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SIP Feature Server Deployment Guide

Configuration options

5/7/2025

Configuration options

Set these configuration options in Genesys Administrator, in the Options tab of the SIP Feature Server Application object (or the GAX Application object, as noted).

Contents

- **1 Configuration options**
 - 1.1 Cassandra section
 - 1.2 Cluster section
 - 1.3 dialplan section
 - 1.4 dm section
 - 1.5 dm-gax-plugin section
 - 1.6 fs-gax-plugin section
 - 1.7 gdpr section
 - 1.8 Log section
 - 1.9 Monitoring section
 - 1.10 python section
 - 1.11 security section
 - 1.12 SMTP section
 - 1.13 TServer section
 - 1.14 VoicemailServer section (Application object)
 - 1.15 VoicemailServer section (Switch)
 - 1.16 history-log section
 - 1.17 ScheduledTasks section

Cassandra section

Option	Values (default value in bold)	
connection-pool-limit	15 , or any positive number	Limits the number of connections per host. This is a limiting feature in embedded Cassandra. This value must be less than or equal to the request-rate-gax value. The default is 15 connections per host. Note: Only SIP Feature Server uses this option.
connection-type	thrift (or empty) for THRIFT or cql for CQL, values are not case-sensitive.	When set to CQL, the Feature Server uses Cassandra using the embedded Cassandra Feature Server. Y (com.genesyslab.cassandra.feature.server.launcher/_64.x) embedded Cassandra. Takes effect after restart.
logFile	cassandra.log	The log file name.
logLevel	error , none, debug, info, warning, critical	The log level; applies to all loggers.
maxFileSize	20000000	The threshold, in bytes, for rolling the log files to dial plan logs.
maxFileCount	2	The number of log files to keep.
replicationStrategyClassName	SimpleStrategy , NetworkTopologyStrategy	Specifies the strategy for replicating data. <ul style="list-style-type: none"> SimpleStrategy: Replicates data to the number of nodes specified in the replication_factor property. This is the recommended strategy for single and multi-data center deployments. NetworkTopologyStrategy: Replicates data to the values specified in the replication_factor property. This strategy is used in single and multi-data center deployments.
replicationOptions	replication_factor=2 , replication_factor=3, replication_factor=4, ... (or) data center 1 name=number of replication nodes, data center 2 name=number of replication nodes, ...	Specifies the number of replicas for each data center, depending on the strategy. <ul style="list-style-type: none"> When replication_factor is used, it specifies the number of replicas for each data center. When replication_factor is used, it specifies the number of replicas for each data center.
readConsistencyLevel and writeConsistencyLevel	CL_ONE	Do not change this value.

Option	Values (default value in bold)	
		number of nodes
regionalKeyspace	None	Defines the keyspace for the regional keyspace. regionalKeyspace=us_east regionalKeyspace=eu_west
regionalReplicationOptions	None	Defines the number of replicas to configure the number of replicas. regionalReplicationOptions=us_east=2, eu_west=2
retry-max-attempts	None , <positive integer value>	Defines the maximum number of times to retry a failed Cassandra connection. Note: For Cassandra 3.11, the interval in the retry-interval option must be greater than or equal to the retry-max-attempts option.
retry-sleep-ms	None , <positive integer value>	Defines the interval in milliseconds to sleep before retrying a failed Cassandra connection. To be configured in milliseconds. Note: This option must be greater than or equal to the retry-max-attempts option for Cassandra to retry a failed connection.
nodes	None , Comma-separated Cassandra node IP address or FQDN that are local to its data center	Mandatory if Feature Server application is used. Defines the list of Cassandra nodes in the cluster.
keyspace	sipfs , <keyspace name (alpha numeric value)>	Defines the keyspace for the sipfs application. By default, sipfs uses the keyspace sipfs to any desired application. To use an external Cassandra keyspace, set this option to the external keyspace name.
username	None , <cassandra username>	Configure this option if you want to use an external Cassandra cluster. The username must be the same as the username used in the external Cassandra cluster.
password	None , <cassandra password>	Configure this option if you want to use an external Cassandra cluster. The password must be the same as the password used in the external Cassandra cluster.
nodeFailureTolerance	None , [replication_factor of its data center - 1].	Specifies that the number of nodes that can fail in the configured number of nodes in the data center. This option must be less than or equal to the replication_factor of its data center. For example, if a data center has a replication_factor of 3, you must configure this option to 2 or less in the Cassandra cluster.
trusted-ca	Default is empty (no certificate validation), Absolute or relative path (from Feature Server installation folder) to the PEM file that has trusted authority certificate to validate remote Cassandra server when establishing the TLS connection.	Specifies whether to use the default certificate for connections are used by the Feature Server and its Dialplan. If you want to use the default certificate, set this option to empty. If you set incorrectly, Feature Server won't occur error. If you want to use the default certificate, set this option to empty. cassandra_encrypt

Option	Values (default value in bold)	
		(com.genesyslab.v launcher/_64.xml)
verify-host	false , true	Specifies whether the FQDN of host be is enabled for Ca values provided If the FQDNs doesn't is not set or cassandra does not give any re

Cluster section

Option	Values (default value in bold)	
master	false , true	When set to true Feature Server a synchronization (such as people, Configuration Se data occurs rega import of Tenant Feature Server o Important: Des master.
confsync	false , true	When set to true Server, this optio the synchronizat with Configuratio server is not ope time synchroniza regardless of thi effect immediate
disable-initial-import	Valid values: false , true	Set to false to e data upon startu To prevent another initial import trigger Configuring to false data and switch data rare scenarios, Cassa inconsistent. This ma available in the Cassa Server would re-imp duplication. To preven to true after first sta trigger in the subsequ
reimport-on-conf-history-log-error	false , true	If set to true, in application, then automatically tri
reimport-on-conf-history-log-error-max-attempts	5 , Positive integer value	This limits the nu

Option	Values (default value in bold)	
		<p>occur due to per history log inform Server.</p> <p>This option is available in later versions.</p>

dialplan section

Except for `active`, which indicates whether you are using the Feature Server dial plan or the SIP Server dial plan, these options apply only if you are using the Feature Server dial plan.

Option	Values (default value in bold)	
<code>active</code>	true , false	Determines whether the dial plan displays the Feature Server dial plan or the SIP Server dial plan. Setting the option to false displays the SIP Server dial plan and hides the Feature Server dial plan. Applicable only for applications. Value
<code>cassandraPoolSize</code>	15 and above, or any positive number	Specifies the SIP Server Cassandra pool size for operations. You must restart the SIP Server for the changes to take effect.
<code>default-dn</code>	None , any valid DN	Specifies the default DN for the Feature Server. Applicable only for the Feature Server cluster.
<code>dialplanEnhancement</code>	false , true	<p>When set to true, enables performance improvements for heartbeat, health, and other operations.</p> <div> Important This option is supported in SIP Server 8.1.202.33 and later, and Feature Server 8.1.103.79 and later. </div>
<code>heartbeatFailInterval</code>	60	The timeout, in seconds, for queries from the Feature Server to the SIP Server after the previous request.
<code>heartbeatOkInterval</code>	300	The timeout, in seconds, for queries from the Feature Server to the SIP Server after the previous request.
<code>logFile</code>	none , <dial plan script working directory>, <another directory>	The log file location. Applicable only to the dial plan.
<code>logHandler</code>	RotatingFileHandler , <code>DialPlanRotatingFileHandler</code>	When set to <code>DialPlanRotatingFileHandler</code> , the log file is generated as <code>logfile_name.YYYYMMDD.HHMMSS.log</code> .

Option	Values (default value in bold)	
		When set to Rotating, the format <i>logfile_name</i>
logLevel	none , debug, info, warning, error, critical	The log level; ap
log-python-stdout-capture	false , true	When Cassandra set to CQL, then captures the error sub-process of F main Feature Se process termina
maxFileSize	1000000	The threshold, in is created; appli
maxFileCount	2	The number of b applies only to d
port	8800 , <other valid http port>	The port specific the Feature Serv
profileRefreshInterval	300	SIP Feature Serv and partitions in the timer config (Valid values can Important This option is supp 8.1.202.33 and late

dm section

Option	Values (default value in bold)	
Active	false , true	When set to true manage devices
fs_url	<i>IP address:port/fs, FQDN:port/fs</i> , none	Specifies the ad processes Firmw management. In resolves to the IP Server instances example, http:// fs. When this op attempts to dete and port will be Restart required
audiocodes/genesys/polycom/yealink	None , comma separated value of the device model names to be supported	Device Managem phone models th but only if the co supported.
UA_Pattern_[audiocodes/genesys/polycom/yealink]	None , parameters with value specific to the phone model	Custom UA head phones with a di default supporte

dm-gax-plugin section

Set the dm-gax-plugin configuration options in the Options tab of the GAX Application object.

Option	Values (default value in bold)	
fs_urls	<i>IP address:port/fs, FQDN:port/fs, none</i>	Specifies the addresses that control devices that control devices. For an N Servers. For an N FQDNs of N servers separated by a comma. http://10.10.10.10:8080/fs http://10.10.10.10:8080/fs Restart required.

fs-gax-plugin section

Set the fs-gax-plugin configuration options in the Options tab of the GAX Application object.

Option	Values (default value in bold)	
fs_urls	<i>IP address:port/fs, FQDN:port/fs, none</i>	Specifies the addresses that control devices that control devices. For an N Servers. For an N FQDNs of N servers separated by a comma. http://10.10.10.10:8080/fs http://10.10.10.10:8080/fs Restart required.

gdpr section

Set this option in the gdpr section on the Options tab of the Master Feature Server application.

Option	Values (default value in bold)	
gdpr-directory	An absolute path to the directory with read and write access	The forget-me task from this directory forget-me task w

Log section

Feature Server uses standard Genesys logging, with the following exceptions to the default values. For details of all logging options, see [Common Configuration Options log section](#).

Option	Values (default value in bold)	
internal	Error , Info, Debug	The PSDK logging same log file.
verbose	trace , all, debug, interaction, standard, none	The verbose log

Monitoring section

Option	Values (default value in bold)	
active	true , false	Determines whether the environment starts monitoring. If set to true, the option environment monitoring interval, disk space, set to using environment
corrupted-messages-threshold	None , <positive integer value>	Specifies the threshold for corrupted messages
logFile	monitoring.log , <i>string.log</i>	The log file name in the application directory logs.
logLevel	info , debug, warning, error, critical	The log level; apply
maxFileSize	1000000	The threshold, in bytes, at which a log file is created; apply
maxFileCount	2	The number of log files to keep; only to monitoring
monitoring-request-interval	60000 (one minute), 10000 (ten seconds) and above	The frequency with which requests are monitored
prometheus-monitoring	false , true	When set to true, the Feature Server to capture metrics monitored using Prometheus; change requires
request-rate-gax	50 , zero, or any positive number	The number of requests per second for Feature Server and dm-gax-plugin . When the value is changed, it is applied. Note: Only SIP Feature Server support this option. In version 8.1.202.40, the default
request-rate-vm	50 , zero, or any positive number	The number of requests per second for Feature Server

Option	Values (default value in bold)	
		Platform (MCP) c access. When the value is co applied. Note: Only SIP Featu support this option. I 8.1.202.40, the defa
request-rate-dm	100 , zero, or any positive number	The number of r Feature Server c requests from IP Balancing (ELB) When the value is co applied. Note: Only SIP Featu support this option. I 8.1.202.40, the defa

python section

Option	Values (default value in bold)	
process-launcher	python or empty , Absolute file path or an executable name (if can be found using Operating System's PATH , as applicable to FS process) to start the standalone python process installed on the system.	When Cassandra set to CQL, the D Scheduler script using external p helps to specify python 3.X exec execution of Dia scripts is perform interpreter (pyth

security section

Option	Values (default value in bold)	
security-headers-enabled	true , false	When set to tru to all API calls in

SMTP section

Set these options, used in email notifications of voicemail, in the SMTP section on the Options tab of the SIP Feature Server Application object.

Option	Values (default value in bold)	
Host	<i>Server host name</i>	The name of the server to use to generate voicemail.
channel	SMTP , TLS, SSL	The connection protocol to use. TLS and SSL require a password.
port	<i>port number</i>	The port number to use, depending on the channel.
username	<i>valid username</i>	The username required for SMTP server when using TLS or SSL security.
password	<i>valid password</i>	The password for the SMTP server.
trusted	false , true	When set to true, the specified SMTP server validation is bypassed during installation of certificates.

TServer section

Set these options, used in Find Me Follow Me, in the TServer section on the Options tab of the SIP Server (**not** SIP Feature Server) Application object.

Option	Values (default value in bold)	
fmfm-prompt-file	A valid filename	Specifies the file name of the prompt. Must be located in the MCP folder/user folder on the Platform server. The file name must end with confirmation-prompt.wav.
fmfm-confirmation-digit	0-9	Specifies the digit for confirmation. The user must enter the number in the record, or a different digit, and place the file in the folder on the Media Server.
fmfm-confirmation-timeout	An integer between 5 and 60; the default value is 10	Specifies the time (in seconds with no input), in which the user must enter a digit, includes playing the prompt and time for the user to enter a digit. Note: A call is considered busy if, after the prompt, the entered digit is not the confirmation-digit or no input at all.
fmfm-trunk-group	A valid Trunk Group DN name	Specifies the Trunk Group DN name generated, when the user calls to Media Server. The name must be a valid DN that represents the Trunk Group.

Option	Values (default value in bold)	
msml-support	true , false	that DN to play n calls to FMFM de When set to tru required to use F

VoicemailServer section (Application object)

Set these options in the VoicemailServer section on the Options tab of the SIP Feature Server Application object.

Option	Values (default value in bold)	
access-first-prompt-delay-ms	0 , zero or any positive integer no greater than 6000 (6000 ms = 6 seconds).	Enables delay in first prompt during will be limited to milliseconds, the next largest value For example, 800 ms rounded to 600 ms. Overrides the value
advance-audio-control	true , false	Displays advance rewind, pause, a application user. switch level.
cassandra-counter	true , false	When set to tru is used for calcul When set to fal methodology to messages count Note: This option is 8.1.202.19 and later deployments, this op after upgrading all th 8.1.202.19 and later
disable	true, false	When set to tru be disabled for b managing mailbo can be still provi disabled.
disable-general-deposit-prompt	false , true	When set to tru prompt, Please the tone and p during voicemail
enable-default-password	false , true	Indicates whethe default password set to false, SIP IDs to be used a true, administra

Option	Values (default value in bold)	
		<p>passwords to all passwords can be once, after which passwords.</p> <p>Default passwords a to false. When use not take effect.</p>
group-optout-use-default	false , true	<p>When set to true voicemail-optout optout prompt. V any optout prom have an Optout</p>
language	<server locale> , de, en-AU, en-GB, en-US, es, es-MX, fr, it, ja, pt-BR, ru, zh-CN, ko	<p>The language us overrides the lan and overridden mailbox:</p> <p>Note: The group ma is accessed.</p> <ul style="list-style-type: none"> • When access personal mai • When access accessed thr application-le • When access language is u • When deposit the group ma
locale	en-US , other locale strings	<p>Specifies the def User Interface (T</p>
max-concurrent-sessions	Numeric Value	<p>This option restr voicemail access option is not con restriction for th which takes effe This option will b login option is s</p>
play-disclaimer	false , true	<p>When set to true recorded disclaim Overrides the va</p>
play-review-on-deposit	true , false	<p>Specifies whethe (TUI) will play th confirm press 1, rerecord press 3</p> <p>When set to true, th</p> <p>When set to false, t continues as if the c</p>

Option	Values (default value in bold)	
		Note: You can set the skip-confirm-ouptout-prompt on both levels, the skip-optout-prompt has precedence.
prompt-delay-ms	0 , zero or any positive integer in multiples of 600 ms and not greater than 6000 ms (6000 ms = 6 seconds).	Enables delay by multiples of 600 ms for the first prompt during login. The next largest value, for example, 800 ms is rounded to 600 ms. Note: For the home in access-first-prom
security-account-lockout-duration	10 , zero or any positive integer	Specifies the time Feature Server will wait that has been locked after 4 failed entries; the user can login attempts. A only an administrator
security-max-login-attempt-count	4 , any positive integer	Specifies the maximum while accessing locked after 4 failed
security-password-enhanced-validation	false , true	When set to true their passwords (example) and send in mailbox password using their mailbox
security-password-check-internal-call	true , false	Specifies whether played when a user from an internal
security-password-length-min	4 , any positive integer	Specifies the minimum digits. Increasing users to reset the minimum.
skip-optout-prompt	false , true	When set to true prompt, "To inter options, press 0 voicemail deposit
skip-confirm-ouptout-prompt	false , true	When set to true prompt, "To continue press 1, To leave voicemail deposit
suspending-state-timeout	-1 , any integer greater than 0	Maximum time, Server will be in for ongoing voice By default (when the configured), Feature sessions are completed shutdown of the voice maintenance or a so

Option	Values (default value in bold)	
		<p>ensures the following:</p> <ul style="list-style-type: none"> • Ongoing TUI messages before shutdown • New TUI voice messages to an alternate destination • New web UI messages to an alternate Feature Server
time-zone	<server time zone> , any valid time zone (see http://joda-time.sourceforge.net/timezones.html)	Specifies the default time zone for messages (applies to all messages). Overrides any value set in the configuration when the time zone is set to a value other than the default.
user-login	false , true	Indicates whether users can login through a command-line interface.
voice-can-deposit-during-extended-absence	true , false	When set to true, allows a user to deposit a message after the absence period.
voice-enrollment-enabled	true , false	When set to true, enables voice enrollment.
voice-greeting-extended-max-duration	24 , any positive integer	Specifies the length of time for the user to respond after the period for confirmation of their recording.
voice-greeting-personal-max-duration	12 , any positive integer	Specifies the length of time for the user to respond after the period for confirmation of their recording.
voice-message-max-duration	10 , any positive integer	Specifies, in seconds, the maximum length of a message.
voice-message-priority-enabled	false , true	Enables callers to leave priority messages when they are leaving a message. When set to true, priority messages are sent with urgent delivery. When set to false, all messages are sent with normal delivery.
voice-mailbox-message-count	10 , any positive integer	Specifies the maximum number of messages per mailbox.
voice-mwi	true , false	If set to false, FS will not handle voice messages with MWI.
voicemail-optout-destination	empty (means that the feature is disabled) , any phone number or routing point	When set, enables voicemail to the destination specified at the moment during which the user opted out. The destination is overridden by the Mailboxes section of the Provisioning Mailbox configuration file.
voicemail-quorum	false , true	Obsolete. The value is ignored.

Option	Values (default value in bold)	
vxml-access-fetch-timeout	60 , any positive integer	This parameter c

VoicemailServer section (Switch)

Set these options in the VoicemailServer section on the Options tab of the SIP Switch object, not in the Application object.

Option	Values (default value in bold)	
access-first-prompt-delay-ms	0 , zero or any positive integer no greater than 6000 (6000 ms = 6 seconds).	Enables delay in first prompt during access. Delay will be limited to 6000 milliseconds, then the next largest value. For example, 800 ms rounded to 600 ms, overridden by the value. Overridden by the value.
advance-audio-control	true , false	Displays advanced controls (rewind, pause, and play) for application users. Overridden by the application level.
language	<server locale>, de, en-AU, en-GB, en-US, es, es-MX, fr, it, ja, pt-BR, ru, zh-CN, ko	The language used for the application level is overridden by the user or mailbox level. Note: The group mailbox language is accessed. <ul style="list-style-type: none"> When accessing personal mailbox When accessing mailbox accessed through application-level When accessing mailbox language is used When depositing message to the group mailbox
play-disclaimer	false , true	When set to true, recorded disclaimer is played. Overridden by the application level, so to enable must also set this option at application level.
play-review-on-deposit	true , false	Specifies whether the TUI will play the recorded message after confirm press 1, or rerecord press 3.

Option	Values (default value in bold)	
		When set to true, th When set to false, c continues as if the c Note: You can set th If set on both levels, precedence.
time-zone	<server time zone> , any valid time zone (see http://joda-time.sourceforge.net/timezones.html)	Specifies the def messages (appli when the time z application is se default.
voicemail-optout-destination	empty (means that the feature is disabled) , any phone number or routing point	When set, enabl voicemail to the moment during voicemail-optout has a value or w Mailboxes settin Provisioning mai

history-log section

Set these options in the history-log section on the Options tab of the Configuration Server application object.

Option	Values (default value in bold)	
active	true , false	When Feature Se reconnected, the Configuration Se period are writte upon reconnecti
expiration	30 , 1-30	History log expir
max-records	1000 , 1-1000	Maximum record history log.

ScheduledTasks section

Set these options in the ScheduledTasks section on the Options tab of the Master Feature Server application.

When SSL and Cassandra authentication is enabled, the following three additional parameters must be appended to the existing values for the **<script name>.cmd** option:

- **-u** <username>—The Cassandra username. Default value is "cassandra".
- **--pw** <password>—The Cassandra password. Default value is "cassandra".
- **--tls**—Enables SSL connection.

For example, if we consider **update-mailbox-counters** task, **update-mailbox-counters.cmd** must be set as "**refreshInvalidMailboxCounters.py -H localhost -p 9160 -o update-mailbox-counters.log -u cassandra -pw cassandra -tls**".

Option	Values (default value in bold)	
update-mailbox-counters.active	false , true	When set to true and will schedule in the update-mailbox-counters option.
update-mailbox-counters.cmd	refreshInvalidMailboxCounters.py -H localhost -p 9160 -o update-mailbox-counters.log	<p>Command line for execution</p> <p>Command line format: refreshInvalidMailboxCounters.py -H localhost -p 9160 -o <log file> -u <username> -pw <password> -tls where:</p> <ul style="list-style-type: none"> • refreshInvalidMailboxCounters.py name of the script file. The default location is /FS_install/bin/refreshInvalidMailboxCounters.py. • -H localhost host name of the Cassandra host. The host name may be changed in the deployment. • -o <script file> filename and location of the script file. The filename is update-mailbox-counters.log and the location is /FS_install/bin/. • -v enables verbose mode. • -f all <number> changes invalid messages. If all is missing, then the default value is all and no change. The word 'all' is the default value which is the default value.
update-mailbox-counters.schedule	0 0 6 ? * SUN	Schedule time for the task configured in cron.
delete-expired-messages.active	false , true	When set to true and will schedule the task delete-expired-messages.
delete-expired-messages.cmd	removeExpiredMessages.py -H localhost -p 9160 -o delete-expired-messages.log	<p>Command line for execution.</p> <p>Command line format: removeExpiredMessages.py -H localhost -p 9160 -o <log file> -u <username> -pw <password> -tls where:</p>

Option	Values (default value in bold)	
		<ul style="list-style-type: none"> • removeExpired the script file <code>/<FS_install></code> • -H localhost: Cassandra host may be changed in deployments • -o <script log file name> filename and location is <script log file name> <div> Important For each run, the script <code><script log file name></code> </div>
delete-expired-messages.schedule	0 0 4 ? * SUN	Schedule time for delete-expired-messages configured in cron
forget-me.active	false , true	When set to true, the script will schedule the option forget-me
forget-me.cmd	forgetMe.py --dbhost <host> --dbport <port>	<p>Command line for forget-me</p> <p>Command line format: forgetMe.py --dbport <port> where:</p> <ul style="list-style-type: none"> • forgetMe.py located in <code>/usr/bin/feature-server-util</code>. • --dbhost <host> Feature Server host
forget-me.schedule	0 0 6 ? **	Schedule time for forget-me configured in cron
reimport.active	false , true	When set to true, the script will schedule the option reimport.schedule
reimport.schedule	Time in CRON format	Schedule time for reimport configured in CRON