Genesys Administrator Extension Deployment Guide

general Section

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Contents

This section must be called `general`, and is configured in the Genesys Administrator Extension Server Application object of type `Generic Genesys Server`.

The options in this section are required for the general behavior of Genesys Administrator Extension.

auditing

- Default Value: `true`
- Valid Values: `true, false`
- Changes Take Effect: After Genesys Administrator Extension is restarted.
- By default GAX is set to audit all actions that are performed by users. Set to `false` if auditing is not required.

client_app_name

- Default Value: `default`
- Valid Values: The valid name of an application object of type Configuration Manager.
- Changes Take Effect: After Genesys Administrator Extension is restarted.
- Specifies the name of the client application. GAX requires a client application object to enable access control of the browser-based interface.

confserv_timeout

- Default Value: 30
- Valid Values: The value of the timeout protocol.
- Changes Take Effect: Immediately.

Protocol timeout value for connections to Configuration Server.

default_account_dbid

- Default Value: 100
- Valid Values: The database ID of the default account. A valid DBID that represents the person object that should be used as the default account (refer to Default Account Support).
- Changes Take Effect: After Genesys Administrator Extension is restarted.
- The DBID that is assigned to default account. This DBID can be set to any DBID of any valid user. The user with the specified DBID will have all role privileges.
- If this option is not set, GAX uses the value 100 for the DBID. The default account is identified by DBID. The default value for the DBID is 100. If the default account is deleted and recreated, it will be assigned a new DBID. Use the `default_account_dbid` option to specify the DBID of the default account if the value is not 100.

inactivity_timeout

- Default Value: 600
- Valid Values: Any integer value.
- Changes Take Effect: Immediately.
- Specifies the value of the inactivity timeout in seconds. A negative value deactivates this timer.

msgsrv_attempts

- Default Value: 1
- Valid Values: Any positive integer value greater than 0.
- Changes Take Effect: After Genesys Administrator Extension is restarted.
- Specifies the number of connection attempts that will be made until GAX tries to connect to the backup Message Server.

msgsrv_max_switchovers

- Default Value: -1
- Valid Values: Any integer value.
- Changes Take Effect: After Genesys Administrator Extension is restarted.
- Specifies the number of switch-overs between Message Servers before GAX gives up trying to reconnect. 0 specifies no reconnection attempts. A negative values specifies unlimited reconnection attempts.

msgsrv_timeout

- Default Value: 10
- Valid Values: Any positive integer value.
- Changes Take Effect: After Genesys Administrator Extension is restarted.
- Specifies the protocol timeout value for connections to Message Server.

msgsrv_warmstandby_timeout

- Default Value: 60
- Valid Values: Any integer value.
- Changes Take Effect: Immediately.
- The time in seconds between reconnection attempts to Message Server.

scs_attempts

- Default Value: 1

- Valid Values: Any positive integer value greater than 0.

- Changes Take Effect: After Genesys Administrator Extension is restarted.

- Specifies the number of connection attempts that will be made until GAX tries to connect to the backup Solution Control Server.

scs_max_switchovers

- Default Value: -1

- Valid Values: Any integer value.

- Changes Take Effect: After Genesys Administrator Extension is restarted.

- Specifies the number of switch-overs between Solution Control Servers before GAX gives up trying to reconnect. 0 specifies no reconnection attempts. A negative values specifies unlimited reconnection attempts.

scs_timeout

- Default Value: 10

- Valid Values: Any positive integer value.

- Changes Take Effect: After Genesys Administrator Extension is restarted.

- Specifies the protocol timeout value for connections to Solution Control Server.

scs_warmstandby_timeout

- Default Value: 60

- Valid Values: Any integer value.

- Changes Take Effect: After Genesys Administrator Extension is restarted.

- The time in seconds between reconnection attempts to Solution Control Server.

session_timeout

- Default Value: 900

- Valid Values: Any positive integer value.

- Changes Take Effect: Immediately.

- The time in seconds after the session timeout that the GAX user session on the server will be destroyed.