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Knowledge Center

Genesys Configuration Options Current

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Knowledge Center Options Reference

Welcome to the Options Reference for Knowledge Center. This document describes the configuration options for the following components of Knowledge Center:

- [Knowledge Center Server](#)
- [Knowledge Center Cluster](#)
- [Knowledge Center Content Management System \(CMS\)](#)

Knowledge Center Server

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

- [archiving](#)
- [log](#)

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
archiving	enabled	true	immediately
archiving	path		immediately
archiving	type	tar	immediately
log	affectedLoggers		immediately
log	all	stdout	Immediately
log	compressMethod		Immediately
log	debug	stdout	Immediately
log	expire	10	Immediately
log	message-format	custom	Immediately
log	outputPattern	%d{dd.MM.yyyy HH:mm:ss} %-5.5p %-45.80t %-30.1000c{1} %m %ex%n	Immediately
log	segment	100 MB	Immediately
log	standard	stdout	Immediately
log	timeConvert	local	Immediately
log	timeFormat	time	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
log	time_convert	local	immediately
log	time_format	time	immediately
log	trace	stdout	Immediately
log	verbose	standard	Immediately
Section	Option	Default	Changes Take Effect

archiving Section

Important

The options for archiving were discontinued from 9.0.000.15

- [enabled](#)
- [path](#)
- [type](#)

enabled

Default Value: true

Valid Values: true, false

Changes Take Effect: immediately

Discontinued: 9.0.000.15

Specify whether a node will allow archiving using the API. Enabling archiving on one node does not affect other nodes in the cluster. Note that archiving is resource intensive: please use it wisely.

path

Default Value:

Valid Values:

Changes Take Effect: immediately

Discontinued: 9.0.000.15

Path to the stored archive. The archive will be stored as '`<path>/history_<requested_date_range>.<archive>`'

type

Default Value: tar

Valid Values: tar, zip, cpio

Changes Take Effect: immediately

Discontinued: 9.0.000.15

Defines the storage format of the resultant archive.

log Section

- `affectedLoggers`
- `all`
- `compressMethod`
- `debug`
- `expire`
- `message-format`
- `outputPattern`
- `segment`
- `standard`
- `time_convert`
- `time_format`
- `timeConvert`
- `timeFormat`
- `trace`
- `verbose`

affectedLoggers

Default Value:

Valid Values:

Changes Take Effect: immediately

Discontinued: 9.0.000.15

Define the loggers that verbosity settings applied to.

all

Default Value: stdout

Valid Values: stdout, stderr, network, [filename]

Changes Take Effect: Immediately

Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile

compressMethod

Default Value:

Valid Values: zip or gzip

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Specified method that will be used for archiving log files.

debug

Default Value: stdout

Valid Values: stdout, stderr, network, [filename]

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Specifies the outputs to which an application sends the log events of the Debug level and higher (that is, log events of the Standard, Interaction, Trace and Debug levels). The log outputs must be separated by a comma when more than one output is configured. For example: debug = stderr, network

expire

Default Value: 10

Valid Values: false | <number>[file] (1-1000) | <number> day (1-100)

Changes Take Effect: Immediately

Determines whether log files expire. If they do, sets the measurement for determining when they expire, along with the maximum number of files (segments) or days before the files are removed. This option is ignored if log output is not configured to be sent to a log file.

message-format

Default Value: custom

Valid Values: short, medium, full, shortcsv, shorttsv, shortdsv

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Specifies the format of log record headers that an application uses when writing logs in the log file. Using compressed log record headers improves application performance and reduces the log file's size.

outputPattern

Default Value: %d{dd.MM.yyyy HH:mm:ss}| %-5.5p | %-45.80t | %-30.1000c{1} %m %ex%n

Valid Values:

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Specifies the output pattern that logs is formatted to. Log4j/Log4j2 pattern format must be used.

segment

Default Value: 100 MB

Valid Values: false | <number>[KB] | <number> MB | <number> hr

Changes Take Effect: Immediately

Specifies whether there is a segmentation limit for a log file. If there is, sets the mode of measurement, along with the maximum size. If the current log segment exceeds the size set by this option, the file is closed and a new one is created. This option is ignored if log output is not configured to be sent to a log file.

standard

Default Value: stdout

Valid Values: stdout, stderr, network, [filename]

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example: standard = stderr, network

time_convert

Default Value: local

Valid Values: local, utc

Changes Take Effect: immediately

Discontinued: 9.0.000.15 (renamed to timeConvert)

Specifies the system in which an application calculates the log record time when generating a log file. The time is converted from the time in seconds since 00:00:00 UTC, January 1, 1970.

time_format

Default Value: time

Valid Values: time, locale, ISO8601

Changes Take Effect: immediately

Discontinued: 9.0.000.15 (renamed to timeFormat)

Specifies how to represent, in a log file, the time when an application generates log records. A log record's time field in the ISO 8601 format looks like this: 2001-07-24T04:58:10.123

timeConvert

Default Value: local

Valid Values: local or utc

Changes Take Effect: Immediately

Introduced: 9.0.000.15 (renamed from time_convert)

Specifies the system in which an application calculates the log record time when generating a log file. The time is converted from the time in seconds since "00:00:00 UTC, January 1, 1970".

timeFormat

Default Value: time

Valid Values: time, locale or iso8601

Changes Take Effect: Immediately

Introduced: 9.0.000.15 (renamed from time_format)

Specifies how to represent, in a log file, the time when an application generates log records. A log record's time field in the ISO 8601 format looks like this: "2001-07-24T04:58:10.123".

trace

Default Value: stdout

Valid Values: stdout, stderr, network, [filename]

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example: trace = stderr, network

verbose

Default Value: standard

Valid Values: all | debug | trace | interaction | standard | none

Changes Take Effect: Immediately

Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.

Knowledge Center Cluster

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

- [cms.cluster](#)
- [cms.general](#)
- [cms.srl](#)
- [cms.ucs](#)
- [configuration](#)
- [general](#)
- [index](#)
- [log](#)
- [log-extended](#)
- [multicast](#)
- [reporting](#)
- [search](#)
- [security](#)
- [translation](#)

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
cms.cluster	cmsPathStorage	./knowledge	After restart
cms.cluster	dbConnectionUrl		At start/restart
cms.cluster	dbDataColumnType	BINARY	After restart
cms.cluster	dbDriverClass		After restart
cms.cluster	dbIdColumnType	VARCHAR(255)	After restart
cms.cluster	dbJndiName	java:comp/env/jdbc/knowledge	After restart
cms.cluster	dbPassword		At start/restart
cms.cluster	dbTimestampColumnType	BIGINT	After restart
cms.cluster	dbUsername		At start/restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
cms.cluster	host	127.0.0.1	After restart
cms.cluster	jgroupsConfiguration	TCP	At start/restart
cms.cluster	port	9160	After restart
cms.cluster	repositoryName	Genesys Knowledge Repository	After restart
cms.cluster	type	mssql	At start/restart
cms.general	externalURL		Immediately
cms.srl	fieldcode-format-locale		Immediately
cms.srl	replace-blank-fieldcode	false	Immediately
cms.ucs	asynsync-delay	1000	Immediately
cms.ucs	config-synchro-mode	periodically	At start/restart
cms.ucs	enabled	true	Immediately
cms.ucs	fieldcode-format-locale		Immediately
cms.ucs	postpone-synchro-delay	1000	Immediately
cms.ucs	replace-blank-fieldcode	false	Immediately
cms.ucs	screening-rules-sync-delay	10000	Immediately
cms.ucs	standard-responses-sync-delay	10000	Immediately
cms.ucs	synchronize-screening-rules	false	Immediately
cms.ucs	synchronize-standard-responses	false	Immediately
configuration	attributesRefreshInterval	120s	Immediately
configuration	skillsRefreshInterval	120s	Immediately
configuration	usersRefreshInterval	120s	Immediately
general	esReadOnly	true	Immediately
general	knowledgebaseFolder	knowledge	After restart
general	sessionTtl	8h	Immediately
index	docstatNumberOfReplicas	1	Immediately
index	docstatNumberOfShards	1	Immediately
index	historyNumberOfReplicas	1	Immediately
index	historyNumberOfShards	1	Immediately
index	minimumMasterNodes	0	immediately
index	namespace	default	After restart
log	affectedLoggers		immediately
log	all	stdout	Immediately
log	compressMethod		Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
log	debug	stdout	Immediately
log	expire	10	Immediately
log	message-format	custom	Immediately
log	outputPattern	%d{dd.MM.yyyy HH:mm:ss} %-5.5p %-45.80t %-30.1000c{1} %m %ex%n	Immediately
log	segment	100 MB	Immediately
log	standard	stdout	Immediately
log	timeConvert	local	Immediately
log	timeFormat	time	Immediately
log	time_convert	local	immediately
log	time_format	time	immediately
log	trace	stdout	Immediately
log	verbose	standard	Immediately
log-extended	logger-config	config: level=info	immediately
log-extended	logger-gks	gks: level=info	immediately
log-extended	logger-http	http: level=info	immediately
log-extended	logger-rest	timing: level=trace	immediately
log-extended	logger-sql	p6spy: level=off	immediately
log-extended	logger-timing	timing: level=trace	immediately
multicast	enabled	true	After restart
reporting	geo	CITY	Immediately
reporting	ttl	365d	Immediately
search	numberOfAnswers	6	Immediately
search	numberOfAnswersInPreConferenceSelection	20	immediately
search	outOfDomainThreshold	0.5	immediately
search	privilege.can-access-public	true	Immediately
search	trendingPeriod	10	Immediately
search	wordsPerMin	160	Immediately
security	auth-scheme	none	Immediately
security	password		Immediately
security	user-id		Immediately
translation	key		Immediately
translation	type	none	At start/restart
Section	Option	Default	Changes Take Effect

cms.cluster Section

- `cmsPathStorage`
- `dbConnectionUrl`
- `dbDataColumnType`
- `dbDriverClass`
- `dbIdColumnType`
- `dbJndiName`
- `dbPassword`
- `dbTimestampColumnType`
- `dbUsername`
- `host`
- `jgroupsConfiguration`
- `port`
- `repositoryName`
- `type`

cmsPathStorage

Default Value: `./knowledge`

Valid Values:

Changes Take Effect: After restart

Discontinued: 9.0.000.15

Path to store repository

dbConnectionUrl

Default Value:

Valid Values:

Changes Take Effect: At start/restart

Database connection string for the selected persistent storage. Examples:

for Microsoft SQL: `jdbc:jtds:sqlserver://[host of MS SQL server]:[port of MS SQL server; 1433 by default];databaseName=[CMS DB name]`

for Oracle: `jdbc:oracle:thin:[userName]/[password]@[host of Oracle DB]:[port of Oracle DB; 1521 by default]:[SID. for example ORCL]`

for PostgreSQL: `jdbc:postgresql://[host of PostgreSQL server]:[port of PostgreSQL server; 5432 by default]/[CMS DB name]`

dbDataColumnType

Default Value: `BINARY`

Valid Values:

Changes Take Effect: After restart

Discontinued: 9.0.000.15

Database type for DATA_COLUMN

dbDriverClass

Default Value:

Valid Values:

Changes Take Effect: After restart

Discontinued: 9.0.000.15

JDBC driver class

dbIdColumnType

Default Value: VARCHAR(255)

Valid Values:

Changes Take Effect: After restart

Discontinued: 9.0.000.15

Database type for ID_COLUMN

dbJndiName

Default Value: java:comp/env/jdbc/knowledge

Valid Values:

Changes Take Effect: After restart

Discontinued: 9.0.000.15

JNDI database name

dbPassword

Default Value:

Valid Values:

Changes Take Effect: At start/restart

Password for user for access JDBC database.

dbTimestampColumnType

Default Value: BIGINT

Valid Values:

Changes Take Effect: After restart

Discontinued: 9.0.000.15

Database type for TIMESTAMP_COLUMN

dbUsername

Default Value:

Valid Values:

Changes Take Effect: At start/restart

Name of user for access JDBC database.

host

Default Value: 127.0.0.1

Valid Values:

Changes Take Effect: After restart

Discontinued: 9.0.000.15

Cassandra host

jgroupsConfiguration

Default Value: TCP

Valid Values:

Changes Take Effect: At start/restart

Determine the communication approach used to interact between a servers.

port

Default Value: 9160

Valid Values: Any integer greater than 0 and less than 65535 inclusively

Changes Take Effect: After restart

Discontinued: 9.0.000.15

Cassandra port

repositoryName

Default Value: Genesys Knowledge Repository

Valid Values:

Changes Take Effect: After restart

Discontinued: 9.0.000.15

Repository name

type

Default Value: mssql

Valid Values: mssql, oracle, postgre

Changes Take Effect: At start/restart

Type of persistent storage provider used for Knowledge Center CMS repository.

cms.general Section

- `externalURL`

externalURL

Default Value:

Valid Values:

Changes Take Effect: Immediately

Connection to CMS load balancer.

cms-srl Section

- [fieldcode-format-locale](#)
- [replace-blank-fieldcode](#)

fieldcode-format-locale

Default Value:

Valid Values:

Changes Take Effect: Immediately

Discontinued: 9.0.000.15

Specifies the TODO!

replace-blank-fieldcode

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Discontinued: 9.0.000.15

Enables cms to replace blank field codes during generation

cms-ucs Section

- [asynsync-delay](#)
- [config-synchro-mode](#)
- [enabled](#)
- [fieldcode-format-locale](#)
- [postpone-synchro-delay](#)
- [replace-blank-fieldcode](#)
- [screening-rules-sync-delay](#)
- [standard-responses-sync-delay](#)
- [synchronize-screening-rules](#)
- [synchronize-standard-responses](#)

asynsync-delay

Default Value: 1000

Valid Values: Any integer greater than 0

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Delay before retry, if previous synchronization failed.

config-synchro-mode

Default Value: periodically

Valid Values: periodically, on-config-even, both

Changes Take Effect: At start/restart

Introduced: 9.0.000.15

Configuration server SRL synchronization mode.

enabled

Default Value: true

Valid Values:

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Enables authoring of screening rules and standard responses.

fieldcode-format-locale

Default Value:**Valid Values:** Any valid Java locale in the `Language_COUNTRY` format (<two letter code of ISO 639>_<two letter code of ISO 3166>)**Changes Take Effect:** Immediately**Introduced:** 9.0.000.15

When specified, defines the locale that must be used to format date, time, currency, and percent values in Field Codes. If not specified, the server uses the default platform.

postpone-synchro-delay

Default Value: 1000**Valid Values:** Any integer greater than 0**Changes Take Effect:** Immediately**Introduced:** 9.0.000.15

Delay for postpone synchronization with config server.

replace-blank-fieldcode

Default Value: false**Valid Values:****Changes Take Effect:** Immediately**Introduced:** 9.0.000.15

Specifies whether field code names will be displayed in a response where the field code does not have any content. If set to true, this option applies to responses generated by desktops, but not to automated responses generated by E-mail Server (ACK, AutoResponse).

screening-rules-sync-delay

Default Value: 10000**Valid Values:** Any integer greater than 0**Changes Take Effect:** Immediately**Introduced:** 9.0.000.15

If the option `synchronize-screening-rules` is enabled, this option specifies, in milliseconds, the delay after which synchronization of the screening rules occurs.

standard-responses-sync-delay

Default Value: 10000**Valid Values:****Changes Take Effect:** Immediately**Introduced:** 9.0.000.15

If the option `synchronize-standard-responses` is enabled, this option specifies, in milliseconds, the delay after which synchronization of standard responses occurs.

synchronize-screening-rules

Default Value: false

Valid Values:

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Enables (true) or disables (false) the synchronization of screening rules from the UCS database to Business Attributes in the Configuration Server. If enabled, synchronization occurs shortly after any change to the screening rules.

synchronize-standard-responses

Default Value: false

Valid Values:

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Enables (true) or disables (false) the synchronization of standard responses from the CMS database to Business Attributes in the Configuration Server. If enabled, synchronization occurs shortly after any change to standard responses.

configuration Section

- [attributesRefreshInterval](#)
- [skillsRefreshInterval](#)
- [usersRefreshInterval](#)

attributesRefreshInterval

Default Value: 120s

Valid Values:

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Defines time interval that information about business attributes (languages, media type) is cached in memory. The larger the interval, the fewer the requests sent to configuration server, but it will take more time (up to specified interval) to get recently updated information from Configuration Server.

skillsRefreshInterval

Default Value: 120s

Valid Values:

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Defines time interval that information about agent is cached in memory. The larger the interval, the fewer the requests sent to configuration server, but it will take more time (up to specified interval) to get recently updated information from Configuration Server.

usersRefreshInterval

Default Value: 120s

Valid Values:

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Defines the time interval in which information about agents is cached in memory. The larger the interval, the fewer the requests sent to configuration server, but it will take more time (up to specified interval) to get recently updated information from Configuration Server.

general Section

- `esReadOnly`
- `knowledgebaseFolder`
- `sessionTtl`

esReadOnly

Default Value: true

Valid Values:

Changes Take Effect: Immediately

Allow only read operation over ES port.

knowledgebaseFolder

Default Value: knowledge

Valid Values: Any non-empty alpha-numeric string

Changes Take Effect: After restart

Introduced: 9.0.000.15

Name for folder in "\"Script\" in Tenant in Configuration for storing Knowledge Base definitions for particular Knowledge Center Cluster.

sessionTtl

Default Value: 8h

Valid Values: number + unit, for example, 1d or 3m. Supported units: d (days), m (minutes), h (hours), or w(weeks)

Changes Take Effect: Immediately

Specifies the length of time that the server will store session information while no activities are carried out.

index Section

- `docstatNumberOfReplicas`
- `docstatNumberOfShards`
- `historyNumberOfReplicas`
- `historyNumberOfShards`
- `minimumMasterNodes`
- `namespace`

docstatNumberOfReplicas

Default Value: 1

Valid Values:

Changes Take Effect: Immediately

Number of replica in statistical index.

docstatNumberOfShards

Default Value: 1

Valid Values:

Changes Take Effect: Immediately

Number of shard in statistical index.

historyNumberOfReplicas

Default Value: 1

Valid Values:

Changes Take Effect: Immediately

Number of copies of historical index. Copies of index help to improve read performance and tolerate lost data nodes. On the other hand they consume your disc space.

historyNumberOfShards

Default Value: 1

Valid Values: Any integer greater than 1 and less than 10 inclusively. Takes effect for new indexes

only, settings of existing historical indexes will not be changed.

Changes Take Effect: Immediately

Number of shard (parts) that each historical index is divided into. Please follow Elasticsearch recommendations and projected load to estimate number of shards required.

minimumMasterNodes

Default Value: 0

Valid Values: Any integer greater than 1 and less than 10 inclusively

Changes Take Effect: immediately

Discontinued: 9.0.000.15

Minimum number of master nodes required for master election

namespace

Default Value: default

Valid Values: Any alpha-numeric string

Changes Take Effect: After restart

Introduced: 9.0.000.15

Namespace constant used as the prefix in the name of Elasticsearch indexes to ensure no naming conflict will arise while using the same Elasticsearch cluster for other tasks (including 2 independent Knowledge Center clusters)",

log Section

- `affectedLoggers`
- `all`
- `compressMethod`
- `debug`
- `expire`
- `message-format`
- `outputPattern`
- `segment`
- `standard`
- `time_convert`
- `time_format`
- `timeConvert`
- `timeFormat`
- `trace`
- `verbose`

affectedLoggers

Default Value:

Valid Values:

Changes Take Effect: immediately

Discontinued: 9.0.000.15

Define the loggers that verbosity settings applied to.

all

Default Value: stdout

Valid Values: stdout, stderr, network, [filename]

Changes Take Effect: Immediately

Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile

compressMethod

Default Value:

Valid Values: zip or gzip

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Specified method that will be used for archiving log files.

debug

Default Value: stdout
Valid Values: stdout, stderr, network, [filename]
Changes Take Effect: Immediately
Introduced: 9.0.000.15

Specifies the outputs to which an application sends the log events of the Debug level and higher (that is, log events of the Standard, Interaction, Trace and Debug levels). The log outputs must be separated by a comma when more than one output is configured. For example: debug = stderr, network

expire

Default Value: 10
Valid Values: false | <number>[file] (1-1000) | <number> day (1-100)
Changes Take Effect: Immediately

Determines whether log files expire. If they do, sets the measurement for determining when they expire, along with the maximum number of files (segments) or days before the files are removed. This option is ignored if log output is not configured to be sent to a log file.

message-format

Default Value: custom
Valid Values: short, medium, full, shortcsv, shorttsv, shortdsv
Changes Take Effect: Immediately
Introduced: 9.0.000.15

Specifies the format of log record headers that an application uses when writing logs in the log file. Using compressed log record headers improves application performance and reduces the log file's size.

outputPattern

Default Value: %d{dd.MM.yyyy HH:mm:ss}| %-5.5p | %-45.80t | %-30.1000c{1} %m %ex%n
Valid Values:
Changes Take Effect: Immediately
Introduced: 9.0.000.15

Specifies the output pattern that logs is formatted to. Log4j/Log4j2 pattern format must be used.

segment

Default Value: 100 MB
Valid Values: false | <number>[KB] | <number> MB | <number> hr

Changes Take Effect: Immediately

Specifies whether there is a segmentation limit for a log file. If there is, sets the mode of measurement, along with the maximum size. If the current log segment exceeds the size set by this option, the file is closed and a new one is created. This option is ignored if log output is not configured to be sent to a log file.

standard

Default Value: stdout

Valid Values: stdout, stderr, network, [filename]

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example: standard = stderr, network

time_convert

Default Value: local

Valid Values: local, utc

Changes Take Effect: immediately

Discontinued: 9.0.000.15 (renamed to timeConvert)

Specifies the system in which an application calculates the log record time when generating a log file. The time is converted from the time in seconds since 00:00:00 UTC, January 1, 1970.

time_format

Default Value: time

Valid Values: time, locale, ISO8601

Changes Take Effect: immediately

Discontinued: 9.0.000.15 (renamed to timeFormat)

Specifies how to represent, in a log file, the time when an application generates log records. A log record's time field in the ISO 8601 format looks like this: 2001-07-24T04:58:10.123

timeConvert

Default Value: local

Valid Values: local or utc

Changes Take Effect: Immediately

Introduced: 9.0.000.15 (renamed from time_convert)

Specifies the system in which an application calculates the log record time when generating a log file. The time is converted from the time in seconds since "00:00:00 UTC, January 1, 1970".

timeFormat

Default Value: time

Valid Values: time, locale or iso8601

Changes Take Effect: Immediately

Introduced: 9.0.000.15 (renamed from time_format)

Specifies how to represent, in a log file, the time when an application generates log records. A log record's time field in the ISO 8601 format looks like this: "2001-07-24T04:58:10.123".

trace

Default Value: stdout

Valid Values: stdout, stderr, network, [filename]

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example: trace = stderr, network

verbose

Default Value: standard

Valid Values: all | debug | trace | interaction | standard | none

Changes Take Effect: Immediately

Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.

log-extended Section

- [logger-config](#)
- [logger-gks](#)
- [logger-http](#)
- [logger-rest](#)
- [logger-sql](#)
- [logger-timing](#)

logger-config

Default Value: config: level=info
Valid Values: config: level=[off,info]
Changes Take Effect: immediately
Introduced: 9.0.000.15

Specifies the level of messages for 'config' logger.

logger-gks

Default Value: gks: level=info
Valid Values: gks: level=[off,info]
Changes Take Effect: immediately
Introduced: 9.0.000.15

Specifies the level of messages for 'gks' logger.

logger-http

Default Value: http: level=info
Valid Values: http: level=[off,info]
Changes Take Effect: immediately
Introduced: 9.0.000.15

Specifies the level of messages for 'http' logger.

logger-rest

Default Value: timing: level=trace
Valid Values: rest: level=[off,trace,debug]
Changes Take Effect: immediately

Introduced: 9.0.000.15

Specifies the level of messages for 'rest' logger.

logger-sql

Default Value: p6spy: level=off

Valid Values: p6spy: level=[off,trace]

Changes Take Effect: immediately

Introduced: 9.0.000.15

Specifies the level of messages for 'sql' logger.

logger-timing

Default Value: timing: level=trace

Valid Values: timing: level=[off,trace]

Changes Take Effect: immediately

Introduced: 9.0.000.15

Specifies the level of messages for 'timing' logger.

multicast Section

- **enabled**

enabled

Default Value: true

Valid Values: true, false

Changes Take Effect: After restart

Discontinued: 9.0.000.15

Specifies whether a server should use multicast or unicast to discover other servers within the same cluster

reporting Section

- **geo**
- **ttl**

geo

Default Value: CITY

Valid Values: OFF, CITY, IP, COUNTRY

Changes Take Effect: Immediately

Determine the precision of IP geo location algorithm.

ttl

Default Value: 365d

Valid Values: number + unit, for example, 1d or 3m. Supported units: d (days), m (minutes), h (hours), or w(weeks)

Changes Take Effect: Immediately

Specifies the length of time that records will be stored in the history.

search Section

- `numberOfAnswers`
- `numberOfAnswersInPreConfidenceSelection`
- `outOfDomainThreshold`
- `privilege.can-access-public`
- `trendingPeriod`
- `wordsPerMin`

numberOfAnswers

Default Value: 6

Valid Values: Any integer greater than 0

Changes Take Effect: Immediately

Number of documents returned as the result of search operation (if other not specified directly in request)

numberOfAnswersInPreConfidenceSelection

Default Value: 20

Valid Values: Any integer greater than 0

Changes Take Effect: immediately

Discontinued: 9.0.000.15

Number of documents deeply analyzed during search

outOfDomainThreshold

Default Value: 0.5

Valid Values: Any numeric greater than 0 and less than 1

Changes Take Effect: immediately

Discontinued: 9.0.000.15

Minimum confidence that document need to have to appear in search results

privilege.can-access-public

Default Value: true

Valid Values:

Changes Take Effect: Immediately
Introduced: 9.0.000.15

Enables/disables access to public knowledge for agents (authorized user). If set to true, agents able to access both public and private knowledge bases. If set to false, all agents have access to private knowledge bases only unless agent is granted special privilege"

trendingPeriod

Default Value: 10
Valid Values:
Changes Take Effect: Immediately

Number of the days from now that is document usage is analyzed for to show trending knowledge documents (the documents having most attention during the recent period).

wordsPerMin

Default Value: 160
Valid Values: Any integer greater than 0
Changes Take Effect: Immediately
Introduced: 9.0.000.15

Default words per minute rate that is used as basis in reading time calculation.

security Section

- [auth-scheme](#)
- [password](#)
- [user-id](#)

auth-scheme

Default Value: none

Valid Values: basic, none

Changes Take Effect: Immediately

Specifies the HTTP authentication scheme used to secure REST API requests to the Knowledge Server. With the Basic scheme, clients must be authenticated with a user ID and password.

Applies to: Genesys Knowledge Center Server

password

Default Value:

Valid Values:

Changes Take Effect: Immediately

The user password used in authentication for the REST API.

Applies to: Genesys Knowledge Center Server.

user-id

Default Value:

Valid Values:

Changes Take Effect: Immediately

The user identifier (login) used in authentication for the REST API.

Applies to: Genesys Knowledge Center Server.

translation Section

- [key](#)
- [type](#)

key

Default Value:

Valid Values:

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Translation service API key. Key is provided by translation provider and required as part of request authentication to API.

type

Default Value: none

Valid Values: none, google, microsoft, yandex

Changes Take Effect: At start/restart

Introduced: 9.0.000.15

Defines translation service provider used by Knowledge Center CMS.

Knowledge Center Content Management System (CMS)

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

- [gks-security](#)
- [log](#)
- [log-extended](#)

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
gks-security	enable-ssl	false	At start/restart
gks-security	truststore-password		At start/restart
gks-security	truststore-path	./trustStore.jks	At start/restart
log	affectedLoggers		immediately
log	all	stdout	Immediately
log	compressMethod		Immediately
log	debug	stdout	Immediately
log	expire	10	Immediately
log	message-format	custom	Immediately
log	outputPattern	%d{dd.MM.yyyy HH:mm:ss} %-5.5p %-45.80t %-30.1000c{1} %m %ex%n	Immediately
log	segment	100 MB	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
log	standard	stdout	Immediately
log	timeConvert	local	Immediately
log	timeFormat	time	Immediately
log	time_convert	local	immediately
log	time_format	time	immediately
log	trace	stdout	Immediately
log	verbose	standard	Immediately
log-extended	logger-config	config: level=info	immediately
log-extended	logger-gks	gks: level=info	immediately
log-extended	logger-http	http: level=info	immediately
log-extended	logger-rest	timing: level=trace	immediately
log-extended	logger-sql	p6spy: level=off	immediately
log-extended	logger-timing	timing: level=trace	immediately
Section	Option	Default	Changes Take Effect

gks-security Section

- [enable-ssl](#)
- [truststore-password](#)
- [truststore-path](#)

enable-ssl

Default Value: false

Valid Values:

Changes Take Effect: At start/restart

Introduced: 9.0.000.15

Enable SSL.

truststore-password

Default Value:

Valid Values:

Changes Take Effect: At start/restart

Introduced: 9.0.000.15

Password for trustStore.

truststore-path

Default Value: ./trustStore.jks

Valid Values:

Changes Take Effect: At start/restart

Introduced: 9.0.000.15

Path to trustStore.

log Section

- affectedLoggers
- all
- compressMethod
- debug
- expire
- message-format
- outputPattern
- segment
- standard
- time_convert
- time_format
- timeConvert
- timeFormat
- trace
- verbose

affectedLoggers

Default Value:

Valid Values:

Changes Take Effect: immediately

Discontinued: 9.0.000.15

Define the loggers that verbosity settings applied to.

all

Default Value: stdout

Valid Values: stdout, stderr, network, [filename]

Changes Take Effect: Immediately

Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: all = stdout, logfile

compressMethod

Default Value:

Valid Values: zip or gzip

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Specified method that will be used for archiving log files.

debug

Default Value: stdout

Valid Values: stdout, stderr, network, [filename]

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Specifies the outputs to which an application sends the log events of the Debug level and higher (that is, log events of the Standard, Interaction, Trace and Debug levels). The log outputs must be separated by a comma when more than one output is configured. For example: debug = stderr, network

expire

Default Value: 10

Valid Values: false | <number>[file] (1-1000) | <number> day (1-100)

Changes Take Effect: Immediately

Determines whether log files expire. If they do, sets the measurement for determining when they expire, along with the maximum number of files (segments) or days before the files are removed. This option is ignored if log output is not configured to be sent to a log file.

message-format

Default Value: custom

Valid Values: short, medium, full, shortcsv, shorttsv, shortdsv

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Specifies the format of log record headers that an application uses when writing logs in the log file. Using compressed log record headers improves application performance and reduces the log file's size.

outputPattern

Default Value: %d{dd.MM.yyyy HH:mm:ss}| %-5.5p | %-45.80t | %-30.1000c{1} %m %ex%n

Valid Values:

Changes Take Effect: Immediately

Introduced: 9.0.000.15

Specifies the output pattern that logs is formatted to. Log4j/Log4j2 pattern format must be used.

segment

Default Value: 100 MB

Valid Values: false | <number>[KB] | <number> MB | <number> hr

Changes Take Effect: Immediately

Specifies whether there is a segmentation limit for a log file. If there is, sets the mode of measurement, along with the maximum size. If the current log segment exceeds the size set by this option, the file is closed and a new one is created. This option is ignored if log output is not configured to be sent to a log file.

standard

Default Value: stdout

Valid Values: stdout, stderr, network, [filename]

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example: standard = stderr, network

time_convert

Default Value: local

Valid Values: local, utc

Changes Take Effect: immediately

Discontinued: 9.0.000.15 (renamed to timeConvert)

Specifies the system in which an application calculates the log record time when generating a log file. The time is converted from the time in seconds since 00:00:00 UTC, January 1, 1970.

time_format

Default Value: time

Valid Values: time, locale, ISO8601

Changes Take Effect: immediately

Discontinued: 9.0.000.15 (renamed to timeFormat)

Specifies how to represent, in a log file, the time when an application generates log records. A log record's time field in the ISO 8601 format looks like this: 2001-07-24T04:58:10.123

timeConvert

Default Value: local

Valid Values: local or utc

Changes Take Effect: Immediately

Introduced: 9.0.000.15 (renamed from time_convert)

Specifies the system in which an application calculates the log record time when generating a log file. The time is converted from the time in seconds since "00:00:00 UTC, January 1, 1970".

timeFormat

Default Value: time

Valid Values: time, locale or iso8601

Changes Take Effect: Immediately

Introduced: 9.0.000.15 (renamed from time_format)

Specifies how to represent, in a log file, the time when an application generates log records. A log record's time field in the ISO 8601 format looks like this: "2001-07-24T04:58:10.123".

trace

Default Value: stdout

Valid Values: stdout, stderr, network, [filename]

Changes Take Effect: Immediately

Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example: trace = stderr, network

verbose

Default Value: standard

Valid Values: all | debug | trace | interaction | standard | none

Changes Take Effect: Immediately

Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.

log-extended Section

- [logger-config](#)
- [logger-gks](#)
- [logger-http](#)
- [logger-rest](#)
- [logger-sql](#)
- [logger-timing](#)

logger-config

Default Value: config: level=info
Valid Values: config: level=[off,info]
Changes Take Effect: immediately
Introduced: 9.0.000.15

Specifies the level of messages for 'config' logger.

logger-gks

Default Value: gks: level=info
Valid Values: gks: level=[off,info]
Changes Take Effect: immediately
Introduced: 9.0.000.15

Specifies the level of messages for 'gks' logger.

logger-http

Default Value: http: level=info
Valid Values: http: level=[off,info]
Changes Take Effect: immediately
Introduced: 9.0.000.15

Specifies the level of messages for 'http' logger.

logger-rest

Default Value: timing: level=trace
Valid Values: rest: level=[off,trace,debug]
Changes Take Effect: immediately

Introduced: 9.0.000.15

Specifies the level of messages for 'rest' logger.

logger-sql

Default Value: p6spy: level=off

Valid Values: p6spy: level=[off,trace]

Changes Take Effect: immediately

Introduced: 9.0.000.15

Specifies the level of messages for 'sql' logger.

logger-timing

Default Value: timing: level=trace

Valid Values: timing: level=[off,trace]

Changes Take Effect: immediately

Introduced: 9.0.000.15

Specifies the level of messages for 'timing' logger.

Change History

Content under development