GENESYS™

T-Server for CSTA Connector Deployment Guide

Link-Control Section

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Link-Control Section

This section must be called `link-control`.

call-rq-gap

call-rq-gap

Default Value: 250
Valid Value: Any integer from `0`-`1000`
Changes Take Effect: Immediately

Specifies (in milliseconds) the length of delay applied to a request issued against a busy call (a call that has another request working on it already). This prevents race conditions on the different call legs.

Set the value of this option to a time longer than the usual response time for a request from the switch.

connect-tout

connect-tout

Default Value: 2
Valid Values: Any positive integer from 1—1000
Changes Take Effect: On CTI link restart
Related Feature: Multiple Configured Links

Specifies the length of timeout, in seconds, T-Server waits for the CTI link with the highest priority to become operational.

device-rq-gap

device-rq-gap

Default Value: 250
Valid Value: Any integer from `0`-`1000`
Changes Take Effect: Immediately

Related Feature: Request Handling Enhancements

Specifies (in milliseconds) the length of delay applied to a request issued against a busy call (a call that has another request working on it already). This prevents race conditions on the different call legs.

Set the value of this option to a time longer than the usual response time for a request from the switch.

ha-sync-dly-lnk-conn

ha-sync-dly-lnk-conn

Default Value: `false`
Valid Values: `true, false`
Changes Take Effect: At T-Server start/restart
Related Feature: Hot-Standby HA Synchronization

Determines whether the backup T-Server delays sending an `EventLinkConnected` message until it has been notified that the T-Server synchronization is complete:

- If the option is set to `true`, the backup T-Server sends an `EventLinkConnected` message once it has completed switch synchronization (that is, after all calls are cleared in the primary T-Server).

- If the option is set to `false`, there is no delay in sending an `EventLinkConnected` message and synchronization takes place the same as for pre-7.1 T-Servers.

kpl-interval

kpl-interval

Default Value: `10`
Valid Value: Any integer from `0-600`
Changes Take Effect: Immediately
Related Feature: Keep-Alive Feature Handling

Specifies a *keep-alive* interval (in seconds). To check network connectivity, T-Server issues a dummy CTI request at the interval specified when there is no other activity on the link. A value of `0` (zero) disables this feature. See, the `kpl-tolerance` option.

The value of this option may need to be increased to avoid false restarts, if the switch is slow to respond—for example, during busy periods.

kpl-loss-rate

kpl-loss-rate

Default Value: 10, 100
Valid Value: Any single integer or comma-separated pair of integers
Changes Take Effect: Immediately
Related Feature: Keep-Alive Feature Handling

Specifies how many KPL positive responses are needed to decrement either the failure or warning tolerance counter. A value of 0 (zero) disables this option. Two comma-separated values signifies that T-Server calculates both the failure counter and the warning counter (the failure rate is always the lower value).

A single value signifies that T-Server calculates only the failure counter.

Note: This option has no effect if the value of the kpl-tolerance option is set to 0 (zero). In this case, a single KPL failure triggers a link restart.

kpl-tolerance

kpl-tolerance

Default Value: 3
Valid Value: Any integer from 0-10
Changes Take Effect: Immediately
Related Feature: Keep-Alive Feature Handling

Specifies the threshold number of accumulated failed keep-alive requests that T-Server permits before considering the CTI link to be interrupted. When this threshold is reached, T-Server treats the CTI link as either:

- Lost—T-Server tries to reconnect to the CTI link.

- Unstable—T-Server issues a warning message.

See, the kpl-interval option.

link-alarm-high

link-alarm-high

Default Value: 0 (zero)
Valid Values: 0-100
Changes Take Effect: Immediately
Related Feature: Link Bandwidth Monitoring

Specifies the percentage of the use-link-bandwidth option when the MSG_TS_COMMON_LINK_ALARM_HIGH LMS message is triggered.

A value of 0 (zero) disables this feature.

link-alarm-low

link-alarm-low

Default Value: 0 (zero)
Valid Values: 0-100
Changes Take Effect: Immediately
Related Feature: Link Bandwidth Monitoring

Specifies the percentage of use-link-bandwidth option when the MSG_TS_COMMON_LINK_ALARM_LOW LMS message is triggered.

max-outstanding

max-outstanding

Default Value: 8
Valid Value: Any integer from 0-1000
Changes Take Effect: Immediately

Specifies the maximum number of sent requests that are not yet acknowledged by the switch at any given time. T-Server initially sets the option to the value provided by the switch in the capability exchange service response, but if the option value is changed while T-Server is running, the new configured value takes precedence.

The option can also be set at the DN level: in the TServer section of the Annex tab of the DN object.

quiet-cleanup

quiet-cleanup

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

Disables the events that T-Server would otherwise send to clients during clean-up to notify them about the deleted calls. If the value of this option is to `true,` T-Server clients are supposed to drop all the calls upon receiving a `EventLinkDisconnected` message without waiting for T-Server notification. See also, the `restart-cleanup-limit` option.

quiet-startup

quiet-startup

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

Disables the events that T-Server would otherwise send to clients during link startup to notify clients about the changes that occurred during the link outage. If the value of the configuration option is set to `true`, clients should query T-Server after the `EventLinkConnected` event.

reg-delay

reg-delay

Default Value: 1000 milliseconds
Valid Values: 0-5000
Changes Take Effect: Immediately

Defines the time (in milliseconds) that T-Server waits for the `DN Created` notification from Configuration Server before it starts processing the registration request from the client as a request for a DN not configured in the Configuration Layer.

reg-interval

reg-interval

Default Value: 60 seconds

Valid Values: Any integer from 0-600
Changes Take Effect: Immediately

Specifies the time interval (in seconds) for the Start Monitor request to be re-sent to the switch if the initial request fails. A value of 0 (zero) switches this feature off.

reg-silent

reg-silent

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

- If this option is set to a value of true, T-Server reports EventRegistered for *on-demand* registration with the PBX when the procedure is completed.

- If this option is set to a value of false, T-Server reports EventRegistered as early as possible during the PBX registration procedure.

restart-cleanup-dly

restart-cleanup-dly

Default Value: 0 (zero)
Valid Values: Any positive integer
Changes Take Effect: Immediately

Specifies the delay, in seconds, for T-Server to keep *unreliable* calls after link startup. This delay allows T-Server to salvage calls that existed before the link failure (for which any events were received) if T-Server was unable to verify their existence using snapshot. A value of 0 (zero) means any non-verified calls are cleared up immediately after the completion of the link startup.

restart-cleanup-limit

restart-cleanup-limit

Default Value: 0 (zero)
Valid Values: Any positive integer
Changes Take Effect: Immediately

Defines the maximum number of reconnect attempts for calls (and possibly agent logins) in T-Server

during link outage. A value of 0 (zero) means all of the calls are deleted immediately after the link failure. See, the `restart-period` option.

restart-period

restart-period

Default Value: 20 seconds
Valid Values: `0-600`
Changes Take Effect: Immediately

Specifies the interval (in seconds) that T-Server waits between attempts to reconnect to the switch when the link fails. A value of 0 (zero) means that T-Server does not try to reconnect unless the link configuration is changed.

rq-conflict-check

rq-conflict-check

Default Value: `true`
Valid Value: `true, false`
Changes Take Effect: Immediately
Related Feature: Request Handling Enhancements

Specifies whether request conflict resolution is enabled. Request conflict resolution intelligently resolves any conflicting client requests.

rq-expire-tout

rq-expire-tout

Default Value: 10000 milliseconds
Valid Value: Any positive integer from `0-30000`
Changes Take Effect: Immediately

Specifies the interval (in milliseconds) that T-Server waits before deleting pending requests (these are requests for which it has received no notification from the switch) from clients.

This timeout should be set to a value higher than the system latency.

rq-gap

rq-gap

Default Value: 0 (zero)
Valid Value: Any integer from 0-1000
Changes Take Effect: Immediately

Specifies the minimum time interval (in milliseconds) between succeeding CTI requests sent over the link. You can adjust the value to meet the CTI-link load and performance requirements.

use-link-bandwidth

use-link-bandwidth

Default Value: auto
Valid Values: 0-999, auto
Changes Take Effect: Immediately
Related Feature: Link Bandwidth Monitoring

Specifies the maximum number of requests per second throughput to be used by T-Server to calculate the link alarm messages. A value of 0 (zero) disables this feature.