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Genesys Interaction Recording

recording Section

12/14/2025

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- `htcc_base_url`
- `rcsurl`

`htcc_base_url`

Default Value: Empty

Valid Values: Interaction Recording Web Services load balancer URL (or Web Services server URL if you're using version 8.5.210.02 or earlier); for example; `http://<Interaction Recording Web Services IP Address>:8081`

Changes Take Effect: After restart

Specifies the HTCC Base URL.

`rcsurl`

Default Value: `https://rcshost:8080`

Valid Values: Any URL

Changes Take Effect: After restart

Specifies the URL to the Recording Crypto Server.