GENESYS™

Workspace Desktop Edition Deployment Guide

Business Continuity Options

12/16/2025

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Business Continuity

Options that have the `disaster-recovery.*` prefix are used to configure the Business Continuity functionality.

disaster-recovery.auto-restore

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether agent should be relogged in to the Preferred site as soon as it is available.

disaster-recovery.disable-login-errors

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether Interaction Workspace should display media voice login errors in the Login window.

disaster-recovery.enabled

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether Business Continuity is enabled.

disaster-recovery.preferred-site

- Default Value: `Preferred`
- Valid Values: A unique symbolic name of the site or location to be used as the preferred login site. Letters A to Z and a to z. Numbers 0 through 9. The underscore, @ and space characters.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the site name to be used as preferred when connecting to any back-end server. That is, it specifies the name of the preferred connection site for the application, tenant, agent Group, or agent. There must be a connection to this site in the Connections tab of the corresponding server. This option should match the name specified by the `disaster-recovery.site` option that is configured on the server object.

disaster-recovery.peer-site

- Default Value: `DRPeer`

- Valid Values: A unique symbolic name of the site or location to be used as the preferred login site. Symbolic name of the site or location. Letters A to Z and a to z. Numbers 0 through 9. The underscore, @ and space characters. Letters A to Z and a to z. Numbers 0 through 9. The underscore, @ and space characters.

- Changes take effect: When the application is started or restarted.

- Description: Specifies the name of the site that is to be the secondary (Business Continuity peer) when connecting to any back-end server for the site that is specified by the `disaster-recovery.site` option. There must be a connection to this site in the Connections tab of the corresponding server.

disaster-recovery.restore-agent-state

- Default Value: `true`

- Valid Values: `true`, `false`

- Changes take effect: When the application is started or restarted.

- Description: Specifies whether Interaction Workspace should restore last agent state after logging on to the reserved site after the current site fails.

disaster-recovery.timeout

- Default Value: `60`

- Valid Values: A valid positive integer.

- Changes take effect: When the application is started or restarted.

- Description: Specifies time in seconds to wait after Preferred Site HA Pair disconnection is detected before switching connection to the Business Continuity site.

disaster-recovery.wait-for-sipphone-timeout

- Default Value: `0`

- Valid Values: A valid positive integer.

- Changes take effect: When the application is started or restarted.

- Description: Specifies time in seconds during which an agent should wait for SipEndpoint before a disaster is considered. A value of `0` means no limit.