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Stat Server Deployment Guide

Configuring a Stat Server Application

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Configuring a Stat Server Application

You must configure a Stat Server Application object before you install it. To configure Stat Server, Configuration Server must be running.

Note: To use secure Transport Layer Security (TLS) connections between Stat Server and its clients, or between Stat Server and Configuration Server, you must configure such connections manually following the procedures described in the *Genesys Security Deployment Guide*.

Application Configuration

You can configure a Stat Server 8.5 Application object manually within Genesys Administrator/GAX. Refer to the *Genesys Administrator/Genesys Administrator Extension Help* file for more information. You use the Stat Server application template to accomplish this. This template is located in the templates directory of the Real-Time Metrics Engine CD and is named Stat_Server_851.apd. You should import this file into your configuration environment before configuring Stat Server application.

In the templates directory of the *Real-Time Metrics Engine* CD—Stat_Server_851.xml file—contains the metadata that defines the default and valid values for most of the Stat Server configuration options that are available to you in the 8.5.x release. (The listing of configuration options is located in the [RTME Options Reference](#).) To use this metadata, you must import it into the Stat Server application template. As you configure a Stat Server application within Genesys Administrator, Genesys Administrator validates the values that you specify for configuration options against this metadata.

Refer to the *Genesys Administrator/Genesys Administrator Extension Help* file for instructions on how to import and use metadata and for instructions on how to configure applications.

Important

If you specify more than one database access point, Stat Server will use only the first one.

Configuring Stat Server as Part of a SIP Cluster

Stat Server supports [SIP Cluster Solution](#).

In a SIP Cluster environment Genesys recommends to set Stat Server options **[statserver]/reg-dns-chunk-delay=1** and **[statserver]/reg-dns-chunk-volume=100**.

Adding SIP Server Applications to Stat Server Configuration

On the Connections tab of a Stat Server application, add all of the SIP Server applications to monitor.

- If a particular Stat Server must connect to both the Interaction Proxy and T-Controller interfaces of SIP Server, then leave the Connection Protocol field blank. With Interaction Proxy and T-Controller listening ports properly provisioned within the SIP Server application, Stat Server will retrieve that information and open connections to both Interaction Proxy and T-Controller ports.
- If a particular Stat Server must connect to the Interaction Proxy interface only of SIP Server, configure the connection by selecting IPport in the Port ID field and by typing IPProxy in the Connection Protocol field.
- If a particular Stat Server must connect to the T-Controller interface only of SIP Server, configure the connection by selecting TCport in the Port ID field and by typing TController in the Connection Protocol field.

Configuring Stat Server in High Availability mode

A high-availability (HA) architecture implies the existence of redundant applications: a primary and a backup. These applications are configured so that if one fails, the other can take over its operations without significant loss of data or impact to business operations.

Stat Server supports both types of redundancy in Genesys software:

- Warm Standby
- Hot Standby. For more information see the [Hot Standby \(HA\)](#) topic in [Stat Server User's Guide](#) and HA specific [configuration options](#) in [RTME Options Reference Manual](#).

Refer to [Redundancy Types](#) in [Genesys Security Deployment Guide](#) for more information about redundancy types.

Configuring Secure Connections in an HA Environment

Stat Server connects to server applications by reading the properties of its own Application object in Configuration Server and connecting to each of the servers that are listed under the Connections tab in Genesys Administrator/GAX. Each connected application, in turn, has its own properties and advanced transport parameters—for example, TLS mode, client-side port definition (CSPD), IP address, security certificate signatures, backup servers—that define how connections are to be made.

In warm standby mode, Stat Server tries to connect to the backup application only after repeated attempts to connect to the primary application have failed. *The backup application does not have to be listed among Stat Server connections in order for these attempts to take place.* In this scenario, however, Stat Server uses the connection parameters that are specified within the properties of the primary application to connect to the backup application. This propagation of parameters to the backup application is the default behavior.

Starting with release 8.5.109, Stat Server supports hot standby mode.

But, what if you want Stat Server to use instead those parameters that are specified within the application properties of the backup application—a different CSPD, for instance? When both TLS and

HA are enabled and you require individual security settings for each connection, you must add the backup application explicitly to Stat Server's connections list in order for Stat Server to read its properties.

This configuration will cause Stat Server to generate the error; however, selecting Yes to continue the assignment will yield the desired effect without Stat Server inadvertently launching the backup server when it is not needed.

To set client-side ports for each connection, refer to the "Client-Side Port Definition" chapter of the [Genesys Security Deployment Guide](#) and to all of the chapters within the "Communications Integrity-Transport Layer Security" part of this document for further information.

Configuring Stat Server on Slow Networks

For a big configuration environment on a slow network we recommend to:

- Set up an ADDP connection between Stat Server and Configuration Server with longer timeout.
- Set the packet-size Configuration Server option to lower value to decrease a maximum size of packets sent by Configuration Server. (See *Framework 8.5 Configuration Options Reference Manual* on the [Management Framework](#) page for more information).