T-Server for CSTA Connector Deployment Guide

TServer Section

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The TServer section contains the configuration options that are used to support the core features common to all T-Servers.

ani-distribution

ani-distribution

Default Value: `inbound-calls-only`
Valid Values:

- `all-calls`
- `inbound-calls-only`
- `suppressed`

Changes Take Effect: Immediately

Controls the distribution of the ANI information in TEvent messages.

- If the value of this option is set to `all-calls`, the ANI attribute is reported for all calls for which it is available.
- If the value of this option is set to `inbound-calls-only`, the ANI attribute is reported for inbound calls only.
- If the value of this option is set to `suppressed`, the ANI attribute is not reported for any calls.

background-processing

background-processing

Default Value: `true`
Valid Values: `true, false`
Changes Take Effect: Immediately

If the value of this option is set to `true`, T-Server processes all client requests in the background, giving higher priority to the rest of the messages, which ensures that it processes these messages without any significant delay. If the value of this option is set to `false`, T-Server processes multiple requests from one T-Server client before proceeding to the requests from another T-Server client, and so on.

If Background Processing functionality is enabled, T-Server does the following:

- Immediately processes all switch messages and waits until there are no switch messages before processing the message queue associated with the T-Server client requests.

- Reads all connection sockets immediately and places client requests in the input buffer, which prevents T-Server clients from disconnecting because of configured timeouts.

Note: When T-Server processes client requests from the message queue, requests are processed in the order in which T-Server received them.

background-timeout

background-timeout

Default Value: 60 microseconds
Valid Values: See, Timeout Value Format.
Changes Take Effect: Immediately

Specifies the time interval that T-Server waits before processing client requests in background mode. You must set the value of the `background-processing` configuration option to `true` in order for this option to take effect.

check-tenant-profile

check-tenant-profile

Default Value: `false`
Valid Values: `true, false`
Changes Take Effect: For the next connected client

If the value of the option is set to `true`, T-Server only allows a client to register if the client provides the correct name and password of a T-Server Tenant. If the client provides the Tenant name concatenated with a slash (/) and the Tenant password for the Tenant to which T-Server belongs as the value of `AttributeApplicationPassword` attribute in the `TRegisterClient` request, T-Server allows that client to register DNs that are included in the switch configuration in the Configuration Database, but it does not allow the client to register DNs that are *not* included in the switch configuration.

consult-user-data

consult-user-data

Default Value: `separate`
Valid Values:

separate	Stores user data for original and consultation calls in separate structures. The data attached to the original call is available for review or changes only to the parties of that call. The data attached to the consultation call is available only to the parties of the consultation call.
inherited	Copies user data from an original call to a consultation call when the consultation call is created; thereafter, stores user data separately for the original and the consultation call. Changes to the original call's user data are not available to the parties of the consultation call, and vice versa.
joint	Stores user data for an original call and a consultation call in one structure. The user data structure is associated with the original call, but the parties of both the original and consultation calls can see and make changes to the common user data.

Changes Take Effect: For the next consultation call created

Specifies the method for handling user data in a consultation call.

Warning: A T-Server client can also specify the `consult-user-data` mode in the `ConsultUserData` key of the `Extensions` attribute for a conference or transfer request. If it is specified, the method of handling user data is based on the value of the `ConsultUserData` key-value pair of the request and takes precedence over the T-Server `consult-user-data` option. If it is not specified in the client request, the value specified in the `consult-user-data` option applies.

customer-id

customer-id

Default Value: No default value. (A value must be specified for a multi-tenant environment.)
Valid Values: Any character string
Changes Take Effect: Immediately

Identifies the T-Server customer. You must set the value of this option to the name of the Tenant that is using this T-Server. You must specify a value for this option, if you are working in a multi-tenant environment.

Warning: Do not configure the `customer-id` option for single-tenant environments.

dn-scope

dn-scope

Default Value: `undefined`
Valid Values:

- `undefined`
- `switch`
- `office`
- `tenant`

Changes Take Effect: Immediately
Related Feature: See, Switch Partitioning in the Multi-Site Support PDF.

Specifies whether DNs associated with the `Switch`, `Switching Office`, or Tenant objects are considered in the T-Server monitoring scope, enabling T-Server to report calls to or from those DNs as internal.

- If the value of the option is set to `tenant`, all DNs associated with the switches that are within the Tenant are in the T-Server monitoring scope.
- If the value of the option is set to `office`, all DNs associated with the switches that are within the `Switching Office` are in the T-Server monitoring scope.
- If the value of the option is set to `switch`, all DNs associated with the `Switch` are in the T-Server monitoring scope.
- If the value of the option is set to `undefined` (the default), pre-8.x T-Server behavior applies and the switch partitioning is not turned on.

Warning: Setting the option to a value of `office` or `tenant`, which requires T-Server to monitor a large set of configuration data, may negatively affect T-Server performance.

log-trace-flags

log-trace-flags

Default Values: +iscc, +cfg$dn, -cfgserv, +passwd, +udata, -devlink, -sw, -req,
-callops, -conn, -client
Valid Values (in any combination):

+/-iscc	Turns on/off the writing of information about Inter Server Call Control (ISCC) transactions.
+/-cfg$dn	Turns on/off the writing of information about DN configuration.
+/-cfgserv	Turns on/off the writing of messages from Configuration Server.
+/-passwd	Turns on/off the writing of AttributePassword in TEvents.
+/-udata	Turns on/off the writing of attached data.
+/-devlink	Turns on/off the writing of information about the link used to send CTI messages to the switch (for multi-link environments).
+/-sw	Reserved by Genesys Engineering.
+/-req	Reserved by Genesys Engineering.

`+/-callops`	Reserved by Genesys Engineering.
`+/-conn`	Reserved by Genesys Engineering.
`+/-client`	Turns on/off the writing of additional information about the client's connection.

Changes Take Effect: Immediately

Specifies—by using a space-, comma- or semicolon-separated list—the types of information that are written to the log files.

management-port

management-port

Default Value: 0 (zero)
Valid Values: 0 or any valid TCP/IP port
Changes Take Effect: After T-Server is restarted

Specifies the TCP/IP port that management agents use to communicate with T-Server. If the value is set to 0 (zero), this port is not used.

merged-user-data

merged-user-data

Default Value: `main-only`
Valid Values:

`main-only`	T-Server attaches user data from the remaining call only.

`merged-only`	T-Server attaches user data from the merging call.
`merged-over-main`	T-Server attaches user data from the remaining and the merging call. In the event of equal keys, T-Server uses data from the merging call.
`main-over-merged`	T-Server attaches data from the remaining and the merging call. In the event of equal keys, T-Server uses data from the remaining call.

Changes Take Effect: Immediately

Specifies the data that is attached to the resulting call after a call transfer, conference, or merge completion.

Warning: This option setting does not affect the resulting data for merging calls if the `consult-user-data` option is set to `joint`. (See, the `consult-user-data` option in this section).

server-id

server-id

Default Value: An integer equal to the `ApplicationDBID` value as reported by Configuration Server.
Valid Values: Any integer from 0 (zero)—16383
Changes Take Effect: Immediately

Specifies the `Server ID` that T-Server uses to generate `Connection IDs` and other unique identifiers. In a multi-site environment, you must assign each T-Server a unique `Server ID`, in order to avoid confusion in reporting applications and T-Server behavior.

Note: Configuration of this option is necessary for Framework environments in which there are two or more instances of the Configuration Database.

Warning:

- If you do not specify a value for this option, T-Server populates it with the `ApplicationDBID` as reported by Configuration Server. Each data object in the Configuration Database is assigned a separate DBID

that maintains a unique Server ID for each T-Server configured in the database.

- Genesys does not recommend using multiple instances of the Configuration Database.

user-data-limit

user-data-limit

Default Value: 16000 bytes
Valid Values: 0 (zero)—65535
Changes Take Effect: Immediately

Specifies the maximum size (in bytes) of user data in a packed format.

Warning: When T-Server works in a mixed 8.x/7.x/6.x environment, the value of this option must not exceed the default value of 16000 bytes; otherwise, 6.x T-Server clients might fail.