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# User's Guide

Configure Context Services

# Configure Context Services

**Purpose:** To configure Context Services in the Configuration Layer.

## Contents

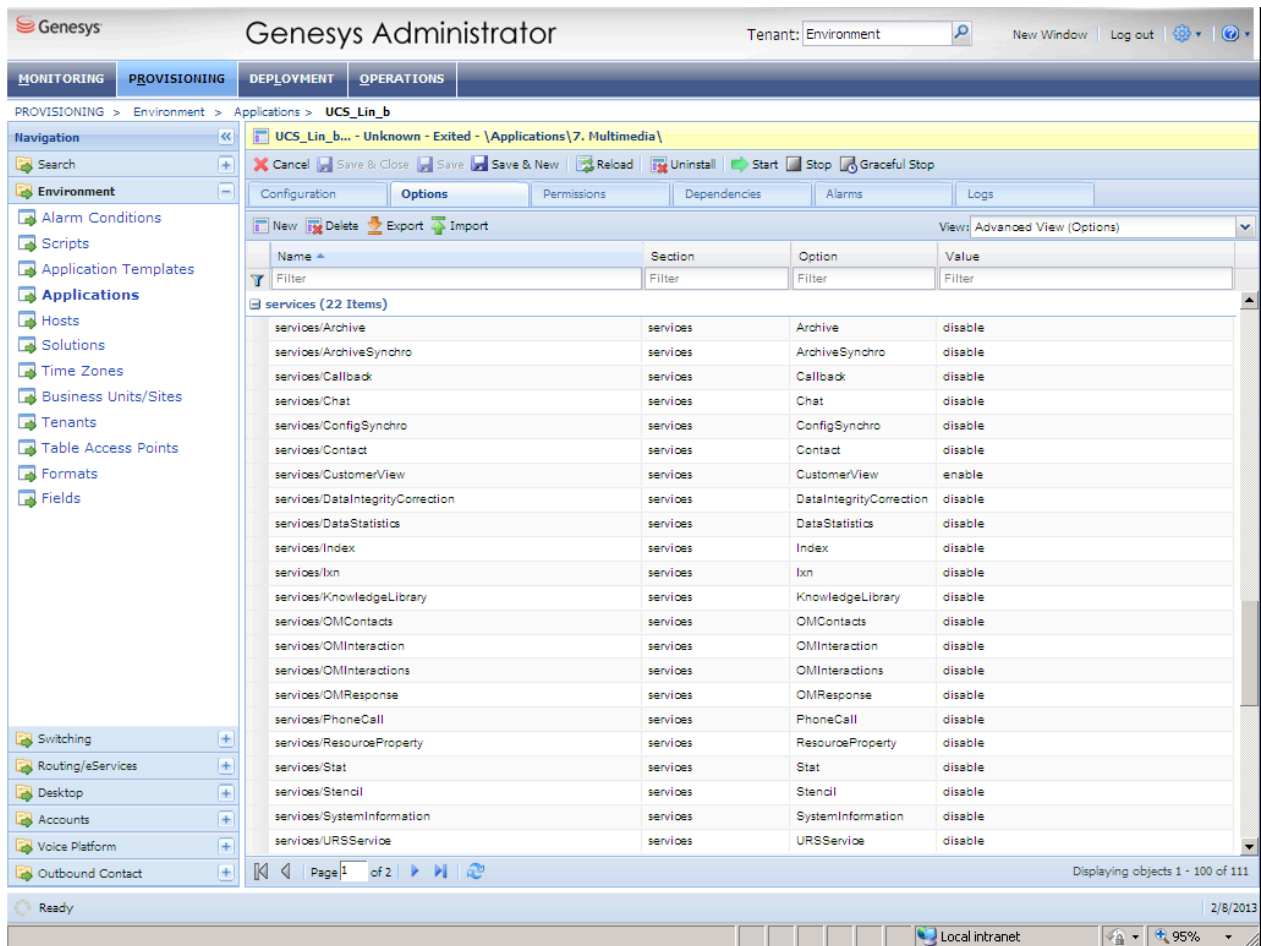
- [1 Configure Context Services](#)
  - [1.1 Procedure](#)
  - [1.2 Multiple Context Services on a Single Database](#)

### 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.



The screenshot shows the Genesys Administrator interface. The breadcrumb navigation is: PROVISIONING > Environment > Applications > UCS\_Lin\_b. The left sidebar shows a navigation tree with 'Applications' selected. The main area shows the configuration for the UCS application. The 'Options' tab is active, displaying a table of services and their values.

Name	Section	Option	Value
services/Archive	services	Archive	disable
services/ArchiveSynchro	services	ArchiveSynchro	disable
services/Callback	services	Callback	disable
services/Chat	services	Chat	disable
services/ConfigSynchro	services	ConfigSynchro	disable
services/Contact	services	Contact	disable
services/CustomerView	services	CustomerView	enable
services/DataIntegrityCorrection	services	DataIntegrityCorrection	disable
services/DataStatistics	services	DataStatistics	disable
services/Index	services	Index	disable
services/Idx	services	Idx	disable
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
services/ResourceProperty	services	ResourceProperty	disable
services/Stat	services	Stat	disable
services/Stencil	services	Stencil	disable
services/SystemInformation	services	SystemInformation	disable
services/URSService	services	URSService	disable

### Important

CustomerView is the only enabled parameter.

- To disable Remote Method Invocation (RMI), set the enable-rmi parameter in the settings section on the Options tab of the Context 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.

### Important

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.