Genesys Voice Platform

CTI Connector

5/4/2025

CTI Connector

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

- CTIC
- ems
- ICMC
- IServer_Sample
- IVRSC

- log
- mediacontroller
- sip
- Tenant1

> ### 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
CTIC	copy-originatingleg-headers	X-Genesys-GVP-Session-Data	After restart
CTIC	CTIFramework	IVRServerClient	After restart
CTIC	DefaultDNIS		After restart
CTIC	disable_cdr	false	After restart
CTIC	fips_enabled	False	After restart
CTIC	GetDNISFromIServer	false	After restart
CTIC	IVRPortBaseIndex	-1	After restart
CTIC	MaxIVRPorts	2000	After restart
ems	logconfig.MFSINK	• |*|*	immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
ems	logconfig.TRAPSINK •	|*|*	At start/restart
ems	trace_flag	FALSE	immediately
ICMC	CancelResponseTimeoutMSec	2500	After restart
ICMC	ConnectMsgTimeoutMSec	3500	After restart
ICMC	DNISIndicator		After restart
ICMC	eccSessionIdVarName	userSessionId	At start/restart
ICMC	eccvariablelist	userSessionId:5000	At start/restart
ICMC	enablePreRouting	false	After restart
ICMC	ICMInterface	0	After restart
ICMC	ICMUnavailableAction	hangup	At start/restart
ICMC	NewCallTimeoutMsec	1500	After restart
ICMC	RunScriptResultTimeoutMsec	2500	After restart
ICMC	SessionIdleTimeoutMSec	120000	After restart
ICMC	TransferOnDialogFailure	false	At start/restart
ICMC	translation-routed-call	false	After restart
ICMC	TrunkGroupID	0	After restart
IServer_Sample	cafile		After restart
IServer_Sample	certificate		After restart
IServer_Sample	clientname		After restart
IServer_Sample	enablekeepalivereq	0	After restart
IServer_Sample	iserveraddr		After restart
IServer_Sample	iserversocket		After restart
IServer_Sample	IVRSCClientPortRange		After restart
IServer_Sample	keepalivereqinterval	5	After restart
IServer_Sample	keepaliveresptimeout	3	After restart
IServer_Sample	key		After restart
IServer_Sample	noofkeepalivereqtosendinfailurecase	3	After restart
IServer_Sample	password		After restart
IServer_Sample	secured	false	After restart
IServer_Sample	type		After restart
IServer_Sample	verifydepth	1	After restart
IServer_Sample	verifypeer	false	After restart
IVRSC	customeriserverslist	IServer_Sample;	After restart
IVRSC	fetchscriptidfromurs	0	After restart
IVRSC	scriptidkeyname		After restart
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
IVRSC	WaitTimeforCallCreationInNetworkMode		
log	all	../logs/CTIConnector	immediately
log	check-point	1	immediately
log	compatible-output-priority	false	immediately
log	debug	../logs/CTIConnector	immediately
log	expire	20	immediately
log	interaction	../logs/CTIConnector	immediately
log	keep-startup-file	false	After restart
log	memory		immediately
log	messagefile		Immediately, if an application cannot find its *.lms file at startup
log	message_format	short	immediately
log	print-attributes	false	immediately
log	segment	10000	immediately
log	spool		immediately
log	standard	../logs/CTIConnector	immediately
log	time_convert	local	immediately
log	time_format	time	immediately
log	trace	../logs/CTIConnector	immediately
log	verbose	standard	immediately
mediacontroller	codec_check_exclusion.payloads	13	immediately
mediacontroller	sdp.defaultipversion	true	immediately
mediacontroller	sdp.localhost	$LocalIP$	immediately
mediacontroller	sdp.localhost.ipv6	$LocalIPv6$	immediately
mediacontroller	suppress_bye_after_refer	false	immediately
sip	localuser	CTIConnector	At start/restart
sip	mtusize	1500	After restart
sip	tcp.portrange		At start/restart
sip	tls.portrange		At start/restart
sip	transport.0	transport0 udp:any:5080	At start/restart
sip	transport.1	transport1 tcp:any:5080	At start/restart
sip	transport.2	transport2 tls:any:5081 cert=$InstallationRoot$/config/x509_certificate.pem key=$InstallationRoot$/config/x509_private_key.pem	At start/restart
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
sip	transport.localaddress		At start/restart
sip	transport.localaddress.srv	false	At start/restart
sip	transport.localaddress_ipv6		At start/restart
sip	transport.routefailovertime	5	At start/restart
sip	transport.routerecoverytime	30	At start/restart
sip	transport.staticroutelist		At start/restart
sip	transport.unavailablewakeup	true	At start/restart
Tenant1	Ports	9000	After restart
Tenant1	TenantName		After restart
Section	Option	Default	Changes Take Effect