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# Genesys Mobile Services

config Section

12/17/2025

## config Section

Options in the **config** section enable you to manage configuration objects' caching in GMS. By default, only Route Point objects are loaded at startup; other objects are not loaded unless you enable the corresponding option with:

- **startupload**— The objects are loaded at GMS startup.
- **lazyload**— The objects are loaded when GMS needs them.

You may need to load these objects if they are involved in the Service Management UI.

### Important

Restart GMS when you update the options of this section.

- |                                   |                               |                                   |
|-----------------------------------|-------------------------------|-----------------------------------|
| • <b>admin_client_app_name</b>    | • <b>load-GroupPlaces</b>     | • <b>load-StagingArea</b>         |
| • <b>load-Agent</b>               | • <b>load-GroupQueues</b>     | • <b>load-Switch</b>              |
| • <b>load-CallingList</b>         | • <b>load-Place</b>           | • <b>load-VirtualQueue</b>        |
| • <b>load-Campaign</b>            | • <b>load-Queue</b>           | • <b>load-VirtualRoutingPoint</b> |
| • <b>load-CampaignCallingList</b> | • <b>load-RegDN</b>           | • <b>load-Workbins</b>            |
| • <b>load-CampaignGroup</b>       | • <b>load-RoutePoint</b>      |                                   |
| • <b>load-GroupAgents</b>         | • <b>load-RoutingStrategy</b> |                                   |

## admin\_client\_app\_name

**Default Value:** default

**Valid Values:** string

**Changes Take Effect:** After restart

The name of the Configuration Server client application that is used in GMS for Admin UI operations (write/delete). By default, this name is the default client application name in the Configuration Server.

## load-Agent

**Default Value:** noload

**Valid Values:** startupload, lazyload, noload

**Changes Take Effect:** After restart

**Introduced:** 8.5.209.02

Defines when GMS must load Agent configuration objects:

- startupload—Agent configuration objects are all loaded at startup.
- lazyload—Agent configuration objects are loaded when they are needed.
- noload (default)—Agent configuration objects are not loaded at all.

## load-CallingList

**Default Value:** noload

**Valid Values:** startupload, lazyload, noload

**Changes Take Effect:** After restart

**Introduced:** 8.5.209.02

Defines when GMS must load Calling List configuration objects:

- startupload—Calling List configuration objects are all loaded at startup.
- lazyload—Calling List configuration objects are loaded when they are needed.
- noload (default)—Calling List configuration objects are not loaded at all.

## load-Campaign

**Default Value:** noload

**Valid Values:** startupload, lazyload, noload

**Changes Take Effect:** After restart

**Introduced:** 8.5.209.02

Defines when GMS must load Campaign configuration objects:

- startupload—Campaign configuration objects are all loaded at startup.
- lazyload—Campaign configuration objects are loaded when they are needed.
- noload (default)—Campaign configuration objects are not loaded at all.

## load-CampaignCallingList

**Default Value:** noload

**Valid Values:** startupload, lazyload, noload

**Changes Take Effect:** After restart

**Introduced:** 8.5.209.02

Defines when GMS must load Campaign Calling List configuration objects:

- **startupload**—Campaign Calling List configuration objects are all loaded at startup.
- **lazyload**—Campaign Calling List configuration objects are loaded when they are needed.
- **noload (default)**—Campaign Calling List configuration objects are not loaded at all.

## load-CampaignGroup

**Default Value:** noload

**Valid Values:** startupload, lazyload, noload

**Changes Take Effect:** After restart

**Introduced:** 8.5.209.02

Defines when GMS must load Campaign Group configuration objects:

- **startupload**—All Campaign Group configuration objects are loaded at startup.
- **lazyload**—Campaign Group configuration objects are loaded when they are needed.
- **noload (default)**—Campaign Group configuration objects are not loaded at all.

## load-GroupAgents

**Default Value:** noload

**Valid Values:** startupload, lazyload, noload

**Changes Take Effect:** After restart

**Introduced:** 8.5.209.02

Defines when GMS must load Agent Groups configuration objects:

- **startupload**—Agent Groups configuration objects are all loaded at startup.
- **lazyload**—Agent Groups configuration objects are loaded when they are needed.
- **noload (default)**—Agent Groups configuration objects are not loaded at all.

## load-GroupPlaces

**Default Value:** noload

**Valid Values:** startupload, lazyload, noload

**Changes Take Effect:** After restart

**Introduced:** 8.5.209.02

Defines when GMS must load Place Groups configuration objects:

- **startupload**—Place Groups configuration objects are all loaded at startup.
- **lazyload**—Place Groups configuration objects are loaded when they are needed.
- **noload (default)**—Place Groups configuration objects are not loaded at all.

## load-GroupQueues

**Default Value:** noload

**Valid Values:** startupload, lazyload, noload

**Changes Take Effect:** After restart

**Introduced:** 8.5.209.02

Defines when GMS must load Queue Groups configuration objects:

- startupload—Queue Groups configuration objects are all loaded at startup.
- lazyload—Queue Groups configuration objects are loaded when they are needed.
- noload (default)—Queue Groups configuration objects are not loaded at all.

## load-Place

**Default Value:** noload

**Valid Values:** startupload, lazyload, noload

**Changes Take Effect:** After restart

**Introduced:** 8.5.209.02

Defines when GMS must load Place configuration objects:

- startupload—Place configuration objects are all loaded at startup.
- lazyload—Place configuration objects are loaded when they are needed.
- noload (default)—Place configuration objects are not loaded at all.

## load-Queue

**Default Value:** noload

**Valid Values:** startupload, lazyload, noload

**Changes Take Effect:** After restart

**Introduced:** 8.5.209.02

Defines when GMS must load Queue configuration objects:

- startupload—Queue configuration objects are all loaded at startup.
- lazyload—Queue configuration objects are loaded when they are needed.
- noload(default)—Queue configuration objects are not loaded at all.

## load-RegDN

**Default Value:** noload

**Valid Values:** startupload, lazyload, noload  
**Changes Take Effect:** After restart  
**Introduced:** 8.5.209.02

Defines when GMS must load RegDN configuration objects:

- startupload—RegDN configuration objects are all loaded at startup.
- lazyload—RegDN configuration objects are loaded when they are needed.
- noload (default)—RegDN configuration objects are not loaded at all.

## load-RoutePoint

**Default Value:** startupload  
**Valid Values:** startupload, lazyload, noload  
**Changes Take Effect:** After restart  
**Introduced:** 8.5.209.02

Defines how GMS must load RoutePoint configuration objects:

- startupload (default)—RoutePoint configuration objects are all loaded at startup.
- lazyload—RoutePoint configuration objects are loaded when they are needed.
- noload—RoutePoint configuration objects are not loaded at all.

## load-RoutingStrategy

**Default Value:** noload  
**Valid Values:** startupload, lazyload, noload  
**Changes Take Effect:** After restart  
**Introduced:** 8.5.209.02

Defines when GMS must load Routing Strategy configuration objects:

- startupload—Routing Strategy configuration objects are all loaded at startup.
- lazyload—Routing Strategy configuration objects are loaded when they are needed.
- noload (default)—Routing Strategy configuration objects are not loaded at all.

## load-StagingArea

**Default Value:** noload  
**Valid Values:** startupload, lazyload, noload  
**Changes Take Effect:** After restart  
**Introduced:** 8.5.209.02

Defines when GMS must load Staging Area configuration objects:

- startupload—Staging Area configuration objects are all loaded at startup.
- lazyload—Staging Area configuration objects are loaded when they are needed.
- noload (default)—Staging Area configuration objects are not loaded at all.

## load-Switch

**Default Value:** noload

**Valid Values:** startupload, lazyload, noload

**Changes Take Effect:** After restart

**Introduced:** 8.5.209.02

Defines when GMS must load Switch configuration objects:

- startupload—Switch configuration objects are all loaded at startup.
- lazyload—Switch configuration objects are loaded when they are needed.
- noload (default)—Switch configuration objects are not loaded at all.

## load-VirtualQueue

**Default Value:** noload

**Valid Values:** startupload, lazyload, noload

**Changes Take Effect:** After restart

**Introduced:** 8.5.209.02

Defines when GMS must load Virtual Queue configuration objects:

- startupload—Virtual Queue configuration objects are all loaded at startup.
- lazyload—Virtual Queue configuration objects are loaded when they are needed.
- noload (default)—Virtual Queue configuration objects are not loaded at all.

## load-VirtualRoutingPoint

**Default Value:** noload

**Valid Values:** startupload, lazyload, noload

**Changes Take Effect:** After restart

**Introduced:** 8.5.209.02

Defines when GMS must load Virtual Routing Point configuration objects:

- startupload—Virtual Routing Point configuration objects are all loaded at startup.
- lazyload—Virtual Routing Point configuration objects are loaded when they are needed.
- noload (default)—Virtual Routing Point configuration objects are not loaded at all.

## load-Workbins

**Default Value:** noload

**Valid Values:** startupload, lazyload, noload

**Changes Take Effect:** After restart

**Introduced:** 8.5.209.02

Defines when GMS must load Workbins configuration objects:

- startupload—Workbins configuration objects are all loaded at startup.
- lazyload—Workbins configuration objects are loaded when they are needed.
- noload (default)—Workbins configuration objects are not loaded at all.