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# Workforce Management Administrator's Guide

WFM Daemon Options

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# WFM Daemon Options

From the Options tab you can modify the default WFM Daemon configuration settings (see [Using E-mail Notifications in WFM](#)). This 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 0 for 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 “[[|Notifications]]”). 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 0 for 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 “[[|Notifications]]”). 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

### **[+]**

#### **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

### **[+]**

#### **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 disables 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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