



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Genesys Engage Digital (eServices)

Chat Server

5/7/2025

# Chat Server

This section describes the options contained in ChatServer.xml. As of release 8.5.104 and later, if you want to configure Chat Server for high availability operation with Cassandra, you must create a Resource Access Point application. You can then use the options contained in the ChatServerCassandraRAP.xml file described in [Chat Server: Resource Access Point for Cassandra](#) for further configuration.

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

- [client-file-transfer](#)
- [endpoints:\\*tenant\\_dbid\\*](#)
- [esp-settings](#)
- [health-service](#)
- [inactivity-control](#)
- [log](#)
- [log-filter](#)
- [log-filter-data](#)
- [settings](#)
- [transcript-cleanup](#)

## 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
client-file-transfer	<a href="#">delete-file</a>	odd	Immediately
client-file-transfer	<a href="#">download-attempts</a>	10	Immediately
client-file-transfer	<a href="#">file-name-check</a>	windows	Immediately
client-file-transfer	<a href="#">upload-file-types</a>	jpg:png:tif:gif:bmp:png:xls:xlsx:doc:docx:pptx:pdf:csv:htm:txt	Immediately
client-file-transfer	<a href="#">upload-max-file-size</a>	2097152	Immediately
client-file-transfer	<a href="#">upload-max-files</a>	3	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
client-file-transfer	upload-max-total-size	5242880	Immediately
client-file-transfer	upload-need-agent	true	Immediately
endpoints:*tenant_dbid*	default		Immediately
esp-settings	esp-default-nickname	system	Immediately
health-service	allow-gms-info	false	Immediately
health-service	log-output-content	set	Immediately
health-service	log-output-proviso	update	Immediately
health-service	log-output-timeout	0	Immediately
health-service	soap-accept-timeout	5	After restart
health-service	soap-receive-timeout	10	After restart
health-service	soap-send-timeout	30	After restart
inactivity-control	enabled	false	Immediately
inactivity-control	include-notices	major	Immediately
inactivity-control	message-alert	Chat session will be closed soon due to inactivity of chat participants.	Immediately
inactivity-control	message-alert2	Chat session will be closed very soon due to inactivity of chat participants.	Immediately
inactivity-control	message-close	Chat session closed due to inactivity of chat participants.	Immediately
inactivity-control	timeout-alert	255	Immediately
inactivity-control	timeout-alert2	0	Immediately
inactivity-control	timeout-close	45	Immediately
log	all	stdout	Immediately
log	buffering	false	Immediately
log	expire	10	Immediately
log	messagefile	ChatServer.lms	Immediately
log	segment	10MB	Immediately
log	standard	stdout	Immediately
log	time-format	ISO8601	Immediately
log	trace	stdout	Immediately
log	verbose	all	Immediately
log-filter	default-filter-type	copy	Immediately
log-filter	string-max-print-size	128	Immediately
log-filter-data	MessageText	hide	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
log-filter-data	Nickname	copy	Immediately
log-filter-data	StructuredText	hide	Immediately
log-filter-data	Subject	copy	Immediately
log-filter-data	Transcript	hide	Immediately
settings	allow-duplicated-kvp	true	Immediately
settings	async-chat-enforce	none	Immediately
settings	async-idle-alert	86400	Immediately
settings	async-idle-close	3600	Immediately
settings	async-idle-notices	major	Immediately
settings	attach-session-statistics	none	Immediately
settings	attach-stats-rep-events	0	Immediately
settings	attach-stats-rep-place	0	Immediately
settings	connection-down-report-scs	true	Immediately
settings	flex-disconnect-timeout	45	Immediately
settings	flex-no-agents-timeout	0	Immediately
settings	flex-push-content	session-id, user-id	Immediately
settings	flex-push-enabled	true	Immediately
settings	flex-push-on-join	false	Immediately
settings	flex-push-resend-attempts	10	Immediately
settings	flex-push-resend-delay	15	Immediately
settings	flex-push-timeout	300	Immediately
settings	hide-attached-data	true	Immediately
settings	identify-create-contact	-1	Immediately
settings	illegal-xml-char-mask	*	Immediately
settings	ixn-resend-attempts	10	Immediately
settings	ixn-resend-delay	1	Immediately
settings	ixn-submittedby-name		After restart
settings	limit-average-interval	15	Immediately
settings	limit-for-flex-users	1001	Immediately
settings	limit-for-reply-delay	2000	Immediately
settings	limit-for-sessions	1000	Immediately
settings	limits-control-enabled	false	Immediately
settings	limits-reached-report-scs	true	Immediately
settings	limits-restore-threshold	80	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	log-suppress-ping-activity	never	Immediately
settings	max-waiting-requests	500	Immediately
settings	message-log-print-size	0	Immediately
settings	report-silent-monitoring	none	Immediately
settings	security-token-size	20	Immediately
settings	send-typing-notice-back	true	Immediately
settings	server-reply-timeout-ixn	35	Immediately
settings	server-reply-timeout-ucs	35	Immediately
settings	server-session-nickname	system	Immediately
settings	session-password-enforce	never	Immediately
settings	session-restoration-gap	100	Immediately
settings	session-restoration-mode	none	Immediately
settings	session-restore-do-purge	false	Immediately
settings	session-restore-extend-by	none	Immediately
settings	session-restore-push-send	false	Immediately
settings	shutdown-notify-flex-push	0	Immediately
settings	stop-abandoned-interaction	never	Immediately
settings	transcript-auto-save	0	Immediately
settings	transcript-auto-ucs-mode	0	Immediately
settings	transcript-cleanup-action	replace-digits	Immediately
settings	transcript-cleanup-apply	never	Immediately
settings	transcript-cleanup-mask	An asterisk (*)	Immediately
settings	transcript-cleanup-typing	none	Immediately
settings	transcript-content-control	0	Immediately
settings	transcript-resend-attempts	10	Immediately
settings	transcript-resend-delay	1	Immediately
settings	transcript-save-notices	selective	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	transcript-save-on-error	continue	Immediately
settings	use-contact-server	true	At start/restart
settings	user-register-timeout	25	Immediately
settings	web-user-max-messages	100	Immediately
settings	xml-request-max-size	32768	Immediately
transcript-cleanup	allow-bot-unmask	false	Immediately
transcript-cleanup	apply-area	never	Immediately
transcript-cleanup	apply-config	mix	Immediately
transcript-cleanup	clean-subject	never	Immediately
transcript-cleanup	default-repchar	*	Immediately
transcript-cleanup	default-spec	replace-digits	Immediately
transcript-cleanup	save-replaced	none	Immediately
transcript-cleanup	typing-preview	none	Immediately
transcript-cleanup	ucs-default-group	Chat	Immediately
transcript-cleanup	ucs-update-interval	300	Immediately
transcript-cleanup	unmask-live-dialog	none	Immediately
Section	Option	Default	Changes Take Effect