

GENESYS

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User's Guide

Configure Context Services

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Configure Context Services

Purpose: To configure Context Services in the Configuration Layer.

Procedure

1. To disable the other services, set the following parameters in the services section of the Options tab of the Context Services UCS application:

SystemInformation=DISABLE CustomerView=ENABLE ConfigSynchro=DISABLE Contact=DISABLE OMContacts=DISABLE Archive=DISABLE ArchiveSynchro=DISABLE Callback=DISABLE Chat=DISABLE DataIntegrityCorrection=DISABLE DataStatistics=DISABLE Index=DISABLE Ixn=DISABLE KnowledgeLibrary=DISABLE OMInteraction=DISABLE OMInteractions=DISABLE OMResponse=DISABLE PhoneCall=DISABLE ResourceProperty=DISABLE Stat=DISABLE Stencil=DISABLE URSService=DISABLE

The following screen shot displays this configuration in Genesys Administrator.

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Alarm Conditions			. ·		11 - 4				_
Scripts	l	📄 New 🙀 Delete 📩 Export 🐴 Import					View: Advanced View (Options)		
Application Templates		Name 🔺			Section Option		Value		
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Hosts	6	services (22 Items)						
Solutions		services/Archive			services	Archive	disable		
		services/ArchiveSynchro			services	ArchiveSynchro	disable		
Time Zones	services/Callback				services	Callback	disable		
Business Units/Sites	es services/Chat				services	Chat	disable		
👍 Tenants	services/ConfigSynchro				services	ConfigSynchro	disable		
📑 Table Access Points	ccess Points services/Contact				services	Contact	disable		
🙀 Formats		services/CustomerView			services	CustomerView	enable		
🕞 Fields		services/DataIntegrityCorrection		services	DataIntegrityCorrection				
		services/DataStatis	tics		services	DataStatistics	disable		
		services/Index			services	Index	disable		
		services/lxn	services/lxn		services	Ixn	disable		
		services/Knowledg	services/KnowledgeLibrary		services	KnowledgeLibrary	disable		
		services/OMContacts		services	OMContacts	disable			
		services/OMInteraction		services	OMInteraction	disable			
		services/OMInteractions		services	OMInteractions	disable			
		services/OMResponse			services	OMResponse	disable		
		services/PhoneCall		services	PhoneCall	disable			
Switching	•	services/ResourceProperty			services	ResourceProperty	disable		
a Routing/eServices	+	services/Stat			services	Stat	disable		
🗟 Desktop	+	services/Stencil			services	Stencil	disable		
Accounts	+	services/SystemInformation			services	SystemInformation	disable		
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Note: CustomerView is the only enabled parameter.

- 2. To disable Remote Method Invocation (RMI), set the enable-rmi parameter in the settings section on the Options tab of the Ontext Services UCS application to false.
- To assign the RMI port, set the ucsapi parameter in the ports section on the Options tab of the Context Services UCS application to a correct port number. For example, 7550.
 Note: Even if RMI is not used, this port number must be assigned.

Multiple Context Services on a Single Database

When configuring multiple Context Services on the same database:

- 1. Start one Context Services with the option ConfigSynchro set to ENABLE and all other options set to DISABLE.
- 2. Configure all other Context Services instances as described previously, with the listed options set to DISABLE.

When in the customizing phase, you may have to change the configuration of the core Profile

attributes in the Configuration Layer. In this case:

- One (and only one) instance must have the option ConfigSynchro set to ENABLE. Use this instance to update Profiles or Services metadata.
- After each change, reload the cache on each of other instances using /metadata/cache URI.