Genesys Mobile Services

Genesys Mobile Engagement Configuration Options

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Genesys Mobile Engagement Configuration Options

Welcome to the Options Reference for Genesys Mobile Services. This document describes the configuration options for the following components of Genesys Mobile Services:

GMS Application Configuration

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

- business-attributes
- callback
- cassandra
- cassandra-authentication-security
- chat
- chat.service-name
- commons-connection
- config
- cview
- elasticsearch
- email.service-name
- features
- gms

- lab
- log
- notification
- openmedia.service-name
- ors
- profiler
- pulse
- push
- reporting
- resources
- server
- stat.statname
- urs

> ### 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
business-attributes	map-names	false	Immediately
business-attributes	resourcename.fieldname		Immediately
callback	callback_column_alias	No default value	Immediately
callback	filter-keys	_callback_state,_callback_reason,_request_queue_time_stat,_reque	Immediately
callback	log-background-activity	false	Immediately
callback	max_queued_callbacks_per_service	1000	Immediately
callback	queue-polling-rate	60	Immediately
callback	queue-polling-rate-recover	3600	Immediately
callback	returned-keys	_desired_time,_callback_state,_callback_state,_callback_reason,_on	Immediately
callback	_enable_gms_dfm	true	
callback	_enable_in_queue_checking	true	Immediately
callback	_enable_throttle_header_parameters	true	Immediately
callback	_fetch_retry_attempt	3	Immediately
callback	_fetch_retry_delay	10	Immediately
callback	_fetch_timeout	15	Immediately
callback	_services_credentials	""	Immediately
callback	_throttle_callbacks_per_service_1	500	Immediately
callback	_throttle_callbacks_per_service_2	1000	Immediately
callback	_throttle_customer_number_limit	6	Immediately
callback	_throttle_request_parameters	customer_number	Immediately
callback	_throttle_request_parameters_limit	8	Immediately
callback	_throttle_ttl_1	300	Immediately
callback	_throttle_ttl_2	3600	Immediately
cassandra	create-tables	false	After restart
cassandra	keyspace-prefix	No default value	After restart
cassandra	native-port	9042	After restart
cassandra	nodes	No default value	After restart
cassandra	port	0	After restart
cassandra	reconnect-policy	EXIT	After restart
cassandra	secured	false	After restart
cassandra	strategy-class	SimpleStrategy	After restart
cassandra	strategy-option	replication_factor:4	After restart
cassandra-authentication-security	password	No default value	After restart
cassandra-authentication-security	username	No default value	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
chat	chat_400_response_on_disconnected	false	Immediately
chat	chat_load_balancer_url_path	/WebAPI812/SimpleSamples812/ChatHA/ChatLBServerInfo.jsp	Immediately upon notification.
chat	chat_refresh_rate	2000	After restart
chat	chat_session_request_timeout	30000	Immediately upon notification.
chat	default_chat_endpoint	Environment:default	Immediately upon notification.
chat	enable-fast-chat-transcript-refresh	false	Immediately
chat	ixn_server_submit_queue	Chat In	Immediately upon notification.
chat	_client_timeout	900	After restart
chat.service-name	disable_authentication	true	Immediately
chat.service-name	enable_notification_hybrid_mode	false	Immediately
chat.service-name	enable_notification_mode	false	After restart
chat.service-name	endpoint	Environment:default	Immediately
chat.service-name	escape_html	false	Immediately
chat.service-name	max_message_size	No default value	Immediately
chat.service-name	password	Empty string	Immediately
chat.service-name	push_notification_include_payload	false	Immediately
chat.service-name	push_notification_to_active_client	true	After restart
chat.service-name	typing_preview	false	Immediately
chat.service-name	username	Empty string	Immediately
commons-connection	string-attributes-encoding	UTF-8	After restart
config	admin_client_app_name	default	After restart
config	load-Agent	noload	After restart
config	load-CallingList	noload	After restart
config	load-Campaign	noload	After restart
config	load-CampaignCallingList	noload	After restart
config	load-CampaignGroup	noload	After restart
config	load-GroupAgents	noload	After restart
config	load-GroupPlaces	noload	After restart
config	load-GroupQueues	noload	After restart
config	load-Place	noload	After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
config	load-Queue	noload	After restart
config	load-RegDN	noload	After restart
config	load-RoutePoint	startupload	After restart
config	load-RoutingStrategy	noload	After restart
config	load-StagingArea	noload	After restart
config	load-Switch	noload	After restart
config	load-VirtualQueue	noload	After restart
config	load-VirtualRoutingPoint	noload	After restart
config	load-Workbins	noload	After restart
cview	allow-custom-ids	false	Immediately
cview	auto-complete-after	No default value	Immediately
cview	auto-complete-enabled	false	Immediately
cview	auto-complete-organizations	""	Immediately
cview	data-validation	false	Immediately
cview	enabled	false	Immediately
cview	expiration	5y	Immediately
cview	use-role	false	Immediately
elasticsearch	allowedServiceTypes	"'*'"	Immediately
elasticsearch	enabled	false	Immediately
elasticsearch	server	No default value	Immediately
elasticsearch	urlPattern		
email.service-name	disable_authentication	true	Immediately
email.service-name	endpoint	Environment:default	Immediately
email.service-name	file_types	pdf,doc,txt,jpg,png,gif,bmp,zip	Immediately
email.service-name	mailbox	Empty string	Immediately
email.service-name	max_files	10	Immediately
email.service-name	max_size	3145728	Immediately
email.service-name	password	Empty string	Immediately
email.service-name	username	Empty string	Immediately
features	disable-additional-columns-from-callbacks	false	Immediately
features	disable-bulk-cancel-and-export-callback	false	Immediately
features	enable-config	false	Immediately
features	enable-contextual-help	false	Immediately
features	enable-downloaddfm	false	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
features	enable-logger	false	Immediately
features	enable-logger-error	false	Immediately
features	enable-metrics	false	Immediately
features	enable-patterns	false	Immediately
features	enable-resources	false	Immediately
features	enable-sample	false	Immediately
gms	disable-upload-content-parsing	false	Immediately
gms	http.client_port_range	Assigned by the system	Immediately
gms	http.connection_timeout	10	Immediately
gms	http.max_connections_per_route	20	Immediately
gms	http.max_connections_total	100	Immediately
gms	http.proxy-auto-config-file	No default value	Immediately
gms	http.proxy-cache-size	32	Immediately
gms	http.proxy-ttl	5	Immediately
gms	http.socket_timeout	10	Immediately
gms	http.ssl_trust_all	false	Immediately
gms	http.use_lax_redirect_strategy	true	Immediately
lab	disable-additional-columns-from-callbacks	false	Immediately
lab	disable-bulk-cancel-and-export-callback	false	Immediately
lab	enable-bulk-cancel-and-export-callback	false	Immediately
log	all		Immediately.
log	buffering	false	Immediately.
log	CallbackService	false	Immediately
log	ChatService	false	Immediately
log	ClusterService	false	Immediately
log	consistency-errors-suppress	false	Immediately
log	CoreService	false	Immediately
log	DataDepotService	false	Immediately
log	debug	stdout	Immediately.
log	DistributedJobExecutor	false	Immediately
log	DistributedJobQueue	false	Immediately
log	expire	20	Immediately.
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
log	NotificationService	false	Immediately
log	OrsService	false	Immediately
log	segment	10000	Immediately.
log	ServicesService	false	Immediately
log	SharedService	false	Immediately
log	standard	stdout	Immediately.
log	StatisticService	false	Immediately
log	StorageService	false	Immediately
log	SubscriptionService	false	Immediately
log	trace	stdout	Immediately.
log	UrsService	false	Immediately
log	verbose	standard	Immediately.
notification	unsubscribe-delay	0	Immediately
openmedia.service-name	allow_overwrite	false	Immediately
openmedia.service-name	endpoint	Environment:Default	Immediately
openmedia.service-name	interaction_subtype	No default value	Immediately
openmedia.service-name	interaction_type	No default value	Immediately
openmedia.service-name	media_type	No default value	Immediately
ors	enable_ors_loadbalancer	true since 8.5.107; false previously	After restart
ors	healthcheck-ping-interval	45000	After restart
ors	healthcheck-ping-url	/heartbeat	After restart
ors	max_ors_idle_connection_time	3600	After restart
ors	max_ors_request_attempts	3	Immediately
ors	ors_loadbalancer_refresh_rate	45000	After restart
ors	_ors_lb_strategy	circular	After restart
profiler	enable	false	Immediately
profiler	logged-classes	Empty string	Immediately
profiler	stored-classes	Empty string	Immediately
pulse	enabled	false	Immediately
pulse	password	No default value	Immediately
pulse	servers		Immediately
pulse	user	No default value	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
pulse	version	2	Immediately
push	android.collapseKey		After restart.
push	android.delayWhileIdle	false	After restart.
push	android.gcm.apiKey		After restart.
push	android.gcm.retryNumber	2	After restart.
push	android.senderAccountType		After restart.
push	android.senderEmail	@gmail.com	After restart.
push	android.senderPassword		After restart.
push	android.source		After restart.
push	android.ssl_trust_all	false	After restart.
push	android.unavailability_retry_timeout	120	After restart.
push	apple.alert	No default value	After restart
push	apple.alertMessage.action-loc-key		After restart
push	apple.alertMessage.body		After restart.
push	apple.alertMessage.launch-image		After restart
push	apple.alertMessage.loc-argnames		After restart
push	apple.alertMessage.loc-key		After restart
push	apple.badge	0	After restart.
push	apple.content-available		After restart
push	apple.keystore		After restart.
push	apple.keystorePassword		After restart.
push	apple.sound		After restart.
push	apple.title	Empty string	After restart.
push	apple.topicName	No default value	After restart
push	customhttp.url		After restart
push	debug.apple.keystore	No default value	After restart
push	debug.apple.keystorePassword	No default value	After restart
push	debug.fcm.apiKey	No default value	After restart
push	defaultSubscriptionExpiration		After restart
push	fcm.apiKey	No default value	After restart
push	fcm.body	No default value	After restart
push	fcm.title	No default value	After restart
push	filtering_chat_events	Notice.TypingStarted,Notice.TypingStopped	After restart
push	httpcb.connection_max_connections_per_route	20	After restart.
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
push	httpcb.connection_timeout	5	After restart.
push	httpcb.max_connections_total	200	After restart.
push	localizationFileLocation		After restart.
push	pushEnabled	comet	After restart.
push	wns.clientSecret		After restart
push	wns.notificationType		After restart
push	wns.sid		
push	wns.xmlTemplate		After restart
reporting	enable_urs_loadbalancer	false	Immediately
reporting	max_urs_idle_connection_time	3600	Immediately
reporting	max_urs_request_attempts	3	Immediately
reporting	startup-statistics		Immediately
reporting	urs_heatbeat_url	/urs/console?x	Immediately
reporting	urs_loadbalancer_refresh_rate	45000	Immediately
reporting	_urs_url		Immediately
resources	patterns_list_name	GMS_Patterns	Immediately upon notification.
resources	resources_list_name	GMS_Resources	Immediately upon notification.
resources	user_control	false	Immediately
server	access_code_prefix		Immediately
server	allow-file-control	false	Immediately
server	allowed-mime-types	Empty	Immediately
server	app_name		Immediately
server	config-fast-loading	true	After restart
server	dateFormat		Immediately
server	external_url_base		Immediately
server	gsgadmin_redirect	default	Immediately
server	max-file-upload	5000000	After restart
server	max-sessions	9999	Immediately
server	node_id	1	
server	password	No default value	Immediately
server	realm	Genesys Application Configuration Needed.	Immediately
server	relative_url	false	Immediately
server	username	No default value	Immediately
server	web_host	Result of `InetAddress.getLocalHost()`	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
server	web_port	80	Immediately
server	web_scheme	http	Immediately
server	_ors		Immediately
server	_ors_lb_strategy	circular	Immediately
stat.statname	filter	No default value	After restart
stat.statname	metric	No default value	After restart
stat.statname	notificationMode	No default value	After restart
stat.statname	objectId	No default value	After restart
stat.statname	objectType	No default value	After restart
stat.statname	tenant	No default value	After restart
stat.statname	tenantPassword	No default value	After restart
urs	_urs_lb_strategy	linear	After restart
Section	**Option**	**Default**	**Changes Take Effect**