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eServices Administrator's Guide

Digital Administration

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Digital Administration

Refer to the [Digital Administration](#) product page for the latest information.

UTF-8 in Classification and Training Servers

Classification and Training Servers implement UTF-8 support as follows:

1. IF the server finds the JVM property `-Dgenesys.mcr.stdserverex.file.encoding=UTF-8`
2. THEN the server configures all connections with Genesys servers and clients as UTF-8.
The server does not change any JVM settings. To output non-ASCII characters to log files correctly, you must manually set the JVM property `-Dfile.encoding=UTF-8`.
3. IF the JVM property `-Dgenesys.mcr.stdserverex.file.encoding` is not found, and the JVM option `-Dfile.encoding=UTF-8` is found
4. THEN the server and the whole JVM work in UTF-8 mode, including all connections with Genesys servers and clients. The server does not change any JVM settings
5. ELSE IF the server is informed that Configuration Server uses UTF-8
6. THEN the server configures all connections with Genesys servers and clients as UTF-8.
This does not change any JVM settings. To output non-ASCII characters to log files correctly, you must manually set the JVM property `-Dfile.encoding=UTF-8`.
7. ELSE the server does nothing.

Note also the following:

- To display data encoded as UTF-8 on Windows, you must adjust the Windows console as follows:
 - Set it to a non-raster font capable of showing non-ASCII symbols.
 - Set the console's code page with the command `chcp 65001`.
- If an application uses Platform SDK to connect with a Genesys server, and the application and the server have different localization settings, some [manual adjustment of the configuration](#) may be required.

eServices Manager

eServices Manager allows users to create and store Knowledge Management objects (categories, screening rules, standard responses, and so on) in a multi-tiered hierarchical structure. At the time of release, Composer and Orchestration Server do not support this new hierarchical structure. For this reason, customers using release 8.1.4. or earlier of Composer and Orchestration Server are advised to **not** design their screening rules in multilevel hierarchy trees.

Knowledge Manager (legacy)

This section deals with the Knowledge Manager component that is a standalone Windows application.

Basic Limitations

For Knowledge Manager, observe the following limitations:

- Categories: 3,500 categories
- Standard responses: 50 per category
- Attachments: 20 per standard response, 5 MB per attachment
- Field codes: 1,000
- Screening rules: 1,000
- Training objects: 200,000 e-mails, 20 KB per e-mail, 510 B for each e-mail's subject field

Screen Resolution

For Knowledge Manager to operate correctly, you must set a minimum screen resolution of 1280 x 1020.

Memory Allocation

You can adjust the memory size that Java allocates for Knowledge Manager processes by using the parameter `-Xmx1000m` in the following line in the `.bat` file:

```
start "Knowledge Manager" /b "%GES_HOME%\jre\bin\javaw"  
-Xmx1000m -classpath %CLASSPATH% -Djava.security.manager  
-Djava.security.policy=. \java.policy Genesys.iknow.manager.TM_start %*
```

`-Xmx1000m` means that 1,000 MB is allocated for Knowledge Manager; changing this number changes the allocation. The following considerations bear on adjusting this parameter.

- In some cases, Knowledge Manager does not work when you attempt to launch it from a machine that has a remote connection to the host of Knowledge Manager. As a workaround, lower the value of `-Xmx1000m` to `-Xmx512m`. In the unlikely event that this does not work, try a further decrease to `-Xmx256m`.
- You may want to adjust this parameter for better performance with large training objects (see [See Large Training Objects](#)), or before importing or exporting large files. For DB2 and Oracle, see also the recommendations in [Adjusting Database Configuration](#) below.

However, if this parameter is too low, it may impose limits on Knowledge Manager lower than those listed in [Basic Limitations](#) above. If so, you can consider increasing this parameter.

There is a similar issue with [UCS](#).

Adjusting Database Configuration

To prevent problems when using Knowledge Manager to import or export very large files, Genesys has the following recommendations about database configuration.

- For DB2, do as follows:
 1. In the DB2 Control Center, select System > Instance > Databases.
 2. Select the database desired.
 3. Right-click the desired database.
 4. In the resulting shortcut menu, select Configure.
 5. In the resulting dialog box, select Logging.
 6. Increase the number of files and/or file size.
- For Oracle, use Enterprise Manager to increase the number of rollback segments. Refer to Oracle documentation for details.
- For Microsoft SQL, no special configuration is needed.