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# Genesys Voice Platform

ccxml Section

## ccxmli Section

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### basichttp.recv.accessuri

**Default Value:** `ipv4`

**Valid Values:** `ipv4`, `ipv6`

**Changes Take Effect:** immediately

Preferred IP version to be used in basichttp access uri "session.ioprocessors["basichttp"]". Valid values are "ipv4" and "ipv6".

### basichttp.recv.host

**Default Value:**

**Valid Values:**

**Changes Take Effect:** immediately

The IPv4 address or hostname on which the Basic HTTP Event I/O Processor will be listening for HTTP requests on IPv4 network interface. If the value is an empty string, the system listen on all available IPv4 network interface. If hostname is specified, the first IPv4 address in the resolved list will be used.

Note: Genesys recommends setting the same value on 'ccxmli.createsession.recv.host'.

## basichttp.recv.host.ipv6

**Default Value:**

**Valid Values:**

**Changes Take Effect:** immediately

The IPv6 address or hostname on which the Basic HTTP Event I/O Processor will be listening for HTTP requests on IPv6 network interface. If the value is an empty string, the system listen on all available IPv6 network interface. If hostname is specified, the first IPv6 address in the resolved list will be used.

## basichttp.recv.path

**Default Value:** /ccxml/basichttp

**Valid Values:**

**Changes Take Effect:** immediately

The access path for the Basic HTTP Event I/O Processor.

## basichttp.recv.port

**Default Value:** 4892

**Valid Values:**

**Changes Take Effect:** immediately

The port on which the Basic HTTP Event I/O Processor will be listening for HTTP requests.

## basichttp.recv.show\_error\_body

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** immediately

When set to TRUE, a descriptive text will be returned in the response body when an HTTP failure response is given for a request to the Basic HTTP Event I/O Processor.

## basichttp.send.timeout

**Default Value:** 15000

**Valid Values:**

**Changes Take Effect:** immediately

The HTTP response timeout (in milliseconds) value for an event sent to another platform via HTTP.

## createsession.recv.accessuri

**Default Value:** ipv4

**Valid Values:** ipv4, ipv6

**Changes Take Effect:** immediately

Preferred IP version to be used in createsession access uri "session.ioprocessors["createsession"]". Valid values are "ipv4" and "ipv6".

## createsession.recv.host

**Default Value:**

**Valid Values:**

**Changes Take Effect:** immediately

The IPv4 address or hostname on which the Session Creation Event I/O Processor will be listening for HTTP requests on IPv4 network interface. If the value is an empty string, the system listen on all available IPv4 network interface. If hostname is specified, the first IPv4 address in the resolved list will be used. Note: Genesys recommends setting the same value on 'ccxmli.basichttp.recv.host'.

## createsession.recv.host.ipv6

**Default Value:**

**Valid Values:**

**Changes Take Effect:** immediately

The IPv6 address or hostname on which the Session Creation Event I/O Processor will be listening for HTTP requests on IPv6 network interface. If the value is an empty string, the system listen on all available IPv6 network interface. If hostname is specified, the first IPv6 address in the resolved list will be used.

## createsession.recv.path

**Default Value:** /ccxml/createsession

**Valid Values:**

**Changes Take Effect:** immediately

The access path for the Session Creation Event I/O Processor.

## createsession.recv.port

**Default Value:** 4892

**Valid Values:** A valid value is an integer from 1025 to 65535 inclusive.

**Changes Take Effect:** immediately

The port on which the Session Creation Event I/O Processor will be listening for HTTP requests.

## createsession.recv.show\_error\_body

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** immediately

When set to TRUE, a descriptive text will be returned in the response body when an HTTP failure response is given for a request to the Session Creation Event I/O Processor.

## debug\_data.dir

**Default Value:** \$InstallationRoot\$/debugdata

**Valid Values:**

**Changes Take Effect:** immediately

Debug Data Directory

## debug\_data.dir\_levels

**Default Value:** 0

**Valid Values:**

**Changes Take Effect:** immediately

The nesting depth of debug data sub-folders. For example, if the session id is "1234" and directory nesting is set to 2, a file called "debug.dat" will be saved as <ccxmli.debug\_data.dir>/1/2/1234/debug.dat. When set to 0, no nesting occurs. Directory nesting can be enabled when there's a need to retain debug data for a lot of sessions, to decrease the number of sub-directories each directory will have.

## debug\_data.file\_levels

**Default Value:** 0

**Valid Values:**

**Changes Take Effect:** immediately

The nesting depth of debug data files. For example, if the session id is "1234" and file nesting is set to 2, a file called "debug.dat" will be saved as <ccxmli.debug\_data.dir>/1234/d/e/debug.dat. When set to 0, no nesting occurs. File nesting can be enabled when there's a need to retain debug data for a lot of files, to decrease the number of files each directory will have.

## default\_caller\_id

**Default Value:** sip:ccxml@localhost

**Valid Values:**

**Changes Take Effect:** immediately

Default CallerID

## fetch.timeout

**Default Value:** 30

**Valid Values:**

**Changes Take Effect:** immediately

The default timeout interval (in seconds) for the initial page fetch completion for new CCXML session to complete.

## inactive\_session\_kill\_timeout

**Default Value:** 7200

**Valid Values:**

**Changes Take Effect:** immediately

The amount of time (in seconds) that a session may idle without owning any connections or dialogs and without removing any "external" events from its event queue (An external event is an event that does not have an eventsourcetype of ccxml and an eventsource that is the current session's id). If the limit is reached, then ccxml.kill is sent to the session. If the limit value is not configured or is set to 0, then no limit is placed on the idle time.

## kill\_by\_other

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** immediately

If set to True, allow Process to be killed by external entity.

## max\_conf\_per\_session

**Default Value:** 100

**Valid Values:** A valid value is an integer from 1 to 100000 inclusive.

**Changes Take Effect:** immediately

Max Conf per session

## max\_conn\_per\_session

**Default Value:** 100

**Valid Values:** A valid value is an integer from 1 to 100000 inclusive.

**Changes Take Effect:** immediately

Max Connections per session

## max\_dialog\_per\_session

**Default Value:** 100

**Valid Values:** A valid value is an integer from 1 to 100000 inclusive.

**Changes Take Effect:** immediately

Max dialogs per session

## max\_internal\_loop\_count

**Default Value:** 200

**Valid Values:**

**Changes Take Effect:** immediately

The number of times a session iterates through an <eventprocessor> loop without removing an "external" event from its event queue (An external event is an event that does not have an eventsourcetype of ccxml and an eventsource that is the current session's id.) or without the session's event queue being empty after processing an event. If the limit is reached, then ccxml.kill.unconditional is sent to the session. If the limit value is not configured or set to 0 then no limit is placed on the event processing.

## max\_num\_documents

**Default Value:** 6000

**Valid Values:** A valid value is an integer from 1 to 100000 inclusive.

**Changes Take Effect:** immediately

Max number of documents

## max\_num\_sessions

**Default Value:** 6000

**Valid Values:** A valid value is an integer from 1 to 100000 inclusive.

**Changes Take Effect:** immediately

Max number of sessions

## num\_session\_processing\_threads

**Default Value:** 5

**Valid Values:** A valid value is an integer from 1 to 5 inclusive.

**Changes Take Effect:** immediately

Numbers of threads per session

## platform.save\_ccxml\_files

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** immediately

When set to True, fetch request/response/data for each fetched CCXML page will be saved.

## platform.save\_script\_files

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** immediately

When set to True, fetch request/response/data for each fetched ECMAScript file will be saved.

## ssl

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** At start/restart



Use SSL to receive CreateSession and BasicHTTP requests

## ssl.recv.cert\_file

**Default Value:**

**Valid Values:**

**Changes Take Effect:** At start/restart

The path and the filename of the SSL certificate to be used for createsession and BasicHTTP.

## ssl.recv.password

**Default Value:**

**Valid Values:**

**Changes Take Effect:** At start/restart

The password associated with the certificate and key pair. Required only if key file is password protected.

## ssl.recv.private\_key\_file

**Default Value:**

**Valid Values:**

**Changes Take Effect:** At start/restart

The path and the filename of the SSL key to be used for createsession and BasicHTTP.

## ssl.recv.protocol\_type

**Default Value:** TLSv1

**Valid Values:** TLSv1, SSLv2, SSLv3, SSLv23

**Changes Take Effect:** At start/restart

- The type of secure transport to be used and valid values are:
- **SSLv2** A TLS/SSL connection established with these methods will only understand the SSLv2 protocol. This server will only understand SSLv2 client hello messages.
- **SSLv3** A TLS/SSL connection established with these methods will only understand the SSLv3 protocol. This server will only understand SSLv3 client hello messages. This especially means, that it will not understand SSLv2 client hello messages which are widely used for compatibility reasons.
- **TLSv1** A TLS/SSL connection established with these methods will only understand the TLSv1 protocol. This server will only understand TLSv1 client hello messages. This especially means, that it will not understand

SSLv2 client hello messages which are widely used for compatibility reasons.

- **SSLv23** A TLS/SSL connection established with these methods will understand the SSLv2, SSLv3, and TLSv1 protocol. This server will understand SSLv2, SSLv3, and TLSv1 client hello messages. This is the best choice when compatibility is a concern.

## trace\_flag

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** immediately

Trace flag.