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Genesys Mobile Services

ors Section

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ors Section

- `_ors_lb_strategy`
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- `healthcheck-ping-url`
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- `max_ors_request_attempts`
- `ors_loadbalancer_refresh_rate`

`_ors_lb_strategy`

Default Value: circular

Valid Values: circular, linear

Changes Take Effect: After restart

Added in: 8.5.107

Strategy for ORS added to the **Connections** tab of the GMS application.

`enable_ors_loadbalancer`

Default Value: true since 8.5.107; false previously

Valid Values: true, false

Changes Take Effect: After restart

Enables GMS to send request to the /heartbeat URI of ORS to check availability.

`healthcheck-ping-interval`

Default Value: 45000

Valid Values: Integer \geq 30000

Changes Take Effect: After restart

Introduced: 8.5.219.03

Ping interval of the ORS Load balancer in milliseconds. This option value must be greater than or equal to 30,000 (30 seconds). By default, all ORS URL values are checked every 45 seconds.

healthcheck-ping-url

Default Value: /heartbeat

Valid Values: String

Changes Take Effect: After restart

Introduced: 8.5.219.03

Ping URL of the ORS Load balancer.

max_ors_idle_connection_time

Default Value: 3600

Valid Values: Any integer

Changes Take Effect: After restart

Added in: 8.5.107

Maximum idle time (seconds) for an ORS connection before this connection will be deleted from the load-balancer cache.

max_ors_request_attempts

Default Value: 3

Valid Values: Any integer > 0

Changes Take Effect: Immediately

Introduced: 8.5.112.05

Maximum number of attempts for an ORS request. If max_ors_request_attempts = 2, GMS uses the first ORS URL found in the list of connected ORS (in circular or linear mode) and tries to send the request to ORS. If the first request fails, GMS uses the second URL (if available) and tries again; if it fails a second time, the maximum number of attempts is reached and GMS returns an error: ORS request failed: cannot connect to ORS.

ors_loadbalancer_refresh_rate

Default Value: 45000

Valid Values: Integer >= 30000

Changes Take Effect: After restart

Discontinued: 8.5.219.03

Refresh rate of the ORS Load balancer in milliseconds. This option value must be greater than or equal to 30,000 (30 seconds). By default, all ORS URL values are checked every 45 seconds.