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# Genesys Administrator Extension Deployment Guide

general Section

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## general Section

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

### confserv\_trusted

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Specifies if token-based authentication is used for secure communication with 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.

#### `enable_bulk_change_sets`

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: After browser refresh

Specifies if **Bulk Change Sets** feature appears in the **Administration** menu of GAX. If set to `false` (the default) or not configured, the feature does not appear in any menu and cannot be used.

#### `help_external_url`

Default Value: `docs.genesys.com`

Valid Values: Any reachable website domain or IP address (do not include `http://` prefix). You must include a port number after the address. For example: `docs.mycompany.com:4001`

Changes Take Effect: After page refresh

Specifies the location of Genesys Administrator Extension Help content—either the Genesys Documentation website (`docs.genesys.com`) or an internal company server for those that have installed the offline documentation package.

#### `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

quick\_filter\_only\_on\_enter

Default Value: false

Valid Values: true, false

Changes Take Effect: After browser refresh

Specifies if the quick filters search starts only when the user presses **Enter**.

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. A value of zero (0) specifies no reconnection attempts. A negative value 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 which the session will be destroyed if there is no activity for that session. The value of this option must be greater than or equal to **inactivity\_timeout**.

### token\_life\_in\_minutes

Default Value: 1440

Valid Values: Any positive integer value

Changes Take Effect: Immediately.

Specifies the life of the password token used in token-based authentication. Genesys recommends that you use the default value, unless you have an overriding reason.