Workforce Management Administrator's Guide

WFM Daemon Options

5/4/2025

WFM Daemon Options

From the `Options` tab you can modify the default WFM Daemon configuration settings (see Using E-mail Notifications in WFM). The tab contains five sections. The options in each section are described below.

Log Section

[+]

all
Type: Mandatory
Default Value: `stdout`
Valid Values: log output types, such as `stdout`, `stderr`, `syslog`, `network`, `<filename>`
Dependencies: None

Specifies that log events of all levels, Standard, Trace, and Debug, are to be sent to the listed outputs.

> ### Warning
>
> Do not use the value `network` unless requested by Genesys Professional Services because it generates extremely heavy message loads that can degrade system performance.

buffering
Type: Mandatory
Default Value: `false`
Valid Values: `true`, `false`
Dependencies: None

Specifies whether system file buffering is turned on (`true`) or off (`false`).

debug
Type: Mandatory
Default Value: `stdout`
Valid Values: log output types, such as `stdout`, `stderr`, `syslog`, `network`, `<filename>`
Dependencies: None

Specifies that log events of the Debug level are to be sent to the listed outputs.

> ### Warning
>
> Do not use the value `network` unless requested by Genesys Professional Services

> because it generates extremely heavy message loads that can degrade system performance.

expire
Type: Mandatory
Default Value: `false`
Valid Values: `false`, <number>, <number> file, <number> day
Dependencies: None

Sets the expiration mode for old segments. The number to be stored cannot be less than 1 file or 1 day or more than 100 files or 100 days. A value of No indicates that files do not expire.

segment
Type: Mandatory
Default Value: `false`
Valid Values: `false`, <number>, <number>KB, <number>MB, <number>Hr
Dependencies: None

Sets the maximum size (in KB, MB, or hours) of the log file segment, after which a new segment is created. The default size is in KB. The number (<number>) cannot be less than 100 KB or less than one hour. A value of No indicates no segmentation of the log file.

standard
Type: Mandatory
Default Value: `stdout`
Valid Values: log output types, such as `stdout`, `stderr`, `syslog`, `network`, <filename>
Dependencies: None

Specifies that log events of the Standard level are to be sent to the listed outputs. For centralized logging, use a value of `network`. You can use a local file name as the value, `stdout`, or `network`.

trace
Type: Mandatory
Default Value: `stdout`
Valid Values: log output types, such as `stdout`, `stderr`, `syslog`, `network`, <filename>
Dependencies: None

Specifies that log events of the Trace level are to be sent to the listed outputs. For centralized logging, use `network`. You can use a local file name as the value, `stdout`, or `network`.

verbose
Type: Mandatory
Default Value: `all`
Valid Values: `all`, `trace`, `standard`, `none`, yes (= all), no (= none)
Dependencies: None

Filters the output of log messages, based on their assigned priority.

- `all`—Enables output of all messages to the log file
- `Trace`—Enables informational and error messages and disables debug messages

- `Standard`—Enables error messages only and disables informational and debug messages

- `None`—Disables all messages.

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Options Section

[+]

CharSet
Type: Optional
Default Value: No default value
Valid Values: Any standard character set value. For example, enter `x-sjis` for the Japanese character set.
Dependencies: None

Specifies the character set of notification messages sent. Must be specified if messages contain specific locale characters and they are not presented correctly in the received message.

NameOrder
Type: Mandatory
Default Value: 1
Valid Values: 1, 2, 3
Dependencies: None

Specifies first and last name order when sending e-mail notifications.

- 1—First name is presented first.

- 2—Last name is presented first.

- 3—Last name is presented first and is separated from first name with a comma.

pollTimer
Type: Mandatory
Default Value: 1
Valid Value: Any positive integer
Dependencies: None

Specifies how often WFM Daemon must verify for data updates. The value is specified in minutes.

ReportGenerationTimeout
Type: Optional
Default Value: 120
Valid Value: 1-1440
Dependencies: None

Specifies the time (in minutes) after which a scheduled report task will be terminated, whether or not report is finished. Use this option to control how long scheduled report tasks can run.

TrackAhead
Type: Mandatory
Default Value: 0
Valid Value: Any integer, positive or negative

Dependencies: The TrackBack option. If you specify zero for both this option value and the TrackBack option value, Daemon tracks any data changes without date range limitations. If only one of these option values is set to 0, Daemon treats it as an indicator of the current day.

Specifies how many days in advance of the current date that WFM Daemon requests data from WFM Server, counting from the current date. Relevant for any type of notification (see Using E-mail Notifications in WFM). The value specified is in days, and can be a negative number to specify the past or a positive number to specify the future.

TrackBack
Type: Mandatory
Default Value: 0
Valid Values: Any integer, positive or negative
Dependencies: The TrackAhead option. If you specify zero for both this option value and the TrackAhead option value, Daemon tracks any data changes without date range limitations. If only one of them is 0, Daemon treats it as an indicator of the current day.

Specifies how many days back from the current date that WFM Daemon should request data from WFM Server, counting from the current date. Relevant for any type of notification (see Using E-mail Notifications in WFM). The value specified is in days, and can be a negative number to specify the past or a positive number to specify the future.

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Identity Section

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ApplicationType
Type: Optional in a Framework 8.x environment.
Default Value: WFMDaemon
Valid Value: WFMDaemon
Dependencies: None

Identifies the WFM Daemon application.

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Client Section

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SOAPTimeout
Type: Mandatory
Default Value: 60
Valid Values: Any positive integer
Dependencies: None

Specifies the connection timeout, in seconds, to WFM Server.

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SMTP Section

[+]

AnonymousAccess
Type: Optional
Default Value: `false`
Valid Values: `true`, `false`
Dependencies: None

If this option value is set to `true` it enables WFM Daemon's ability to send anonymous e-mails. If set to `false` it disable WFM Daemon's ability to send anonymous e-mails.

fromAddress
Type: Optional
Default Value: No default value
Valid Values: Any valid e-mail address
Dependencies: None

Specifies the FROM e-mail address that is presented to users that receive notifications.

Host
Type: Mandatory
Default Value: No default value
Valid Values: Not applicable
Dependencies: None

Specifies the host name of machine where the SMTP server is located.

Password
Type: Optional
Default Value: No default value
Valid Values: Any valid password
Dependencies: None

Specifies the password that is used when connecting to the SMTP server. Specified only if SMTP server requires connection authorization.

Port
Type: Mandatory
Default Value: 25
Valid Values: Any positive integer
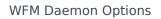Dependencies: None

Specifies the SMTP server port number.

User
Type: Optional
Default Value: No default value
Valid Values: Any valid username
Dependencies: None

Specifies the username that is used to connect to the SMTP server. Specified only if SMTP server requires connection authorization.

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