output.

Warning! Enabling this option slows down the server.

exchange-version

Default value: (empty string)

Valid values: Exchange2007_SP1, Exchange2010, Exchange2010_SP1, Exchange2010_SP2

Changes take effect: Immediately

Specifies the version of Exchange Server that E-mail Server connects to.

password

Default Value: No default value

Valid Values: Any string or none

Changes Take Effect: Immediately

Specifies the password used to authenticate the user with respect to the corporate e-mail server when sending out messages. This applies only when you have set enable-authentication ([page 140](#)) to true.

port

Default Value: 25

Valid Values: Any valid port number

Changes Take Effect: Immediately

Specifies the port number for connecting to the corporate e-mail server. Allows the port to be changed for access through a firewall.

protocol-timeout

Default Value: 00:05:00

Valid Values: Any time period in the hh:mm:ss format

Change Take Effect: Immediately

Specifies the message timeout value. The timeout is raised if the corporate e-mail server does not reply to protocol messages sent to it within the time specified for this option.

You may want to adjust the timeout value to handle large messages. If the timeout expires before a message has finished processing, the following may occur:

- A large incoming message may be repeatedly resubmitted, blocking processing of all following messages. Prevent this by increasing the value for this option in the `pop-client` section.
- A large outgoing message may result in a Send service failure. Prevent this by configuring this option in the `smtp-client` section.

Note: The default value was changed from 5:00 to 00:05:00 in release 7, because the format changed for valid values.

server

Default Value: No default value. If left blank, `localhost` will be used as the default value.

Valid Values: Any valid host name or IP address

Changes Take Effect: Immediately

Specifies the name of the corporate SMTP server. You set the value during E-mail Server setup.

server-type

Default value: `smtp`

Valid values: `smtp`, `ews`

Changes take effect: At the next POP cycle

Specifies whether the server that E-mail Server connects to uses SMTP or EWS.

smtp-connection-security

Default Value: `none`

Valid Values: none, start-tls, start-tls-required, ssl-tls

Changes Take Effect: After restart

Specifies the level of security that is used in the smtp-client:

- **start-tls**—Enables the use of the STARTTLS command (if supported by the server) to switch to a TLS-protected connection before issuing any login commands. If a TLS connection is not available, a plain-text connection is used. In releases before 8.1.2, the equivalent security level is specified by setting `enable-starttls=true`, `require-starttls=false`, and `enable-ssl=false`.
- **start-tls-required**—Enables the use of the STARTTLS command (if supported by the server) to switch to a TLS-protected connection before issuing any login commands. If a TLS connection is not available, the connection is aborted. In releases before 8.1.2, the equivalent security level is specified by setting `enable-starttls=true`, `require-starttls=true`, and `enable-ssl=false`.
- **ssl-tls**—Enables and enforces the use of SSL encryption when connecting to the corporate e-mail server. In releases before 8.1.2, the equivalent security level is specified by setting `enable-starttls=false`, `require-starttls=false`, and `enable-ssl=true`.

Note: This option will work only if the retired options `enable-starttls`, `require-starttls` and `enable-ssl` have not been set.

user

Default Value: No default value

Valid Values: Any valid logon user name

Changes Take Effect: Immediately

Specifies the name used to log in to the corporate e-mail server. This option applies only when you have set `enable-authentication` to `true`.

iwe-processing section

The following options are configured in the `iwe-processing` section.

address

Default Value: No default value

Valid Value: Any valid e-mail address

Changes Take Effect: Immediately

The e-mail address used to fill in the `Mailbox` field of `WebForm-transformed` email-in. This address becomes the default `from` address when replying to web form e-mails, in cases where Web API Server does not already provide a `Mailbox` key.

The value must comply with RFC2822, and therefore must be encoded according to RFC2047. Examples of a valid value includes the following:

- `legal@mycompany.com`

endpoint

Default Value: No default value

Valid Values: A string that matches the name of an endpoint defined in the `endpoints:*tenant_dbid*` section

Changes Take Effect: Immediately

Specifies the endpoint name by which E-mail Server identifies the queue to which it will submit a webform. This endpoint name should be defined in the `endpoints:*tenant_dbid*` section (see [“Endpoints” on page 111](#)).

If this endpoint name is not defined in that section, then E-mail Server uses the default endpoint from the `endpoints:*tenant_dbid*` section.

If no default endpoint is configured in the `endpoints:*tenant_dbid*` section, or if the `endpoints:*tenant_dbid*` section does not exist, then E-mail Server works in 7.1 compatibility mode, and uses the `email-processing` section’s `default-inbound-queue` option.

outbound-collaborative-invite section

The following options are configured in the `outbound-collaborative-invite` section.

attach-parent-email

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Specifies whether the original e-mail is included as an attachment in an `outbound-collaboration-invite` e-mail. A value of `true` indicates the original e-mail will be included.

attach-parent-email-masquerading-from-address

Default Value: No default value

Valid Values: Any valid string

Changes Take Effect: Immediately

Specifies what to do to the From address of the attached e-mail. This can be used to prevent an external agent from replying directly to a customer. The from address of the attached e-mail is replaced by the specified string, such as `Noreply`. If left blank, the from address is not changed.

Note: This option is applicable only if the option [attach-parent-email](#) is set to `true`.

quote-parent-emailDefault Value: `false`Valid Values: `true`, `false`

Changes Take Effect: Immediately

Specifies whether the original e-mail is quoted in the body of an outbound-collaboration-invite e-mail. A value of `true` indicates the original e-mail will be quoted.

settings section

The following option is configured in the `settings` section.

ucs-reconnect-timeoutDefault value: `65000`

Valid values: Positive integer

Changes take effect: Upon restart

Specifies, in milliseconds, the timeout of E-mail Server's connection to UCS.

Note: To avoid inconsistency, E-mail Server, like every other client of UCS, should have the timeout of its connection to UCS set to a higher value than the timeout of UCS's connection to its Database Access Point (DAP). This allows UCS to consistently either perform long queries or abort them, in accord with the clients' requirements.

Starting in release 8.1.400.00, if UCS has the timeout set to 0 for its DAP connection, this is interpreted as 60 seconds. Previously 0 was interpreted as an infinite timeout. The default value of 65 seconds for the connection from E-mail Server to UCS then ensures that E-mail Server works well with UCS out of the box—that is, without changing any default values.

services section

The following options are configured in the `services` section.

third-party-max-queueing-timeDefault Value: `15000`

Valid Values: Any integer greater than 0

Changes Take Effect: After restart

Specifies the maximum time, in milliseconds, that third-party requests from Interaction Server wait in the E-mail Server queue before being considered too old and rejected. These requests are related to routing blocks that E-mail Server implements, such as Autoresponse, ACK (for acknowledgement), Forward, and so on.

third-party-pool-size

Default Value: 50

Valid Values: Any integer greater than 1

Changes Take Effect: After restart

Specifies the thread-pool size for Service processing.

endpoints:*tenant_dbid* section

The following options are configured in the `endpoints:*tenant_dbid*` section.

default

Default Value: No default value

Valid Values: Any string that matches the name of an existing Interaction Server queue

Changes Take Effect: Immediately

Specifies the default endpoint, which E-mail Server uses when it cannot find a match for any of the endpoints listed as options in the `endpoints:*tenant_dbid*` section. See also “Endpoints” on [page 111](#).

log and log-filter sections

Except for the `messagefile` option, all log options for E-mail Server are identical to those for other servers specific to eServices 8.5. See “Common Log Options and Servers” on [page 20](#) for a list of these options.

Note: Requests and responses related to E-mail Server services have two parts: parameters and user data. Log filtering applies to key/value pairs in parameters as well as the user data part.

For E-mail Server, the value for the `messagefile` option is `EmailServer.lms`.

For a description of log options, see the *Framework 8.5 Configuration Options Reference Manual*.

Note: In release 7.x and 8.x, the period used to reload logging options is internally fixed to 30 seconds, therefore the `ParamsReloadPollingPeriod` option is no longer required.

In addition to the common log options, E-mail Server supports the following option in the `log-filter` section.

email-address-filter-type

Default Value: copy

Valid Values: copy, hide, skip

Changes Take Effect: Immediately

Specifies the filter type that is used when logging e-mail addresses. This option is needed to filter e-mail addresses that are not in key-value pairs output in logs, but in system messages logged with a debug level.

Co-Browsing Server Options

This section describes the configuration options available for Web Collaboration's Co-Browsing Server. Use Configuration Manager or Genesys Administrator to view or change these options. See [Page 20](#) for information about accessing configuration options.

Co-Browsing Server options are on the Options tab of the Properties window.

[Table 14](#) lists the sections on the Options tab of the Properties window and the options that belong in each section.

Table 14: Co-Browsing Server Configuration Options

Section	Option	New/Existing	See Page
general	alias	Existing	Page 146
	web-server-host	Existing	Page 146
log	messagefile	Existing	Page 147

Option descriptions follow.

general section

The following options are configured in the general section.

alias

Default Value: No default value

Valid Values: Any four ASCII characters

Changes Take Effect: Upon restart of a server

A short name for the Co-Browsing Server. This option is used for load balancing.

web-server-host

Default Value: No default value

Valid Values: The fully qualified domain name of a web server that is used by KANA Response Live Co-Browse Server

Changes Take Effect: Immediately

Specifies the fully qualified domain name of the web server that is used by KANA Response Live Co-Browse Server. This option is used by the Load Balancing Servlet that is part of Web API Server. It is used for load-balancing

of Co-Browsing Servers that have web servers installed on a separate host from the servlet engine.

Log options

Except for the `messagefile` option, all log options for Co-Browsing Server are identical to those for other servers specific to eServices 8.5. See “Common Log Options and Servers” on [page 20](#) for a list of these options.

For Co-Browsing Server, the value for the `messagefile` option is `cobrowse.lms`.

For a description of log options, see the *Framework 8.5 Configuration Options Reference Manual*.

Classification Server Options

This section describes the configuration options for Classification Server. Use Configuration Manager or Genesys Administrator to view or change these options. See [page 20](#) for information about accessing configuration options.

Classification Server options are on the Options tab of the Properties dialog box. [Table 15](#) lists the sections on this tab and the options that belong in each section.

Table 15: Classification Server Configuration Options

Section	Option	New/Existing	See Page
cengine	log-level	Existing	Page 148
	log-path	Existing	Page 148
	model-check-interval	Existing	Page 148
	model-storage	Existing	Page 148
	subject-body-header	Existing	Page 149
license	license-file	Existing	Page 149
settings	hide-attached-data	Existing	Page 149
log	messagefile	Existing	Page 150

Option descriptions follow.

Note: If the default value of an option described in this section differs from that in the application template, the value in the template is correct.

engine section

The following options are configured in the engine section.

log-level

Default Value: standard

Valid Values: standard, none

Changes Take Effect: Immediately

Sets the logging level for Classification Server.

Note: The default value changed from all to standard in the 7.x releases.

log-path

Default Value: CEngineLog

Valid Values: Any valid path

Changes Take Effect: Immediately

Sets the path to the Classification Server Log directory.

model-check-interval

Default Value: 1

Valid Values: Any positive integer

Changes Take Effect: Immediately

Sets the time period interval—in seconds—at which Classification Server checks the Contact Server database to see if:

- Classifications models were created or deleted.
- The state (Active/Not Active) of any classification model changed.
- Any screening rules were created, deleted, or changed.

Note: The units for this option were changed from minutes (as they were in release 7) to seconds in release 7.1.

model-storage

Default Value: ModelStorage

Valid Values: Any valid path

Changes Take Effect: Immediately

Sets the path to the directory for storing training models.

Note: The default value was changed from ./ModelStorageDirectory to ModelStorage in release 7.

subject-body-header

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Specifies how an e-mail's Subject, Body, and Header fields are treated during screening. A value of `true` means screening rules treat the Subject, Body, and Header fields as a single unit when doing matching. If set to `false`, the screening rules scan the Subject, Body and Header separately.

Note: Be sure this option has the same value as the Knowledge Manager option of the same name, located in that component's general section.

license section

The following option is configured in the `license` section.

license-file

Default Value: No default value

Valid Values: Any valid port address in the format,

`*your_license_server_port*@*your_license_server_host*`

or the full path to the license file

Changes Take Effect: After restart

Specifies the location of the license file.

settings section

The following option is configured in the `settings` section.

hide-attached-data

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Prohibits, or allows, the printing of attached data in the log output. The default value (`true`) prohibits printing.

Log options

Except for the `messagefile` option, all log options for Classification Server are identical to those for other servers specific to eServices 8.5. See “Common Log Options and Servers” on [page 20](#) for a list of these options. For the Classification Server `log-filter` and `log-filter-data` sections, set the default for filtering the output of parameters to the server log.

For Classification Server, the value for the `messagefile` option is `class-server.lms`.

For a description of log options, see the *Framework 8.5 Configuration Options Reference Manual*.

Training Server Options

This section describes the configuration options for Training Server. Use Configuration Manager or Genesys Administrator to view or change these options. See [page 20](#) for information about accessing configuration options.

Training Server options are on the Options tab of the Properties dialog box. Table 16 on [page 150](#) lists the sections on this tab and the options that belong in each section.

Table 16: Training Server Configuration Options

Section	Option	New/Existing	See Page
engine	log-level	Existing	Page 150
	log-path	Existing	Page 151
	model-check-interval	Existing	Page 151
	model-storage	Existing	Page 151
log	messagefile	Existing	Page 151

Option descriptions follow.

Note: If the default value of an option described in this section differs from that in the application template, the value in the template is correct.

engine section

The following options are configured in the engine section.

log-level

Default Value: standard

Valid Values: all, standard, none

Changes Take Effect: Immediately

Sets the logging level for Training Server.

Note: The default value changed from all to standard in the 7.x releases.

log-path

Default Value: CEngineLog

Valid Values: Any valid path

Changes Take Effect: Immediately

This option sets the path to the Training Server Log directory.

model-check-interval

Default Value: 30

Valid Values: Any positive integer

Changes Take Effect: Immediately

Sets the time period interval—in seconds—at which Training Server checks the Contact Server database to see whether any new training jobs were created (that is, whether there were any requests to create or test classification models).

Notes: The default value for this option was changed from 1 to 30 in the 7.5 release.

The units for this option were changed from minutes (as they were in release 7) to seconds in 7.1.

model-storage

Default Value: ModelStorage

Valid Values: Any valid path

Changes Take Effect: Immediately

Sets the path to the directory for storing training models.

Log Options

Except for the `messagefile` option, all log options for Training Server are identical to those for other servers specific to eServices 8.5. See “Common Log Options and Servers” on [page 20](#) for a list of these options.

For Training Server, the value for the `messagefile` option is `training-server.lms`.

For a description of log options, see the *Framework 8.5 Configuration Options Reference Manual*.

Knowledge Manager Options

This section describes the configuration options for Knowledge Manager. Use Configuration Manager or Genesys Administrator to view or change these options. (See “Setting Options” on [page 20](#) for general information about accessing configuration options.)

Knowledge Manager options are on the Properties dialog box's Options tab. Table 17 on [page 152](#) lists three sections (general, security, and training) that appear on that tab, along with the options that belong in that section. A fourth configuration section, not listed on the Options tab, is called Training and contains internal options.

Warning! Do not change the Training section options unless a Genesys Customer Care representative directs you to do so.

Table 17: Knowledge Manager Configuration Options

Section	Option	New/Existing	See Page
general	log-file	Existing	Page 152
	log-level	Existing	Page 152
	subject-body-header	Existing	Page 153
	update-cfg	Existing	Page 153
security	disable-rbac	Existing	Page 154
training	training-license	Existing	Page 154

Option descriptions follow.

Note: If the default value of an option described in this section differs from that in the application template, the value in the template is correct.

general section

The following options are configured in the general section.

log-file

Default Value: No default value

Valid Values: Any file name

Changes Take Effect: After restart

Specifies the filename for the Knowledge Manager log.

log-level

Default Value: debug

Valid Values: debug, normal

Changes Take Effect: After restart

Specifies the log level that is printed.

- A value of `normal`, prints error information and also essential connection information to Universal Contact Server and Configuration Server.
- A value of `debug`, prints debug information, error information, and also essential connection information to Universal Contact Server and Configuration Server.

subject-body-header

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart.

Specifies how an e-mail's Subject, Body, and Header fields are treated during screening. A value of `true` means screening rules treat the Subject, Body, and Header fields as a single unit when doing matching. If set to `false`, the screening rules scan the Subject, Body and Header separately.

Notes: For a screening rule to apply to these fields, you must also select the Subject, Body, and Header check boxes in the Screening Rule Editor, as in previous releases.

Be sure this option has the same value as the Classification Server option of the same name, located in that component's engine section.

update-cfg

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: After restart

If set to `true`, Knowledge Manager dynamically updates data from Configuration Server. Knowledge Manager reloads the following information:

- Tenant list for Universal Contact Server
- Language list for each tenant
- Agent list, if used during the creation of Training objects
- E-mail Accounts list, if used during the creation of Screening rules

Warning! If you set this option to `true`, you might experience slow performance when building a Training Object with a large number of agents (several thousand). To improve performance, set this option to `false`.

If set to `false`, changes made to such configuration information—for example, the addition of a new agent—will be loaded to Knowledge Manager only after it is restarted.

security section

The following option is configured in the `security` section.

disable-rbac

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Specifies whether the role-based access control (RBAC) feature should be disabled (`true`) or enabled (`false`).

Note: Disabling the Role Based Access Control feature will make Knowledge Manager 8.0.1, 8.0.2, 8.1, and 8.5 behavior compatible with the previous releases.

training section

The following option is configured in the `training` section.

training-license

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Enables you to use content analysis and is associated with the Classification Server Content Analysis license. The license is required so that Classification Server can process classification requests.

The value is automatically set to `true` if, as you use the Deployment Wizard, you answer **Yes** to the question asking whether you installed the Classification Server Content Analysis license.

Otherwise, the value is set to `false`. If you install the Classification Server Content Analysis license later, you must manually change this option value from `false` to `true`.

SMS Server Options

This section describes the configuration options for SMS Server. SMS Server supports two operational modes: **paging mode** and **session (chat) mode**. For more information about SMS Server and these operational modes, see the *eServices 8.5 Deployment Guide*.

Use Configuration Manager or Genesys Administrator to view or change SMS Server options. See [page 20](#) for information about accessing configuration options.

SMS Server options are on the `Options` tab of the `Properties` dialog box.
 Table 18 on [page 155](#) lists the sections on this tab and the options that belong in each section.

Table 18: SMS Server Configuration Options

Section	Option	New/Existing	See Page
endpoints:*tenant_dbid* ^a	[list of endpoints]	Existing	Page 157
channel-<any name>	default-reply-address	Existing	Page 157
	driver-classname	Existing	Page 157
	inbound-route	Existing	Page 157
	password	Existing	Page 158
	reconnection-timeout	Existing	Page 158
	session-by-address	Existing	Page 158
	session-by-text	Existing	Page 159
	x-debug-mode	Existing	Page 159
	x-jsms-config-file	Existing	Page 159
	x-smpp-address-range	Existing	Page 160
	x-smpp-bind-mode	Existing	Page 160
	x-smpp-charset-reduced	Existing	Page 160
	x-smpp-comms-timeout	Existing	Page 161
	x-smpp-cstring-ascii-only	Existing	Page 161
	x-smpp-delivery-report	Existing	Page 161
	x-smpp-dest-addr-npi	Existing	Page 162
	x-smpp-dest-addr-ton	Existing	Page 162
	x-smpp-enquire-link-timeout	Existing	Page 163

Table 18: SMS Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
channel-<any name> (continued)	x-smpp-host	Existing	Page 163
	x-smpp-inbound-enc-default	Existing	Page 163
	x-smpp-outbound-enc-default	Existing	Page 164
	x-smpp-port	Existing	Page 164
	x-smpp-receive-timeout	Existing	Page 164
	x-smpp-service-type	Existing	Page 164
	x-smpp-src-addr-npi	Existing	Page 165
	x-smpp-src-addr-ton	Existing	Page 165
	x-smpp-system-id	Existing	Page 166
	x-smpp-system-type	Existing	Page 166
	x-smpp-ucs2-enc-schema	Existing	Page 166
settings	hide-attached-data	Existing	Page 167
	session-max-number	Existing	Page 167
	session-shutdown-timeout	Existing	Page 167
	subject-size	Existing	Page 167
log	messagefile	Existing	Page 168

- a. The database ID of the tenant (in decimal format) is represented by `*tenant_dbid*`. For example, a complete endpoints section name might be `endpoints:101`. In a multiple-tenant environment, create a separate `endpoints:*tenant_dbid*` section for each tenant.

Note: Sample configurations for SMS media channels (pure paging and mixed paging/session modes) and MMS media channel (MM7 mode) are shown in the sample configuration file located in the server's installation folder:

```
<SMS Server Installation Folder>\media-channel-drivers\  
channel-sms-mms\driver-sms-mms-options.cfg
```

Option descriptions follow.

Note: If the default value of an option described in this section differs from that in the application template, the value in the template is correct.

endpoints:*tenant_dbid* section

The endpoints:*tenant_dbid* section specifies an interaction queues for paging mode's inbound SMS messages. The database ID of the tenant (in decimal format) is represented by *tenant_dbid*. For example, a complete endpoints section name might be: endpoints:101. Each endpoints section can contain multiple options for various queues. Creates options that represent these queues as key/value pairs in the endpoints:*tenant_dbid* section, where the key is an endpoint name, and the value is a queue. In a multiple-tenant environment, a separate endpoints:*tenant_dbid* section should be created for each tenant.

channel-<any name> section (Messaging Channel)

The channel-<any name> section specifies a messaging channel, which submits inbound SMS and/or MMS messages to SMS Server and receives outbound messages from SMS Server to transport them to a messaging service provider (such as SMS Center, MMS Center, SMS/MMS integrator, GSM hardware, and SMS/MMS gate software). A separate channel-<any name> section should be created for every channel served by SMS Server. Some options in these sections are universal for different channels, some of them are inbound- or outbound-specific and the rest are channel-specific. As a general rule, channel-specific options are named with x_ prefix. Depending on the particular channel driver, and inbound and/or outbound medias supported by channel, configuration requires setting different options. The options that are configured in this section follow.

default-reply-address

Default Value: No default value

Valid Values: Any valid phone number to send SMS messages.

Changes Take Effect: After restart

Specifies default reply phone number for outbound SMS messages. This value is used when FROM-phone number is not specified in the ESP request.

driver-classname

Default Value: No default value

Valid Values: Any valid Java class name

Changes Take Effect: After restart

Specifies the class name that supports SMS/MMS functionality.

- The class name of the OpenSMPP implementation is:
`com.genesyslab.mcr.smsserver.channel.sms_mms.opensmpp.SmppDriver`
- The class name of the jSMS-MM7 implementation is:
`com.genesyslab.mcr.smsserver.channel.sms_mms.jsms_mm7.MM7Driver`

inbound-route

Default Value: <set value>

Valid Values: <tenant id> : <access point name>

Changes Take Effect: After restart

Specifies the access point that is used to place submitted interactions for incoming messages. For example:

`101:twitter_queue`

or

`101:facebook_queue`

or

`101:inqueue-acc-point`

Note: The name of this option was changed from `inbound-route-default` to `inbound-route` in eServices 8.1.

password

Default Value: No default value

Valid Values: An empty string, or a valid password

Changes Take Effect: After restart

Specifies the password used to connect to the messaging provider (SMSC, MMSC, and others).

Note: This option is for the OpenSMPP implementation only.

reconnection-timeout

Default Value: 180

Valid Values: Any positive integer greater than or equal to 10

Changes Take Effect: After restart

Specifies the delay, in seconds, before the server starts the reconnection procedure for this media channel if the connection has been lost.

session-by-address

Default Value: No default value

Valid Values: Empty string (null value) or any valid regular expression

Changes Take Effect: After restart

(Optional) Specifies the regular expression that is used to detect a request for session mode. The server matches an inbound message's source address (a call center's inbound phone number) against this regular expression. If the

matching result is true, and a chat session is not already in progress for this mobile client, and an inbound route is not a single-mode paging route, the server initiates a chat session.

Note: This option is for the OpenSMPP implementation only.

session-by-text

Default Value: No default value

Valid Values: Empty string (null value) or any valid regular expression

Changes Take Effect: After restart

(Optional) Specifies the regular expression that is used to detect a request for session mode. The server matches an inbound message's content against this regular expression. If the matching result is true, and a chat session is not already in progress for this mobile client, and an inbound route is not a single-mode paging route, the server initiates a chat session..

Note: This option is for the OpenSMPP implementation only.

x-debug-mode

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

If set to `true`, an extended form of logging is set for the server. If set to `false`, a reduced form of logging is set for the server.

Note: This option is for the OpenSMPP implementation only.

x-jsms-config-file

Default Value: `jsms.conf`

Valid Values: The full name of the jSMS configuration file

Changes Take Effect: After restart

Specifies the name and location of the configuration file for the jSMS implementation. If a full path is not specified, SMS Server searches its current (working) folder for the file. This option applies to jsms drivers. Parameters of the jSMS configuration file are described in the file located at <SMS Server installation folder>\media-channel-drivers\channel-sms-mms\jsms\bin\jsms.conf and in the jSMS User's Guide located at <SMS Server installation folder>\media-channel-drivers\channel-sms-mms\jsms\docs\users_guide.pdf.

Note: This option is for the jSMS-MM7 implementation only.

x-smpp-address-range

Default Value: No default value

Valid Values: An empty string (null value), or a range of phone numbers in the form of a regular expression

Changes Take Effect: After restart

{Optional} This option is used in the bind command to specify a set of addresses (phone numbers) serviced by the External Short Message Entity (ESME). A single address can also be specified. This option might be skipped if the range is not unspecified. Messages addressed to any destination in this range will be routed to the ESME. UNIX Regular Expression notation should be used to specify a range of addresses. Full explanations of UNIX regular expressions can be found in section 5 of the standard on-line UNIX manuals (man 5 regexp).

For example, an option value of +15551230002 indicates one phone number has been assigned to SMS Server by the service provider. An option value of +155512300\d indicates that ten inbound phone numbers (from +15551230000 to +15551230009) are assigned to SMS Server by the service provider.

Note: This option is for the OpenSMPP implementation only.

x-smpp-bind-mode

Default Value: auto

Valid Values:	auto	The behavior is as in previous releases: SMS Server tries to bind with SMSC using a duplex transceiver connection. If that fails, it tries two simplex connections, one transmitter and one receiver.
	trx	SMS Server tries to bind with SMSC using a duplex transceiver connection only.
	txrx	SMS Server tries to bind with SMSC using two simplex connections, one transmitter and one receiver.

Changes Take Effect: After restart

Specifies the mode that SMS Server uses to bind with the SMSC.

Note: This option is for the OpenSMPP implementation only.

x-smpp-charset-reduced

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Specifies that the SMSC is only able to accept GSM 03.38 encoded messages.

Notes: SMS Server supports both GSM 03.38 and UCS2 encoding. Outbound messages are formed by the Server depending on message content and the ability of the SMCS described with this option.

This option is for the OpenSMPP implementation only.

x-smpp-comms-timeout

Default Value: 60

Valid Values: 1—600

Changes Take Effect: After restart

Specifies a timeout, in seconds, used for calls to underlying communication functions.

Note: This option is for the OpenSMPP implementation only.

x-smpp-cstring-ascii-only

Default Value: false

Valid Values: false GSM03.38 encoding is used. If unavailable, then ASCII encoding is used.

 true ASCII encoding is used.

Changes Take Effect: After restart

Specifies encoding used for SMPP fields of type `CString` in SMS server requests to SMSC.

Note: This option is for the OpenSMPP implementation only.

x-smpp-delivery-report

Default Value: noreports

Valid Values: noreports No reports

 reportboth Both “Successfully Delivered” and “Delivery Failed” reports

 reportndyd “Delivery Failed” reports only

Changes Take Effect: After restart

Specifies which delivery reports are sent by SMS Server. This options takes effect when SMS Server receives a `Send SMS Out` request with incorrect parameter values. This option is ignored when an ESP request has correct parameter values.

Note: This option is for the OpenSMPP implementation only.

x-smpp-dest-addr-npi

Default Value: 1

Valid Values:	0	Unknown
	1	ISDN (E163/E164)
	3	Data (X.121)
	4	Telex (F.69)
	6	Land Mobile (E.212)
	8	National
	9	Private
	10	ERMES
	14	Internet (IP)
	18	WAP Client ID (to be defined by WAP Forum)

Changes Take Effect: After restart

Specifies the numbering plan indicator (NPI) used in the destination address of outbound messages.

Note: Values are specified in SMPP Protocol V3.4. The parameters set by this option are overridden by the ESP request for an individual message if it contains different settings.

This option is for the OpenSMPP implementation only.

x-smpp-dest-addr-ton

Default Value: 1

Valid Values:	0	Unknown
	1	International
	2	National
	3	Network-specific
	4	Subscriber number
	5	Alphanumeric
	6	Abbreviated

Changes Take Effect: After restart

Specifies the type of number (TON) used in the destination address of outbound messages.

Note: Values are specified in SMPP Protocol V3.4. The parameters set by this option are overridden by the ESP request for an individual message if it contains different settings.

This option is for the OpenSMPP implementation only.

x-smpp-enquire-link-timeout

Default Value: 60

Valid Values: Any integer greater than or equal to 30

Changes Take Effect: After restart

Specifies how often, in seconds, the server sends the SMPP enquire-link command to SMSC (to check the connection with the messaging provider). If a disconnected state is detected, SMS Servers starts the reconnection procedure for this messaging channel.

Note: This option is for the OpenSMPP implementation only.

x-smpp-host

Default Value: No default value

Valid Values: Any valid host name

Changes Take Effect: After restart

Specifies the name of the messaging provider host.

Note: This option is for the OpenSMPP implementation only.

x-smpp-inbound-enc-default

Default Value: 301

Valid Values:	1	IA5 (CCITT T.50)/ASCII (ANSI X3.4)
	3	ISO 8859-1, Latin alphabet No. 1
	6	Cyrillic (ISO-8859-5)
	7	Latin/Hebrew (ISO-8859-8)
	8	UCS2 (ISO/IEC-10646)
	301	GSM 03.38, 8-bit packing
	302	GSM 03.38, 7-bit packing

Changes Take Effect: After restart

Specifies the encoding of inbound SMS messages.

Note: This option is for the OpenSMPP implementation only.

x-smpp-outbound-enc-default

Default Value: 301

Valid Values: 1 IA5 (CCITT T.50)/ASCII (ANSI X3.4)
 3 ISO 8859-1, Latin alphabet No. 1
 6 Cyrillic (ISO-8859-5)
 7 Latin/Hebrew (ISO-8859-8)
 8 UCS2 (ISO/IEC-10646)
 301 GSM 03.38, 8-bit packing
 302 GSM 03.38, 7-bit packing

Changes Take Effect: After restart

Specifies the encoding of outbound SMS messages.

Note: This option is for the OpenSMPP implementation only.

x-smpp-port

Default Value: No default value

Valid Values: Any valid port

Changes Take Effect: After restart

Specifies the port used to connect to the messaging provider.

Note: This option is for the OpenSMPP implementation only.

x-smpp-receive-timeout

Default Value: 60

Valid Values: 1—600

Changes Take Effect: After restart

Specifies a timeout, in seconds, used for receiving data from the connection.

Note: This option is for the OpenSMPP implementation only.

x-smpp-service-type

Default Value: No default value

Valid Values: Any string, no longer than 6 characters

Changes Take Effect: After restart

(Optional) Indicates the SMS Application service associated with the message. This option can be skipped or specified as an empty string to specify default SMSC settings..

Note: This option is for the OpenSMPP implementation only.

x-smpp-src-addr-npi

Default Value: 1

Valid Values: 0 Unknown

- 1 ISDN (E163/E164)
- 3 Data (X.121)
- 4 Telex (F.69)
- 6 Land Mobile (E.212)
- 8 National
- 9 Private
- 10ERMES
- 14 Internet (IP)
- 18 WAP Client ID (to be defined by WAP Forum)

Changes Take Effect: After restart

Specifies the numbering plan indicator (NPI) used in the source address of outbound messages and in the `address-range` parameter of the SMPP `bind` command.

Note: Values are specified in SMPP Protocol V3.4. The parameters set by this option are overridden by the ESP request for an individual message if it contains different settings.

This option is for the OpenSMPP implementation only.

x-smpp-src-addr-ton

Default Value: 1

Valid Values: 0 Unknown

- 1 International
- 2 National
- 3 Network-specific
- 4 Subscriber number
- 5 Alphanumeric
- 6 Abbreviated

Changes Take Effect: After restart

Specifies the type of number (TON) used in the source address of outbound messages and in the address-range parameter of the SMPP bind command.

Note: Values are specified in SMPP Protocol V3.4. The parameters set by this option are overridden by the ESP request for an individual message if it contains different settings.

This option is for the OpenSMPP implementation only.

x-smpp-system-id

Default Value: No default value

Valid Values: Any valid login name

Changes Take Effect: After restart

Specifies the login name used to connect to the messaging provider.

Note: This option is for the OpenSMPP implementation only.

x-smpp-system-type

Default Value: No default value

Valid Values: An empty string (null value), or any valid name, no longer than 13 characters

Changes Take Effect: After restart

(Optional) Specifies the type of External Short Message Entity (ESME) that is binding to the SMSC. Some SMSCs might not require ESME to provide this detail. In this case, this option must be skipped or specified as an empty string.

Note: This option is for the OpenSMPP implementation only.

x-smpp-ucs2-enc-schema

Default Value: UCS-2BE

Valid Values: UCS-2BE Big Endian, Byte Order Mark (BOM) is not used.

 UCS-2LE Little Endian, BOM is not used.

 UCS-2 BOM is used.

Changes Take Effect: After restart

Specifies the encoding scheme that the SMS Server uses for UCS-2 encoding. The schema is used for inbound and outbound messages.

Note: This option is applicable to inbound messages if `x-smpp-inbound-enc-default` is set to 8 and to outbound messages if `x-smpp-outbound-enc-default` is set to 8.

This option is for the OpenSMPP implementation only.

settings section

The following options are configured in the `settings` section.

hide-attached-data

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Prohibits or allows the printing of attached data in the log file. A value of `true` prohibits the printing.

session-max-number

Default Value: `10`

Valid Values: `0—5000`

Changes Take Effect: After restart

Specifies the maximum number of simultaneous chat sessions to be processed by SMS Server.

Note: This option is for the OpenSMPP implementation only.

session-shutdown-timeout

Default Value: `180`

Valid Values: `60—604800`

Changes Take Effect: After restart

Specifies the length of time, in seconds, before an active chat session is terminated. The session is terminated if no new messages are received from a media channel during this timespan. .

Note: The `session-shutdown-timeout` option is used for all media channels for which the server supports chat sessions.

subject-size

Default Value: `25`

Valid Values: `0`, or any integer from `4—80`

Changes Take Effect: After restart

Specifies the maximum size (number of characters) of a subject string for an inbound message. The subject string is created by truncating the inbound message body to the specified length. A value of 0 means that a Subject attribute is not added to an interaction.

Log Options

Except for the `messagefile` option, all log options for SMS Server are identical to those for other servers specific to eServices 8.5. See “Common Log Options and Servers” on [page 20](#) for a list of these options.

For SMS Server, the value for the `messagefile` option is `smsserver.lms`.

For a description of log options, see the *Framework 8.5 Configuration Options Reference Manual*.

JMS Capture Point Options

This section describes the configuration options for the integrated JMS Capture Point. Use Configuration Manager or Genesys Administrator to view or change Capture Point options. See [page 20](#) for information about accessing configuration options.

The JMS Capture Point options are on the `Options` tab of the `Properties` dialog box for the JMS Capture Point application type. [Table 19](#) lists the sections on this tab and the options that belong in each section.

Note: Prior to release 8.1, the JMS Capture Point and File Capture Point both used a generic Capture Point template. Beginning in eServices 8.1, each supported integrated Capture Point has its own application template.

Endpoints

To enable endpoints functionality for the integrated Capture Point, you must add a tenant on the `Tenants` tab of the `Capture Point Application` and you must add a section called `endpoints` to the configuration options. You can add the `endpoints` section manually in Configuration Manager or by using Interaction Routing Designer (IRD) version 8.0.100.12 or later. The integrated Capture Point endpoints work in the same way as endpoints for media servers.

The `endpoints:*tenant_dbid*` section specifies an interaction queue for inbound messages. The database ID of the tenant (in decimal format) is represented by `*tenant_dbid*`. For example, a complete endpoints section name might be: `endpoints:101`. Each endpoints section can contain only one queue. This queue is used by Interaction Server as the default inbound queue if

the inbound queue is not specified in the inbound interaction. Create options that represent this queue as key/value pairs in the `endpoints:*tenant_dbid*` section, where the key is an endpoint name, and the value is a queue. In a multiple-tenant environment, a separate `endpoints:*tenant_dbid*` section should be created for each tenant.

Refer to *Universal Routing 8.1 Business Process User's Guide* and IRD Help for additional information.

Table 19: JMS Capture Point Configuration Options

Section	Option	New/Existing	See Page
default-values	<pre-configured key value pairs>	Existing	Page 172
inbound-transformer-parameters	AllowAnyAttributes	Existing	Page 172
	CancelQueues	Existing	Page 172
	CaseSensitiveActions	Existing	Page 173
	CaseSensitiveAttributes	Existing	Page 173
	CompleteQueues	Existing	Page 173
	ExtendedAttributes	Existing	Page 173
	RestartQueues	Existing	Page 173
	SchemaDocumentPath	Existing	Page 173
jms-additional-context-attributes	<context attributes>	Existing	Page 174
notification-filtering	disable-unsolicited-notifications	Existing	Page 174
	notify-assigned	Existing	Page 174
	notify-changed	Existing	Page 174
	notify-created	Existing	Page 175
	notify-error	Existing	Page 175
	notify-held	Existing	Page 175
	notify-moved	Existing	Page 175
	notify-resumed	Existing	Page 175
	notify-route-requested	Existing	Page 175
	notify-stopped	Existing	Page 176

Table 19: JMS Capture Point Configuration Options (Continued)

Section	Option	New/Existing	See Page
outbound-transformer-parameters	CancelQueues	Existing	Page 176
	CompleteQueues	Existing	Page 176
	ErrorHeldQueues	Existing	Page 176
	ExtendedAttributes	Existing	Page 176
	RejectQueues	Existing	Page 177
	RestartQueues	Existing	Page 177

Table 19: JMS Capture Point Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings	after-rollback-delay	Existing	Page 177
	capture-point-type	Existing	Page 177
	consumer-receive-timeout	Existing	Page 177
	copy-original-properties-in-reply	Existing	Page 178
	error-queue-name	Existing	Page 178
	inbound-queue-name	Existing	Page 178
	include-ids-in-duplicate-error	Existing	Page 178
	jms-connection-factory-lookup-name	Existing	Page 178
	jms-initial-context-factory	Existing	Page 179
	jms-provider-url	Existing	Page 179
	notification-queue-name	Existing	Page 179
	number-outbound-threads	Existing	Page 180
	number-receiving-sessions	Existing	Page 180
	outbound-message-type	Existing	Page 180
	output-queue-size	Existing	Page 180
	password	Existing	Page 180
	processed-queue-name	Existing	Page 181
	reconnect-timeout	Existing	Page 181
	rollback-on-transformation-fail	Existing	Page 181
	use-correlation-id-in-reply	Existing	Page 181
	use-jms-reply-to	Existing	Page 181
	username	Existing	Page 182
	xsl-inbound-transform-path	Existing	Page 182
	xsl-outbound-transform-path	Existing	Page 182

Option descriptions follow.

Note: If the default value of an option described in this section differs from that in the application template, the value in the template is correct.

default-values section

The `default-values` section might contain values for any interaction attribute or user data that will be added to an interaction if it is not present in the captured interaction. The default values can be used to specify the initial submit queue, capture point specific initial values, and so on. If the source item does not contain the attribute, it will be added with the specified default value. Changes in default values will take effect after a restart.

The following key-value pairs, representing the required interaction attributes are preconfigured in the JMS Capture Point application template:

- `InteractionSubtype=InboundNew`
- `InteractionType=Inbound`
- `MediaType=workitem`

inbound-transformer-parameters section

The following options are configured in the `inbound-transformer-parameters` section.

AllowAnyAttributes

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Specifies whether the provided iWD inbound transformation script should copy any unknown message attributes along with all of the known message attributes into the transformed inbound message. If set to `true`, all attributes from the inbound iWD message are copied into transformed message. If set to `false`, only known attributes are copied and all of the other attributes are ignored. The list of known attributes is defined in the inbound iWD transformation script and can be customized.

CancelQueues

Default Value: `iWD_Canceled`

Valid Values: An empty string, or any valid queue name

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for canceled interactions.

CaseSensitiveActions

Default Value: `false`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the transformation script ignores the letter case of action names.

CaseSensitiveAttributes

Default Value: `false`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the transformation script ignores letter case of known attribute names (including Ext and Data section names).

CompleteQueues

Default Value: `iWD_Completed`

Valid Values: An empty string, or any valid queue name. Values for this option should match values in the `completed-queues` option (see [page 72](#)) of the Interaction Server to which the Capture Point connects.

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for completed interactions.

ExtendedAttributes

Default Value: No default value

Valid Values: An empty string, or any valid attributes

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of attributes that has to be present under the <Ext> tag of the `CreateTask` iWD message.

RestartQueues

Default Value: `iWD_New`

Valid Values: An empty string, or any valid queue name

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for new interactions.

SchemaDocumentPath

Default Value: `.\ iwd_scripts\iwd_messages.xsd`

Valid Values: An absolute or relative path to an XML schema file

Changes Take Effect: After restart

(iWD specific, optional) Specifies the file name that contains the XML schema document that the inbound transformation script should use for validation. If

the option is not present, validation functionality is disabled. Note that the path to the schema should be either absolute or relative to the Interaction Server startup directory (the same rules apply to groovy transformation scripts), and the XML schema validation is enabled only if the provided iWD compatibility script is configured in the `xsl-inbound-transform-path` (see [page 182](#)) option.

Note: Unless schema validation is actually required, the default value of the `SchemaDocumentPath` option should be replaced with an empty string.

jms-additional-context-attributes section

All context attributes, such as `java.naming.security.protocol` and `java.naming.security.principal`, that are specified in the optional `jms-additional-context-attributes` section are passed to the corresponding context provider. Changes take effect after a restart.

Note: The `jms-additional-context-attributes` section is new in release 8.1.2 of Interaction Server.

notification-filtering section

The options that are configured in this section follow.

disable-unsolicited-notifications

Default Value: `false`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `true` or `yes`, the capture point will not store any unsolicited notifications about the interactions that are submitted by this capture point.

notify-assigned

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about an agent being added as a party on an interaction. The default value of this option is `true`.

notify-changed

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about interaction property changes. The default value of this option is `true`.

notify-created

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about newly submitted interactions. The default value of this option is `true`.

notify-error

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about capture point requests resulting in errors.

notify-held

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about interactions being put on hold. The default value of this option is `true`.

notify-moved

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about interactions being placed in a queue or workbin. The default value of this option is `true`.

notify-resumed

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about interactions being resumed. The default value of this option is `true`.

notify-route-requested

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about a strategy being added as a party on an interaction. The default value of this option is `true`.

notify-stopped

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about interactions being stopped (terminated). The default value of this option is `true`.

outbound-transformer-parameters section

The options that are configured in this section follow.

CancelQueues

Default Value: `iWD_Canceled`

Valid Values: An empty string, or any valid queue name

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for canceled interactions.

CompleteQueues

Default Value: `iWD_Completed`

Valid Values: An empty string, or any valid queue name. Values for this option should match values in the `completed-queues` option (see [page 72](#)) of the Interaction Server to which the Capture Point connects.

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for completed interactions.

ErrorHeldQueues

Default Value: `iWD_ErrorHeld`

Valid Values: An empty string, or any valid queue name

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for interactions that are held because of a configuration error (such as incomplete rules).

ExtendedAttributes

Default Value: No default value

Valid Values: An empty string, or any valid attributes

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of attributes that has to be present under the <Ext> tag of the CreateTask iWD message.

RejectQueues

Default Value: iWD_Rejected

Valid Values: An empty string, or any valid queue name

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for rejected interactions.

RestartQueues

Default Value: iWD_New

Valid Values: An empty string, or any valid queue name

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for new interactions.

settings section

The following options are configured in the settings section.

after-rollback-delay

Default Value: 30

Valid Values: 0–300

Changes Take Effect: After restart

Specifies the delay in seconds to wait before attempting to process inbound messages again after the previous transaction has been rolled back.

capture-point-type

Default Value: jms

Valid Values: jms

Changes Take Effect: After restart

Mandatory for all capture points. Defines a specific instance that Interaction Server must create for the capture point to function properly. A value of jms indicates that the capture point is to read XML documents out of the message queue supporting JMS.

consumer-receive-timeout

Default Value: 1000

Valid Values: 200—5000

Changes Take Effect: After restart

(JMS specific) Specifies the timeout, in milliseconds, on the message consumer blocking receive method.

copy-original-properties-in-reply

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

If set to `true`, all JMS Message properties of the request are copied to the JMS Message properties of the reply. If set to `false`, the JMS Message properties are not copied to the reply.

error-queue-name

Default Value: No default value

Valid Values: An empty string, or any valid queue name

Changes Take Effect: After restart

(Optional) Specifies the message queue to copy messages that can not be processed from the inbound queue. If the option's value is empty, unsuccessfully processed messages are consumed from the inbound queue and no copy remains.

inbound-queue-name

Default Value: No default value

Valid Values: An empty string, or any valid queue name

Changes Take Effect: After restart

(Mandatory) Specifies the message queue from which to read incoming messages.

include-ids-in-duplicate-error

Default Value: `false`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

This option determines what is included in the error message that Interaction Server sends when a `submit` (`CreateTask` in iWD terms) request fails due to duplicate interaction IDs. With the setting `true`, the error message includes the actual actual `InteractionId` and `ExternalId` (`BrokerId` and `CaptureId` in iWD terms) of the existing interaction that prevented the `CreateTask` request from succeeding. With the setting `false`, the error message includes the `InteractionId` and `ExternalId` (`BrokerId` and/or `CaptureId` in iWD terms) that are supplied in the corresponding `CreateTask` request.

Note: A setting of `true` has a performance impact: Interaction Server first searches for the duplicate interaction in order to get the `InteractionId` and `ExternalId` (`BrokerId` and `CaptureId` in iWD terms) of the existing interaction.

jms-connection-factory-lookup-name

Default Value: No default value

Valid Values: A valid connection factory lookup name

Changes Take Effect: After restart

(JMS specific, mandatory for JMS Capture Points) Specifies the name of the connection factory lookup name for the connection factory to be looked up in the initial context. Once looked up, the connection factory is used to create a connection with the JMS provider.

Note: For TIBCO EMS, this is the name of the factory that is created by using the `create factory` command.

jms-initial-context-factory

Default Value: No default value

Valid Values: A fully-qualified class name

Changes Take Effect: After restart

(JMS specific, mandatory for JMS Capture Points) The option value is a fully-qualified class name of the factory class in a JNDI service provider that will create an initial context. For example, `com.sun.jndi.fscontext.RefFSContextFactory` is the factory class name for the file system service provider.

Note: For TIBCO EMS, set the value to `com.tibco.tibjms.naming.TibjmsInitialContextFactory`.

jms-provider-url

Default Value: No default value

Valid Values: A valid URL string

Changes Take Effect: After restart

(JMS specific, mandatory for JMS Capture Points) Holds the name of the environment property that is used for specifying the configuration information for the service provider to use. The value of this option should contain a URL string (such as `ldap://somehost:389`). If a file system provider is used, this option contains the directory path to the `.bindings` file.

Note: TIBCO EMS provides a built-in JNDI provider. For TIBCO EMS, set the value of this option to `tibjmsnaming://hostname:7222`.

notification-queue-name

Default Value: No default value

Valid Values: An empty string, or any valid queue name

Changes Take Effect: After restart

(Optional) Specifies the message queue in which to put notification messages. The notification queue provides the most details regarding processing of the

messages out of the inbound queue, and progress in interaction processing. For simple integrations, this option may not be necessary.

number-outbound-threads

Default Value: 1

Valid Values: 1—20

Changes Take Effect: After restart

This option specifies the number of threads Interaction Server allocates to transform and send unsolicited notification requests.

number-receiving-sessions

Default Value: 3

Valid Values: 1—20

Changes Take Effect: After restart

(JMS specific) This option specifies the number of receiving sessions (the number of consumers from the inbound queue) per capture point, consuming from the inbound queue.

outbound-message-type

Default Value: binary

Valid Values: binary, text

Changes Take Effect: After restart

(JMS specific) Specifies the type of messages the capture point sends to the outbound queues if they are present (processed, notifications, error). Setting this option to `binary` indicates that `BytesMessage` messages are sent; while setting this option to `text` indicates that `TextMessage` messages are sent.

output-queue-size

Default Value: 5000

Valid Values: 1000—20000

Changes Take Effect: After restart

(Optional) Specifies the maximum number of unsolicited notification messages that Interaction Server will buffer while waiting for these events to be written into the corresponding notifications destination (either a directory or a message queue) of the Capture Point. If this number is exceeded, the notification messages in the buffer are discarded with a corresponding standard log message in the logs. While setting this parameters, keep in mind that notification messages, depending on the properties and data attached, may consume large amounts of memory.

password

Default Value: An empty string

Valid Values: An empty string, or a valid password

Changes Take Effect: After restart

(JMS specific) Specifies the password to be used when the connection factory creates a connection to the message queue. If either password or username (see [page 182](#)) are missing, the connection is created with the default user identity.

Note: For TIBCO EMS, it is important to create a user with a password for Interaction Server to access queues.

processed-queue-name

Default Value: No default value

Valid Values: An empty string, or any valid queue name

Changes Take Effect: After restart

(Optional) Specifies message queue to copy successfully processed messages. If this option's value is empty, the successfully processed messages are simply consumed from the inbound queue and no copy remains anywhere except in the form of a newly created interaction.

reconnect-timeout

Default Value: 10

Valid Values: 3–30

Changes Take Effect: After restart

Specifies the time interval, in seconds, between the reconnect attempts in case a connection with the corresponding message queue broker is broken.

rollback-on-transformation-fail

Default Value: false

Valid Values: true, false, yes, no

Changes Take Effect: After restart

Specifies that message queue transactions should be rolled back if inbound message transformation fails for any reason. A value of true or yes specifies that rollback should be done if transformation fails. The default value of false specifies that an error should be generated and the transaction should be committed.

use-correlation-id-in-reply

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

If set to true, the JMSCorrelationID parameter of the reply message is set to the value of JMSCorrelationID parameter of the request. If set to false, the JMSCorrelationID parameter of the reply is set to the JMSMessageID of the request.

use-jms-reply-to

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

If set to true, replies to requests with a non-null JMSReplyTo property are directed to the specified JMSReplyTo queue destination. If set to false, the JMSReplyTo property of the request message is ignored and replies are sent to the notifications queue.

username

Default Value: An empty string

Valid Values: An empty string, or a valid username

Changes Take Effect: After restart

This option is JMS-specific. This option specifies the username to be used when the connection factory creates a connection to the message queue. If either password (see [page 180](#)) or username are missing, the connection is created with the default user identity.

Note: For TIBCO EMS, it is important to create a user with a password for Interaction Server to access queues.

xsl-inbound-transform-path

Default Value: .\iwd_scripts\iWD2IxnServerTransformer.groovy

Valid Values: An empty string, or a valid script path

Changes Take Effect: After restart

Specifies the path to a Groovy script file containing the transformation. The file is accessible to both the primary and the backup Interaction Server.

xsl-outbound-transform-path

Default Value: .\iwd_scripts\IxnServer2iWDTransformer.groovy

Valid Values: An empty string, or a valid script path

Changes Take Effect: After restart

Specifies the path to a Groovy script file containing the transformation to be applied to outbound notifications. The file is accessible to both the primary and the backup Interaction Server.

File Capture Point Options

This section describes the configuration options for the integrated File Capture Point. Use Configuration Manager or Genesys Administrator to view or change Capture Point options. See [page 20](#) for information about accessing configuration options.

The File Capture Point options are on the **Options** tab of the **Properties** dialog box for the File Capture Point application type. [Table 20](#) lists the sections on this tab and the options that belong in each section.

Note: Prior to release 8.1, the JMS Capture Point and File Capture Point both used a generic Capture Point template. Beginning in eServices 8.1, each supported integrated Capture Point has its own application template.

Endpoints

To enable endpoints functionality for the integrated Capture Point, you must add a tenant on the **Tenants** tab of the **Capture Point Application** and you must add a section called **endpoints** to the configuration options. You can add the endpoints section manually in **Configuration Manager** or by using **Interaction Routing Designer (IRD)** version 8.0.100.12 or later. The integrated Capture Point endpoints work in the same way as endpoints for media servers.

The `endpoints:*tenant_dbid*` section specifies an interaction queue for inbound messages. The database ID of the tenant (in decimal format) is represented by `*tenant_dbid*`. For example, a complete endpoints section name might be: `endpoints:101`. Each endpoints section can contain only one queue. This queue is used by Interaction Server as the default inbound queue if the inbound queue is not specified in the inbound interaction. Create options that represent this queue as key/value pairs in the `endpoints:*tenant_dbid*` section, where the key is an endpoint name, and the value is a queue. In a multiple-tenant environment, a separate `endpoints:*tenant_dbid*` section should be created for each tenant.

Refer to *Universal Routing 8.1 Business Process User's Guide* and IRD Help for additional information.

Table 20: File Capture Point Configuration Options

Section	Option	New/Existing	See Page
default-values	<pre-configured key value pairs>	Existing	Page 185

Table 20: File Capture Point Configuration Options (Continued)

Section	Option	New/Existing	See Page
inbound-transformer-parameters	AllowAnyAttributes	Existing	Page 186
	CancelQueues	Existing	Page 186
	CaseSensitiveActions	Existing	Page 186
	CaseSensitiveAttributes	Existing	Page 186
	CompleteQueues	Existing	Page 187
	ExtendedAttributes	Existing	Page 187
	RestartQueues	Existing	Page 187
	SchemaDocumentPath	Existing	Page 187
notification-filtering	disable-unsolicited-notifications	Existing	Page 188
	notify-assigned	Existing	Page 188
	notify-changed	Existing	Page 188
	notify-created	Existing	Page 188
	notify-error	Existing	Page 188
	notify-held	Existing	Page 188
	notify-moved	Existing	Page 189
	notify-resumed	Existing	Page 189
	notify-route-requested	Existing	Page 189
	notify-stopped	Existing	Page 189
outbound-transformer-parameters	CancelQueues	Existing	Page 189
	CompleteQueues	Existing	Page 189
	ErrorHeldQueues	Existing	Page 190
	ExtendedAttributes	Existing	Page 190
	RejectQueues	Existing	Page 190
	RestartQueues	Existing	Page 190
settings	after-rollback-delay	Existing	Page 190

Table 20: File Capture Point Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings (continued)	canceled-directory	Existing	Page 191
	capture-point-type	Existing	Page 191
	completed-directory	Existing	Page 191
	error-directory	Existing	Page 191
	error-held-directory	Existing	Page 191
	inbound-directory	Existing	Page 192
	inbound-scan-interval	Existing	Page 192
	include-ids-in-duplicate-error	Existing	Page 192
	iwd-compatibility-mode	Existing	Page 192
	notification-directory	Existing	Page 193
	notification-naming-mode	Existing	Page 193
	processed-directory	Existing	Page 193
	rejected-directory	Existing	Page 194
	rollback-on-transformation-fail	Existing	Page 194
	xsl-inbound-transform-path	Existing	Page 194
	xsl-outbound-transform-path	Existing	Page 194

Option descriptions follow.

Note: If the default value of an option described in this section differs from that in the application template, the value in the template is correct.

default-values section

The `default-values` section might contain values for any interaction attribute or user data that will be added to an interaction if it is not present in the captured interaction. The default values can be used to specify the initial submit queue, capture point specific initial values, and so on. If the source item does not contain the attribute, it will be added with the specified default value. Changes in default values will take effect after a restart.

The following key-value pairs, representing the required interaction attributes are preconfigured in the File Capture Point application template:

- `InteractionSubtype=InboundNew`
- `InteractionType=Inbound`
- `MediaType=workitem`

inbound-transformer-parameters section

The following options are configured in the `inbound-transformer-parameters` section.

AllowAnyAttributes

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Specifies whether the provided iWD inbound transformation script should copy any unknown message attributes along with all of the known message attributes into the transformed inbound message. If set to `true`, all attributes from the inbound iWD message are copied into transformed message. If set to `false`, only known attributes are copied and all of the other attributes are ignored. The list of known attributes is defined in the inbound iWD transformation script and can be customized.

CancelQueues

Default Value: `iWD_Canceled`

Valid Values: An empty string, or any valid queue name

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for canceled interactions.

CaseSensitiveActions

Default Value: `false`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the transformation script ignores the letter case of action names.

CaseSensitiveAttributes

Default Value: `false`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the transformation script ignores letter case of known attribute names (including Ext and Data section names).

CompleteQueues

Default Value: `iWD_Completed`

Valid Values: An empty string, or any valid queue name. Values for this option should match values in the `completed-queues` option (see [page 72](#)) of the Interaction Server to which the Capture Point connects.

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for completed interactions.

ExtendedAttributes

Default Value: No default value

Valid Values: An empty string, or any valid attributes

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of attributes that has to be present under the `<Ext>` tag of the `CreateTask` iWD message.

RestartQueues

Default Value: `iWD_New`

Valid Values: An empty string, or any valid queue name

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for new interactions.

SchemaDocumentPath

Default Value: `.\ iwd_scripts\iwd_messages.xsd`

Valid Values: An absolute or relative path to an XML schema file

Changes Take Effect: After restart

(iWD specific, optional) Specifies the file name that contains the XML schema document that the inbound transformation script should use for validation. If the option is not present, validation functionality is disabled. Note that the path to the schema should be either absolute or relative to the Interaction Server startup directory (the same rules apply to groovy transformation scripts), and the XML schema validation is enabled only if the provided iWD compatibility script is configured in the `xsl-inbound-transform-path` (see [page 194](#)) option.

Note: Unless schema validation is actually required, the default value of the `SchemaDocumentPath` option should be replaced with an empty string.

notification-filtering section

The options that are configured in this section follow.

disable-unsolicited-notifications

Default Value: `false`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `true` or `yes`, the capture point will not store any unsolicited notifications about the interactions that are submitted by this capture point.

notify-assigned

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about an agent being added as a party on an interaction. The default value of this option is `true`.

notify-changed

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about interaction property changes. The default value of this option is `true`.

notify-created

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about newly submitted interactions. The default value of this option is `true`.

notify-error

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about capture point requests resulting in errors.

notify-held

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about interactions being put on hold. The default value of this option is `true`.

notify-moved

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about interactions being placed in a queue or workbin. The default value of this option is `true`.

notify-resumed

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about interactions being resumed. The default value of this option is `true`.

notify-route-requested

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about a strategy being added as a party on an interaction. The default value of this option is `true`.

notify-stopped

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about interactions being stopped (terminated). The default value of this option is `true`.

outbound-transformer-parameters section

The options that are configured in this section follow.

CancelQueues

Default Value: `iWD_Canceled`

Valid Values: An empty string, or any valid queue name

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for canceled interactions.

CompleteQueues

Default Value: `iWD_Completed`

Valid Values: An empty string, or any valid queue name. Values for this option should match values in the `completed-queues` option (see [page 72](#)) of the Interaction Server to which the Capture Point connects.

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for completed interactions.

ErrorHeldQueues

Default Value: `iWD_ErrorHeld`

Valid Values: An empty string, or any valid queue name

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for interactions that are held because of a configuration error (such as incomplete rules).

ExtendedAttributes

Default Value: No default value

Valid Values: An empty string, or any valid attributes

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of attributes that has to be present under the `<Ext>` tag of the `CreateTask` iWD message.

RejectQueues

Default Value: `iWD_Rejected`

Valid Values: An empty string, or any valid queue name

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for rejected interactions.

RestartQueues

Default Value: `iWD_New`

Valid Values: An empty string, or any valid queue name

Changes Take Effect: After restart

(iWD specific) Specifies a comma-separated list of queue names for new interactions.

settings section

The following options are configured in the **settings** section.

after-rollback-delay

Default Value: 30

Valid Values: 0–300

Changes Take Effect: After restart

Specifies the delay in seconds to wait before attempting to process inbound messages again after the previous transaction has been rolled back.

canceled-directory

Default Value: No default value

Valid Values: Path to the canceled directory

Changes Take Effect: After restart

This option is used only when the File Capture Point is operating in iWD compatibility mode (see “iwd-compatibility-mode” on [page 192](#)).

capture-point-type

Default Value: `file`

Valid Values: `file`

Changes Take Effect: After restart

Mandatory for all capture points. Defines a specific instance that Interaction Server must create for the capture point to function properly. If this option is set to `file`, then a File Capture Point is instantiated.

completed-directory

Default Value: No default value

Valid Values: Path to the completed directory

Changes Take Effect: After restart

This option is used only when the File Capture Point is operating in iWD compatibility mode (see “iwd-compatibility-mode” on [page 192](#)).

error-directory

Default Value: No default value

Valid Values: An empty string, or a path to a valid directory

Changes Take Effect: After restart

(Optional) Specifies the directory to copy messages that can not be processed from the inbound directory. In iWD compatibility mode, the error directory must contain a notification `.txt` file with the error description, along with the copy of the original `.xml` file which failed to be processed (see “iwd-compatibility-mode” on [page 192](#)). If the option’s value is empty, unsuccessfully processed messages are consumed from the inbound directory and no copy remains.

error-held-directory

Default Value: No default value

Valid Values: Path to the error-held directory

Changes Take Effect: After restart

This option is used only when the File Capture Point is operating in iWD compatibility mode (see “iwd-compatibility-mode” on [page 192](#)).

inbound-directory

Default Value: No default value

Valid Values: Path to a valid inbound directory in the file system

Changes Take Effect: After restart

(Mandatory) Specifies the directory from which to read incoming messages.

inbound-scan-interval

Default Value: 10

Valid Values: 5–120

Changes Take Effect: After restart

Specifies the interval, in seconds, at which the File Capture Point scans the inbound directory for new files.

include-ids-in-duplicate-error

Default Value: `false`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

This option determines what is included in the error message that Interaction Server sends when a `submit` (`CreateTask` in iWD terms) request fails due to duplicate interaction IDs. With the setting `true`, the error message includes the actual actual `InteractionId` and `ExternalId` (`BrokerId` and `CaptureId` in iWD terms) of the existing interaction that prevented the `CreateTask` request from succeeding. With the setting `false`, the error message includes the `InteractionId` and `ExternalId` (`BrokerId` and/or `CaptureId` in iWD terms) that are supplied in the corresponding `CreateTask` request.

Note: A setting of `true` has a performance impact: Interaction Server first searches for the duplicate interaction in order to get the `InteractionId` and `ExternalId` (`BrokerId` and `CaptureId` in iWD terms) of the existing interaction.

iwd-compatibility-mode

Default Value: `true`

Valid Values: `yes`, `true`, `no`, `false`

Changes Take Effect: After restart

If this option is set to `true` or `yes`, the File Capture Point will operate in iWD compatibility mode. If this option is set to `false` or `no`, it will operate in normal mode.

Note: This options should be set to `true` if, and only if, the options `xsl-inbound-transform-path` and `xsl-outbound-transform-path` point to the supplied iWD compatibility scripts, `.\iwd_scripts\iWD2IxnServerTransformer.groovy` and `.\iwd_scripts\IxnServer2iWDTransformer.groovy`, respectively.

move-non-xml-from-inbound

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the non-xml files in the inbound directory are ignored. Otherwise, non-xml files found in the inbound directory are moved to error directory, and are overwritten in the error directory if files with the same names exist in the error directory. If set to `true` or `yes`, and an error directory is not configured, the non-xml files are deleted from the inbound directory. This option is relevant for the File Capture Point only.

notification-directory

Default Value: No default value

Valid Values: An empty string, or a path to a valid directory

Changes Take Effect: After restart

(Optional) Specifies the directory in which to put notification messages. For simple integrations, this option may not be necessary.

notification-naming-mode

Default Value: `by-id`

Valid Values: `by-id` or `sequential`

Changes Take Effect: After restart

Specifies the mode of notification file naming for the File Capture Point. If this option is set to `sequential`, then the notification file names will follow the pattern `<counter>.xml`, regardless of which directory they are written. If this option is set to `by-id`, the notification file names will be set to either `<InteractionId>.xml` or, if the previous file name is already present in the directory, `<InteractionId>_<counter>.xml`, so that each new notification for this Interaction ID in this directory will sequentially increment the counter.

processed-directory

Default Value: No default value

Valid Values: An empty string, or a path to a valid directory

Changes Take Effect: After restart

(Optional) Specifies the directory to which successfully processed messages will be copied. If this option's value is empty, the successfully processed messages are simply consumed from the inbound directory and no copy remains anywhere except in the form of a newly created interaction.

rejected-directory

Default Value: No default value

Valid Values: Path to the rejected directory

Changes Take Effect: After restart

This option is used only when the File Capture Point is operating in iWD compatibility mode (see “iwd-compatibility-mode” on [page 192](#)).

rollback-on-transformation-fail

Default Value: `false`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

Specifies that message queue transactions should be rolled back if inbound message transformation fails for any reason. A value of `true` or `yes` specifies that rollback should be done if transformation fails. The default value of `false` specifies that an error should be generated and the transaction should be committed.

xsl-inbound-transform-path

Default Value: `.\iwd_scripts\iWD2IxnServerTransformer.groovy`

Valid Values: An empty string, or a valid script path

Changes Take Effect: After restart

Specifies the path to a Groovy script file containing the transformation. The file is accessible to both primary and backup Interaction Server.

xsl-outbound-transform-path

Default Value: `.\iwd_scripts\IxnServer2iWDTransformer.groovy`

Valid Values: An empty string, or a valid script path

Changes Take Effect: After restart

Specifies the path to a Groovy script file containing the transformation to be applied to outbound notifications. The file is accessible to both primary and backup Interaction Server.

Web Service Capture Point Options

This section describes the configuration options for the integrated Web Service Capture Point. Use Configuration Manager or Genesys Administrator to view or change Capture Point options. See [page 20](#) for information about accessing configuration options.

The Web Service Capture Point options are on the `Options` tab of the `Properties` dialog box for the Web Service Capture Point application type. [Table 21](#) lists the sections on this tab and the options that belong in each section.

Note: The Web Service Capture Point is new in release 8.1.2 of Interaction Server.

Endpoints

To enable endpoints functionality for the integrated Capture Point, you must add a tenant on the `Tenants` tab of the `Capture Point Application` and you must add a section called `endpoints` to the configuration options. You can add the endpoints section manually in `Configuration Manager` or by using `Interaction Routing Designer (IRD)` version 8.0.100.12 or later. The integrated Capture Point endpoints work in the same way as endpoints for media servers.

The `endpoints:*tenant_dbid*` section specifies an interaction queue for inbound messages. The database ID of the tenant (in decimal format) is represented by `*tenant_dbid*`. For example, a complete endpoints section name might be: `endpoints:101`. Each endpoints section can contain only one queue. This queue is used by `Interaction Server` as the default inbound queue if the inbound queue is not specified in the inbound interaction. Create options that represent this queue as key/value pairs in the `endpoints:*tenant_dbid*` section, where the key is an endpoint name, and the value is a queue. In a multiple-tenant environment, a separate `endpoints:*tenant_dbid*` section should be created for each tenant.

Refer to *Universal Routing 8.1 Business Process User's Guide* and `IRD Help` for additional information.

Table 21: Web Service Capture Point Configuration Options

Section	Option	New/Existing	See Page
default-values	<pre-configured key value pairs>	Existing	Page 196
iwd-parameters	CancelQueues	Existing	Page 197
	CompleteQueues	Existing	Page 197
	ErrorHeldQueues	Existing	Page 197
	RejectQueues	Existing	Page 197
	RestartQueues	Existing	Page 197

Table 21: Web Service Capture Point Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings	backlog-accepted-requests	Existing	Page 198
	cacert-file	Existing	Page 198
	capture-point-type	Existing	Page 198
	enable-keepalive	Existing	Page 198
	iwd-compatibility-mode	Existing	Page 198
	number-inbound-threads	Existing	Page 199
	password	Existing	Page 199
	protocol	Existing	Page 199
	reconnect-timeout	Existing	Page 199
	require-client-authentication	Existing	Page 199
	server-key-file	Existing	Page 200
	soap-backlog-size	Existing	Page 200
	soap-endpoint	Existing	Page 200
	soap-hostname	Existing	Page 200
	soap-send-timeout	Existing	Page 201

Option descriptions follow.

Note: If the default value of an option described in this section differs from that in the application template, the value in the template is correct.

default-values section

The `default-values` section might contain values for any interaction attribute that will be added to an interaction if it is not present in the captured interaction. Any interaction attribute can be specified (including a tenant ID, an interaction queue, and so on), and will override any default value that is specified. The default values can be used to specify the initial submit queue, capture point specific initial values, and so on. If the source item does not contain the attribute, it will be added with the specified default value. Changes in default values take effect after a restart.

There are no default values for options in this section; however, the Web Service Capture Point application template, by default, includes the following options:

- `InteractionType=Inbound`
- `InteractionSubtype=InboundNew`
- `MediaType=workitem`

iwd-parameters section

Note: The contents of this section are only relevant if `iwd-compatibility-mode` is set to `true`. The options specify the iWD-related queue names that are later used to process iWD web service requests.

CancelQueues

Default Value: No default value

Valid Values: Any valid queue name

Changes Take Effect: After restart

Specifies a comma-separated list of queue names for canceled interactions.

CompleteQueues

Default Value: No default value

Valid Values: Any valid queue name

Changes Take Effect: After restart

Specifies a comma-separated list of queue names for completed interactions.

ErrorHeldQueues

Default Value: No default value

Valid Values: Any valid queue name

Changes Take Effect: After restart

Specifies a comma-separated list of queue names for error-held interactions.

RejectQueues

Default Value: No default value

Valid Values: Any valid queue name

Changes Take Effect: After restart

Specifies a comma-separated list of queue names for rejected interactions.

RestartQueues

Default Value: No default value

Valid Values: Any valid queue name

Changes Take Effect: After restart

Specifies a comma-separated list of queue names for restarted interactions.

settings section

backlog-accepted-requests

Default Value: 1000

Valid Values: 1–10000

Changes Take Effect: After restart

Specifies the queue size of webservice requests that are accepted but not yet served. If set to 0, the queue size is unlimited.

cacert-file

Default Value: No default value

Valid Values: Any valid file path

Changes Take Effect: After restart

Specifies the path to a file where trusted client certificates are stored.

Note: The `cacert-file` option is relevant only if the `protocol` option is set to `https`.

capture-point-type

Default Value: No default value

Valid Values: `webservice`

Changes Take Effect: After restart

(Mandatory) Specifies the capture point type, which must be `webservice`, for the Web Service Capture Point to start.

enable-keepalive

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: After restart

If set to `true`, the connection is kept alive at a client request. Otherwise, a new connection is opened each time a client sends a request to Web Service Capture Point.

iwd-compatibility-mode

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the integrated Capture Point operates in Interaction Server native mode. Otherwise, the integrated Capture Point operates in iWD compatible mode.

number-inbound-threads

Default Value: 10

Valid Values: 1–100

Changes Take Effect: After restart

Specifies the number of threads for processing accepted requests. More than one thread enable parallel execution of requests, which increases processing throughput; however, requests might not be replied to in the order in which they were received.

password

Default Value: No default value

Valid Values: A valid password for the server key file

Changes Take Effect: After restart

Specifies the password to read the server key file.

Note: The password option is relevant only if the protocol option is set to https.

protocol

Default Value: http

Valid Values: http, https

Changes Take Effect: After restart

Specifies the application layer protocol for the Web Service Capture Point. The possible options are http and https, for HTTP (Hypertext Transfer Protocol) and HTTP Secure.

reconnect-timeout

Default Value: 10

Valid Values: 3–30

Changes Take Effect: After restart

Specifies the time interval, in seconds, between attempts by the web service to bind to the specified port and start the service.

require-client-authentication

Default Value: false

Valid Values: true, false

Changes Take Effect: After restart

Specifies whether client authentication is required.

Note: The require-client-authentication option is relevant only if the protocol option is set to https.

server-key-file

Default Value: No default value

Valid Values: A valid file path

Changes Take Effect: After restart

Specifies a file path to the server-key file that is required for the server to authenticate clients when operating over HTTP Secure protocol.

Note: The `server-key-file` option is relevant only if the `protocol` option is set to `https`.

soap-backlog-size

Default Value: 100

Valid Values: 1–65535

Changes Take Effect: After restart

Specifies the maximum number of requests that have not been accepted in the backlog.

soap-endpoint

Default Value:

`{Protocol}://{ServerName}:{ServerPort}/Genesys/Interaction/{CapturePointName}/WebServiceCapturePoint`

Valid Values: A valid Web Service Capture Point endpoint template

Changes Take Effect: After restart

Specifies a Web Service Capture Point endpoint template. The following keys in the endpoint template will be substituted if present:

- `{Protocol}`—Application layer protocol, either `http` or `https`.
- `{ServerName}`—Host name, either specified by the option `soap-hostname` or equal to the hostname of Interaction Server.
- `{ServerPort}`—Web service port that is specified as the default port of the Web Service Capture Point application.
- `{CapturePointName}`—Name of the Web Service Capture Point application.

For example, if an iCP application that is named `MyCapturePoint_007`, and has a default port of 8080, and if `soap-endpoint` is set to a default value and `soap-hostname` is set to `myserver.mydomain.com`, the resulting endpoint would be:

`http://myserver.mydomain.com:8080/Genesys/Interaction/MyCapturePoint_007/WebServiceCapturePoint`

soap-hostname

Default Value: No default value

Valid Values: A valid host name

Changes Take Effect: After restart

Specifies the host name to be used for web service binding. If this option is not specified or left empty, the default value is the host name of the Interaction Server.

soap-send-timeout

Default Value: 30

Valid Values: 1–60

Changes Take Effect: After restart

Specifies the maximum length of time, in seconds, for a send request to be completed. Send requests that are not completed within this time are aborted.

Database Capture Point Options

This section describes the configuration options for the integrated Database Capture Point. Use Configuration Manager or Genesys Administrator to view or change Capture Point options. See [page 20](#) for information about accessing configuration options.

The Database Capture Point options are on the `Options` tab of the `Properties` dialog box for the Database Capture Point application type. [Table 22](#) lists the sections on this tab and the options that belong in each section.

Endpoints

To enable endpoints functionality for the integrated Capture Point, you must add a tenant on the `Tenants` tab of the `Capture Point Application` and you must add a section called `endpoints` to the configuration options. You can add the `endpoints` section manually in Configuration Manager or by using Interaction Routing Designer (IRD) version 8.0.100.12 or later. The integrated Capture Point endpoints work in the same way as endpoints for media servers.

The `endpoints:*tenant_dbid*` section specifies an interaction queue for inbound messages. The database ID of the tenant (in decimal format) is represented by `*tenant_dbid*`. For example, a complete endpoints section name might be: `endpoints:101`. Each endpoints section can contain only one queue. This queue is used by Interaction Server as the default inbound queue if the inbound queue is not specified in the inbound interaction. Create options that represent this queue as key/value pairs in the `endpoints:*tenant_dbid*` section, where the key is an endpoint name, and the value is a queue. In a multiple-tenant environment, a separate `endpoints:*tenant_dbid*` section should be created for each tenant.

Refer to *Universal Routing 8.1 Business Process User's Guide* and IRD Help for additional information.

Table 22: Database Capture Point Configuration Options

Section	Option	New/Existing	See Page
default-values	<pre-configured key value pairs>	Existing	Page 204
db-queries	assignedUpdateSql	Existing	Page 204
	canceledUpdateSql	Existing	Page 204
	capturedUpdateSql	Existing	Page 205
	captureQuerySql	Existing	Page 205
	completedUpdateSql	Existing	Page 205
	errorHeldUpdateSql	Existing	Page 205
	errorUpdateSql	Existing	Page 206
	heldUpdateSql	Existing	Page 206
	queuedUpdateSql	Existing	Page 206
	rejectedUpdateSql	Existing	Page 206
	restartedUpdateSql	Existing	Page 207
	resumedUpdateSql	Existing	Page 207
	routeRequestedUpdateSql	Existing	Page 207
	sourceErrorUpdateSql	Existing	Page 207
	sourceUpdatedUpdateSql	Existing	Page 207
	sourceUpdateQuerySql	Existing	Page 208
	startupQuerySql	Existing	Page 208
	stoppedUpdateSql	Existing	Page 208
	updatedUpdateSql	Existing	Page 208
iwd-parameters	CancelQueues	Existing	Page 209
	CompleteQueues	Existing	Page 209
	ErrorHeldQueues	Existing	Page 209
	RejectQueues	Existing	Page 209
	RestartQueues	Existing	Page 209

Table 22: Database Capture Point Configuration Options (Continued)

Section	Option	New/Existing	See Page
notification-filtering	disable-unsolicited-notifications	Existing	Page 210
	notify-assigned	Existing	Page 210
	notify-changed	Existing	Page 210
	notify-created	Existing	Page 210
	notify-error	Existing	Page 210
	notify-held	Existing	Page 211
	notify-moved	Existing	Page 211
	notify-resumed	Existing	Page 211
	notify-route-requested	Existing	Page 211
	notify-stopped	Existing	Page 211
settings	capture-point-type	Existing	Page 211
	connection-string	Existing	Page 212
	data-source-name	Existing	Page 212
	ignore-nulls-in-source-update	Existing	Page 212
	inbound-exception-sleep-interval	Existing	Page 212
	inbound-max-batch-size	Existing	Page 213
	inbound-scan-interval	Existing	Page 213
	notifications-batch-size	Existing	Page 213
	notifications-storing-timeout	Existing	Page 213
	output-queue-size	Existing	Page 213
	password	Existing	Page 214
	report-notification-exception-on-no-data	Existing	Page 214
	updates-exception-sleep-interval	Existing	Page 214

Table 22: Database Capture Point Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings (continued)	updates-max-batch-size	Existing	Page 214
	updates-scan-interval	Existing	Page 214
	username	Existing	Page 214

Option descriptions follow.

Note: If the default value of an option described in this section differs from that in the application template, the value in the template is correct.

default-values section

The `default-values` section might contain values for any interaction attribute or user data that will be added to an interaction if it is not present in the captured interaction. The default values can be used to specify the initial submit queue, capture point specific initial values, and so on. If the source item does not contain the attribute, it will be added with the specified default value. Changes in default values will take effect after a restart.

The following key-value pairs, representing the required interaction attributes are preconfigured in the Database Capture Point application template:

- `InteractionSubtype=InboundNew`
- `InteractionType=Inbound`
- `MediaType=workitem`

db-queries section

The options that are configured in this section follow.

assignedUpdateSql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies the database query that updates the database to reflect that the associated interaction has been assigned to an agent. Values of all of the interaction properties and user data (except for binary and kv-lists) of the corresponding interaction are available to this query.

canceledUpdateSql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies the database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the `CancelQueues` set specified in the `iwd-parameters` section of the configuration options (if configured). Values of all of the interaction properties and user data (except for binary and kv-lists) of the corresponding interaction are available to this query.

capturedUpdateSql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

(Mandatory) Specifies the database query that updates the corresponding database record to reflect that certain data has been successfully captured as an interaction by Interaction Server. In addition to the values available from the corresponding capture query, `InteractionId` is available to this query, if `InteractionId` has not been provided in the result set of the corresponding capture query.

captureQuerySql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

(Mandatory) Specifies the database query that returns the result set in which each row will be captured as an interaction by Interaction Server. The result set can contain columns corresponding to interaction properties. If a column name does not belong to the predefined interaction property names, its value will be attached to the user data of the interaction with a key corresponding to the column name.

completedUpdateSql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies the database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the `CompleteQueues` set specified in the `iwd-parameters` section of the configuration options (if configured). Values of all of the interaction properties and user data (except for binary and kv-lists) of the corresponding interaction are available to this query.

errorHeldUpdateSql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies the database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the `ErrorHeldQueues` set specified in the `iwd-parameters` section of the configuration options (if configured). Values of all of the interaction properties and user data (except for binary and kv-lists) of the corresponding interaction are available to this query.

errorUpdateSql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

(Mandatory) Specifies the database query that updates the corresponding database record to reflect that certain data has not been captured by Interaction Server. In addition to the values available from the corresponding capture query, `ErrorCode` (integer) and `ErrorDescription` (string up to 256 characters) are available to this query.

heldUpdateSql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies the database query that updates the database to reflect that the associated interaction has been put on hold. Values of all of the interaction properties and user data (except for binary and kv-lists) of the corresponding interaction are available to this query.

queuedUpdateSql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies the database query that updates the database to reflect that the associated interaction has been placed into any queue not belonging to the set of iWD queues specified in the `iwd-parameters` section of the configuration options. Values of all of the interaction properties and user data (except for binary and kv-lists) of the corresponding interaction are available to this query.

rejectedUpdateSql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies the database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the `RejectedQueues` set specified in the `iwd-parameters` section of the configuration options (if configured). Values of all of the interaction properties and user data

(except for binary and kv-lists) of the corresponding interaction are available to this query.

restartedUpdateSql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies the database query that updates the database to reflect that the associated interaction has been placed into a queue belonging to the `RestartQueues` set specified in the `iwd-parameters` section of the configuration options (if configured). Values of all of the interaction properties and user data (except for binary and kv-lists) of the corresponding interaction are available to this query.

resumedUpdateSql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies the database query that updates the database to reflect that the associated interaction has been resumed from a hold. Values of all of the interaction properties and user data (except for binary and kv-lists) of the corresponding interaction are available to this query.

routeRequestedUpdateSql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies the database query that updates the database to reflect that the associated interaction has been sent to a router. Values of all of the interaction properties and user data (except for binary and kv-lists) of the corresponding interaction are available to this query.

sourceErrorUpdateSql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies the update that is executed when there is an error executing an update request (the one that is fetched by `sourceUpdateQuerySql`). In addition to the values available from the corresponding capture query, `ErrorCode` (integer) and `ErrorDescription` (string up to 256 characters) are available to this query.

sourceUpdatedUpdateSql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies the database update (or delete) that will execute against a special table in the source database to mark a particular update as having processed.

sourceUpdateQuerySql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies the database query that fetches a set of rows, where each row represents an update request. Each such update request can contain one or more columns that represent interaction properties. The name of the column represents the name of the interaction property and the value is the new value of that interaction property. Each row of the result set must contain either `InteractionId` or `ExternalId`. If both `InteractionId` and `ExternalId` are contained in a row, the value of `InteractionId` will be used to access the interaction, and the value of `ExternalId` will be treated as one of the interaction properties to update.

startupQuerySql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies the start-up query. This optional query runs once, upon the Database Capture Point establishing a connection to the database. It cannot take any parameters from Interaction Server.

stoppedUpdateSql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies the database query that updates the database to reflect that the associated interaction has been stopped in Interaction Server. Values of all of the interaction properties and user data (except for binary and kv-lists) of the corresponding interaction are available to this query.

updatedUpdateSql

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies the database query that updates the database to reflect that the associated interaction has been updated in Interaction Server by another entity (not the Database Capture Point). Values of all of the interaction properties and user data (except for binary and kv-lists) of the corresponding interaction are available to this query.

ibd-parameters section

The options that are configured in this section follow.

CancelQueues

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies a comma-separated list of queue names designated for interaction cancellation. If an interaction is moved to one of the queues specified by this parameter, a corresponding `cancelUpdateSql` database query will be executed.

CompleteQueues

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies a comma-separated list of queue names designated for interaction completion. If an interaction is moved to one of the queues specified by this parameter, a corresponding `completedUpdateSql` database query will be executed.

ErrorHeldQueues

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies a comma-separated list of queue names for interactions that are held because of a configuration error (such as incomplete rules). If an interaction is moved to one of the queues specified by this parameter, a corresponding `errorHeldUpdateSql` database query will be executed.

RejectQueues

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies a comma-separated list of queue names designated for rejected interactions. If an interaction is moved to one of the queues specified by this parameter, a corresponding `rejectedUpdateSql` database query will be executed.

RestartQueues

Default Value: No default value

Valid Values: Any valid query

Changes Take Effect: After restart

Specifies a comma-separated list of queue names designated for interaction restart. If an interaction is moved to one of the queues specified by this parameter, a corresponding `restartUpdateSql` database query will be executed.

notification-filtering section

The options that are configured in this section follow.

disable-unsolicited-notifications

Default Value: `false`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `true` or `yes`, the capture point will not store any unsolicited notifications about the interactions that are submitted by this capture point.

notify-assigned

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about an agent being added as a party on an interaction. The default value of this option is `true`.

notify-changed

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about interaction property changes. The default value of this option is `true`.

notify-created

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about newly submitted interactions. The default value of this option is `true`.

notify-error

Default Value: `true`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

If set to `false` or `no`, the capture point will not store notifications about capture point requests resulting in errors.

notify-held

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: After restart

If set to false or no, the capture point will not store notifications about interactions being put on hold. The default value of this option is true.

notify-moved

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: After restart

If set to false or no, the capture point will not store notifications about interactions being placed in a queue or workbin. The default value of this option is true.

notify-resumed

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: After restart

If set to false or no, the capture point will not store notifications about interactions being resumed. The default value of this option is true.

notify-route-requested

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: After restart

If set to false or no, the capture point will not store notifications about a strategy being added as a party on an interaction. The default value of this option is true.

notify-stopped

Default Value: true

Valid Values: true, false, yes, no

Changes Take Effect: After restart

If set to false or no, the capture point will not store notifications about interactions being stopped (terminated). The default value of this option is true.

settings section

The options that are configured in this section follow.

capture-point-type

Default Value: db

Valid Values: db

Changes Take Effect: After restart

Mandatory option for all capture points. Must be set to db for a Database Capture Point to be instantiated.

connection-string

Default Value: No default value

Valid Values: Any valid ODBC connection string

Changes Take Effect: After restart

Specifies the ODBC connection string to be used if `data-source-name` is not present or is empty. The username and password values should be provided in the `connection-string`, if needed.

Note: The `data-source-name` option is no longer mandatory as of release 8.1.2. Either `data-source-name` or `connection-string` can be specified to start up the Database Capture Point.

data-source-name

Default Value: No default value

Valid Values: Any valid data source name

Changes Take Effect: After restart

Specifies the data source name that is configured in ODBC manager. If no value is specified, the `username` and `password` options are not read from the configuration.

Note: The `e-data-source-name` option is no longer mandatory as of release 8.1.2. Either `data-source-name` or `connection-string` can be specified to start up the Database Capture Point.

ignore-nulls-in-source-update

Default Value: false

Valid Values: true, false, yes, no

Changes Take Effect: After restart

Specifies how to treat null values in the rows that are selected from the source update table. If set to true, the columns with NULL values are ignored; otherwise, if set to false, the column names of the columns with NULL values are treated as a list of keys to be deleted from the corresponding interaction properties.

inbound-exception-sleep-interval

Default Value: 30

Valid Values: 5–300

Changes Take Effect: After restart

Specifies the time interval, in seconds, for which the Database Capture Point inbound select cycle pauses in case of an exception in the inbound select cycle.

inbound-max-batch-size

Default Value: 1000

Valid Values: 1–2000

Changes Take Effect: After restart

Specifies the maximum number of rows to be processed in a single select from the inbound table.

inbound-scan-interval

Default Value: 10000

Valid Values: 1–120000

Changes Take Effect: After restart

Specifies the interval, in milliseconds, at which the Database Capture Point performs the inbound selects.

Note: The `inbound-scan-interval` option is updated in release 8.1.2. Previously, the interval units were seconds, the default value was 10 and the valid values were 5–120.

notifications-batch-size

Default Value: 500

Valid Values: 10—5000

Changes Take Effect: After restart

Specifies the maximum number of SQL queries corresponding to unsolicited notifications to be executed in a single transaction.

notifications-storing-timeout

Default Value: 1000

Valid Values: 500—60000

Changes Take Effect: After restart

Specifies the maximum time interval, in milliseconds, between transactions of SQL queries corresponding to unsolicited notifications.

output-queue-size

Default Value: 5000

Valid Values: 1000—20000

Changes Take Effect: After restart

(Optional) Specifies the maximum number of unsolicited notification messages that the capture point can buffer.

password

Default Value: An empty string

Valid Values: An empty string, or a valid password

Changes Take Effect: After restart

Specifies the password to be used to connect to the database.

report-notification-exception-on-no-data

Default Value: `false`

Valid Values: `true`, `false`, `yes`, `no`

Changes Take Effect: After restart

Specifies how to treat the `SQL_NO_DATA` ODBC return code in notification queries. If set to `true`, the return code is treated as an exception, otherwise this return code is considered to be an indication of a successful query execution.

updates-exception-sleep-interval

Default Value: `30`

Valid Values: `5—300`

Changes Take Effect: After restart

Specifies the time interval, in seconds, to pause the updates cycle in case of an exception in the updates cycle.

updates-max-batch-size

Default Value: `1000`

Valid Values: `1—2000`

Changes Take Effect: After restart

Specifies the maximum number of rows to be processed in a single select from the source updates table.

updates-scan-interval

Default Value: `10000`

Valid Values: `0—120000`

Changes Take Effect: After restart

Specifies the interval, in milliseconds, at which the Database Capture Point performs the source update selects.

Note: The `updates-scan-interval` option is updated in release 8.1.2. Previously, the interval units were seconds, the default value was `10` and the valid values were `5—120`.

username

Default Value: An empty string

Valid Values: An empty string, or a valid username

Changes Take Effect: After restart

Specifies the username to be used to connect to the database.

Social Messaging Server Options

This section describes the configuration options for the Social Messaging Server. For more information about Social Messaging Server, see the *eServices Social Media Solution Guide*, which is available on the Genesys Documentation Wiki at

http://docs.genesyslab.com/wiki/index.php?title=EServices_Social_Media_Solution_Guide

Use Configuration Manager or Genesys Administrator to view or change Social Messaging Server options. See [page 20](#) for information about accessing configuration options.

Social Messaging Server receives notifications about changes in its configuration from Configuration Server. Changes in the `media channel` and `media channel monitor` sections are transported to respective channels/drivers and are processed by a media channel driver. This processing is specific for each media channel driver and entirely depends upon a channel driver's implementation.

Social Messaging Server and media channel drivers do not support creation, deletion or renaming of media channels—these modifications of Social Messaging Server configuration are ignored by Social Messaging Server.

Social Messaging Server options are on the `Options` tab of the `Properties` dialog box for a Social Messaging Server application. [Table 23](#) lists the sections on this tab and the options that belong in each section.

Table 23: Social Messaging Server Configuration Options

Section	Option	New/Existing	See Page
endpoints:*tenant_dbid* ^a	[endpoint name for inbound paging]	Existing	Page 220
settings	hide-attached-data	Existing	Page 220
	esp-proc-timeout	Existing	Page 220
	session-chat-request-timeout	Existing	Page 221
	session-max-number	Existing	Page 221
	session-shutdown-timeout	Existing	Page 221
	subject-size	Existing	Page 221

Table 23: Social Messaging Server Configuration Options (Continued)

Section	Option	New/Existing	See Page
settings	workspace-location	New	Page 222
log	messagefile	Existing	Page 222

- a. The database ID of the tenant (in decimal format) is represented by `*tenant_dbid*`. For example, a complete endpoints section name might be `endpoints:101`. In a multiple-tenant environment, create a separate `endpoints:*tenant_dbid*` section for each tenant.

Table 24: Social Messaging Server Configuration Options for Facebook Media Channel

Section	Option	New/Existing	See Page
channel-<any name>	driver-classname	Existing	Page 223
	inbound-route	Existing	Page 223
	reconnection-timeout	Existing	Page 224
	x-access-token	Existing	Page 224
	x-history-time-period	Existing	Page 224
	x-history-writing-frequency	Existing	Page 224
	x-inbound-media	Existing	Page 225
	x-itx-resubmit-delay	Existing	Page 225
	x-itx-resubmit-attempts	Existing	Page 225
	x-itx-submit-timeout	Existing	Page 226
	x-max-comments-per-post-to-process	Existing	Page 226
	x-max-listed-posts-per-request	Existing	Page 226
	x-max-objects-per-request	Existing	Page 227
	x-posts-buffer-size	Existing	Page 227
	x-publish-access-token	Existing	Page 227
	x-sampling-period	Existing	Page 228
	x-sampling-time-buffer	Existing	Page 228
	x-submit-comments-itx	Existing	Page 228

Table 24: Social Messaging Server Configuration Options for Facebook Media Channel (Continued)

Section	Option	New/Existing	See Page
channel-<any name> (cont'd)	x-submit-internal-itx	Existing	Page 229
channel-<any name>- monitor-<any name>	access-token	Existing	Page 230
	history-time-period	Existing	Page 230
	history-writing-frequency	Existing	Page 230
	id	Existing	Page 231
	inbound-media	Existing	Page 231
	max-comments-per-post-to-process	Existing	Page 231
	max-listed-posts-per-request	Existing	Page 233
	max-objects-per-request	Existing	Page 232
	monitor-type	Existing	Page 233
	posts-buffer-size	Existing	Page 234
	publish-access-token	Existing	Page 234
	query	Existing	Page 234
	sampling-period	Existing	Page 234
	sampling-time-buffer	Existing	Page 235
	submit-comments-itx	Existing	Page 236
	submit-as-chat	New	Page 235
	submit-internal-itx	Existing	Page 236

Table 25: Social Messaging Server Configuration Options for RSS/ATOM Media Channel

Section	Option	New/Existing	See Page
channel-<any name>	driver-classname	Existing	Page 237
	inbound-route	Existing	Page 237
	reconnection-timeout	Existing	Page 237
	x-history-length	Existing	Page 237
	x-inbound-media	Existing	Page 238
	x-itx-resubmit-attempts	Existing	Page 238
	x-itx-resubmit-delay	Existing	Page 238
	x-itx-submit-timeout	Existing	Page 238
	x-print-rss-channel	Existing	Page 238
	x-print-rss-items	Existing	Page 239
	x-sampling-period	Existing	Page 239
channel-<any name>- monitor-<any name>	history-length	Existing	Page 240
	print-rss-channel	Existing	Page 240
	print-rss-items	Existing	Page 240
	rss-url	Existing	Page 240
	sampling-period	Existing	Page 240

Table 26: Social Messaging Server Configuration Options for Twitter Media Channel

Section	Option	New/Existing	See Page
channel-<any name>	driver-classname	Existing	Page 242
	inbound-route	Existing	Page 242
	reconnection-timeout	Existing	Page 242
	ucs-request-timeout	Existing	Page 243
	ucs-in-use	Existing	Page 242
	x-access-token-secret	Existing	Page 243
	x-consumer-key	Existing	Page 243
	x-consumer-secret	Existing	Page 243
	x-debug-mode	Existing	Page 244
	x-inbound-media	Existing	Page 244
	x-source-nick-name	Existing	Page 244
	x-submit-own-all	Existing	Page 244
	x-ucs-relations-chunk	Existing	Page 244
channel-<any name>-monitor	cleanup-relations	Existing	Page 245
	control-str-user	Existing	Page 245
	get-direct-messages	Existing	Page 246
	get-home-timeline	Existing	Page 246
	get-mentions	Existing	Page 246
	itx-submit-timeout	Existing	Page 246
	itx-resubmit-attempts	Existing	Page 246
	itx-resubmit-delay	Existing	Page 247
	refresh-period-channel-account	Existing	Page 247
	refresh-period-followers	Existing	Page 247
	refresh-period-friends	Existing	Page 247

Table 26: Social Messaging Server Configuration Options for Twitter Media Channel (Continued)

Section	Option	New/Existing	See Page
channel-<any name>-monitor (cont'd.)	sampling-history	Existing	Page 247
	sampling-period	Existing	Page 248
	str-follow-<any name>	Existing	Page 248
	str-language-<any name>	New	Page 248
	str-track-<any name>	Existing	Page 248

Option descriptions follow.

Note: If the default value of an option described in this section differs from that in the application template, the value in the template is correct.

endpoints section

The `endpoints:*tenant_dbid*` section specifies an interaction queues for inbound messages. The database ID of the tenant (in decimal format) is represented by `*tenant_dbid*`. For example, a complete endpoints section name might be: `endpoints:101`. Each endpoints section can contain multiple options for various queues. Creates options that represent these queues as key/value pairs in the `endpoints:*tenant_dbid*` section, where the key is an endpoint name, and the value is a queue. In a multiple-tenant environment, a separate `endpoints:*tenant_dbid*` section should be created for each tenant.

settings section

The following options are configured in the `settings` section.

esp-proc-timeout

Default Value: 60

Valid Values: 5—180

Changes Take Effect: After restart

Specifies the length of time, in seconds, to process ESP requests received by the server. A negative ESP response is returned to the requester if the request is not processed in the specified time.

hide-attached-data

Default Value: true

Valid Values: `true`, `false`

Changes Take Effect: After restart

Hides (`true`) or shows (`false`) in the log file attached data of interactions submitted to Interaction Server.

session-chat-request-timeout

Default Value: `30`

Valid Values: `10—600`

Changes Take Effect: After restart

Specifies the length of time, in seconds, to process requests to Chat Server in session mode. If the request to Chat Server is not processed in the specified time, a chat session is not created by Social Messaging Server, or an active one is terminated by Social Messaging Server.

session-max-number

Default Value: `10`

Valid Values: `0—5000`

Changes Take Effect: After restart

Specifies the maximum number of simultaneous chat sessions Social Messaging Server will process.

Note: The `session-max-number` option is applicable to Facebook media channels only.

session-shutdown-timeout

Default Value: `180`

Valid Values: `60—604800`

Changes Take Effect: After restart

Specifies the length of time, in seconds, that will pass before an active chat session is terminated. The session is terminated if, during this timespan, there are no inbound or outbound messages and the chat events new party joins the chat and a party leaves the chat are not received.

Note: The `session-shutdown-timeout` option is applicable to Facebook media channels only.

subject-size

Default Value: `25`

Valid Values: `0`, or any integer from `4—80`

Changes Take Effect: After restart

Specifies the maximum size (number of characters) of a subject string for an inbound message. The subject string is created by truncating the inbound

message body to the specified length. A value of 0 means that a Subject attribute is not added to an interaction.

workspace-location

Default Value: none

Valid Values: Local or network path; for example, `c:\sms-workspace\` or `\\remote-box\shared-folder\`

Changes Take Effect: Upon restart

Specifies the location of the workspace for Social Messaging Server. The workspace is a dedicated folder that is used by primary and backup instances to store and retrieve its data. This helps ensure proper behavior during recovery after failover or switchover..

Notes:

- You must create this folder and assign create/delete/write/read access permissions to it for both primary and backup instances of Social Messaging Server.
 - The path must include the final slash (\), as in the examples.
 - If the option is automatically synchronized between primary and backup servers, the value must be a network path.
-

Log Options

Except for the `messagefile` option, all log options for Social Messaging Server are identical to those for other servers specific to eServices 8.5. See “Common Log Options and Servers” on [page 20](#) for a list of these options.

For Social Messaging Server, the value for the `messagefile` option is `smserver.lms`.

For a description of log options, see the *Framework 8.5 Configuration Options Reference Manual*.

Facebook Media Channel Section

The Social Messaging Server `channel-<any name>` section specifies a media channel, which submits inbound messages to the Social Messaging Server and receives outbound messages from the Social Messaging Server to transport them to a media service. A separate `channel-<any name>` section should be created for every media channel served by Social Messaging Server. Some options in these sections are universal for different channels; some of them are channel-specific. As a general rule, channel-specific options are named with `x_` prefix. Depending on the particular channel driver, and inbound and/or

outbound media supported by the channel, configuration requires setting different options.

Note: The media channel name should **not** contain the substring “-monitor”.

driver-classname

Default Value: No default value

Valid Values: Any valid driver class name

Changes Take Effect: After restart

Specifies the class name of the media driver for a specific media service.

The class name of the Genesys Driver for Facebook is:

`com.genesyslab.mcr.facebook.driver.FacebookDriver`

inbound-route

Default Value: No default value

Valid Values: <tenant id> : <access point name>, or

<tenant id> : <access point name1>, <tenant id> : <access point name2>

Changes Take Effect: After restart

Specifies the access point that is used to place submitted interactions for incoming messages. For example:

The value <tenant id> : <access point name> specifies the access point that is used to place submitted interactions for incoming messages. For example:

`101:facebook_queue`

or

`101:inqueue-acc-point`

The value <tenant id> : <access point name1>, <tenant id> : <access point name2> is applicable only in support of Facebook session mode. <access point name2> specifies the access point Facebook Driver provides to Chat Server.

The second access point is required for support of private conversations (sessions) between a Facebook user and an agent. Sessions are supported only for the monitor type `private-messaging`. For monitors of other types, the second access point is ignored.

The second access point must point to the corresponding access point in Chat Server, as described in *Deploy Social Messaging Server with a Facebook Channel - Configuring Chat Server for Facebook session mode, Step 10*: <http://docs.genesyslab.com/Documentation/ES/8.1.2/SMSolution/FacebookChannel#t-3>

Note: For sessions, if the second access point is not configured in Chat Server, all private-messaging interactions are placed in the default Chat Server queue.

The name of this option was changed from `inbound-route-default` to `inbound-route` in eServices 8.1.

reconnection-timeout

Default Value: 180

Valid Values: Any positive integer greater than or equal to 10

Changes Take Effect: After restart

Specifies the delay, in seconds, before the server starts the reconnection procedure for this media channel if the connection was lost.

x-access-token

Default Value: No default value

Valid Values: Any valid access token (string)

Changes Take Effect: Immediately

Specifies an access token that is used by the driver to access a Facebook service. To obtain this value, you must first create a Facebook Application that Social Messaging Server can connect to, then execute several actions as described in:

- Facebook—Creating a Facebook Application:
<http://docs.genesyslab.com/Documentation/ES/8.1.2/SMSolution/CreatingAFacebookApplication>

Note also that for monitors of type private-messaging, a page access token must be used.

x-history-time-period

Default Value: 2592000 (30 days)

Valid Values: 60—31536000 (1 min–365 days)

Changes Take Effect: After restart

Specifies the length, in seconds, of the history time period during which objects are read from.

Note: The `x-history-time-period` option can be configured for each monitor section individually using the `history-time-period` option. The option in a particular monitor section overwrites the option in the main channel section.

This option replaces the `x-posts-time-period` and `x-messages-time-period` options.

x-history-writing-frequency

Default Value: 3

Valid Values: 1—10000

Changes Take Effect: Immediately

Specifies how often, in scanning cycles, the history is written to the history file on the local host. For example, if set to 3, each third scanning cycle writes to the history file on the local host.

Note: The `x-history-writing-frequency` option can be configured for each monitor section individually using the `history-writing-frequency` option. The option in a particular monitor section overwrites the option in the main channel section.

The history file keeps data about the latest successfully submitted interaction. The history file name has the following formats:

- For monitors of the `generic`, `event`, and `private-messaging` types, the format is `<type>_<id>`; for example, `generic_481918061818707`.
 - For monitors of the `search` type, the format is `<type>_<hash-code>`, where `hash-code` is some unique number that is calculated based on the value of the query option.
-

x-inbound-media

Default Value: `facebook`

Valid Values: Any valid media name

Changes Take Effect: Immediately

Specifies the media type that is assigned to interactions that are submitted to Interaction Server.

Note: The `x-inbound-media` option can be configured for each monitor section individually using the `inbound-media` option. The option in a particular monitor section overwrites the option in the main channel section.

x-itx-resubmit-attempts

Default Value: `3`

Valid Values: `0—9`

Changes Take Effect: After restart

Specifies the number of times the application will attempt to resubmit an interaction.

x-itx-resubmit-delay

Default Value: `30`

Valid Values: `1—120`

Changes Take Effect: After restart

Specifies the number of seconds between each resubmit of an interaction. The application will pause for the specified period of time between each resubmit of an interaction.

x-itx-submit-timeout

Default Value: 10

Valid Values: 0—60

Changes Take Effect: After restart

Specifies the amount of time, in seconds, that Social Messaging Server waits for a positive response when it submits a request with an inbound message to Interaction Server.

x-max-comments-per-post-to-process

Default Value: 50

Valid Values: 0-5000; 0 specifies no limit

Changes Take Effect: Immediately

Specifies the maximum number of comments that can be attached to an interaction. For example, if a Post has one hundred comments and this option is set to 50, only the fifty most recent comments are attached to the interaction and passed to an Agent. If the option is set to 0, all comments are attached to the interaction and passed to an Agent.

This option does not count parent comments, regardless of whether they were created inside or outside of the scan time bracket.

Note: The `x-max-comments-per-post-to-process` option can be configured for each monitor section individually using the `max-comments-per-post-to-process` option. The option in a particular monitor section overwrites the option in the main channel section.

This option is processed by the generic, event and search monitor types.

x-max-listed-posts-per-request

Default value: 200

Valid values: 50—1000

Changes take effect: Immediately

Specifies the maximum number of explicitly listed post ids in FQL request. This option is intended for use by Professional Services only. In May 2013, Facebook could process FQL requests with more than 1000 explicitly listed post ids, however, in July 2013, this amount dropped to approximately 300. This option was added for fine-tuning in case of further changes in Facebook behavior.

Note: The option can be configured for each monitor section using the `max-listed-posts-per-request` option. The larger the value, the longer the Facebook response time.

x-max-objects-per-request

Default Value: 1000

Valid Values: 50–1500

Changes Take Effect: Immediately

Specifies the maximum number of Facebook objects (Posts, Comments, Messages) that are retrieved by one request to the Facebook server. Applies to requests using either FQL (Facebook Query Language) or the Graph API.

Note: The `x-max-objects-per-request` option can be configured for each monitor section individually using the `monitor-type` option. The option in a particular monitor section overwrites the option in the main channel section.

This option replaces the `x-max-posts-per-fql-request`, `x-max-comments-per-fql-request`, and `x-max-messages-per-fql-request` options.

The larger the value, the longer the response time from the Facebook Server. This increases the possibility of losing connection to the Facebook Server due to HTTP session timeouts.

x-posts-buffer-size

Default value: 1000

Valid values: 50—2147483647

Changes take effect: Immediately

Specifies the maximum number of stream posts retrieved that were created or updated during the `x-posts-time-period` timespan. If the actual number of posts is greater than this value, the most recent posts are retrieved. The Driver processes this option only when the `monitor-type` is `generic`, `event` or `search`.

Note: The `x-posts-buffer-size` option can be configured for each monitor section individually using the `posts-buffer-size` option. The option in a particular monitor section overwrites the option in the main channel section.

x-publish-access-token

Default value: No default value

Valid Values: Any valid access token (String)

Changes take effect: Immediately

Specifies an access token that is used by the Driver to publish posts and comments. The Driver processes this option only when the monitor type is generic or event.

Notes: The `x-publish-access-token` option can be configured for each monitor section individually using the `publish-access-token` option. The option in a particular monitor section overwrites the option in the main channel section.

x-sampling-period

Default Value: 240

Valid Values: 1—31536000

Changes Take Effect: Immediately

Specifies the length, in seconds, of the sample period that will be used by monitor.

Note: The value of `x-sampling-period` cannot be smaller than the value of `x-sampling-time-buffer`. The `x-sampling-period` option can be configured for each monitor section individually using the `sampling-period` option. The option in a particular monitor section overwrites the option in the main channel section.

x-sampling-time-buffer

Default Value: 30

Valid Values: 10—180

Changes Take Effect: After the time interval specified in the `sampling-period` or `x-sampling-period` options

Used to determine the buffer time in seconds for the sampling period. The buffer time will be deducted from the start and end time of each sampling period in monitors.

Note: The `x-sampling-time-buffer` option can be configured for each monitor section individually using the `sampling-time-buffer` option. The option in a particular monitor section overwrites the option in the main channel section.

x-submit-comments-itx

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether a new interaction with Facebook type comment will be created for each comment (`true`). The Driver processes this option only when the monitor-type is `generic`, `event`, or `search`.

Note: The `x-submit-comments-itx` option can be configured for each monitor section individually using the `submit-comments-itx` option. The option in a particular monitor section overwrites the option in the main channel section.

x-submit-internal-itx

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

When the Facebook driver is monitoring the Facebook wall it will read all of the posts and comments and some of the posts and comment might be created by agents. If this option is set to `true`, *all* Facebook interactions (regardless of who created the posts and comments) will be created. If this option is set to `false`, only interactions in which there is new content (posts or comments) created by *customers* will be created. All interactions that have older posts created prior to monitor read times and comments created only by agents will not be submitted. The Driver processes this option only when the monitor-type is `generic`, `event`, or `search`.

Note: The `x-submit-internal-itx` option can be configured for each monitor section individually using the `submit-internal-itx` option. The option in a particular monitor section overwrites the option in the main channel section.

Facebook Media Monitor Section

The `channel-<any name>-monitor-<any name>` section specifies fetch queries and other data-fetching monitor parameters for the eServices Genesys Driver for Facebook. Multiple sections can be defined for one Driver. This section must be named according to the following format:

`channel-<any name 1>-monitor-<any name 2>`

where:

`<any name 1>` is the name of a Facebook channel

`<any name 2>` is the name of a monitor

For example, the data-fetching parameters for a monitor with the name “User1” for the Facebook channel “channel-facebook” should be specified in the section `channel-facebook-monitor-User1`.

access-token

Default Value: The value of the `x-access-token` option

Valid Values: Any valid Facebook access token (string)

Changes Take Effect: Immediately

Specifies the default Facebook access token that will be used for communication with Facebook. For monitors of type `private-messaging`, a page access token must be used.

Note: The `access-token` option can be configured for all monitors using the `x-access-token` option. The option in a particular monitor section overwrites the option in the main channel section.

This option is processed by all monitor types.

history-time-period

Default Value: value of the `x-history-time-period` option

Valid Values: 60–31536000 (1 min - 365 days)

Changes Take Effect: After restart

Specifies the length, in seconds, of the history period during which objects are read from.

Note: The `history-time-period` option can be configured for all monitors using the `x-history-time-period` option. The option in a particular monitor section overwrites the option in the main channel section.

This options replaces the `posts-time-period` and `messages-time-period` options.

This option is processed by all monitor types.

history-writing-frequency

Default Value: value of the `x-history-writing-frequency` option

Valid Values: 10–10000

Changes Take Effect: Immediately

Specifies how often, in scanning cycles, the history is written to the history file on the local host. For example, if set to 3, each third scanning cycle writes to the history file on the local host.

Note: The `history-writing-frequency` option can be configured for all monitors using the `x-history-writing-frequency` option. The option in a particular monitor section overwrites the option in the main channel section.

This options replaces the `posts-time-period` and `messages-time-period` options.

This option is processed by all monitor types.

id

Default Value: No default value

Valid Values: A valid ID of a Facebook object for monitoring

Changes Take Effect: After restart

Mandatory when the `monitor-type` (see description and notes on [page 233](#)) is set to `generic`, `event` or `private-messaging`. If the `monitor-type` is `generic`, the Facebook object can be a Page, User, Event, or Group. If the `monitor-type` is `private-messaging`, the Facebook object can only be a Page. If the `monitor-type` is `event`, the Facebook object can only be an Event.

For versions 8.1.210.12 and later of the Genesys Driver for use with Facebook, the `monitor-type event` has been removed as obsolete. The type `generic` must be used instead.

inbound-media

Default Value: The value of the `x-inbound-media` option

Valid Values: Any valid media name

Changes Take Effect: Immediately

Specifies the media type assigned to interactions that are submitted to Interaction Server on incoming Facebook messages.

For versions 8.1.4 and later of the Genesys Driver for use with Facebook, the option `inbound-media` cannot be configured on the Channel level for `private-messaging` monitors. It can be configured for each monitor section individually for each `private-messaging` Monitor (only if no default value is wanted). In 8.1.4, the default value is `facebooksession`.

If a different value is assigned, the driver prints out the following warning and continues to work normally (for example, submits interactions of the configured media type): **WARNING:** For '`private-messaging`' monitor, the option '`inbound-media`' must be set to '`facebooksession`' in order to work with Genesys Agent Desktop.

The current value for option '`inbound-media`' is '`dddddd`'.

max-comments-per-post-to-process

Default Value: The value of the `x-max-comments-per-post-to-process` option

Valid Values: `0-5000`; `0` specifies no limit

Changes Take Effect: Immediately

Specifies the maximum number of comments that can be attached to an interaction. For example, if a Post has one hundred Comments and this option is set to `50`, only the fifty most recent comments are attached to the interaction and passed to an Agent. If the option is set to `0`, all comments are attached to the interaction and passed to an Agent.

This option does not count parent comments, regardless of whether they were created inside or outside of the scan time bracket.

Note: The `max-comments-per-post-to-process` option can be configured for all monitors using the `x-max-comments-per-post-to-process` option. The option in a particular monitor section overwrites the option in the main channel section.

This option is processed by the generic, event, and search monitor types.

max-objects-per-request

Default Value: value of the `x-max-objects-per-request` option

Valid Values: 50–1500

Changes Take Effect: Immediately

Specifies the maximum number of Facebook objects (Posts, Comments, Messages) that are retrieved by one request to the Facebook server. Applies to requests using either FQL (Facebook Query Language) or the Graph API.

The `max-objects-per-request` option can be configured for all monitors using the `x-max-objects-per-request` option. The option in a particular monitor section overwrites the option in the main channel section.

This option replaced the `max-post-per-fql-request`, `max-comments-per-fql-request`, and `max-messages-per-fql-request` options.

The bigger the value is, the longer the response time from the Facebook Server. This increases the possibility of losing connection to the Facebook Server due to HTTP session timeouts.

This option is processed by all monitor types.

max-comments-per-fql-request

Default Value: The value of the `x-max-comments-per-fql-request` option

Valid Values: 50—2147483647

Changes Take Effect: After restart

Specifies the maximum number of comments that will be retrieved per FQL (Facebook Query Language) request.

max-messages-per-fql-request

Default Value: The value of the `x-max-messages-per-fql-request` option

Valid Values: 50—2147483647

Changes Take Effect: After restart

Specifies the maximum number of messages that will be retrieved per FQL (Facebook Query Language) request.

max-posts-per-fql-request

Default Value: The value of the `x-max-posts-per-fql-request` option

Valid Values: **50—2147483647**

Changes Take Effect: After restart

Specifies the maximum number of stream posts that will be retrieved per FQL (Facebook Query Language) request.

messages-time-period

Default value: The value of the `x-messages-time-period` option

Valid values: **60—31536000** (1 minute—365 days)

Changes take effect: Upon restart

Specifies the time interval, in seconds, in which Facebook Driver will read past messages.

max-listed-posts-per-request

Default value: value of `x-max-listed-posts-per-request` option

Valid values: **50—1000**

Changes take effect: Immediately

Specifies the maximum number of explicitly listed post ids in FQL request. This option is intended for use by Professional Services only. In May 2013, Facebook could process FQL requests with more than 1000 explicitly listed post ids, however, in July 2013, this amount dropped to approximately 300. This option was added for fine-tuning in case of further changes in Facebook behavior.

monitor-type

Default Value: No default value

Valid Values: `generic`, `search`, `event`, `private-messaging`

Changes Take Effect: After restart

Specifies the monitor type.

-
- Notes:
- If the value of `monitor-type` is `private-messaging`, then the `access-token` option value must be `Page`.
 - If the value of `monitor-type` is invalid or empty, Facebook Driver will not create a monitor for this section. In this case, the `monitor-type` option can be changed to any valid value at any time without restarting the server. Once a valid monitor is created, changes to `monitor-type` will be ignored unless the server is restarted.
 - For versions 8.1.210.12 and later of the Genesys Driver for use with Facebook, the `monitor-type` event has been removed as obsolete. The type `generic` must be used instead.
-

posts-buffer-size

Default value: value of `x-posts-buffer-size` option

Valid values: 50—2147483647

Changes take effect: After restart

Specifies the maximum number of stream posts retrieved that were created or updated during the `history-time-period` timespan. If the actual number of posts is greater than this value, the most recent posts are retrieved.

The Driver processes this option only when the `monitor-type` is `generic` or `event`.

Note: This value can also be configured at the channel level using the `x-posts-buffer-size` option.

publish-access-token

Default value: No default value

Valid values: Any valid access token (String)

Changes take effect: After the time interval specified in the `sampling-period` or `x-sampling-period` options

Specifies an access token that is used by the Driver to publish posts and comments. The Driver processes this option only when the `monitor-type` is `generic` or `event`.

Note: This value can also be configured at the channel level using the `x-publish-access-token` option.

query

Default Value: No default value

Valid Values: Any valid Facebook query (string)

Changes Take Effect: After the time interval specified in the `sampling-period` or `x-sampling-period` options

Specifies the text to search in Posts on Facebook. The Driver processes this option only when the `monitor-type` (description and notes on [page 233](#)) is set to `search`.

sampling-period

Default Value: The value of the `x-sampling-period` option

Valid Values: 1–31536000

Changes Take Effect: After the original time interval specified in the `sampling-period` or `x-sampling-period` options

Specifies the length, in seconds, of the sample period that will be used by monitor.

Notes: If the value of `monitor-type` is `generic`, `event` or `search`, then the value of `sampling-period` cannot be smaller than the value of `sampling-time-buffer`.

The value can also be configured at the channel level using the `x-sampling-period` option.

Facebook Driver checks its configuration every time it requests data from Facebook.

sampling-time-buffer

Default Value: The value of the `x-sampling-time-buffer` option

Valid Values: 10–180

Changes Take Effect: After the time interval specified in the `sampling-period` or `x-sampling-period` options

Used to determine the buffer time in seconds for the sampling period. The buffer time will be deducted from the start and end time of each sampling period in monitors. The Driver processes this option only when the `monitor-type` is set to `search`. This option is processed by all monitor types.

Note: This value can also be configured at the channel level using the `x-sampling-time-buffer` option.

submit-as-chat

Default Value: `true`

Valid Values: `true` or `false`

Changes Take Effect: After the time interval specified in the `sampling-period` or `x-sampling-period` options. However, if the value is `true` and there is an active Chat session, changing the value to `false` does not affect any new incoming Private Messages. They will still be included in the current Chat session.

Specifies how new incoming Facebook private messages are introduced into the system. With the value `true`, the driver submits a new Facebook private chat session via Chat Server. With the value `false`, the driver submits a regular interaction of media-type `facebookprivatemessage..`

Note: Workspace Desktop Edition 8.5.1 does not support the `facebookprivatemessage` media type for inbound interactions. If you are using Workspace Desktop Edition 8.5.1, you must not change the default setting of this option. If you are using a custom desktop, you may use either setting.

submit-comments-itx

Default Value: The value of the `x-submit-comments-itx` option

Valid Values: `true`, `false`

Changes Take Effect: After the time interval specified in the `sampling-period` or `x-sampling-period` options.

Specifies whether a new interaction with Facebook type comment will be created for each comment (`true`). The Driver processes this option only when the `monitor-type` is set to `generic`, `event`, or `search`.

Note: This value can also be configured at the channel level using the `x-submit-comments-itx` option.

submit-internal-itx

Default Value: The value of the `x-submit-internal-itx` option

Valid Values: `true`, `false`

Changes Take Effect: After the time interval specified in the `sampling-period` or `x-sampling-period` options.

When the Facebook driver is monitoring the Facebook wall it will read all of the posts and comments. Some of the posts and comment might be created by agents. If this option is set to `true`, *all* Facebook interactions (regardless of who created the posts and comments) will be created. If this option is set to `false`, only interactions in which there is new content (posts or comments) created by *customers* will be created. All interactions that have older posts created prior to monitor read times and comments created only by agents will not be submitted. The Driver processes this option only when the `monitor-type` is set to `generic`, `event`, or `search`.

Note: This value can also be configured at the channel level using the `x-submit-internal-itx` option.

RSS/ATOM Media Channel Section

The Social Messaging Server `channel-<any name>` section specifies a media channel, which submits inbound messages to the Social Messaging Server and receives outbound messages from the Social Messaging Server to transport them to a media service. A separate `channel-<any name>` section should be created for every media channel that is served by Social Messaging Server. Some options in these sections are universal for different channels; some of them are channel-specific. As a general rule, channel-specific options are named with an `x_` prefix. Depending on the particular channel driver, and

inbound and/or outbound media supported by the channel, configuration requires setting different options.

Note: The media channel name should **not** contain the substring “-monitor”.

driver-classname

Default Value: No default value

Valid Values: Any valid driver class name

Changes Take Effect: After restart

Specifies the class name of the media driver for a specific media service. The class name of the Genesys Driver for RSS is:

`com.genesyslab.mcr.rss.driver.RssDriver`

inbound-route

Default Value: No default value

Valid Values: <tenant id> : <access point name>

Changes Take Effect: After restart

Specifies the access point that is used to place submitted interactions for incoming messages.

Note: The name of this option was changed from `inbound-route-default` to `inbound-route` in eServices 8.1.

reconnection-timeout

Default Value: 180

Valid Values: Any positive integer greater than or equal to 10

Changes Take Effect: After restart

Specifies the delay, in seconds, before the server starts the reconnection procedure for this media channel if the connection was lost.

x-history-length

Default Value: 1000

Valid Values: 1000—2147483647

Changes Take Effect: After restart

Specifies how many successfully submitted interaction IDs the RSS/ATOM driver keeps in the history file to avoid duplicate submissions.

Note: The `x-history-length` option can be configured for each monitor section individually by using the `history-length` option. The option in a particular monitor section overwrites the option in the main channel section.

x-inbound-media

Default Value: `rss`

Valid Values: Any valid media name

Changes Take Effect: Immediately

Specifies the media type that is assigned to interactions that are submitted to Interaction Server.

Note: The `x-inbound-media` option can be configured for each monitor section individually using the `inbound-media` option. The option in a particular monitor section overwrites the option in the main channel section.

x-itx-resubmit-attempts

Valid Values: `0—2147483647`

Default Value: `3`

Changes Take Effect: After restart

Specifies the number of times that Social Messaging Server attempts to resubmit an interaction. If `0` is specified, no resubmit attempts are made.

x-itx-resubmit-delay

Default Value: `30`

Valid Values: `0—2147483647`

Changes Take Effect: After restart

Specifies the number of seconds between each resubmit of an interaction. The application pauses for the specified period of time between each resubmit of an interaction.

x-itx-submit-timeout

Default Value: `10`

Valid Values: `10—2147483647`

Changes Take Effect: After restart

Specifies the amount of time, in seconds, that Social Messaging Server waits for a positive response when it submits a request with an inbound message to Interaction Server.

x-print-rss-channel

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After the time interval specified in the `sampling-period` or `x-sampling-period` options.

Specifies whether the driver should print common fields of the received RSS/ATOM feed to a log file.

Note: The `x-print-rss-channel` option can be configured for each monitor section individually using the `print-rss-channel` option. The option in a particular monitor section overwrites the option in the main channel section.

x-print-rss-items

Default Value: 0

Valid Values: Any integer above 0

Changes Take Effect: After the time interval specified in the `sampling-period` or `x-sampling-period` options.

Specifies how many received RSS/ATOM items the driver prints to a log file.

Note: The `x-print-rss-items` option can be configured for each monitor section individually by using the `print-rss-items` option. The option in a particular monitor section overwrites the option in the main channel section.

x-sampling-period

Default Value: 240

Valid Values: 1—31536000

Changes Take Effect: Immediately

Specifies the length of the sample period, in seconds, that is used by monitor.

Note: The value of `x-sampling-period` option can not be smaller than the value of the `sampling-period` option.

RSS/ATOM Media Monitor Section

The `channel-<any name>-monitor-<any name>` section specifies fetch queries and other data-fetching monitor parameters for the eServices Genesys Driver for RSS/ATOM. Multiple sections can be defined for one Driver. This section must be named according to the following format:

`channel-<any name 1>-monitor-<any name 2>`

where:

`<any name 1>` is the name of an RSS channel

`<any name 2>` is the name of a monitor

For example, the data-fetching parameters for a monitor with the name “User1” for the RSS channel “channel-rss” should be specified in the section `channel-rss-monitor-User1`.

history-length

Default Value: 1000

Valid Values: 1000—2147483647

Changes Take Effect: After restart

Specifies how many successfully submitted interaction IDs the RSS/ATOM driver keeps in the history file to avoid a duplicate submission.

Note: The `history-length` option overwrites the option `x-history-length` in main channel section.

print-rss-channel

Default Value: false

Valid Values: true, false

Changes Take Effect: After the time interval specified in the `sampling-period` or `x-sampling-period` options..

Specifies whether the driver should print common fields of the received RSS/ATOM feed to a log file.

Note: The `print-rss-channel` option overwrites the option `x-print-rss-channel` in the main channel section.

print-rss-items

Default Value: 0

Valid Values: 0 and any integer above 0

Changes Take Effect: After the time interval specified in the `sampling-period` or `x-sampling-period` options

Specifies how many received RSS/ATOM items the driver prints to a log file.

Note: The `print-rss-items` option overwrites the option `x-print-rss-items` in main channel section.

rss-url

Default value: Empty

Valid Values: Any valid URL

Takes effect: After the time interval specified in the `sampling-period` or `x-sampling-period` options.

Specifies URL of an RSS feeder, which is used to request data from the feeder.

sampling-period

Default Value: The value of the `x-sampling-period` option

Valid Values: 1—353600

Changes Take Effect: After the original time interval specified in the `sampling-period` or `x-sampling-period` options.

Specifies the length of the sample period, in seconds, that is used by monitor.

Notes: If the value of `monitor-type` is `generic`, `event` or `search`, then the value of `sampling-period` cannot be smaller than the value of `sampling-time-buffer`.

The value can also be configured at the channel level using the `x-sampling-period` option.

Facebook Driver checks its configuration every time it requests data from Facebook.

Twitter Media Channel Section

The Social Messaging Server `channel-<any name>` section specifies a media channel, which submits inbound messages to the Social Messaging Server and receives outbound messages from the Social Messaging Server to transport them to a media service. A separate `channel-<any name>` section should be created for every media channel served by Social Messaging Server. Some options in these sections are universal for different channels; some of them are channel-specific. As a general rule, channel-specific options are named with `x_` prefix. Depending on the particular channel driver, and inbound and/or outbound media supported by the channel, configuration requires setting different options.

Twitter Driver periodically checks whether configuration changes have been received and, if so, processes the changes. Changes to the parameters of the following `channel-twitter-<name>` options replace the old parameters' settings immediately:

- `x-reduced-fetching`
- `x-inbound-media`
- `x-submit-own-all`
- `x-source-nick-name`
- `x-debug-mode`

Changes to the parameters of the following `channel-twitter-<name>-monitor` options replace old parameters' settings immediately and initiate reconfiguration of Twitter data streams:

- `get-direct-messages`
- `get-home-timeline`
- `get-mentions`
- `itx-resubmit-attempts`
- `itx-resubmit-delay`
- `itx-submit-timeout`
- `sampling-period`

- `str-follow-<any name>`
- `str-track-<any name>`
- `refresh-period-channel-account`
- `refresh-period-followers`
- `refresh-period-friends`

The options that are configured in this section follow.

Note: The media channel name should **not** contain the substring “-monitor”.

driver-classname

Default Value: No default value

Valid Values: Any valid driver class name

Changes Take Effect: After restart

Specifies the class name of the media driver for a specific media service. The class name of the Genesys Driver for Twitter is:

`com.genesyslab.mcr.smsserver.channel.twitter.TwitterDriver.`

inbound-route

Default Value: No default value

Valid Values: `<tenant id> : <access point name>`

Changes Take Effect: After restart

Specifies the access point that is used to place submitted interactions for incoming messages. For example:

`101:twitter_queue`

or

`101:inqueue-acc-point`

Note: The name of this option was changed from `inbound-route-default` to `inbound-route` in eServices 8.1.

reconnection-timeout

Default Value: 180

Valid Values: Any positive integer greater than or equal to 10

Changes Take Effect: After restart

Specifies the delay, in seconds, before the server starts the reconnection procedure for this media channel if the connection was lost.

ucs-in-use

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After restart

Allows to use Contact Server to save data, for example, account relations.

ucs-request-timeout

Default Value: 60

Valid Values: 10—300

Changes Take Effect: After restart

Specifies the length of time, in seconds, to wait for UCS to return the result of an ESP request.

x-access-token

Default Value: No default value

Valid Values: Any valid access token (string)

Changes Take Effect: After restart

Specifies an access token that is used by the driver to access a Twitter service. To obtain this value, you must register Social Messaging Server as an application in Twitter service, as described in the description for `x-consumer-key`.

x-access-token-secret

Default Value: No default value

Valid Values: Any valid access token secret (string)

Changes Take Effect: After restart

Specifies an access token secret (password) that is used by the driver to access a Twitter service. To obtain this value, you must register Social Messaging Server as an application in Twitter service, as described in the description for `x-consumer-key`.

x-consumer-key

Default Value: No default value

Valid Values: Any valid string with a consumer key

Changes Take Effect: After restart

Specifies the consumer key that is used by the drive to access a Twitter service. To obtain this value, you must register Social Messaging Server as an application in Twitter service. Refer to the following websites for information about how to register Social Messaging Server:

- <http://dev.twitter.com/pages/auth#register>
- <http://dev.twitter.com/apps>
- <http://dev.twitter.com/apps/new>
- <http://twitter.com/settings/connections>

x-consumer-secret

Default Value: No default value

Valid Values: Any valid string with a consumer key secret

Changes Take Effect: After restart

Specifies the consumer key secret (password) that is used with the value of the `x-consumer-key` option by the driver to access a Twitter service. To obtain this value, you must register Social Messaging Server as an application in Twitter service, as described in the description for `x-consumer-key`.

x-debug-mode

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

If set to `true`, an extended form of logging is set for the driver. If set to `false`, a reduced form of logging is set for the driver.

x-inbound-media

Default Value: `twitter`

Valid Values: Any valid media name

Changes Take Effect: Immediately

Specifies the media type that is assigned to interactions that are submitted to Interaction Server on incoming Twitter messages.

x-source-nick-name

Default Value: `Twitter-Channel`

Valid Values: any string

Changes Take Effect: Immediately

The option is used to add a description in a submitted interaction.

x-submit-own-all

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Specifies whether inbound messages that originate from the media account that is associated with this channel (“own” messages) are submitted to Interaction Server.

x-ucs-relations-chunk

Default Value: `200`

Valid Values: `100—5000`

Changes Take Effect: After restart

Specifies maximum number of relations sent to UCS in one ESP request.

Twitter Media Monitor Section

The `channel-<any name>-monitor` section specifies fetch queries and other data-fetching monitor parameters for the eServices Genesys Driver for Twitter. This section must be named according to the following format:

`channel-<any name>-monitor`
 where"

`<any name>` is the name of a Twitter channel

For example, the data-fetching monitor for the Twitter channel

"channel-twitter-a" should be specified in the section

`channel-twitter-a-monitor`.

The eServices Genesys Driver that is used with Twitter receives messages and data from Twitter by a combination of Twitter REST API, Twitter Search API, and Twitter streaming data sources implemented in Twitter Public and Users Stream APIs.

There are five groups of messages received by the driver:

- Home timeline messages—messages from a channel's Twitter account home timeline.
- Direct messages—direct messages from channel's Twitter account.
- Mentions—messages with mentions of a channel's Twitter account.
- Messages related to a specified Twitter user.
- Messages containing specified keywords.

cleanup-relations

Default Value: 7

Valid Values: 0—365

Changes Take Effect: Immediately

Specifies, in days, how frequently the relations data (friends, followers and actions records) of Twitter channels is cleaned up by the server. A value of 0 means the cleaning is not performed.

control-str-public

Default Value: on

Valid Values: on, off

Changes Take Effect: After restart

Specifies whether Twitter Driver uses the public messages data stream. If on, the stream is used. If off, the stream is not used.

Note: The public data stream delivers messages that are specified by the options `str-follow-<any name>` and `str-track-<any name>`.

control-str-user

Default Value: on

Valid Values: on, off

Changes Take Effect: After restart

Specifies whether Twitter Driver uses the user data stream. If `on`, the stream is used. If `off`, the stream is not used.

Note: The public data stream delivers home timeline tweets, tweets with mention of a channel account, and direct messages.

get-direct-messages

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Turns on (`true`) or turns off (`false`) fetching of direct messages from the driver's own account.

get-home-timeline

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Turns on (`true`) or turns off (`false`) fetching of messages from the timeline of the driver's own account.

get-mentions

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Turns on (`true`) or turns off (`false`) fetching of messages that mention the driver's own account.

itx-submit-timeout

Default Value: **10**

Valid Values: **10–60**

Changes Take Effect: Immediately

This option, along with **itx-resubmit-attempts** and **itx-resubmit-delay**, control the way that Social Messaging Server submits interactions.

The server submits a request with an inbound message to Interaction Server and waits **itx-submit-timeout** seconds for a positive response from the server. If the expected response has not been received within this time period, the server repeats the submit request up to **itx-resubmit-attempts** times, with a delay of **itx-resubmit-delay** seconds between successive attempts.

itx-resubmit-attempts

Default Value: **3**

Valid Values: **0–9**

Changes Take Effect: Immediately

Number of times that Social Messaging Server attempts to resubmit an interaction. With a value of **0**, no resubmit attempts are made. See “refresh-period-channel-account” on [page 247](#) for a full description of the submission process.

itx-resubmit-delay

Default Value: **30**

Valid Values: **1–120**

Changes Take Effect: Immediately

Time, in seconds that Social Messaging Server waits between attempts to resubmit an interaction. See “refresh-period-channel-account” on [page 247](#) for a full description of the submission process.

refresh-period-channel-account

Default Value: **60**

Valid Values: **0—2147483648**

Changes Take Effect: Immediately

Specifies, in minutes, how frequently the account information of the channel is refreshed with data that is re-fetched from Twitter. A value of **0** means the list is not refreshed.

refresh-period-followers

Default Value: **60**

Valid Values: **0—2147483648**

Changes Take Effect: Immediately

Specifies, in minutes, how frequently the account followers list of the channel is refreshed with data that is re-fetched from Twitter. A value of **0** means the list is not refreshed.

refresh-period-friends

Default Value: **60**

Valid Values: **0—2147483648**

Changes Take Effect: Immediately

Specifies, in minutes, how frequently the account friends list of the channel is refreshed with data that is re-fetched from Twitter. A value of **0** means the list is not refreshed.

sampling-history

Default Value: **0**

Valid Values: **0–864000**

Changes Take Effect: After restart

Specifies, in seconds, the “historical depth” of the first data fetching cycle from a Twitter data source. The first data fetching cycle requests messages with time stamps from (`current_time_in_seconds` minus the value of

sampling-history) to (current_time_in_seconds). A value of 0 means that the driver fetches new messages only (messages created after the driver's start time).

sampling-period

Default Value: 600

Valid Values: 60—3600

Changes Take Effect: Immediately

Specifies how frequently, in seconds, data-fetching from a Twitter data source will occur.

str-follow-<any name>

Default Value: No default value

Valid Values: Any integer greater than 0

Changes Take Effect: After restart

Specifies the ID of a Twitter user. Public statuses for this user are included in the messaging stream. Refer to the stream query parameter `follow` that is described by the following page:

<https://dev.twitter.com/docs/streaming-api/methods>

str-language-<any name>

Default Value: No default value

Valid Values: List of language tags separated by spaces

Changes Take Effect: Immediately

Specifies the language-based filter for the public stream, which selects only messages with the corresponding language attribute, assigned by Twitter accordingly with a message's content.

The language tags are defined in the document “Tags for Identifying Languages” on the following page: <http://tools.ietf.org/html/bcp47>.

Example: "en fr de".

str-track-<any name>

Default Value: No default value

Valid Values: Any string

Changes Take Effect: After restart

Specifies keywords or phrases to track. Public statuses that match this option are included in the messaging stream. Refer to the stream query parameter `track` as described by the following page:

<https://dev.twitter.com/docs/streaming-api/methods>

eServices Social Messaging Plugin for Genesys Agent Desktop Options

Configuration options for the eServices Social Messaging Plugin for Genesys Agent Desktop are configured in the **Properties** tab of the Genesys Desktop application in Configuration Manager or Genesys Administrator. Configure the options in the **contact** and **multimedia** sections. [Table 27](#) lists the options for the eServices Social Messaging Plugin for Genesys Agent Desktop.

Table 27: eServices Social Messaging Plugin for Genesys Agent Desktop Configuration Options

Section	Option	New/Existing	See Page
contact	directory-displayed-columns	Existing	Page 250
	directory-search-attributes	Existing	Page 250
	displayed-attributes	Existing	Page 250
	multiple-values-attributes	Existing	Page 251
multimedia	facebook-comment-limit	Existing	Page 251
	facebook-post-limit	Existing	Page 251
	facebook-outbound-queue	Existing	Page 251
	facebook-server-app-name	Existing	Page 251
	media	Existing	Page 252
	open-media-saved-list	Existing	Page 252
	twitter-check-user-relation-realtime	Existing	Page 252
	twitter-outbound-queue	Existing	Page 252
	twitter-reply-limit	Existing	Page 252

Option descriptions follow.

Note: If the default value of an option described in this section differs from that in the application template, the value in the template is correct.

contact section

The following options are configured in the **contact** section.

directory-displayed-columns

Default Value: No default value

Valid Values: Attached data fields

Changes Take Effect: After restart

Shows extra information on a desktop contact panel. Add the following string to the value of this option:

```
, _twitterFromAddr, _twitterFromUserId, _facebookActorId,  
_facebookActorName
```

If the value of this option is empty, add only:

```
_twitterFromAddr, _twitterFromUserId, _facebookActorId,  
_facebookActorName
```

For example the final value of this option might look like this:

```
FirstName, LastName, _twitterFromAddr, _twitterFromUserId, _facebookActorId  
, _facebookActorName
```

directory-search-attributes

Valid Values: Attached data fields

Changes Take Effect: After restart

Shows extra information on a desktop search panel. Add the following string to the value of this option:

```
, _twitterFromAddr, _twitterFromUserId, _facebookActorId,  
_facebookActorName
```

If the value of this option is empty, add only:

```
_twitterFromAddr, _twitterFromUserId, _facebookActorId,  
_facebookActorName
```

For example, the final value of this option may look like this:

```
FirstName, LastName, _twitterFromAddr, _twitterFromUserId, _facebookActorId  
, _facebookActorName
```

displayed-attributes

Default Value: No default value

Valid Values: Attached data fields

Changes Take Effect: After restart

Shows extra information on a desktop contact panel. Add the following string to the value of this option:

```
, _twitterFromAddr, _twitterFromUserId, _facebookActorId,  
_facebookActorName
```

If the value of this option is empty, add only:

```
_twitterFromAddr, _twitterFromUserId, _facebookActorId,  
_facebookActorName
```

For example, the final value of this option may look like this:

```
FirstName, LastName, _twitterFromAddr, _twitterFromUserId, _facebookActorId
```

multiple-values-attributes

Default Value: No default value

Valid Values: Attached data fields

Changes Take Effect: After restart

Shows extra information on a desktop contact panel. Add the following string to the value of this option:

`, _facebookActorName`

If the value of this option is empty, add only:

`_facebookActorName`

For example, the final value of this option may look like this:

`EmailAddress, PhoneNumber, _facebookActorName`

multimedia section

The following options are configured in the `multimedia` section.

facebook-comment-limit

Default Value: `8000`

Valid Values: `0—8000`

Changes Take Effect: After restart

Specifies the maximum number of characters in a comment reply.

facebook-post-limit

Default Value: `420`

Valid Values: `0—420`

Changes Take Effect: After restart

Specifies the maximum number of characters in a post reply.

facebook-outbound-queue

Default Value: No default value

Valid Values: Any valid queue

Changes Take Effect: After restart

Specifies the queue for outbound Facebook interactions (posts or comments).

facebook-server-app-name

Default Value: No default value

Valid Values: Any valid Social Messaging Server Application name

Changes Take Effect: After restart

Specifies the Social Messaging Server Application name from Configuration that is used to send outgoing replies (posts and comments) for Facebook and Twitter interactions.

media

Default Value: No default value

Valid Values: Any valid media

Changes Take Effect: After restart

Specifies which media types the Genesys Agent Desktop processes. Add , facebook, twitter to the value of this option. If the string is empty, add only facebook, twitter. For example the final value of this option may look like this:

email, chat, webcallback, facebook, twitter

open-media-saved-list

Default Value: No default value

Valid Values: Any valid media

Changes Take Effect: After restart

Specifies whether an Open Media interaction should be saved in Universal Contact Server. The value of this option is a comma separated list of media that requires UCS storage.

Add , facebook, twitter to the value of this option. If the string is empty, add only facebook, twitter. For example the final value of this option may look like this:

sms, video, webcallback, facebook, twitter

twitter-check-user-relation-realtime

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

If set to true, checks the real-time state of the relationship between GAD and the Twitter account when an agent receives a Twitter interaction.

twitter-outbound-queue

Default Value: No default value

Valid Values: Any valid queue

Changes Take Effect: After restart

Specifies the queue for outbound Twitter messages.

twitter-reply-limit

Default Value: 140

Valid Values: 0–140

Changes Take Effect: After restart

Specifies the maximum number of characters in a twitter reply.

eServices Social Messaging Plugins for Interaction Workspace Options

You can configure options for the Interaction Workspace Plugin for Facebook, the Interaction Workspace Plugin for Twitter, and the Interaction Workspace Plugin for RSS in the Options tab of the Interaction Workspace application in Configuration Manager or Genesys Administrator. [Table 28](#) lists the options for the eServices Social Messaging Plugins for Interaction Workspace.

Table 28: eServices Social Messaging Plugins for Interaction Workspace Configuration Options

Section	Option	New/Existing	See Page
interaction-workspace	<socialmedia>.outbound-queue	Existing	Page 254
	<socialmedia>.default-queue	Existing	Page 255
	<socialmedia>.url-regex	Existing	Page 255
	<socialmedia>.response-wait-time	Existing	Page 255
	<socialmedia>.toast-information-key	Existing	Page 255
	facebook.comments-pagination-size	Existing	Page 255
	facebook.hashtag-regex	New	Page 257
	facebook.image-attachment-max-size	New	Page 257
	facebookprivatemessage.default-queue	New	Page 256
	facebookprivatemessage.hashtag-regex	New	Page 256
	facebookprivatemessage.outbound-queue	New	Page 256
	facebookprivatemessage.response-wait-time	New	Page 256
	facebookprivatemessage.subject-max-chars	New	Page 257
	facebookprivatemessage.url-regex	New	Page 257
	facebook.use-esp-broadcast	New	Page 257
	twitter.hashtag-regex	Existing	Page 257
	twitter.image-attachment-char-length	New	Page 257
	twitter.max-chars	Existing	Page 258

Table 28: eServices Social Messaging Plugins for Interaction Workspace Configuration Options (Continued)

Section	Option	New/Existing	See Page
interaction-workspace	twitter.mention-regex	Existing	Page 258
	twitter.shortened-url-char-length	Existing	Page 258
	twitter.use-esp-broadcast	New	Page 258
	interaction-bar.quick-access-modes.facebook	New	Page 258
	interaction-bar.quick-access-modes.facebooksession	New	Page 258
	interaction-bar.quick-access-modes.rss	New	Page 259
	interaction-bar.quick-access-modes.twitter	New	Page 259
	workbin.facebookprivatemessage.draft	New	Page 259
	workbin.facebooksession.in-progress	New	Page 259
	workbin.<socialmedia>.draft	Existing	Page 259
	workbin.<socialmedia>.in-progress	Existing	Page 259

Option descriptions follow.

Note: If the default value of an option described in this section differs from that in the application template, the value in the template is correct.

All options are configured in the `interaction-workspace` section.

Some options are found with similar name and functionality in all plugins; these are given a single description, with `<socialmedia>` standing for either `facebook`, `twitter` or `rss`. For example, `<socialmedia>.url-regex` can be used as `facebook.url-regex`, `twitter.url-regex`, or `rss.url-regex`. Other options apply only to the plugins for Twitter or Facebook (there are no options that apply only to the plugin for RSS).

`<socialmedia>.outbound-queue`

Default Value: None

Valid Values: Any string

Changes Take Effect: Immediately

This option is mandatory. It specifies the name of the queue in which an outbound interaction is placed when an agent is done editing it, unless another queue is specified as a target in the strategy.

Note: This option applies to Facebook and Twitter only.

<socialmedia>.default-queue

Default Value: None

Valid Values: Any string

Changes Take Effect: Immediately

This option is mandatory. It specifies the name of the queue in which the outbound interaction is first created.

Note: This option applies to Facebook and Twitter only.

<socialmedia>.url-regex

Default Value:

'(http|https|ftp)\:\/\/[a-zA-Z0-9\-\.\.]+\.[a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?\/?([a-zA-Z0-9\-\._?\\,\'\/\\+&%;\$#!\=\~])*[^\.\,\\)\(\\s]?'

Valid Values: Any string

Changes Take Effect: Immediately

Regular expression for identifying URL links in messages, posts, comments, and info text. Identified links are highlighted.

<socialmedia>.response-wait-time

Default Value: 10000

Valid Values: Integer in the span 1–2,147,483,647

Changes Take Effect: Immediately

Specifies, in milliseconds, the length of time that Interaction Workspace waits for a response to a request to Interaction Server, before displaying an error message.

<socialmedia>.toast-information-key

This is an instance of a more general Interaction Workspace option that is described in the *Interaction Workspace Deployment Guide*. See, for example, http://docs.genesyslab.com/wiki/index.php?title=Interaction_Workspace_Chat_Options#chat.toast-information-key

facebook.comments-pagination-size

Default Value: 10

Valid Values: 1—2, 147, 483, 647

Changes Take Effect: Immediately

Specifies the number of comments to be shown initially and the number that will be added when `show more` is clicked.

facebook.hashtag-regex

Default Value: `'#(\w+)'`

Valid Values: Any string

Changes Take Effect: Immediately

Regular expression for identifying hashtags in posts and comments. Identified hashtags are highlighted.

facebook.image-attachment-max-size

Default Value: 5120

Valid Values: Integer in the span 0—2, 147, 483, 647

Changes Take Effect: Immediately

Specifies the maximum size, in kilobytes, of a picture that is attached to a post.

facebookprivatemessage.default-queue

Default Value: No default value

Valid Values: Any valid queue name

Changes Take Effect: Immediately

Queue name that is used for `facebookprivatemessage` outbound interactions when they are created. Works similarly to other social media types. This option is mandatory.

facebookprivatemessage.hashtag-regex

Default Value: `#(\w+)`

Valid Values: Any valid string

Changes Take Effect: Immediately

Regex specification that is used for identifying hashtags in `facebookprivatemessage` interaction content. Works similarly to other social media types.

facebookprivatemessage.outbound-queue

Default Value: No default value

Valid Values: Any valid queue name

Changes Take Effect: Immediately

Queue name that is used for `facebookprivatemessage` outbound interactions when agent submits the interaction. Works similarly to other social media types. This option is mandatory.

facebookprivatemessage.response-wait-time

Default Value: 10000

Valid Values: Any valid integer

Changes Take Effect: Immediately

Timeout for all client/server requests that are sent in the `facebookprivatemessage` section of plug-in. Works similarly to other social media types.

facebookprivatemessage.subject-max-chars

Default Value: 100

Valid Values: Any valid integer

Changes Take Effect: Immediately

Maximum characters length for the `Subject` field of the outbound `facebookprivatemessage` interaction. Works similarly to other social media types.

facebookprivatemessage.url-regex

Default Value:

```
(http|https|ftp)\:\/\/[a-zA-Z0-9\-\.\_]+\.[a-zA-Z]{2,3}(:[a-zA-Z0-9]*)?/?([a-zA-Z0-9\-\.\_]?|\/\?|\/'\/\+&|%$#!~])*(^\.\/\)\(\s)?
```

Valid Values: Any valid string

Changes Take Effect: Immediately

Regex specification that is used for identifying `urls` in `facebookprivatemessage` interaction content. Works similarly to other social media types.

facebook.use-esp-broadcast

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Specifies whether the ESP request `GetChannelsDescription` is sent in broadcast mode.

twitter.hashtag-regex

Default Value: `'#(\w+)'`

Valid Values: Any string

Changes Take Effect: Immediately

Regular expression for identifying hashtags in tweet messages and info text. Identified hashtags are highlighted.

twitter.image-attachment-char-length

Default Value: 23

Valid Values: Any valid integer

Changes Take Effect: Immediately

Number of characters that are used toward allotment of the maximum number of characters allowed for a tweet. When an agent adds a picture to a tweet, this number of characters is added to the total number of the characters the agent has typed in the tweet text.

twitter.max-chars

Default Value: 140

Valid Values: Integer in the span 1—2, 147, 483, 647

Changes Take Effect: Immediately

Specifies the maximum number of characters allowed per tweet.

twitter.mention-regex

Default Value: '@(\w+)'

Valid Values: Any string

Changes Take Effect: Immediately

Regular expression for identifying mentions in tweet messages and info text. Identified mentions are highlighted.

twitter.shortened-url-char-length

Default Value: 23

Valid Values: Integer in the span 1—2, 147, 483, 647

Changes Take Effect: Immediately

Twitter replaces all URLs in the outbound message text with shortened URLs. This option specifies the length, in characters, of this shortened URL.

twitter.use-esp-broadcast

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether the ESP request `GetChannelsDescription` is sent in broadcast mode.

interaction-bar.quick-access-modes.facebook

Default Value: No default value

Valid Values: Any valid integer

Changes Take Effect: Immediately

Interaction Workspace option specifying the desktop view mode for facebook interactions. Only `Pinned` or `Floating` modes are supported. `Pinned` and `Floating` is not supported. For more details, refer to the *Genesys Interaction Workspace 8.1 Reference Manual*.

interaction-bar.quick-access-modes.facebooksession

Default Value: No default value

Valid Values: Any valid integer

Changes Take Effect: Immediately

Interaction Workspace option specifying the desktop view mode for `facebooksession` interactions.

Only Pinned or Floating modes are supported. Pinned and Floating is not supported. For more details, refer to the *Genesys Interaction Workspace 8.1 Reference Manual*.

interaction-bar.quick-access-modes.rss

Default Value: No default value

Valid Values: Any valid integer

Changes Take Effect: Immediately

Interaction Workspace option specifying the desktop view mode for rss interactions.

Only Pinned or Floating modes are supported. Pinned and Floating is not supported. For more details, refer to the *Genesys Interaction Workspace 8.1 Reference Manual*.

interaction-bar.quick-access-modes.twitter

Default Value: No default value

Valid Values: Any valid integer

Changes Take Effect: Immediately

Interaction Workspace option specifying the desktop view mode for twitter interactions.

Only Pinned or Floating modes are supported. Pinned and Floating is not supported. For more details, refer to the *Genesys Interaction Workspace 8.1 Reference Manual*.

workbin.facebookprivatemessage.draft

Default Value: No default value

Valid Values: Any valid integer

Changes Take Effect: Immediately

Workbin name for facebookprivatemessage draft interactions. Works similarly to other social media types. This option is mandatory.

workbin.facebooksession.in-progress

Default Value: No default value

Valid Values: Any valid workbin name

Changes Take Effect: Immediately

Workbin name for facebooksession in-progress interactions. Works similarly to other social media types. This option is mandatory.

workbin.<socialmedia>.in-progress

Default Value: <socialmedia> Workbin InProgress

Valid Values: Any valid workbin script object name in Configuration Server that is owned by the Agent.

Changes Take Effect: After restart of Interaction Workspace

The name of the workbin used to store social media inbound interactions that are in progress.

Note: This option applies to Facebook and Twitter only.

workbin.<socialmedia>.draft

Default Value: <socialmedia> Workbin Draft

Valid Values: Any valid workbin script object name in Configuration Server that is owned by the Agent.

Changes Take Effect: After restart of Interaction Workspace

The name of the workbin used to store social media outbound draft interactions.

Note: This option applies to Facebook and Twitter only.

Disconnect Detection Protocol for Components

A disconnect detection protocol, either Advanced Disconnect Detection Protocol (ADDP) or others, is used for detecting a connection failure with servers to which another component connects as a client. For the components that support ADDP, you can configure it on the **Connections** tab of the **Properties** dialog box.

[Table 29](#) lists the Client names, the associated servers in their Connections tab, and the type of disconnect detection protocol each supports.

Table 29: Servers and ADDP Connection Support

Client Name	Server Name	Disconnect Detection Protocol
Interaction Server	Configuration Server	ADDP
	DB Server	ADDP
	Message Server ^a	ADDP
	Stat Server	ADDP
	ESP Servers: <ul style="list-style-type: none"> • Universal Contact Server • Classification Server • E-mail Server • Outbound Contact Server • Chat Server • SMS Server • Any other custom servers 	ADDP
Interaction Server Proxy	Configuration Server	ADDP
	Message Server ^a	ADDP
	Interaction Server	ADDP
Universal Contact Server	Configuration Server	ADDP
	Message Server ^a	ADDP
	Stat Server ^b	ADDP
Universal Contact Server Proxy	Configuration Server	ADDP
	Message Server ^a	ADDP
	Universal Contact Server	ADDP
Universal Contact Server Manager	Universal Contact Server	Proprietary RMI ping ^c

Table 29: Servers and ADDP Connection Support (Continued)

Client Name	Server Name	Disconnect Detection Protocol
E-mail Server	Configuration Server	ADDP
	Message Server ^a	ADDP
	Interaction Server	ADDP
	Universal Contact Server	ADDP
Web API Server	Configuration Server	ADDP
	Message Server ^a	ADDP
	Solution Control Server	ADDP
	Chat Server	Not Applicable ^d
	E-mail Server	Not Applicable ^d
	Universal Contact Server	Not Applicable ^d
	Stat Server	Not Supported
	Interaction Server	Not Applicable ^d
	Co-Browsing Server	Not Applicable ^d
Co-Browsing Server	Configuration Server	ADDP
	Message Server	ADDP
Chat Server	Configuration Server	ADDP
	Message Server ^a	ADDP
	Interaction Server	ADDP
	Universal Contact Server	ADDP
Classification Server	Configuration Server	ADDP
	Message Server ^a	ADDP
	Universal Contact Server	Proprietary RMI ping ^c
Training Server	Configuration Server	ADDP
	Message Server ^a	ADDP
	Universal Contact Server	Proprietary RMI ping ^c

Table 29: Servers and ADDP Connection Support (Continued)

Client Name	Server Name	Disconnect Detection Protocol
Knowledge Manager	Universal Contact Server	Proprietary RMI ping ^c
	Configuration Server	Not Supported
SMS Server	Configuration Server	Not Applicable
	Message Server ^a	ADDP
	Chat Server	Not Supported
	Interaction Server	ADDP
	Solution Control Server	Not Supported
Social Messaging Server	Configuration Server	Not Applicable
	Message Server ^a	ADDP
	Interaction Server	ADDP
AIL (Agent Interaction Layer)	Chat Server	ADDP ^e
	Universal Contact Server	Proprietary RMI ping ^c
	Configuration Server	ADDP
	Interaction Server	ADDP
	Interaction Server Proxy	ADDP

- The Message Server connection is optional and is needed only if you intend to output logs to the Message Server. Also, ADDP to the Message Server is controlled internally by the Genesys Log library.
- The Stat Server connection is optional and is needed only for reporting. UCS supports several connections to Stat Server applications. The UCS option `enable-reporting` (see [page 32](#)) in the `settings` section must also be set to `true`.
- Proprietary implementation of disconnection detection by sending a ping packet over RMI protocol.
- Web API Server does not keep a persistent connection with this server—instead, it establishes a separate connection each time it needs to send a request.
- Must be specified in the `chat-addp-protocol` option (with value of `true`) in the Genesys Desktop–Agent application because there are no connections to Chat Server (host and port comes in the attached data of the `Invite` event from Interaction Server). ADDP connection parameters (`trace = both`, `timeout = 30`, `remote-timeout = 30`) are hardcoded into AIL.

Note: You do not configure Proprietary detection in Configuration Manager/Configuration Server.

Configure each Client Application object as follows:

1. Launch Configuration Manager.
2. In the Applications folder, double-click the Application object to open its Properties dialog box.
3. Select the Connections tab.

This tab lists the servers to which the application connects.

On the Connections tab for each server that supports ADDP, do the following:

1. Double-click the server name in this list to open its Properties dialog box.
2. Type addp in the Connection Protocol text box.

Protocol specifies the method for detecting connection failures between two or more servers and determining the operational status of these servers. The value of addp activates ADDP.

3. Enter the Local Timeout and Remote Timeout values in their respective text boxes.

These boxes specify a Local Timeout which is the heartbeat-polling interval, in seconds, on a client side and Remote Timeout which is the heartbeat-polling interval, in seconds, on a server side.

Timeout must be at least twice as long as the average maximum network latency, plus the amount of time the application may spend without checking network activity. Otherwise, the connection will be dropped periodically as it takes some time for poll packages and responses to travel from one application to another. The application might not immediately respond to the polling request.

The maximum reaction time to connection/host failure is equal to double the timeout plus network latency.

A valid value is any positive integer.

4. From the Trace Mode drop-down list, select a trace level (Trace On Both Sites, Trace On Client Site, or Trace On Server Site).

Trace specifies the level of the ADDP log.

5. Click OK to close the server Properties dialog box.
6. After specifying the ADDP option for the servers, click OK to close the Properties dialog box.



Chapter

2

Field Codes in Standard Responses

In previous versions of this Reference Manual, this chapter consisted of a reference listing of the field codes used in standard responses.

That information is now provided in the *eServices Field Codes Reference Manual*, which you can access from the eServices product page at <http://docs.genesys.com/Documentation/ES>.



Appendix

Retired Components and Options

This appendix lists the components and options that were retired between Internet Contact Solution 6.5.x and eServices 8.5. It includes the following sections:

- [Retired Between eServices 8.1.4 and eServices 8.5.0, page 267](#)
- [Retired Between eServices 8.1.210 and eServices 8.1.4, page 268](#)
- [Retired Between eServices 8.1.201 and eServices 8.1.210, page 268](#)
- [Retired Between eServices 8.1.201 and eServices 8.1.210 CD Update, page 268](#)
- [Retired Between eServices 8.1.2 and eServices 8.1.201, page 269](#)
- [Retired Between eServices 8.1.1 and eServices 8.1.2, page 269](#)
- [Retired Between eServices 8.1.0 and eServices 8.1.1, page 270](#)
- [Retired Between eServices 8.0.2 and eServices 8.1, page 270](#)
- [Retired Between eServices 8.0.1 and eServices 8.0.2, page 271](#)
- [Retired Between Multimedia 8.0.0 and eServices 8.0.1, page 271](#)
- [Retired Between Multimedia 7.6 and Multimedia 8.0.0, page 271](#)
- [Retired Between Multimedia 7.5 and Multimedia 7.6, page 272](#)
- [Retired Between Multimedia 7.2 and Multimedia 7.5, page 272](#)
- [Retired Between Multi-Channel Routing 7.1 and Multimedia 7.2, page 272](#)
- [Retired Between Multi-Channel Routing 7.0 and 7.1, page 273](#)
- [Retired Between ICS 6.5.x and Multi-Channel Routing 7.0, page 273](#)

Retired Between eServices 8.1.4 and eServices 8.5.0

The following sections or options were retired since the 8.1.4 release:

- The Social Messaging Server `media-accounts-monitoring` option has been removed from the `settings` section.

Retired Between eServices 8.1.210 and eServices 8.1.4

The following sections or options were retired since the 8.1.210 release:

- The Social Messaging Server for Facebook Media Channel `inbound-media-chat` option has been removed from the `channel-<any name>` section.
- The Social Messaging Server for Facebook Media Channel `x-inbound-media-chat` option has been removed from the `channel-<any name>-monitor-<any name>` section.
- The Social Messing Server option `x-reduced-fetching` has been removed from the Twitter Media Channel `channel-<any name>` section.

Retired Between eServices 8.1.201 and eServices 8.1.210

The following sections or options were retired since the 8.1.201 release:

- The E-Mail Server `inbound-submitter-thread-pool-size` option has been removed from the `e-mail` processing section.
- The E-Mail Server `outbound-submitter-thread-pool-size` option has been removed from the `e-mail` processing section.
- The SMS Server `x-smpp-charset-reduced` option has been removed from the `channel-<any name>` section.

Retired Between eServices 8.1.201 and eServices 8.1.210 CD Update

The following sections or options were retired since the 8.1.210 release:

- The following options have been removed from Social Messaging Server:
 - `x-first-sampling-period` has been removed from the Facebook Media Channel section.
 - `x-max-posts-per-fql-request` has been replaced with `x-max-objects-per-request` in the Facebook Media Channel section.
 - `x-max-comments-per-fql-request` has been replaced with `x-max-objects-per-request` in the Facebook Media Channel section.
 - `x-post-time-period` has been replaced with `x-history-time-period` in the Facebook Media Channel section.

- `x-post-chunk-size` has been replaced with `x-max-objects-per-request` in the Facebook Media Channel section.
- `x-max-messages-per-fql-request` has been replaced with `x-max-objects-per-request` in the Facebook Media Channel section.
- `x-messages-time-period` has been replaced with `x-history-time-period` in the Facebook Media Channel section.
- `itx-resubmit-attempts` has been removed from the Facebook Media Monitor section.
- `itx-resubmit-delay` has been removed from the Facebook Media Monitor section.
- `itx-submit-timeout` has been removed from the Facebook Media Monitor section.
- `first-sampling-period` has been removed from the Facebook Media Monitor section.
- `max-posts-per-fql-request` has been replaced with `max-objects-per-request` in the Facebook Media Monitor section.
- `max-comments-per-fql-request` has been replaced with `max-objects-per-request` in the Facebook Media Monitor section.
- `post-time-period` has been replaced with `history-time-period` in the Facebook Media Monitor section.
- `post-chunk-size` has been replaced with `max-objects-per-request` in the Facebook Media Monitor section.
- `max-messages-per-fql-request` has been replaced with `max-objects-per-request` in the Facebook Media Monitor section.

`messages-time-period` has been replaced with `history-time-period` in the Facebook Media Monitor section.

Retired Between eServices 8.1.2 and eServices 8.1.201

The following option was retired since the 8.1.2 release:

The Social Messaging Server `qry-<name>` option has been removed from the `channel-<any name>-monitor` section of the Twitter Driver because the option's functionality is supported by the `str-track-<any name>` option.

Retired Between eServices 8.1.1 and eServices 8.1.2

The following sections or options were retired since the 8.1.1 release:

- The Social Messaging Server `x-thread-pool-size` option has been removed from the `channel-<any name>` section.
- The E-mail Server settings section and all of its options have been removed.
- The following options have been removed from Email Server, but backwards compatibility has been maintained:
 - `enable-starttls` has been removed from the `pop-client` and `smtp-client` sections.
 - `require-starttls` has been removed from the `pop-client` and `smtp-client` sections.
 - `enable-ssl` has been removed from the `pop-client` and `smtp-client` sections.

Note: Do not set both the `enable-ssl` and `enable-starttls` options (`pop-client` and `smtp-client` sections) to true. Having `enable-ssl` set to true creates an encrypted connection from the start, which makes an `enable-starttls` connection impossible (an `enable-starttls` connection must start with an unencrypted connection, after which the socket connection is encrypted).

Retired Between eServices 8.1.0 and eServices 8.1.1

The following sections or options were retired since the 8.1.0 release:

- Social Messaging Server's `x-registered-app-name` and `x-user-id` options have been removed from the `channel-<any name>` section.

Retired Between eServices 8.0.2 and eServices 8.1

The following sections or options were retired since the 8.0.2 release:

- Universal Contact Server's `registered-persistent` option has been removed from the `index.contact`, `index.interaction`, and `index.srl` sections.
- Universal Contact Server's `port`, `port-http`, and `port-https` options have been removed from the `cview` section. In 8.1, standard port definition in Configuration Manager is used instead, with `protocol=HTTP`. These options were used for Context Services only.
- Chat Server's `web-api-port` option—You must now define the port in the port settings of the Chat Server Application object.

- SMS Server's `session-request-keyword` and `sms-subject-size` options have been removed from the `settings` section.
- SMS Server's `channel-<name>` section and all of its options have been removed.
- E-mail Server's `worker-threads` and `enable-web-form` options have been removed from the `iwe-processing` section.
- E-mail Server's `web-api-port` option—You must now define the port in the port settings of the E-mail Server Application object.

Retired Between eServices 8.0.1 and eServices 8.0.2

No options or sections were retired since the 8.0.1 release of eServices.

Retired Between Multimedia 8.0.0 and eServices 8.0.1

The following sections or options were retired since the 8.0.0 release:

- Chat Server's `esp-server-port` option—You must now define the port with the ID “ESP” in the port settings of the Chat Server Application object. Interaction Server uses this port to connect to Chat Server. If no ESP port is specified, and an Interaction Server has a connection to this Chat Server, Interaction Server attempts to use the default port. This will lead to failed connection attempts.
- SMS Server's `default-delivery-time`, `default-delivery-type`, and `default-source-number` options.

Retired Between Multimedia 7.6 and Multimedia 8.0.0

The following sections or options were retired since the 7.6 release of Multimedia.

Web Compound Samples

Web Compound Samples were discontinued in the 8.0 release of Multimedia.

Retired Between Multimedia 7.5 and Multimedia 7.6

No options or sections were retired since the 7.5 release of Multimedia.

Retired Between Multimedia 7.2 and Multimedia 7.5

The following sections or options were retired since the 7.2 release of Multimedia:

- Co-Browsing Server's `DebugMode` option.
- Universal Contact Server's `hide-attached-data` option.
- E-mail Server Java's `hide-attached-data` option.

Retired Between Multi-Channel Routing 7.1 and Multimedia 7.2

The following sections or options were retired since the 7.1 release of Multi-Channel Routing:

- Chat Server's `queues` section—This functionality has been incorporated into the new `endpoints:<tenant_dbid>` section. However, Chat Server preserves backward compatibility, so it can still function in a pre-7.2 configuration environment with a `queues` section.
- Co-Browsing Server's `LogName`, `page`, `DbDriver`, `DbType`, `DbUserName`, and `DbUserPassword` options—Although Co-Browsing Server has been restored to the Multimedia Solution, these Co-Browsing Server 6.5.x options are no longer used.
- E-mail Server Java's `default-outbound-queue` option—You must now define the outbound queue for e-mail interactions in your strategy block; otherwise, E-mail Server Java will report an error.
- Web API Server's `restricted-traverse` option.

Retired Between Multi-Channel Routing 7.0 and 7.1

The following sections or options were retired since the 7.0 release of Multi-Channel Routing.

Universal Contact Server

The following Universal Contact Server sections were retired in Multi-Channel Routing 7.1.

ArchiveDBPruning section

This section has been removed.

MainDBPruning section

This section has been removed.

Web Compound Samples

The following Web Compound Samples option was retired in Multi-Channel Routing 7.1.

email-request-to-address

Specified the e-mail address to which Web-Form e-mail requests were submitted.

Retired Between ICS 6.5.x and Multi-Channel Routing 7.0

The following components and options were retired between Internet Contact Solution 6.5.x and Multi-Channel Routing 7.0.

Retired Components

The following components were retired in this release. In some cases the functionality for these components and/or their options were incorporated into other components.

- NetMeeting Agent—This functionality is part of Genesys IPCC (Internet Protocol Contact Center) 7.x.
- Transport Server—The chat functionality of Transport Server was incorporated into Web API Server.

- **MS-Tserver—MS-Tserver** was replaced with Interaction Server in release 7. The following options were retired: `AcceptedMessageTimeout`, `AdditionalDnLogin`, `CallAnswerTimeout`, `ChatVRP`, `EmailVRP`, `management-port`, `MaxQueuedMessages`, `mlserver-port`, and `NotifyAgentLogout`.
- **Content Analyzer**—The screening functionality of Content Analyzer is available through Knowledge Management.
- **Genesys iKnow**—The functionality of Genesys iKnow was replaced with the Genesys Content Analyzer option.
- **Web Starter Application**—This server is no longer required in this release. Media functionality is handled by Web Compound Samples.
- **Co-Browsing Server**—This server was not included in releases 7.0 and 7.1.

Universal Contact Server Options

The following Universal Contact Server options were retired in Multi-Channel Routing 7.0.

Note: The `Class` options on the `Annex` tab in previous releases were removed for release 7.

AllowNulls

In both the `Datasource Server` section and the `Datasource Agent` section, low-level database objects used this option.

CommandTimeout

In the `Datasource Administrator` section, the `Datasource Agent` section, and the `Datasource Archive` section, low-level database objects used this option.

Connection

Set the connection parameters for connecting to the Universal Contact Server Database.

Description

Used only in the `Previewer` in the `History Sheet`.

DisplayInHistory

In the `Datasource Archive` section, low-level database objects used these parameters.

Dr.

Specified that a contact is a doctor. This title was in the list of titles in the `Title Keyword` section used for the title list of the contact sheet.

example@address.com

Each key in this section defined an e-mail address that routed to the contact center. These were also used to form the list of addresses from which agents sent messages.

ExampleCategory

The text values used to categorize interactions. These parameters were in the format <category>=<description>.

ExampleSrlCategory

The text values used to categorize all interaction types. These parameters were in the format <category>=<description>.

HistoryDisplayName

The string to display in the History Tree view.

HistoryIconFilename

The file name of the icon used for displaying the interaction collection in the History Tree control. If none was specified, a default was used.

InteractionSummaryIteratorProgID

The ProgID of the object used to fill the History Tree view.

Miss

Female title of address. This title was in the list of titles in the Title Keyword section used for the title list of the contact sheet.

Mr.

Male title of address. This title was in the list of titles in the Title Keyword section used for the title list of the contact sheet.

Mrs.

Female title of address. This title was in the list of titles in the Title Keyword section used for the title list of the contact sheet.

Ms.

Female title of address. This title was in the list of titles in the Title Keyword section used for the title list of the contact sheet.

Provider

The name of the Universal Contact Server Database's provider.

TrimSpaces

Low-level database objects uses these parameters.

Web API Server Options

The following Web API Server option was retired in Multi-Channel Routing 7.0.

LBAppType

An optional configuration option used only when working in a Genesys Framework 6.1 environment.

Chat Server Options

The following Chat Server options were retired in Multi-Channel Routing 7.0.

Note: The `Routing Points` section was retired. You should now configure all key-value pairs specifying queues in the `queues` section. See “Chat Server Options” on [page 104](#).

ChatRecOnChannelCreate

Determined the `Compatibility` mode with Internet Contact Center (ICC) 6.1 Agent Desktop.

In releases 7.x, this option is no longer required, because chat records are always created when a chat session is initiated.

RouteInfoDefault

Name of the default key to search in the `Routing Points` section.

In release 7.0, this option is no longer required, because the value for the default option in the `queues` section handles this functionality.

RouteInfoKey

Name of user-data keyword from the client with a chat request.

In release 7.x, this option is no longer required, because a new attribute `queueKey` was added to the chat protocol request, `Join`.

E-mail Server Java Options

The following E-mail Server Java options were retired in Multi-Channel Routing 7.1. Due to the large number, for your convenience, they are arranged according to the section in which they were located.

E-Mail Processing Section

AnalyzeOnlyPureTextPart

Determined how content analysis applied to nonattachment parts of incoming e-mail messages.

AnalyzerTimeout

Set the timeout for Classification Server to process an e-mail. If Classification Server did not complete processing of the e-mail by the end of this timeout, E-mail Server Java converted the e-mail's extension to .msg and resubmitted it to Classification Server on the next cycle.

AppendAgentName

If set to true, this added the agent's full name to the From Address text box of outgoing e-mail.

Note: In release 7.x, the Genesys Agent Desktop provides this option.

ArchiveCleanupEnabled

If true, this activated a periodic cleanup of archive directories.

See also:

- [“ArchiveCleanupMaxAge”](#) for setting the maximum age of files.
- [“ArchiveCleanupMaxFiles”](#) for setting the maximum number of files.
- [“ArchiveCleanupPeriod”](#) for setting the period.

ArchiveCleanupMaxAge

If the option `ArchiveCleanupEnabled` was set to true, `ArchiveCleanupMaxAge` set the maximum age of the files to leave in the archive directory. The maximum age could be set for days, hours, minutes, and seconds (dd:hh:mm:ss). For example, set to one day: 01:00:00:00. You could also extend the setting to include months and years: yy:mm:dd:hh:mm:ss.

See also:

- [“ArchiveCleanupEnabled”](#) to enable archive cleanup.
- [“ArchiveCleanupMaxFiles”](#) for setting the maximum number of files.
- [“ArchiveCleanupPeriod”](#) for setting the period.

ArchiveCleanupMaxFiles

If the option `ArchiveCleanupEnabled` was set to true, `ArchiveCleanupMaxFiles` set the maximum number of files to leave in the archive directory.

See also:

- [“ArchiveCleanupEnabled”](#) to enable archive cleanup.
- [“ArchiveCleanupMaxAge”](#) for setting the maximum age of files.

- “[ArchiveCleanupPeriod](#)” for setting the period.

ArchiveCleanupPeriod

If the option `ArchiveCleanupEnabled` was set to `true`, this activated a periodic cleanup of archive directories. The period could be set for days, hours, minutes, and seconds (`dd:hh:mm:ss`). For example, every two hours:

`00:02:00:00`.

See also:

- “[ArchiveCleanupEnabled](#)” to enable archive cleanup.
- “[ArchiveCleanupMaxAge](#)” for setting the maximum age of files.
- “[ArchiveCleanupMaxFiles](#)” for setting the maximum number of files.

DefaultEmailQualityConfidencePercentage

Specified the skill level to be applied to all agents. Used to determine whether a message was reviewed. The higher the level, the fewer messages were reviewed. For example, `100` meant `0` percent of messages were reviewed; `30` meant `70` percent of messages were reviewed.

DefaultVRP

Specified the default VRP (Virtual Routing Point) used when a new message did not match a routing rule or when a reply message has no `RouteReplyTo` information. The value was set during E-mail Server Java setup.

DeleteOutboundAttachmentsOnSend

Determined whether `EmailOut` attachments were deleted from the database after the `EmailOut` was sent.

EventManagerDBPath

Specified the directory containing the `EventManagerEvtDefinitionFile` file.

EventManagerEvtDefinitionFile

Specified the name of the file that mapped Events to EventHandlers.

ExternalAgentInstructionFile

A text file inserted into messages routed or transferred to external agents. The value was set during E-mail Server Java setup.

ExternalAgentResponseDisposition

Determined how a response from an external agent was treated. An `EmailOut` was created, and then one of the following occurred:

- `0` = sent response directly to contact (default).
- `1` = submitted response for `QAReview`.
- `2` = saved response as a draft for forwarding agent.

InboundArchive

The directory where inbound message files were archived by the Automated Workflow Engine (AWE) Inbound process. The value was set during E-mail Server Java setup.

InboundBad

The directory where inbound messages that could not be processed were stored. The value was set during E-mail Server Java setup.

InboundEventManagerPoolSize

Set the thread pool size for processing inbound messages.

InboundFileExtension

The file extension E-mail Server Java used when writing files for incoming messages retrieved by the POP client. This option controlled what the AWE Inbound process looked for.

InboundSource

The directory where new inbound message files could be found, and where the AWE Inbound process looked for message files. The value was set during E-mail Server Java setup.

LoopbackAddress

E-mail Server Java used this e-mail address for the automatic loopback test. If this address was empty, the default loopback e-mail address was taken from the Universal Contact Server's Incoming Addresses section (in the Universal Contact Server's Application object, on the Options tab). You could specify another e-mail address to override the default value. In such cases, this loopback e-mail address had to be declared as a POP Client.

LoopbackPeriod

The interval (in minutes and seconds) that E-mail Server Java used for sending loopback e-mail messages.

LoopbackPeriodOnFailure

The interval (in minutes and seconds) that E-mail Server Java used for sending loopback e-mail messages when the previous loopback message was not returned.

MaximumInboundMessagesPerCycle

Specified the maximum number of messages to process in each AWE Inbound cycle.

MaximumOutboundMessagesPerCycle

Specified the maximum number of messages to process in each AWE Outbound cycle.

Outbound

The directory for message files that needed to be sent to customers, and where the AWE's Outbound process wrote message files. The value was set during E-mail Server Java setup.

OutboundEventManagerPoolSize

Set the thread-pool size for processing outbound messages.

QAReviewSkillName

Skill used to determine an agent's QAReview percentage.

QAReviewVRP

Specified the VRP where messages for QAReview were routed. The value was set during E-mail Server Java setup.

ResubmitterStartDate

Value set by E-mail Server Java installer.

ReturnedVRP

Specified the VRP where returned messages were routed. The value was set during E-mail Server Java setup.

RoutingRuleCacheSize

Optional parameter; that had to be added manually. Specified the number of routing rules stored in the internal cache.

SaveAutoResponseTextInDb

If `true`, the text in the body of the autobot message sent was saved in the database. If `false`, the description of the standard response message used was saved in the body of the autobot message sent. Autobots are used in both Universal Routing Server (URS) and Content Analysis.

SavePersonalsOfEmailAddresses

Controlled whether E-mail Server Java saved the personal part of the address of an incoming message. (The personal part is the part in quotation marks in addresses such as "Jones, Leslie" <ljones@somewhere.net>). With a value of `false`, E-mail Server Java stripped out the personal part of an incoming e-mail's address when saving it in the Universal Contact Server Database. With a value of `true`, E-mail Server Java included the personal part. Special characters in the personal part of the address might have caused problems

when Agent Desktop used this address in its Reply All function. A setting of `false` avoided such problems.

ThreadBySubject

A value of `true` indicated messages would be threaded by Subject if not by In-Reply-To or References. A value of `false` indicated the `SubjectThreadingSubstrings` setting was used to search the Subject text box of the message. If a substring was found in the Subject, an attempt was made to thread the message by subject.

SMTP Client Section

ArchiveDir

The directory where sent outbound messages were stored. If no value was set for this option, archiving was disabled.

BadDir

The directory where outbound messages that could not be processed were stored. The location was set during E-mail Server Java setup.

E-Mail Events Section

InboundEventClassID

An inbound event class ID.

InboundEventEnabled

Enabled or disabled the inbound event.

InboundEventInterval

Determined the interval (in minutes and seconds) at which E-mail Server Java fired the inbound event.

OutboundEventClassID

An outbound event class ID.

OutboundEventEnabled

Enabled or disabled the outbound event.

OutboundEventInterval

Determined the interval (in minutes and seconds) at which E-mail Server Java fired the outbound event.

Log Section

JdbcDebug

Used to enable or disable JDBC logging to the server's standard output (for example, to the console). This option was not required.

log4j.appender.ConsoleLogger.Target

A logging option; it was not required.

log4j.appender.ConsoleLogger.layout.ConversionPattern

A logging option; it was not required.

log4j.appender.ConsoleLogger.layout

A logging option; it was not required.

log4j.appender.ConsoleLogger

A logging option; it was not required.

log4j.appender.FileLogger.DatePattern

A logging option; it was not required.

log4j.appender.FileLogger.File

A logging option; it was not required.

log4j.appender.FileLogger.layout.ConversionPattern

A logging option; it was not required.

log4j.appender.FileLogger.layout

A logging option; it was not required.

log4j.appender.FileLogger

A logging option; it was not required.

log4j.appender.GenesysLogger.ApplicationName

A logging option; it was not required.

log4j.appender.GenesysLogger.ApplicationType

A logging option; it was not required.

log4j.appender.GenesysLogger.ConfigServerHostnam

A logging option; it was not required.

log4j.appender.GenesysLogger.ConfigServerPort

A logging option; it was not required.

log4j.appender.GenesysLogger.KeyFileName

A logging option; it was not required.

log4j.appender.GenesysLogger.LmsFileName

A logging option; it was not required.

log4j.appender.GenesysLogger.MsgFileName

A logging option; it was not required.

log4j.appender.GenesysLogger.layout.ConversionPattern

A logging option; it was not required.

log4j.appender.GenesysLogger.layout

A logging option; it was not required.

log4j.appender.GenesysLogger

A logging option; it was not required.

log4j.categoryFactory

A logging option; it was not required.

log4j.debug

A logging option; it was not required.

log4j.factory.MsgFileName

A logging option; it was not required.

log4j.rootCategory

A logging option; it was not required.

log4j.category.database.connection

A logging option; it was not required.

log4j.category.database.sql

A logging option; it was not required.

log4j.category.database

A logging option; it was not required.

log4j.category.mailgate.evthandler.inbound.data

A logging option; it was not required.

log4j.category.mailgate.evthandler.inbound.flow

A logging option; it was not required.

log4j.category.mailgate.evthandler.inbound

A logging option; it was not required.

log4j.category.mailgate.evthandler.outbound.data

A logging option; it was not required.

log4j.category.mailgate.evthandler.outbound.flow

A logging option; it was not required.

log4j.category.mailgate.evthandler.outbound

A logging option; it was not required.

log4j.category.mailgate.server

A logging option; it was not required.

ParamsReloadPollingPeriod

Specified the polling period (in hours, minutes, and seconds) for reloading parameters.

Note: In release 7, this value has been hard-coded into the server.

POP Client Section

LoginProtocol

You could add additional (optional) POP clients for E-mail Server Java to poll. Each POP client had to have a separate section named `POP Client<x>`, where `<x>` was any unique character string.

PasswordEncrypted

If true, the password parameter was encrypted.

IWE Processing Section

AttachedDataPrefix

If the `WebFormAsEmail` option was true, the prefix was added to attached-data keys in attached data associated with incoming e-mail.

See also “WebFormAsEmail” on [page 285](#).

AutobotEnabled

If true, integrated Autobot processing was enabled. If false, or if this option was missing altogether, Autobot processing was disabled.

CustomDataPrefix

If the `WebFormAsEmail` option was true, the prefix was added to attached-data keys in attached data associated with incoming e-mail.

DefaultEmailRequestVRP

The default VRP to submit `EmailRequests` to if not specified in the form data submitted to the handlers. The value was set during E-mail Server Java setup.

EventManagerPoolSize

Set the size of the thread pool for Web-Forms processing by `EventManager`.

WebFormAsEmail

Determined whether Web-Forms were converted to e-mails before being sent to Framework for routing. If set to true, Web-Forms were converted into incoming e-mails.

POP Client, SMTP Client, and IWE Processing Sections**MessageDir**

In the `POP Client` section, the directory where messages from this POP box were saved. This setting had to match the `InboundSource` option (see [page 279](#)) in the `E-Mail Processing` section.

In the `SMTP` section, the directory for message files that needed to be sent to customers. This setting had to match the `Outbound` option (see [page 280](#)) in the `E-Mail Processing` section.

In the `IWE Processing` section, the directory for Web-Forms converted into message files that needed to be sent to customers.

The value was set during E-mail Server Java setup.

Classification Server Options

The following Classification Server options were retired in Multi-Channel Routing 7.0.

AppType

An optional configuration option that told Internet Contact Solution about Classification Server. This option was used only in a Genesys Framework 6.1 or 6.5 environment that did not have the `Classification Server` application type.

LogLevel

Set the logging level for Genesys iKnow.

This set the log level for third-party components. These are not included in release 7.x.

LogPath

Set the path to the Genesys iKnow log-file directory.

This set the log path for third-party components. These are not included in release 7.x.

Training Server Options

The following Training Server options were retired in Multi-Channel Routing 7.0.

AppType

An optional configuration option that told Internet Contact Solution about Training Server. This option was used only in a Genesys Framework 6.1 or 6.5 environment that did not have the Training Server application type.

DatabaseRefreshRate

The frequency with which the Universal Contact Server Database should have been refreshed.

In release 7.x, this option is not required because the server architecture was changed.

Enabled

Specified whether Genesys iKnow was enabled.

- True meant that Genesys iKnow was enabled.
- False meant that Genesys iKnow was not enabled.

In release 7.x, this option (in the Analyzer Training section) is not required because the Content Analyzer is an option of Knowledge Management.



Supplements

Related Documentation Resources

The following resources provide additional information that is relevant to this software. Consult these additional resources as necessary.

eServices

eServices documentation is available on the [Genesys Documentation website, eServices](#).

Genesys Desktop

Genesys Desktop documentation is available on [Genesys Documentation website, Genesys Desktop](#).

Universal Routing

Universal Routing documentation is available on [Genesys Documentation website, Universal Routing](#).

Genesys

Information about supported hardware and third-party software is available on the Genesys Documentation Website in the following documents:

- [*Genesys Supported Operating Environment Reference Guide*](#)
- [*Genesys Supported Media Interfaces Reference Manual*](#)

In addition to these two documents, extensive additional information applying to the entire Genesys system is available on [Genesys Documentation website, System-level Guides](#).

Genesys product documentation is available on the:

- [Genesys Customer Care website](#)
- [Genesys Documentation website](#)

- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesys.com.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

80fr_ref_06-2008_v8.0.001.00

You will need this number when you are talking with Genesys Customer Care about this product.

Screen Captures Used in This Document

Screen captures from the product graphical user interface (GUI), as used in this document, may sometimes contain minor spelling, capitalization, or grammatical errors. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Type Styles

[Table 30](#) describes and illustrates the type conventions that are used in this document.

Table 30: Type Styles

Type Style	Used For	Examples
Italic	<ul style="list-style-type: none"> Document titles Emphasis Definitions of (or first references to) unfamiliar terms Mathematical variables <p>Also used to indicate placeholder text within code samples or commands, in the special case where angle brackets are a required part of the syntax (see the note about angle brackets on page 290).</p>	<p>Please consult the <i>Genesys Migration Guide</i> for more information.</p> <p>Do <i>not</i> use this value for this option.</p> <p>A <i>customary and usual</i> practice is one that is widely accepted and used within a particular industry or profession.</p> <p>The formula, $x + 1 = 7$ where x stands for . . .</p>
Monospace font (Looks like teletype or typewriter text)	<p>All programming identifiers and GUI elements. This convention includes:</p> <ul style="list-style-type: none"> The <i>names</i> of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages. The values of options. Logical arguments and command syntax. Code samples. <p>Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line.</p>	<p>Select the Show variables on screen check box.</p> <p>In the Operand text box, enter your formula.</p> <p>Click OK to exit the Properties dialog box.</p> <p>T-Server distributes the error messages in EventError events.</p> <p>If you select true for the inbound-bsns-calls option, all established inbound calls on a local agent are considered business calls.</p> <p>Enter exit on the command line.</p>
Square brackets ([])	A particular parameter or value that is optional within a logical argument, a command, or some programming syntax. That is, the presence of the parameter or value is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information.	<code>smcp_server -host [/flags]</code>
Angle brackets (< >)	<p>A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise.</p> <p>Note: In some cases, angle brackets are required characters in code syntax (for example, in XML schemas). In these cases, italic text is used for placeholder values.</p>	<code>smcp_server -host <confighost></code>



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