Genesys Mobile Services Deployment Guide

Configuration Options Reference

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Contents

Configuration Options Reference

This page provides descriptions and explanations of Genesys Mobile Services-specific options.

Overview

By default, the Options tab for your Genesys Mobile Services Application object contains several sections with configuration values.

- Log — Standard log file options for this Application object. For more information about these options, refer to your Genesys Framework documentation.

- gms — Configuration settings used across different services.

- push — Configuration settings for the Notification sub-service.

- resources — Configuration details for handling of resource groups.

- server — This section describes configuration options specific to each Genesys Mobile Services Application instance.

- service.servicename — Every service you want to provide using this instance of Genesys Mobile Services can have a custom entry created using this format. The default installation provides two examples:

  - service.request-interaction

  - service.query

gms Section

Changes take effect: Immediately.

Option name	Option type	Default value	Restriction on value	Description
http.connection_timeout	integer	10	Valid integer (seconds)	Connection timeout (in seconds) for http connections to be established from gms to other servers (ORS, httpcb and cluster resource service). Default is set pretty low, so should be on the fast network.

Option name	Option type	Default value	Restriction on value	Description
http.socket_timeout	Integer	10	Valid integer (seconds)	Socket timeout (in seconds) for reading data over established http connection from gms to other servers(ORS, httpcb and cluster resource service). Default is set pretty low, so should be on the fast network.
http.max_connections_per_route	Integer	20	Positive integer	GMS will use these number of concurrent connections to connect to each http server. All subsequent concurrent requests will be queued.
http.max_connections_total	Integer	100	Positive integer	GMS will use these number of concurrent connections to connect to any of the http servers.
http.client_port_range	Integer Range (eg., 52000-53000)	System assigned	Max Range (0-65535)	All http client requests from gms to other servers will use a client socket port from the specified range. If the selected port is already in use, then the request is tried using the next port in a serial fashion. If this option is not specified then the OS will assign a random available port for the request.

push Section

Changes take effect: After restart. The push configuration includes three logical groups of options: general configuration, push provider configuration, and OS-specific message formatting. For more information about providers and OS-specific message formatting refer to Genesys Mobile Services Push Notification Service.

Note: It is possible for some mandatory options to be absent in this section. In this case, the corresponding push type will be disabled (even if enabled using the *push.pushEnabled* option) and a log entry will be created.

In the following table, values for the **affinity** column can be:

- *general* - The option applies to general behavior.
- *provider* - The option describes the provider configuration used for accessing the target (APPLE APNS service, GOOGLE C2DM service, http address).
- *OS-formatting* - The option affects the resulting OS-specific message output.

Option name	Affinity	Option type	Necessity	Restriction on value	Notes
Common Notification Options					
defaultSubscriptionExpiration	general	Integer	optional	any Integer>=30	Default subscription expiration (in seconds). If not set or assigned an incorrect value, the default value (30) will be used.
pushEnabled	provider	Collection<String>	mandatory		A comma-delimited list of strings that describe the enabled push types. Currently, only following push types are supported: **android** and/or **ios** and/or **httpcb** and/or **orscb**. Any other push type will be ignored. If an option value is not set then it will be handled

Option name	Affinity	Option type	Necessity	Restriction on value	Notes
					as empty string option value (that is, push will be disabled for all supported types and the push service will not work at all).
Apple Notification Options					
Note: Please see the relevant documentation at developer.apple.com for information about OS-Specific message formatting options. Note that if no alert-related options are specified, the *alert* dictionary entry will not be included in the JSON sent to the Apple device.					
apple.keystore	provider	String	Mandatory	valid path	The keystore location (path to the file) for iOS push notifications.
apple.keystorePassword	provider	String	mandatory	not null (but may be empty string)	The password used to access the keystore. If the password is incorrect then attempts to push messages will fail with corresponding log entries.
apple.alertMessage.body	OS-formatting	String	optional	any String	If specified (not null), used as *body* entry in *alert* dictionary (iOS-specific).
apple.alertMessage.action-loc-key	OS-formatting	String	optional	any String	If specified (not null), used as *action-loc-key* entry in *alert* dictionary (iOS-specific).
apple.alertMessage.loc-key	OS-formatting	String	optional	any String	If specified (not null), used as *loc-key* entry in *alert* dictionary (iOS-specific).
apple.alertMessage.loc-argnames	OS-formatting	String	optional	any String	If specified (not null), used as *loc-args* entry in *alert* dictionary (iOS-

Option name	Affinity	Option type	Necessity	Restriction on value	Notes
					specific).
apple.alertMessage launch-image	OS-formatting	String	optional	any String	If specified (not null), used as *launch-image* entry in *alert* dictionary (iOS-specific).
apple.badge	OS-formatting	Integer	optional	any integer	If specified (not null), used as *badge* entry in *aps* dictionary (iOS-specific).
apple.sound	OS-formatting	String	optional	any String	If specified (not null), used as *sound* entry in *aps* dictionary (iOS-specific).
Android Notification Options					
android.senderEmail provider		String	mandatory	valid mail (sender account registered in Google service)	The valid name of a mail account. Notifications will be sent on behalf of this account. After signing up for C2DM, the sender account will be assigned the default quota, which currently corresponds to approximately 200,000 messages per day. If the default quota is not sufficient for your purposes, please see http://code.google.com/android/c2dm/quotas.html.
android.senderPassword provider		String	mandatory	valid password of registered account	The password for the specified mail account.
android.senderAccountType provider		String	mandatory	not null, may be empty	Specified when initializing a

Option name	Affinity	Option type	Necessity	Restriction on value	Notes
					C2DM push service.
android.source	provider	String	mandatory	not empty	Specified when initializing a C2DM push service.
android.ssl_trust_all	provider	Boolean	optional		If included and true, indicates that any SSL certificate provided during an establishing HTTPS connection to https://www.google.com/accounts/ClientLogin and https://android.apis.google.com/c2dm/send addresses are considered valid, regardless of their presence in keystore/truststore used by environment. Default value: *false*. Please note that setting this option to *true* is **not recommended**. It is preferred behavior to configure the security system so that only received certificates are permitted.
android.delayWhileIdle	formatting	Boolean	optional		If included and true, indicates that the message should not be sent immediately if the device is idle. The server will wait for the device to become active

Option name	Affinity	Option type	Necessity	Restriction on value	Notes
					(only the last message will be delivered to device when it becomes active). Default, or unspecified, value: *false*.
android.collapseKey	QS-formatting	String	mandatory	not empty	An arbitrary string that is used to collapse a group of like messages when the device is offline, so that only the last message gets sent to the client. This is intended to avoid sending too many messages to the phone when it comes back online. Note that since there is no guarantee regarding the order in which messages are sent, the "last" message in this case may not actually be the last message sent by the application server.
android.unavailability_retry_timeout	QS-formatting	Integer	optional	any positive integer	This parameter specifies the default timeout (in seconds) to wait before Google C2DM service can be accessed again if the request returned the

Option name	Affinity	Option type	Necessity	Restriction on value	Notes
					503 code (Service unavailable). Note that this value is ignored if the 503 response from Google contains valid **Retry-After** header. The default value, used if a value is not specified or is incorrect, is 120.
android.gcm.apiKey	provider	String	mandatory	not empty	Valid Google API Key. See Google CDM description. Please see http://developer.android.com/guide/google/gcm/gs.html
android.gcm.retryNumber	provider	Integer	optional		Retry attempts (in case the GCM servers are unavailable).
localizationFileLocation	provider	String	optional		Location of the file containing the list of localized messages. Please see Localization File.

> **Note:** Please note that the number of C2DM messages being sent is limited. For details, refer to http://code.google.com/android/c2dm/quotas.html.

Each provider can contain 2 *channels* for message sending - **production** and **debug** for each target type. The provider-affiliated options enlisted above describe the production channel. For each provider-related option **<option-name>** the sibling option can be provided with name **debug.<option-name>**. Such options will describe the provider-specific configuration of debug channel for corresponding target type. The debug channel will be enabled for enabled target type only if all mandatory options will be specified for debug channel. The OS-message formatting options do not have production-debug differentiation.

push.provider.*providername* Section

It is possible to create providers by adding **push.provider.*providername*** sections which contain the appropriate credential configuration options that are associated with a given provider. This allows you to control and isolate notifications and events between a given provider and the associated services/applications that are using it. This type of provider name section can only contain provider-related options (as listed in **push** section). All providers are isolated - if the option is not specified in provider's section, then it is not specified. If a mandatory option is missing then the corresponding target type will not be enabled, even if that type is present in the **pushEnalbled** option. Please note that we have the following restriction on **providername**: it may only contain alphanumeric characters, the underscore (_), and the minus sign (**-**).

push.provider.event Section

You can define the event definitions associated across providers by adding your **push.provider.event** section, and then setting the appropriate OS-specific attribute options within. This will allow you to add OS-specific attributes to a published event message that is going to any provider's push notification system. This section can contain OS formatting-related options. All other options will be ignored. For more information about providers and OS-specific message formatting refer to Genesys Mobile Services Push Notification Service.

push.provider.event.*eventname* Section

You can define the event definitions associated across providers by adding a custom push.provider.event.**eventname** section, and then setting the appropriate OS-specific attribute options within. This will allow you add OS-specific attributes to a published event message that is going to a specific channel for given group of events tags. This section can contain OS formatting-related options. All other options will be ignored. For more information about providers and OS-specific message formatting refer to Genesys Mobile Services Push Notification Service.

push.provider.*providername*.event.*eventname* Section

You can define the event definitions associated with given provider by adding your push.provider.*providername*.event.**eventname** section, and then setting the appropriate OS-specific attribute options within. This will allow you add OS-specific attributes to a published event message that is going to a specific provider and channel for given group of events tags. This section can contain OS formatting-related options. All other options will be ignored. For more information about providers and OS-specific message formatting refer to Genesys Mobile Services Push Notification Service.

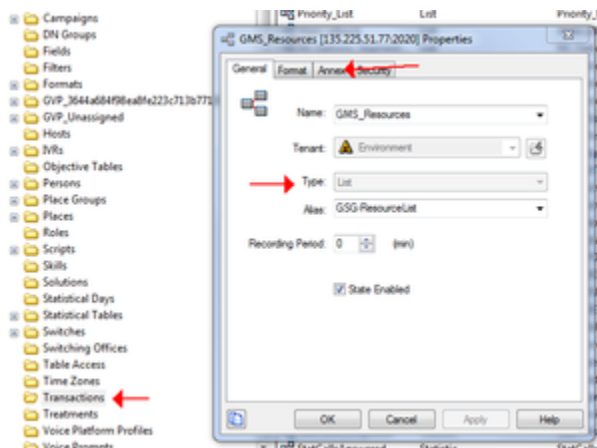# resources Section

Changes take effect: Immediately.

Option name	Option type	Default value	Restriction on value	Description
resources_list_name	String	GMS_Resources	Mandatory	Name of the Strategy

Option name	Option type	Default value	Restriction on value	Description
				configuration object (of type List) which holds configuration details of resources and resource groups.
user_control	String	false	If not present, the default value is used.	This option enables GMS to control resource access based on gms_user header passed in the GMS request. Option is dynamic.
List Object Options: Each section in the Annex is a group that should have distinct list options specified.				
_allocation_strategy	String	RANDOM	Should correspond to one of the supported allocation strategies. Otherwise the default strategy will be used.	Supported strategies: • Random - Allocate a randomly selected resource from the group. No reservations or locks are made, so the same resource can be selected by different users at the same time. • Local - A resource is allocated from the group and reserved/ locked, so that only one user can hold it at the time. For the resource to return to the group it should be released either by the corresponding API call or by a timeout.

Option name	Option type	Default value	Restriction on value	Description
				• Cluster - A resource is allocated from the group and reserved/locked through the GSG cluster, so that only one user can hold it at the time. For the resource to return to the group it should be released either by the corresponding API call or by a timeout.
_booking_expiration_timeout	Integer	30	Valid integer (seconds)	Determines the maximum amount of time, in seconds, that a resource may be allocated. If the resource is not released before this time limit elapses, it is automatically returned to the pool of available resources. This option is used with the LOCAL and CLUSTER allocation strategies.
_backup_resource	String		Existing resource	The resource returned if there are no regular resources available. This option is used with the LOCAL and CLUSTER allocation strategies.
List Entries				
All keys not starting with # or _	String			The value is put into the pool of

Option name	Option type	Default value	Restriction on value	Description
				resources. The option name may be anything (since that value is not currently used).

The following screenshot shows an example of an application object configured in Configuration Manager.

Example

```
[Dnis_Pool]
_allocation_strategy = LOCAL
_booking_expiration_timeout = 20
dnis1 = 1-888-call-me1
dnis2 = 1-888-call-me2
dnis3 = 1-888-call-me3
```

server Section

Changes take effect: Immediately.

Option name	Option type	Default value	Restriction on value	Description
node_id	Integer		Mandatory, two-digit number	Specifies a two-digit number that should be unique in the Genesys Mobile Services deployment. It is used in the generation of DTMF access tokens.

Option name	Option type	Default value	Restriction on value	Description
dateFormat	String		Optional	The string used to format dates. Syntax of the string should meet the expectations of java class java.text.SimpleDateFormat. See http://docs.oracle.com/javase/1.4.2/docs/api/java/text/SimpleDateFormat.html for details.
Cluster Service options				
web_host	String	result of InetAddress.getLocalHost()	Optional, valid host name	InetAddress.getLocalHost() is not only default value, it's the value which will be used in the most cases. This configuration value is used in cases when there are problems obtaining local name.
web_port	Integer	80	Optional, valid TCP port	Server port listened for Rest API calls.
app_name	String	gsg_web	Optional, valid http path	Web application "context" path.

service.*servicename* Section

You can create customized services by adding your service.*servicename* section, and then setting the appropriate options within.

Option name	Option type	Default value	Restriction on value	Description
_type	String		Mandatory	• For Genesys Mobile Services-based services: builtin • For Orchestration

Option name	Option type	Default value	Restriction on value	Description
				Server-based services: ors
_service	String		Mandatory	• For Genesys Mobile Services-based services: The name of the matching service. • For Orchestration Server-based services: The URL of the service's SCXML application.
_ors	String		Optional	**Note:** Only used for Orchestration Server-based services. The URI of the ORS instance or load balancer for this service, allowing different ORS clusters to be used by a single Genesys Mobile Services deployment. Overrides any ORS connections, if they are present. Should be used to direct Genesys Mobile Services to a load balancer that is located in front of multiple ORS instances. This option is specific to each service. If not present, Genesys Mobile Services will use the ORS instance defined in the Application object during installation. Only the base URL needs to be specified. Genesys Mobile Services will use the standard URL path to start ORS session and pass

Option name	Option type	Default value	Restriction on value	Description
				events. Example: `http://<host>:<port>`
_booking_expiration_timeout	Integer		Optional Valid values: Lower limit is 5 seconds and upper limit is 1800 seconds (30 minutes).	This option is specific to the **service.request-interaction** and **service.request-access** services, and applies only to LOCAL and CLUSTER allocation strategies. This option allows you to set a different value per service for the booking expiration timeout. This value can also be passed through the request-access URI parameter. Note that the value passed through the request-access URI parameter will override the value in the service section.

Additional options vary depending on the type of service being created. For more information, refer to documentation for the corresponding service in the Genesys Mobile Services API Reference.