GENESYS™

Genesys Administrator Extension Deployment Guide

Configuring the Auditing Feature

5/3/2025

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To enable the Auditing feature, you must configure GAX, Message Server, and the database. GAX must have a connection to Message Server.

GAX Application

Enable Auditing by setting the value of the `auditing` option in the `general` section of the GAX Server application to `true`.

Next, in the `general` section of the GAX application, make the following configuration option settings:

- Set the number of switch-over attempts before GAX tries to switch-over to the redundant node to 1. To do this, set the value of the `max_switchovers` option in the `general` section of the GAX application to 1. A value of 0 means switch-overs are disabled. Negative values allow an unlimited numbers of switch-overs, and, therefore, a continuuos reconnect process if the server is unreachable. Setting a negative value is recommended for production systems.

- Set the number of connection attempts before GAX tries to switch over to the redundant node. To do this, set the value of the `attempts` option in the `general` section of the GAX application to 1.

- Set the timeout interval between connection attempts to Message Server. To do this, set the value of the `warmstandby_timeout` option in the `general` section of the GAX application to any positive integer.

- Set the protocol timeout, which is the time in seconds after which GAX gives up attempting to connect. To do this, set the value of the `timeout` option in the `general` section of the GAX application to 30.

Message Server

In the Message Server object, set the `db_storage` option in the `messages` section to the value `true`.

If the `db_storage` option is not set to `true`, Message Server does not save the Audit data to its database.

Database Configuration

To read the Audit data from the Log DB, a DAP must be configured and connected to the GAX Server Application object. Configure the DAP in the same way that DAPs were configured for the GAX database and License Usage Reporting. To identify the DAP role, set the value of the `role` option in the GAX section of the DAP to `auditing`.