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Workforce Management Administrator's Guide

WFM Client Options

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WFM Client Options

The Client Application object is used by the WFM Database Utility. In the Options tab you can modify the default configuration settings for both utilities.

The Client Options tab contains three sections. The options in each of these sections are described below. If you choose to use a user-created option, you can create an OptionalSettings section. See [Creating New Configuration Sections and Options](#) for instructions.

Logs Section

all

Type: Mandatory

Default Value: stdout

Valid Values (log output types): 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.

Important

Do not use network unless requested by Genesys Professional Services because it generates extremely heavy message loads that can degrade system performance.

buffering

Type: Mandatory

Default Value: no

Valid Values: yes, no

Dependencies: None

Turns system file buffering on (yes) or off (no).

debug

Type: Mandatory

Default Value: stdout

Valid Values (log output types): stdout, stderr, syslog, network, <filename>

Dependencies: None

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

Important

Do not use network unless requested by Genesys Professional Services because it generates extremely heavy message loads that can degrade system performance.

expire

Type: Mandatory

Default Value: no

Valid Values: no, <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. If this option value is set to no, files do not expire.

messagefile

Type: Mandatory

Default Value: No default value

Valid Value: Any character string

Dependencies: None

Sets the name of the file that stores application-specific log messages.

segment

Type: Mandatory

Default Value: no

Valid Values: no, <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 cannot be less than 100 KB or less than one hour. If this option value is set to no, the log file is not segmented.

standard

Type: Mandatory

Default Value: stdout

Valid Values (log output types): 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 the option value network. You can use a local file name or stdout as well as network.

trace

Type: Mandatory

Default Value: stdout

Valid Values (log output types): 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 or stdout as well as network.

verbose

Type: Mandatory

Default Value: all

Valid Values: all, trace, standard, none, yes (= all), no (= none)

Dependencies: None

Filters 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.

Options Section

AllowLessUpdates

Type: Optional

Default Value: 0

Valid Value: 0, 1

Dependencies: None

Controls whether the Update Database to Version drop-down text box appears in the WFM Database Utility after you choose to update your database. Normally, you would only update to the latest database version. However, in some circumstances, you might need to choose to update to a database version other than the most recent one. In this case, you need to use the Update Database to Version drop-down text box.

To have the WFM Database Utility display the Update Database to Version drop-down text box, set this value to 1. To remove this drop-down text box from the WFM Database Utility interface, set this option to 0.

AllowMigratePerformance

Type: Optional

Default Value: 0

Valid Values: 0, 1

Dependencies: None

Specifies whether to enable the Performance Data Migration option in the WFM Database Utility wizard. To enable it, set this option to 1. This means that you can choose to migrate performance data from your 7.x database to your new WFM 8.x database.