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Genesys Engage Digital (eServices)

BotGatewayServer

12/14/2025

BotGatewayServer

Options for this component are contained in the following configuration sections:

- [channel-chatbot](#)
- [channel-chatbot-monitor-tls](#)
- [channel-chatbot-monitor-addp](#)

Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

Power users: [Download a CSV file](#) containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
channel-chatbot	driver-classname	com.genesyslab.chat.bots.driver.ChannelChatbotDriver	After restart
channel-chatbot	file-upload-max-size	2097152	Immediately
channel-chatbot	file-upload-types	jpg:tif:gif:bmp:png:xls:xlsx:html:rtf:pdf:csv:htm:txt	Immediately
channel-chatbot	ha-bot-recovery-batch	200	Immediately
channel-chatbot	ha-bot-recovery-enabled	false	After restart
channel-chatbot	ha-bot-start-unrestricted	false	Immediately
channel-chatbot	ha-chat-reconnecting-attempts	15	Immediately for new connections
channel-chatbot	ha-chat-reconnecting-delay	10	Immediately for new connections
channel-chatbot	hide-attached-data	true	Immediately
channel-chatbot	holdup-attribute-name	ScheduledAt	Immediately for new connections
channel-chatbot	holdup-reset-seconds	30	Immediately for new connections
channel-chatbot	holdup-timeout-seconds	300	Immediately for new connections
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
channel-chatbot	kafka-batch-size	100	Immediately
channel-chatbot	kafka-buffer-memory	33554432	Immediately
channel-chatbot	kafka-cluster-brokers		Immediately
channel-chatbot	kafka-topic-name	chat-bots-reporting	Immediately
channel-chatbot	kafka-zookeeper-nodes		Immediately
channel-chatbot	message-log-print-size	0	Immediately
channel-chatbot	tenant-dbid	valid value must be provided	After restart
channel-chatbot	ucs-in-use	true	After restart
channel-chatbot-monitor-addp	enabled	false	Immediately for new connections
channel-chatbot-monitor-addp	local-timeout	7	Immediately for new connections
channel-chatbot-monitor-addp	remote-timeout	11	Immediately for new connections
channel-chatbot-monitor-addp	trace-mode	off	Immediately for new connections
channel-chatbot-monitor-tls	cipher-list		Immediately for new connections
channel-chatbot-monitor-tls	crl		Immediately for new connections
channel-chatbot-monitor-tls	password		Immediately for new connections
channel-chatbot-monitor-tls	provider	ANY	Immediately for new connections
channel-chatbot-monitor-tls	sec-protocol	TLSv12	Immediately for new connections
channel-chatbot-monitor-tls	tls-target-name-check	no	Immediately for new connections
channel-chatbot-monitor-tls	trusted-ca		Immediately for new connections
Section	Option	Default	Changes Take Effect