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User's Guide

Configuration Options

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Configuration Options



Purpose: Lists the configuration options that your application can read.

Description

The tables in the following sections present the UCS configuration options that Context Services can read from the Configuration Layer:

- `cvview` section—Options and values specific to Context Services.
- `archiving` section—Activates [set-based archiving](#).
- `authentication` section—Enables and configures authentication control.
- `business-attributes` section—Maps Context Service keys to Business Attribute key-value pairs.
- `log-filter` section—Implements security log filtering.
- `log-filter-data` section—Also relates to security log filtering.

You can modify all these option values in the Configuration Manager. However, the change may not be effective immediately. For some options you have to restart UCS for changes to take effect (see the tables below). In Configuration Manager and Genesys Administrator, you can see many options other than those described here. They relate to UCS's functioning in eServices (short description [here](#)), and are described in the *eServices Reference Manual*.

Also, this page describes options that are displayed on the Options tab of the UCS Application object in Configuration Manager and Genesys Administrator. Some options that can be added to the Annex Tab in Configuration Manager, or to Advanced View (Annex) in Genesys Administrator, are described in [Using Configuration Options to Schedule Service Pruning](#) and [UCS Options for TLS](#).

[cvview] Section

This section adjusts the overall configuration of Context Services.

cview Section

Name	Restart UCS ^{<ref name="restart">This column indicates whether you must restart UCS for changes in the option value to take effect.</ref>}	Description
enabled	Yes	<ul style="list-style-type: none"> • true to enable Context Services functionality in UCS^{<ref name="ucs">Universal Contact Server</ref>.} • false (default) to disable Context Services.
port-http	Yes	The HTTP port used to deploy UCS/CS (defaults to 8080).
port-https	Yes	The HTTPS port used to deploy UCS/CS (defaults to 8083).
base-url	Yes	<p>The base URL used to deploy Context Services. Based on this configuration, the services are available at the following URL: http://{ip-address}:{port}/{base-url}/{operation}</p> <p>Where:</p> <ul style="list-style-type: none"> • <code>{ip-address}</code> is the IP address configured below. • <code>{port}</code> is the port on which the web services are deployed (see above). • <code>{base-url}</code> is the base URL used to deploy Context Services. <p>For example, if the ip-address is 192.168.1.1, the port 8080, and the base URL cms, the Set Server Mode operation would be available at the following URL: http://192.168.1.1:8080/cms/server/mode</p>
ip-address	Yes	IP address used to deploy Context Services (localhost by default).
data-validation	No	<ul style="list-style-type: none"> • true to enable data validation, which enforces

Name	Restart UCS ^{<ref name="restart">This column indicates whether you must restart UCS for changes in the option value to take effect.</ref>}	Description
		<p>additional checks on data provided by the connected clients.</p> <ul style="list-style-type: none"> • false to disable data validation.
keyPassword Deprecated since: 8.1.000.xx	Yes	Password for the certificate. No longer available in 8.1. See the Security and Authentication page.
keystorePassword Deprecated since: 8.1.000.xx	Yes	Password for the keystore file. No longer available in 8.1. See the Security and Authentication page.
keystorePath Deprecated since: 8.1.000.xx	Yes	Path to standard JKS file. No longer available in 8.1. See the Security and Authentication page.
keystoreType Deprecated since: 8.1.000.xx	Yes	JKS or other JSSE-supported type. No longer available in 8.1. See the Security and Authentication page.
start-mode	Yes	<p>Start-mode of the server mode:</p> <ul style="list-style-type: none"> • maintenance • production
tenant-id	Yes	Defaults to 101. Specifies the numeric tenant ID associated with Context Services: subsequent customer/contact records created through your application are associated with this tenant.
metadata-cache available since: 8.0.3	No	<ul style="list-style-type: none"> • true to enable the caching of metadata in the memory. • false to disable the metadata caching. In that case, each access to the metadata triggers a DB query. <p>The cache contains metadata for</p>

Name	Restart UCS<ref name="restart">This column indicates whether you must restart UCS for changes in the option value to take effect.</ref>	Description
		contact attributes, identification keys, profiles, services, states and tasks extensions.

<references />

[archiving] Section

This section activates and deactivates **set-based archiving**. It is not present on the UCS template; you must create it. It contains just one option:

archiving Section

Name	Restart UCS<ref name="restart">This column indicates whether you must restart UCS for changes in the option value to take effect.</ref>	Description
use-np	Yes	<ul style="list-style-type: none"> • true to enable set-based archiving. • false (default) to disable set-based archiving.

<references />

[authentication] Section

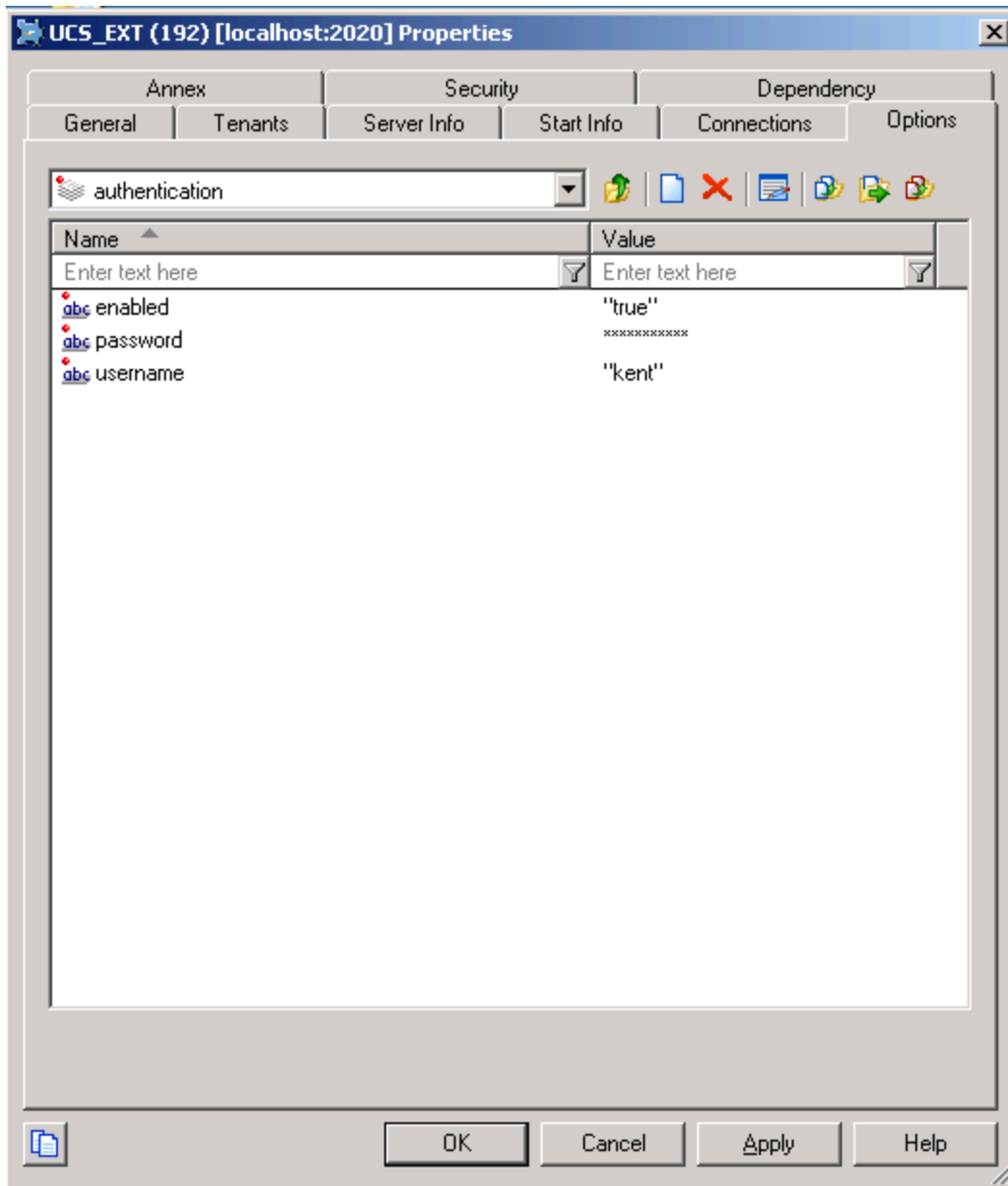
This section configures authentication for clients connecting to UCS. Authentication, available since release 8.0.300.02, applies to UCS/CS only. See also:

- The directly-related **Basic Access Authentication** page.
- **Authentication** on the Security and Authentication page.

authentication Section

Name	Restart UCS<ref name="restart">This column indicates whether you must restart UCS for changes in the option value to take effect.</ref>	Description
enabled	Yes	<ul style="list-style-type: none">• false to disable authentication (default).• true to enable authentication.
mode	Yes	Authentication mode: <ul style="list-style-type: none">• single-user to authenticate using UCS options (default).• multi-users to authenticate using Persons from Configuration Server.
password	Yes	Password to check the identity of the specified user. Effective only if mode is set to single-user.</tt>
username	Yes	User name allowed to connect to the Context Services API. Effective only if mode is set to single-user.</tt>
use-role	Yes	<ul style="list-style-type: none">• false to disable the use of roles in authentication (default).• true to enable the use of roles in authentication.

<references />



Section 'authentication' in Configuration Manager.

[business-attributes] Section

This section defines the mapping between Context Services and the Business Attributes configured in the Genesys Configuration Server. The Business Attribute values are defined in the Tenant.

business-attributes Section

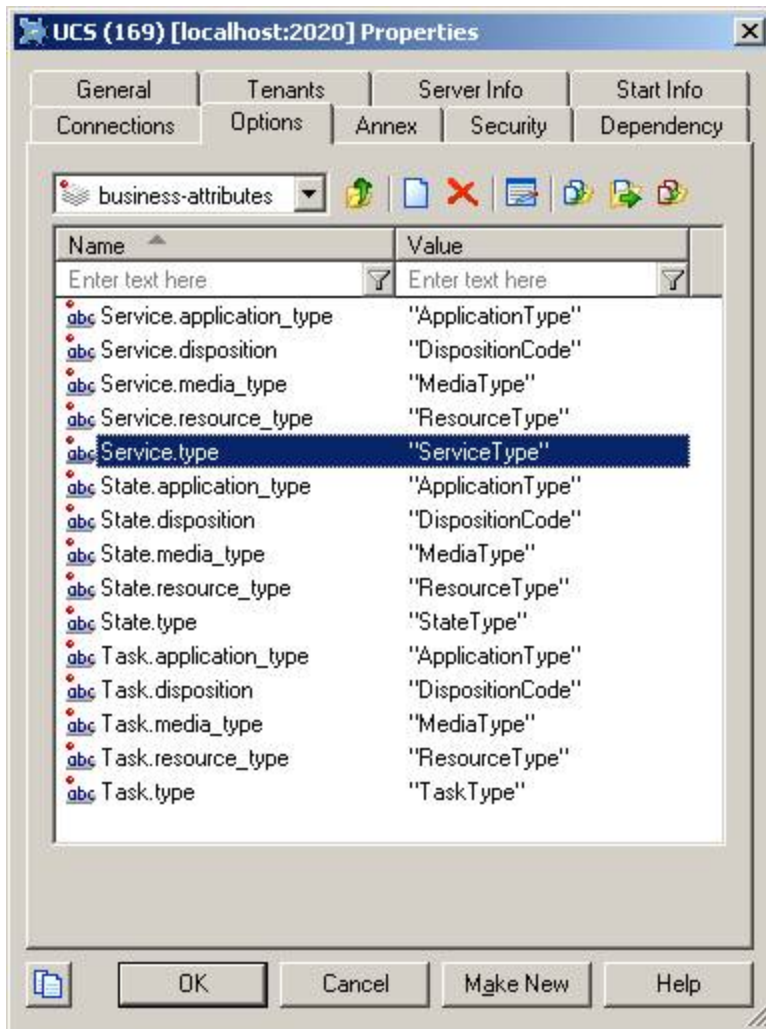
Name	Restart UCS ^{<ref name="restart">} This column indicates whether you must restart UCS for changes in the option value to take effect. ^{</ref>}	Description
<code>\${resource name}.\${field name}</code>	No	<p>Associates a Business Attribute key with the name of the Business Attribute configured in the proper tenant. The option key name follows this syntax: <code>\${resource name}.\${field name}</code></p> <p>Possible <code>\${resource name}</code> values are:</p> <ul style="list-style-type: none"> • Service • State • Task <p>Possible <code>\${field name}</code> values to map are:</p> <ul style="list-style-type: none"> • type (for service type) • disposition • application_type • resource_type • media_type <p>Such as, for instance: <code>Service.service_type</code>, <code>Task.disposition</code>, <code>State.media_type</code>. Notes:</p> <ul style="list-style-type: none"> • if there is no configuration for a given field, Context Services automatically allows any valid integer value for this field. In this case, your application is responsible for the value's validity. • A Business Attribute can be mapped to several resource fields. For instance, the <code>Service.media_type</code> and <code>Task.media_type</code> string can both point to "MediaType" Business Attributes.
map-names	No	<p>Possible values are:</p> <ul style="list-style-type: none"> • <code>true</code> to return the Names of Business Attribute Values

Name	Restart UCS <ref name="restart">This column indicates whether you must restart UCS for changes in the option value to take effect.</ref>	Description
		instead of DB IDs in the responses for GET operations. <ul style="list-style-type: none">• false (default) to return the DB IDs of Business Attribute Values in the responses for GET operations.

<references />

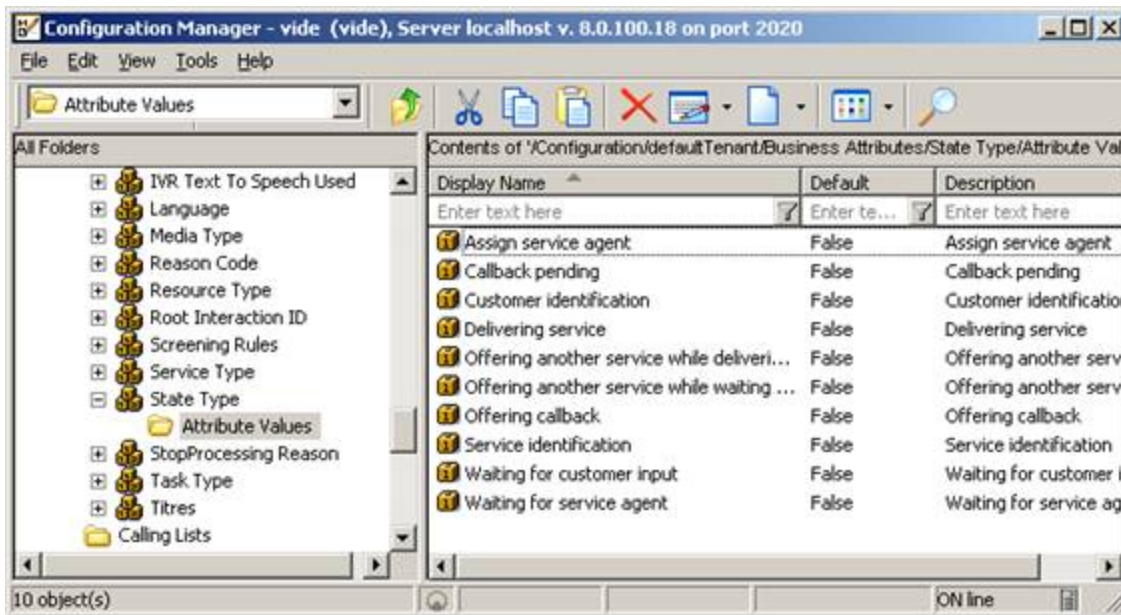
Mapping Example

This first screenshot shows the section in UCS options, with the list of mapped keys, such as, for instance: Service.service_type, Task.disposition, State.media_type.



Business Attribute Configuration in UCS Options

The following screenshot shows one of the mapped business attributes, the key and the associated values, which your application can retrieve in the result of GET operations by setting to true the map-names UCS options, as stated above.



Related State Type Business Attribute

[log-filter] Section

This section contains general settings for how or whether user data keys appear in the logs. Its settings can be overridden for specified keys by options in the [log-filter-data](#) section.

log-filter Section

Name	Restart UCS<ref name="restart">This column indicates whether you must restart UCS for changes in the option value to take effect.</ref>	Description
default-filter-type	No	<p>Sets the default for filtering the output of user data keys to the UCS server log.</p> <p>Possible values:</p> <ul style="list-style-type: none"> skip—Does not output key-value pairs. hide—Outputs the keys but hides their values. copy (default)—Outputs both the keys and their values. <p>This default filter applies to all user data keys, except that is is overridden by any settings for individual keys in the log-filter-data section.</p>

Name	Restart UCS ^{<ref name="restart">This column indicates whether you must restart UCS for changes in the option value to take effect.</ref>}	Description
		filter-data section.
filter-depth	No	Depth used while filtering nested key-value pairs. The default is 99. Any value greater than this is not checked. Using a high value can result in lower performance in the case of deeply nested key-values.

<references />

[log-filter-data] Section

This section enables you to override the `log-filter` section's setting for one or more specific data keys. You do this by creating options with the name `<keyname>` and the value `<filtering mode>`, where:

- `<keyname>` is the user data key affected.
- `<filtering mode>` is `skip`, `hide`, or `copy`, the same as the possible values of `default-filter-type` in the `log-filter` section.