

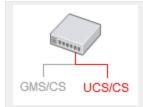
GENESYS

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Developer's Guide

Server Mode

Server Mode



Purpose: Describes the two UCS server modes, maintenance and production, available for Context Services.

Contents

- 1 Server Mode
 - 1.1 Introduction
 - 1.2 Maintenance Mode
 - 1.3 Production Mode

Important

You need to check the privileges set according to roles prior to using the operations described on this page. See Role-Based Access Control for additional details.

Introduction

Universal Contact Server provides Context Services with two modes: production and maintenance. The current mode can be changed by using the Set Server Mode operation. If your application attempts to access a method unavailable in the given mode, it receives the HTTP error code 503 ("Not available"). The body of that HTTP response includes the error message which confirms that the selected method is unavailable while the system is in "production" or "maintenance" mode, respectively. See W3 RFC2616.

Maintenance Mode

In this mode, UCS authorizes only the Schema Operations, and does not accept requests for managing customer profiles or service-related data. If no profile schema is defined, UCS returns the HTTP Status Code 404 (Not Found) and automatically switches to maintenance mode.

Production Mode

In production mode, UCS accepts incoming requests for managing the customer profiles and servicerelated data. Your application should not update or modify attribute schemas, so Schema Operations are unavailable unless they are explicitly stated.

Important

If the production mode is required to use a given Context Services method, then the related wiki page for that method includes a note in the prerequisites of the operation.