



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)

Universal Contact Server

12/14/2025

Universal Contact Server

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

- [authentication](#)
- [business-attributes](#)
- [cview](#)
- [esp.tls.key](#)
- [esp.tls.keystore](#)
- [http-tls-key](#)
- [http.tls.keystore](#)
- [index](#)
- [index.contact](#)
- [index.interaction](#)
- [index.srl](#)
- [JDBC Info](#)
- [log](#)
- [log-filter](#)
- [ports](#)
- [scheduled-job-XX](#)
- [settings](#)

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
authentication	enabled	false	At start/restart
authentication	mode	multi-users	At start/restart
authentication	password		At start/restart
authentication	use-role	false	At start/restart
authentication	username		At start/restart
business-attributes	map-names	false	Immediately
cvview	base-url		At start/restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
cview	data-validation	false	Immediately
cview	enabled	false	At start/restart
cview	ip-address		At start/restart
cview	metadata-cache	true	Immediately
cview	metrics-ui	metrics_ui.zip	At start/restart
cview	start-mode	maintenance	At start/restart
cview	tenant-id	101	At start/restart
esp.tls.key	password		At start/restart
esp.tls.keystore	password		At start/restart
esp.tls.keystore	path	./certificate.jks	At start/restart
esp.tls.keystore	type	JKS	At start/restart
http.tls.key	password		At start/restart
http.tls.keystore	password		At start/restart
http.tls.keystore	path	./certificate.jks	At start/restart
http.tls.keystore	type	JKS	At start/restart
index	enabled	false	At start/restart
index	shared	true	At start/restart
index.contact	description	Contacts	At start/restart
index.contact	enabled	false	At start/restart
index.contact	index-rebuild	if-new	At start/restart
index.contact	max-results	10	At start/restart
index.contact	storage-path		At start/restart
index.interaction	description	Interactions	At start/restart
index.interaction	enabled	false	At start/restart
index.interaction	index-rebuild	if-new	At start/restart
index.interaction	max-results	10	At start/restart
index.interaction	storage-path		At start/restart
index.srl	description	Standard Responses	At start/restart
index.srl	enabled	false	At start/restart
index.srl	index-rebuild	if-new	At start/restart
index.srl	max-results	10	At start/restart
index.srl	storage-path		At start/restart
JDBC Info	QueryTimeout	0	After restart
JDBC Info	Role	Main	After restart
log	access-log-apptype-filter-in		At next stop/start of Access Log
log	access-log-apptype-		At next stop/start of
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
	filter-out		Access Log
log	access-log-path	access.log	At next stop/start of Access Log
log	access-log-rolling-period	'.'yyyy-MM-dd	At next stop/start of Access Log
log	all	stdout	Immediately
log	buffering	false	Immediately
log	debug	stdout	Immediately
log	enable-access-log	false	Immediately
log	log-background-activity	true	Immediately
log	log-body	false	At start/restart
log	messagefile	ContactServer.lms	At start/restart
log	standard	stdout	Immediately
log	trace	stdout	Immediately
log	verbose	standard	Immediately
log-filter	default-filter-type	copy	Immediately
ports	ucsapi		At start/restart
scheduled-job-XX	action	purge.service.closed	Immediately
scheduled-job-XX	cron-expression	0 0 20 ? * 6L	Immediately
scheduled-job-XX	enabled	false	Immediately
scheduled-job-XX	period	5	Immediately
scheduled-job-XX	period-type	months	Immediately
settings	allow-additional-column	true	At start/restart
settings	allow-missing-index	true	At start/restart
settings	archiving-nb-records-per-task	1000	At start/restart
settings	archiving-task-pool-size	4	At start/restart
settings	convert-idn-to-unicode	false	At start/restart
settings	email-strict-check	False	Immediately
settings	enable-reporting	false	At start/restart
settings	enable-rmi	False	After restart
settings	fieldcode-format-locale		Immediately
settings	id-generation-ordinal	0	Upon restart
settings	log-db-flow-rate	true	At start/restart
settings	log-memory-usage	true	At start/restart
settings	max-select-count	2000	At start/restart
settings	openmedia-create-full-interaction	false	At start/restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	primary-attribute-lookup-strategy	true	At start/restart
settings	replace-blank-fieldcode	false	At start/restart
settings	reporting-event-queue-size	4000	At start/restart
settings	reporting-interval	00:00:30	Immediately
settings	reporting-notifier-pool-size	30	At start/restart
settings	retry-on-deadlock	2	At start/restart
settings	srl-cache-load-attachment-summary	true	At start/restart
settings	synchronize-cache	true	At the next synchronization attempt
settings	synchronize-contact-metadata-attributes	true	At the next synchronization attempt
settings	synchronize-ixn-attributes	true	At start/restart
settings	synchronize-ixn-metadata-attributes	true	At the next synchronization attempt
settings	synchronize-screening-rules	true	At the next Screening Rules change
settings	synchronize-standard-responses	true	At the next Standard Responses change
settings	third-party-max-queueing-time	15000	At start/restart
settings	third-party-pool-size	50	At start/restart
settings	ucsapi-backlog	0	At start/restart
settings	ucsapi-duplex-mode	false	At start/restart
settings	ucsapi-loopback-timeout	10000	At start/restart
Section	Option	Default	Changes Take Effect

Universal Contact Server DAP

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

Section	Option	Default	Changes Take Effect
JDBC-Info	Debug	false	
settings	connection-failed-retry	2	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
settings	db-schema-name	No default value	After restart
settings	inactive-scroll-timeout	600	After restart
settings	inactive-txn-timeout	3600	After restart
settings	instance	No default value	After restart
settings	interpret-prepared-statements	false	After restart
settings	login-timeout	10	After restart
settings	long-query-timeout	7200	After restart
settings	max-connections	40	After restart
settings	max-idle-time	310	After restart
settings	service	No default value	After restart
settings	time-format	ISO8601	Immediately
Section	Option	Default	Changes Take Effect