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Genesys Voice Platform Private Edition Guide

Configure Genesys Voice Platform

3/27/2025

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Learn how to configure Genesys Voice Platform.

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Override Helm chart values

The following sections provide information on the various settings that have to be configured in Genesys Voice Platform.

- Configuration Server
- Service Discovery
- Reporting Server
- Resource Manager
- Media Control Platform

This page also includes the section Configure Kubernetes.

GVP Configuration Server

The following tables list the configurable parameters of the GVP ConfigServer chart and their default values.

NOTE: There may be other parameters that could be changed, but changing them is not recommended, unless you know exactly what you are doing.

You must set `service.port` and `serviceHandler.port` to 8888 and 8300. This limitation will be addressed in a future release.

Parameter	Description	Default Value	Valid Values	Notes
<code>podLabels</code>	Custom labels to be added for each pod	(none)	Valid set of labels as "name: value"	

Parameter	Description	Default Value	Valid Values	Notes
podAnnotations	Custom annotations to be added for each pod	(none)	Valid set of annotations as "name: value"	
replicaCount	Number of replicas in deployment (should be 1 for CS)	1	A number > 0	
partOf	Namespace where the application is deployed	gvp	A string	
image..registry	Image registry URL for the container	genesysengagedev.azurecr.io	A valid registry URI	
image..repository	Repository path for the container in the above registry	gvp/ gvp_confserv, gvp_configserver_servicehandler, gvp/ gvp_configserver_configserverinit	A valid repository path/name	
image..pullPolicy	Pull policy for the container	IfNotPresent	IfNotPresent or Always	
image..tag	Container version tag	{{.Chart.AppVersion}}	A valid tag string	
configserver.alerts.cpuUtilizationAlert	CPU utilization % limit above which an alert will be generated	70	A number > 0	The condition must last for 5 mins
configserver.alerts.memoryUtilizationAlert	Working memory utilization % limit above which an alert will be generated	90	A number > 0	The condition must last for 5 mins
configserver.alerts.workingMemAlert	Working memory size limit in GB above which an alert will be generated	1	A number > 0	The condition must last for 5 mins
configserver.alerts.maxRestarts	A limit on number of container restarts in last 5 mins above which an alert will be generated	2	A number > 0	
service.type	Service type - ClusterIP/ NodePort/ LoadBalancer	ClusterIP	ClusterIP, NodePort, or LoadBalancer	
service.host	Host name of the service/config server	gvp-configserver-0	A valid Config Server name	

Parameter	Description	Default Value	Valid Values	Notes
service.port	Service port number	8888	A valid port number	
service.targetPort	Application port within the container	8888	A valid port number	
serviceHandler.port	Port of serviceHandler	8300	A valid port number	
secrets.imagePull	Secret names used for container image pulls	pureengage-docker-dev, pureengage-docker-staging	Valid secret names	
secrets.configServer.secretName	K8s secret name for Config Server	configserver-secret	A valid secret name	
secrets.configServer.configKey	K8s secret user key for Config Server	username	A valid user key	
secrets.configServer.passwordKey	K8s secret password key for Config Server	password	A valid password key	
secrets.postgres.dbName	Postgres DB name	gvp	A valid DB name key	
secrets.postgres.dbPort	Postgres DB port	5432	A valid DB port number	
secrets.postgres.secretName	K8s secret name for Postgres	postgres-secret	A valid secret name	
secrets.postgres.secretAdminUserKey	K8s secret user key for Postgres admin user	db-username	A valid DB user name key	
secrets.postgres.secretAdminPwdKey	K8s secret password key for Postgres admin user	db-password	A valid DB user password key	
secrets.postgres.secretHostKey	K8s secret hostname key for Postgres	db-hostname	A valid DB host name key	
secrets.postgres.secretDBNameKey	K8s secret DB name key for Postgres	db-name	A valid DB name key	
resources.requests.memory	Guaranteed memory allocation for CS container	128Mi	A valid k8s memory size value	
resources.requests.cpu	Guaranteed CPU allocation for CS container	100m	A valid k8s CPU unit value	
resources.limits.memory	Maximum amount of Memory K8s allocates for CS container	1Gi	A valid k8s memory size value	

Parameter	Description	Default Value	Valid Values	Notes
resources.limits.cpu	Maximum amount of CPU K8s allocates for CS container	1	A valid k8s CPU unit value	
podSecurityContext.seccompProfile.gid	Pod SecurityContext GID for volumes	500	A valid GID number	
podSecurityContext.runAsUser	Pod SecurityContext user ID for processes	500	A valid UID number	
podSecurityContext.runAsGroup	Pod SecurityContext primary group ID for processes	500	A valid GID number	
podSecurityContext.flags.noNewPrivileges	Pod SecurityContext flag to prevent running as non-root	true	true or false	
securityContext.*	Same as podSecurityContext settings above but for containers			See above
priorityClassName	K8s priorityClassName for the pod (optional parameter, but recommended)	(none)	A valid priority class name	
affinity	Affinity for pod assignment (optional parameter)	(none)	Valid affinity settings	
nodeSelector	Node selector labels	(none)	Valid nodeSelector settings	
tolerations	Settings for tolerations	(none)	Valid name:value pairs	
prometheus.createRules	Whether to create the Prometheus rules or not	true	true or false	
prometheus.logExporterPort	Port for allowing Prometheus scrapes for log exporter. Do not change.	8200	A valid port number	
prometheus.snmpExporterPort	Port for allowing Prometheus scrapes for SNMP exporter. Do not	9116	A valid port number	

Parameter	Description	Default Value	Valid Values	Notes
	change.			
grafana.enabled	Whether to create the Grafana dashboard or not	true	true or false	
grafana.k8sSidecarTargetDirectory	Directory in Grafana where the gvp dashboard should be stored. Internal to Genesys	/var/lib/grafana/dashboards/gvp	/var/lib/grafana/dashboards/gvp	
networkPolicies.enabled	Whether to enable network policies or not	false	true or false	
networkPolicies.dnsPort	Port for allowing DNS lookup. Do not change.	53	A valid port number	
dnsConfig.options.ndots	Required number of dots in an FQDN to trigger a DNS query	3	A valid number of dots	

Service Discovery

The following tables list the configurable parameters of the GVP SD chart and their default values.

Note: There may be other parameters that could be changed, but changing them is not recommended, unless you know exactly what you are doing. SD runs periodically, every SYNC_PERIOD.

Parameter	Description	Default Value	Valid Values	Notes
podLabels	Custom labels to be added for each pod	(none)	Valid set of labels as "name: value"	
podAnnotations	Custom annotations to be added for each pod	(none)	Valid set of annotations as "name: value"	
replicaCount	Number of replicas in deployment (should be 1 for SD)	1	A number > 0	
smtp	Whether SMTP is supported or not (for email)	allowed	allowed, or none	

Parameter	Description	Default Value	Valid Values	Notes
partOf	Namespace where the application is deployed	gvp	A string value for name space	
serviceName	Service name	gvp-sd		Not to be changed
image.registry	Image registry URL for the SD container	genesysengagedev.azurecr.io	A valid registry URI	
image.repository	Repository path for the SD container in the above registry	gvp/gvp_sd		
image.pullPolicy	Pull policy for the container	IfNotPresent	IfNotPresent or Always	
image.tag	Container version tag	{{.Chart.AppVersion}}	A valid tag number	
env.EXTERNAL_CONSUL_SERVER	Complete URL of an external Consul server, if used	none (empty)	URI such as https://consul.genesyscloud.com:8501	The port is included in this URL. If defined, env.CONSUL_PORT will not be used.
env.CONSUL_PORT	Consul Server port	8501	Valid port number	
env.CONFIG_SERVER_HOST	Name of the Config Server	gvp-configserver	Valid Config Server name	
env.CONFIG_SERVER_PORT	Port used by Config Server	8888	Valid port number	
env.CONFIG_SERVER_APP	Application name used for Config Server access	default	Valid application name	
env.HTTP_SERVER_PORT	Port used by the local HTTP Server (used for health checks)	8080	Valid port number	
env.METRICS_EXPORTER_PORT	Port used for metrics exporter	9090	Valid port number	
env.DEF_MCP_FOLDER	MCP apps CU (Configuration Unit) folder in Config Server (CS)	MCP_Configuration_Unit\MCP_LRG	Valid CU folder in CS	
env.TEST_MCP_FOLDER	MCP apps CU (Configuration Unit) folder for testing	MCP_Configuration_Unit_Test\MCP_LRG	Valid CU folder in CS	
env.SYNC_INIT_DELAY	Initial delay in ms before app is executed	10000	A Valid number of ms	
env.SYNC_PERIOD	Time in ms between successive executions	60000	A valid number of ms	

Parameter	Description	Default Value	Valid Values	Notes
env.MCP_PURGE_PERIOD_MINS	Time in minutes between attempts to purge extra MCPs in CME	0	A valid number of minutes	0 means, try every time
env.EMAIL_METERING_FACTOR	Error emails are sent once every this many SYNC_PERIODs	10	A valid number of seconds	
env.RECORDINGS_CONTAINER	Recordings container name to use in the Annex section of Transaction object in CME	recordings	A valid container name	
env.TENANT_KV_FOLDER	KV tenants folder name in Consul	tenants	A valid folder name	
env.TENANT_CONFIGMAP_FOLDER	Local folder to store tenant config files	/etc/config	A valid folder path	Should not be changed
env.SMTP_SERVER	SMTP server URI	smtp-relay.smtp.svc.cluster.local	A valid URI	
secrets.imagePull	Secret names used for container image pulls	pureengage-docker-dev, pureengage-docker-staging	Valid secret names	
secrets.configServer.k8s	Whether k8s secret is used or csi/vault is used for CS	true	true or false	
secrets.configServer.k8sSecretName	K8s secret name for Config Server	configserver-secret	Valid k8s secret name	
secrets.configServer.k8sUsername	K8s secret user for Config Server	username	Valid user name	
secrets.configServer.k8sPassword	K8s secret password for Config Server	password	Valid password	
secrets.configServer.vaultSecretName	Vault secret name for Config Server	/configserver-secret	Valid valult secret name	
secrets.configServer.vaultUsername	Vault secret user for Config Server	configserver-username	Valid user name	
secrets.configServer.vaultPassword	Vault secret password for Config Server	configserver-password	Valid password	
secrets.consul.k8s	Whether k8s secret is used or csi/vault is used for Consul	true	true or false	

Parameter	Description	Default Value	Valid Values	Notes
secrets.consul.k8s.tokenName	K8s token name for Consul	shared-consul-consul-gvp-token	Valid k8s token name	
secrets.consul.k8s.tokenKey	K8s token key for Consul	consul-consul-gvp-token	Valid k8s token key	
secrets.consul.vault.secretName	Vault secret name for Consul	/consul-secret	Valid k8s secret name	
secrets.consul.vault.secretKey	Vault secret key for Consul	consul-consul-gvp-token	Valid k8s secret key	
secrets.gtts.k8s	Whether k8s secret is used or csi/vault is used for GTTS	false	true or false	
secrets.gtts.k8sSecretName	K8s secret name for GTTS	gtts-secret	Valid k8s secret name	
secrets.gtts.EncryptedKey	K8s encrypted key for GTTS	encrypted-key	Valid k8s encrypted key	
secrets.gtts.PasswordKey	K8s secret password key for GTTS	password	Valid password key	
resources.requests.memory	Guaranteed memory allocation for SD container	128Mi	A valid k8s memory size value	
resources.requests.cpu	Guaranteed CPU allocation for SD container	100m	A valid k8s CPU unit value	
resources.limits.memory	Maximum amount of Memory K8s allocates for SD container	2Gi	A valid k8s memory size value	
resources.limits.cpu	Maximum amount of CPU K8s allocates for SD container	1000m	A valid k8s CPU unit value	
podSecurityContext.seccompProfile.type	Pod SecurityContext seccomp profile type	500	A valid GID number	
podSecurityContext.runAsUser	Pod SecurityContext user ID for processes	500	A valid UID number	
podSecurityContext.runAsGroup	Pod SecurityContext primary group ID for processes	500	A valid GID number	
podSecurityContext.runAsNonRoot	Pod SecurityContext flag to require running as non-	true	true or false	

Parameter	Description	Default Value	Valid Values	Notes
	root			
securityContext.*	Same as podSecurityContext settings above but for containers	(See above)		
priorityClassName	K8s priorityClassName for the pod (optional parameter, but recommended)	(none)	Valid priority class name	
affinity	Affinity for pod assignment (optional parameter)	(none)	Valid affinity settings	
nodeSelector	Node selector labels	(none)	Valid nodeSelector settings	
tolerations	Settings for tolerations	(none)	Valid name:value pairs	
prometheus.enabled	Whether to enable Prometheus scraping or not	true	true or false	
prometheus.podMonitor.enabled	Whether to enable Prometheus podMonitor rules or not	true	true or false	
networkPolicies.enabled	Whether to enable network policies or not	false	true or false	
dnsConfig.options.ndots	Required number of dots in an FQDN to trigger a DNS query	3	A valid number of dots	

Reporting Server

The following tables list the configurable parameters of the GVP Reporting Server chart and their default values.

Parameter	Description	Default	Valid values	Notes
replicaCount	Number of replicas in deployment	1		
image.gvprsrepository	Image repository location for RS container	pureengage-docker-staging.jfrog.io/gvp/gvp_rs		

Parameter	Description	Default	Valid values	Notes
image.snmprepository	Image repository location for snmp container	pureengage-docker-staging.jfrog.io/gvp/multicloud/gvp_snmp		
image.dbinitrepository	Image repository location for RS init container	pureengage-docker-staging.jfrog.io/gvp/gvp_rs_init		
imagePullSecrets.name	Image pull secret name	pureengage-docker-staging		
namespace	Namespace where the component is deployed	gvp	Per environment	
prometheus.metric.port	SNMP exporter port at which Prometheus would scrape data	9116	Same as default/ fixed	
service.restapiport	The RS rest API port	8080	Standard Port range : 1 to 65535. Changing this would require RS application configuration changes.	
service.activemqport	The RS ActiveMQ port	61616	Standard Port range : 1 to 65535. Changing this would require RS application configuration changes.	
service.envinjectport	Port used for reading secret details	443	Fixed	
service.dnsport	Port used for DNS resolution	53	Per environment	
service.configserver	The port of the GVP Configuration Server	8888	Per environment	
service.snmpport	The SNMP container port to which RS sends mib data	1705	Same as default/ fixed	
livenessValues.initialDelaySeconds	Initial delay before the liveness probe	30	Same as default/ fixed. It is not advisable to change the values unless instructed by Genesys.	

Parameter	Description	Default	Valid values	Notes
<code>livenessValues.periodSeconds</code>	The interval between each liveness probe request	120	Same as default/fixed. It is not advisable to change the values unless instructed by Genesys.	
<code>livenessValues.timeoutSeconds</code>	The timeout for each liveness probe request	3	Same as default/fixed. It is not advisable to change the values unless instructed by Genesys.	
<code>livenessValues.failureThreshold</code>	Threshold for liveness check failure and container restart	3	Same as default/fixed. It is not advisable to change the values unless instructed by Genesys.	
<code>readinessValues.path</code>	Readiness probe URI path	<code>/ems-rs/readiness</code>	Same as default/fixed. It is not advisable to change the values unless instructed by Genesys.	
<code>readinessValues.initialDelaySeconds</code>	Initial delay before the first readiness probe	10	Same as default/fixed. It is not advisable to change the values unless instructed by Genesys.	
<code>readinessValues.periodSeconds</code>	The interval between each readiness probe request	60	Same as default/fixed. It is not advisable to change the values unless instructed by Genesys.	
<code>readinessValues.timeoutSeconds</code>	The timeout for each readiness probe request	3	Same as default/fixed. It is not advisable to change the values unless instructed by Genesys.	
<code>readinessValues.failureThreshold</code>	Threshold for readiness check failure	3	Same as default/fixed. It is not advisable to change the values unless instructed by Genesys.	
<code>pvc.activemqAndLocalConfigPath</code>	ActiveMQ and local config cache path	<code>/billing/gvp-rs</code>	Same as default/fixed. It is not advisable to change the values	

Parameter	Description	Default	Valid values	Notes
			unless instructed by Genesys.	
resourceForRS.requestMemory	Guaranteed Memory allocation for RS container	4Gi		
resourceForRS.requestCpu	Guaranteed CPU allocation for RS container	600m		
resourceForRS.limitMemory	Maximum amount of Memory K8s allocates for RS container	13Gi		
resourceForRS.limitCpu	Maximum amount of CPU K8s allocates for RS container	1000m		
resoeuceForSnmp.requestMemory	Guaranteed Memory allocation for snmp container	500Mi		
resoeuceForSnmp.requestCpu	Guaranteed CPU allocation for snmp container	1000m		
resoeuceForSnmp.limitMemory	Maximum amount of Memory K8s allocates for snmp container	8Gi		
resoeuceForSnmp.limitCpu	Maximum amount of CPU K8s allocates for snmp container	1500m		
env.CFGAPP	The GVP configuration Server application name	default	Per environment	
env.GVP_RS_SERVICE_HOSTNAME	Hostname of the RS	gvp-rs.gvp.svc.cluster.local	Per environment - eg : .gvp.svc.cluster.local	
env.CFG_HOST	The Hostname of the GVP Configuration Server	gvp-configserver.gvp.svc.cluster.local	Per environment	
env.CFG_PORT	The port of the GVP Configuration Server	8888	Per environment	
env.CMDLINE	Command line set in the Start info tab of RS application	./rs_startup.sh	Same as default / fixed	
env.DBNAME	The name of the	gvp-rs	Per environment	

Parameter	Description	Default	Valid values	Notes
	RS DB to be used			
env.DBUSER	RSDB user which has read and write access on the DB	mssql	Per environment	
env.rsDbSharedUsername	RSDB username which has read-only access on the DB	mssqlreader	Per environment	
env.DBPORT	RS SQL server DB port	1433	Per environment	
env.ENVTYPE	Environment on which RS is going to be deployed	""		
env.GenesysIURegion	The region on which RS is going to be deployed	""		
env.localconfigcachePath	The local GVP Configuration Server cache path	/billing/gvp-rs/data/cache	. Changing this would require RS application configuration changes.	
env.HOSTFOLDER	The RS host object folder in GVP Configuration Server	Hosts		
env.HOSTOS	The OS of the Host on which RS is going to be deployed	CFGRedHatLinux	fixed	
env.LCAPORT	The LCA port to be set on the RS Host object	4999		
env.MSSQLHOST	The Hostname of the MSSQL server which contains the RS DB	mssql00-gvp-dev-westus2.privatelink.database.windows.net	mssql00-gvp--.privatelink.database.windows.net	
env.RSAPP	The name of the RS application object	azure_rs		
env.RSJVM_INITIALHEAPSIZE	The initial and minimum JVM heap size	500m	Per environment	
env.RSJVM_MAXHEAPSIZE	The maximum JVM heap size	1536m	Per environment	
env.RSFOLDER	The RS application folder in GVP Configuration Server	Applications		

Parameter	Description	Default	Valid values	Notes
env.RS_VERSION	The RS version to be set in the RS application	9.0.032.22		
env.STDOUT	Determines whether init container writes console logs or not	true		
env.WRKDIR	The RS working directory to be set on the RS application	/usr/local/genesys/rs/	. Changing this would require RS application configuration changes.	
env.SNMPAPP	The RS SNMP application name	azure_rs_snmp		
env.SNMP_WORKDIR	The SNMP working directory to be set on the SNMP application	/usr/sbin		
env.SNMP_CMDLINE	The SNMP command line to be set in the snmp application	snmpd	Same as default/ fixed	
env.SNMPFOLDER	The snmp application folder in GVP Configuration Server	Applications		

Reporting Server configuration options can be modified using values.yaml in the section **RS config**. For example, as below:

```
RSCONFIG:
  log:
    verbose: "trace"
    trace: "stdout"
```

Genesys recommends using the below configuration option for RS in values.yaml:

```
RSCONFIG:
  persistence:
    rs.storage.metricsfilter: "0-15,25,36,52-55,74,136-141,148-151"
```

Resource Manager

The following tables list the configurable parameters of the GVP RM chart and their default values.

Note: There is a typo in names of a few parameters in the table. "resource" is spelt "resouece". Regardless of the typo, the parameters function correctly. The typo will be corrected in a future version.

Parameter	Description	Default	Valid values	Notes
replicaCount	Number of replicas in deployment	2		
image.gvprmrepository	Image repository location for RM container	pureengage-docker-staging.jfrog.io/gvp/gvp_rm		
image.cfghandlerrepository	Image repository location for cfghandler container	pureengage-docker-staging.jfrog.io/gvp/gvp_rm_cfghandler		
image.snmprepository	Image repository location for snmp container	pureengage-docker-staging.jfrog.io/gvp/multicloud/gvp_snmp		
image.gvprmtestrepository	Image repository location for gvprmtest container	pureengage-docker-staging.jfrog.io/gvp/gvp_rm_test		
image.pullSecret	Image pull secret	pureengage-docker-staging		
namespace	Namespace where the component is deployed	gvp	As per Environment	
prometheus.metric.port	SNMP exporter port at which Prometheus would scrape data	9116	same as default/fixed	
prometheus.log.port	Log exporter port at which Prometheus would scrape data	8200		
service.port	RM service port	5060	Changing this would require RM application configuration changes.	
service.rmHealthCheckAPIPort	Node JS server port for liveness and readiness probes	8300		
livenessValues.path	Liveness probe URI path	/rm/liveness	Same as default/fixed. The values are not advisable to be changed unless instructed by genesys.	
livenessValues.initialDelaySeconds	Initial delay before the first liveness	60	Same as default/fixed. The values	

Parameter	Description	Default	Valid values	Notes
	probe		are not advisable to be changed unless instructed by genesys.	
<code>livenessValues.periodSeconds</code>	The interval between each liveness probe request	90	Same as default/fixed. The values are not advisable to be changed unless instructed by genesys.	
<code>livenessValues.timeoutSeconds</code>	The timeout for each liveness probe request	20	Same as default/fixed. The values are not advisable to be changed unless instructed by genesys.	
<code>livenessValues.failureThreshold</code>	Threshold for liveness check failure and container restart	3	Same as default/fixed. The values are not advisable to be changed unless instructed by genesys.	
<code>readinessValues.path</code>	Readiness probe URI path	<code>/rm/readiness</code>	Same as default/fixed. The values are not advisable to be changed unless instructed by genesys.	
<code>readinessValues.initialDelaySeconds</code>	Initial delay before the first readiness probe	10	Same as default/fixed. The values are not advisable to be changed unless instructed by genesys.	
<code>readinessValues.periodSeconds</code>	The interval between each readiness probe request	60	Same as default/fixed. The values are not advisable to be changed unless instructed by genesys.	
<code>readinessValues.timeoutSeconds</code>	The timeout for each readiness probe request	20	Same as default/fixed. The values are not advisable to be changed unless instructed by genesys.	
<code>readinessValues.failureThreshold</code>	Threshold for readiness check failure	3	Same as default/fixed. The values are not advisable to be changed unless instructed by genesys.	

Parameter	Description	Default	Valid values	Notes
env.cfghandler.CFGSERVER	Primary Configuration Server	gvp-configserver.gvp.svc.cluster.local	Per environment	
env.cfghandler.CFGSERVERBACKUP	Backup Configuration Server	gvp-configserver.gvp.svc.cluster.local	Per environment	
env.cfghandler.CFGPORT	Configuration Server port	8888	Per environment	
env.cfghandler.CFGSERVER	Configuration Server name for login	default	Per environment	
env.cfghandler.RMAPP	Prefix to RM application name	azure_rm		
env.cfghandler.RMFOLDER	RM application folder in Configuration Server	Applications\ RM_MicroService\ RM_Apps		
env.cfghandler.HOSTFOLDER	RM host folder in Configuration Server	Hosts\ RM_MicroService		
env.cfghandler.MCPFOLDER	MCP CU and LRG Folder to which RM points to	MCP_Configuration_Unit\ MCP_LRG		
env.cfghandler.SNMPFOLDER	SNMP application folder in Configuration Server	Applications\ RM_MicroService\ SNMP_Apps		
env.cfghandler.EnvironmentType	Environment on which RM is going to be deployed	prod		
env.cfghandler.CONFIGSERVERAPP	Configuration Server application to be tied to RM	confserv	Per environment	
env.cfghandler.RSAPP	RS application to be tied to RM	azure_rs		
env.cfghandler.SNMPAPP	SNMP application to be tied to RM	azure_rm_snmp		
env.cfghandler.STDOUT	Determines whether init container writes console logs or not	true		
env.cfghandler.VOICEMAILSERVICEIDNUMBER	voicemail number for tenant creation	5551111		
resourceForRM.requestMemory	Guaranteed Memory allocation for RM container	4Gi		

Parameter	Description	Default	Valid values	Notes
resourceForRM.requests	Guaranteed CPU allocation for RM container	2000m		
resourceForRM.limits.memory	Maximum amount of Memory K8s allocates for RM container	14Gi		
resourceForRM.limits.cpu	Maximum amount of CPU K8s allocates for RM container	4000m		
resouceForSnmp.resources.memory	Guaranteed Memory allocation for snmp container	500Mi		
resouceForSnmp.requests	Guaranteed CPU allocation for snmp container	1000m		
resouceForSnmp.limits.memory	Maximum amount of Memory K8s allocates for snmp container	8Gi		
resouceForSnmp.limits.cpu	Maximum amount of CPU K8s allocates for snmp container	1500m		
fluentBitSidecar.enabled	Enable/disable fluentBit sidecar for console logging	false	true or false	Warning: The fluent-bit sidecar feature is being provided as-is w/o support and requires a third-party container image that Genesys does not provide or support.
rmLogStorage.volumePersistentVolume	Enable/disable Persistent Volume (PV) for logging	false	true or false	
rmLogStorage.volumeClaimName	Storage class for PV claimer of log storage	disk-premium	A valid PVC storage class name	
rmLogStorage.volumeType	Log storage PVC access mode	ReadWriteOnce	A valid PVC storage access mode	
rmLogStorage.volumeType.persistentVolumeClaimSize	Size of log storage of PVC type	50Gi	A valid storage size	
rmLogStorage.volumeType.path.enabled	Enable/disable log path for logging	true	true or false	

Parameter	Description	Default	Valid values	Notes
rmLogStorage.volume.type.enabled	Enable/disable logging	true	true or false	
rmLogStorage.volume.hostPath.path	Log storage host path for RM logs	/mnt/log	A valid storage path	Do not change, as other resources may depend on this.
rmLogStorage.volume.type.enabled	Enable/disable logging	false	true or false	

Resource Manager configuration options can be modified using `values.yaml` in the section **RM config**. For example, as below:

```
RMCONFIG:
  log:
    verbose: "trace"
```

Media Control Platform

The following tables list the configurable parameters of the GVP MCP chart, their default values, etc.

Note:

- There may be other parameters that could be changed, but changing them is not recommended, unless you know exactly what you are doing.
- You must set `mcp.sipPort` to 5070. This limitation will be addressed in a future release.
- All the necessary overrides exist allowing for integration with Nuance V11 running on VMs. Using overrides in this manner requires network connectivity between the Kubernetes cluster and host(s) running Nuance. For more details on this integration option, refer to Nuance 11 GVP case study.

Parameter	Description	Default Value	Valid Values	Notes
podLabels	Custom labels to be added for each pod	(none)	Valid set of labels as "name: value"	
podAnnotations	Custom annotations to be added for each pod	(none)	Valid set of annotations as "name: value"	
deploymentEnv	Name of environment - should start with dev, stage, or prod	"UPDATE_ENV" (dummy)	A valid environment name	The prefix is used to determine the configuration map to use. It may also be used by the deployment

Parameter	Description	Default Value	Valid Values	Notes
				pipeline.
replicaCount	Number of minimum replicas required in the deployment 2	A number > 0	2 or higher is recommended for HPA or rolling upgrade with podDisruptionBudget	
podManagementPolicy	Pod Management Policy for Launch/Termination	Parallel	Parallel or OrderedReady	
terminationGracePeriod	Time to wait for graceful shutdown	3600 seconds	A valid time value	
dashboardReplicaSelector	This value is used to filter MCP replica sets or PVCs in Grafana over dashboards. The default is the full Chart name.	(node)	A valid filter string	
partOf	Namespace where the application is deployed	gvp	A string value	
image..registry	Image registry URL for the container	genesysengagedev.azurecr.io	A valid registry URI	
image..repository	Repository path for the container in the above registry	gvp/multicloud/ gvp_mcp, gvp/ multicloud/ gvp_mcp_servicehandler, gvp/multicloud/ gvp_mcp_confighandler, gvp/multicloud/ gvp_snmp, or cce/ recording-provider	A valid repository path/name	
image..pullPolicy	Pull policy for the container	IfNotPresent	IfNotPresent or Always	
image..tag	Container version tag	{{.Chart.AppVersion}}, or a particular tag for some containers - see values.yaml	A valid tag string	
mcp.sipPort	SIP port used by MCP	5070	A valid port number	This has to match MCP configuration
mcp.sipProtocol	SIP transport Protocol used by MCP	TCP	A valid transport protocol	Has to match MCP configuration
mcp.logicalResourceGroup	Name of the LRG in the Config Server	MCP_Configuration_	A valid LRG name	
mcp.alerts.*	Threshold value	A number	A number > 0	This value may

Parameter	Description	Default Value	Valid Values	Notes
	for each MCP alert			require tuning
mcpsnmp.logPrefixName	Prefix of the MCP log files to query, should be MCP	MCP	A valid MCP log file prefix	
rup.rupVolume.storageClass	Storage class for PVCs of RUP volume	disk-premium	A valid PVC storage class name	
rup.rupVolume.accessModes	PVC access mode of RUP volume	ReadWriteOnce	A valid PVC storage access mode	
rup.rupVolume.volumeSize	Size of RUP volume	40Gi	A valid storage size	
rup.recordingsFolder	RUP recordings folder	/pvolume/recordings	Recordings folder used MCP and RUP	Do not change
rup.recordingsCache	Recordings cache folder, where MCP creates recordings files	/pvolume/recording_cache	Recordings cache folder used MCP and RUP	Do not change
rup.decommisionDestType	Destination type for RUP recordings on decommision/shutdown	WebDAV	A valid destination type	
rup.decommisionDestWebdavUrl	WebDAV destination URL to be used on decommision	http://gvp-central-rup:8180	A valid URL	
rup.diskFullDestType	Destination type for RUP recordings on disk-full condition	WebDAV	A valid destination type	
rup.diskFullDestWebdavUrl	WebDAV destination URL to be used on disk-full condition	http://gvp-central-rup:8180	A valid URL	
rup.cpUrl	RUP Conversation Provider URL	http://cce-conversation-provider.cce.svc.cluster.local	A valid URL	
rup.unrecoverableLostAction	Action for unrecoverable/lost recordings	uploadtodefualt	A valid action type	
rup.unrecoverableDestType	Destination type for RUP unrecoverable/lost recordings	Azure	A valid destination type	
rup.unrecoverableDestAzureAccountName	Account name for RUP lost recordings for Azure dest type	gvpwestus2dev	Azure account name	

Parameter	Description	Default Value	Valid Values	Notes
rup.unrecoverableDestAzureContainerName	Container name for RUP lost recordings for Azure dest type	ccerp-unrecoverable	A container name	
rup.logJsonEnable	Enable RUP logging in Json format	true	true or false	
rup.logLevel	Log level for RUP file logging	INFO	A valid Java log level string	
rup.logConsoleLevel	Log level for RUP console logging	INFO	A valid Java log level string	
rup.resources.requests.memory	Guaranteed memory allocation for RUP container	120Mi	A valid k8s memory size value	
rup.resources.requests.cpu	Guaranteed CPU allocation for RUP container	100m	A valid k8s CPU unit value	
rup.resources.requests.storage	Ephemeral storage size for RUP container	10Gi	A valid k8s storage size	
rup.resources.limits.memory	Maximum amount of Memory K8s allocates for RUP container	2Gi	A valid k8s memory size value	
rup.resources.limits.cpu	Maximum amount of CPU K8s allocates for RUP container	1000m	A valid k8s CPU unit value	
recordingStorage.storageClass	Storage class for PVC of recording storage	disk-premium	A valid PVC storage class name	
recordingStorage.accessMode	PVC access mode of recording storage	ReadWriteOnce	A valid PVC storage access mode	
recordingStorage.volumeSize	Size of recording volume of PVC type	40Gi	A valid storage size	
fluentBitSidecar.enabled	Enable/disable FluentBit sidecar for console logging	false	true or false	Warning: The fluent-bit sidecar feature is being provided as-is w/o support and requires a third-party container image that Genesys does not provide or support.
mcpLogStorage.volumeType	Enable/disable Persistent Volume	false.enabled	true or false	

Parameter	Description	Default Value	Valid Values	Notes
	(PV) for logging			
mcpLogStorage.volumeType.persistentVdisk-premiumClass	Storage class for PV type of log storage		A valid PVC storage class name	
mcpLogStorage.volumeType.persistentVReadWriteOnceodes	Log storage PVC access mode		A valid PVC storage access mode	
mcpLogStorage.volumeType.persistentV50Gi3.volumeSize	Size of log storage of PVC type		A valid storage size	
mcpLogStorage.volumeType.persistentVPath.enabled	Enable/disable host path for logging		true or false	
mcpLogStorage.volumeType.persistentVPath.pa/mnt/log	Log storage host path for MCP logs		A valid storage path	Do not change, as other resources may depend on this
mcpLogStorage.volumeType.persistentVPath.dir.enabled	Enable/disable host path dir for logging		true or false	
serviceHandler.serviceHandlerPort	Port of serviceHandler	8300	A valid port	Do not change, as other resources may depend on this
serviceHandler.consulExternalHost	External Consul host used	''	A valid host FQDN or address	
serviceHandler.consulServicePort	Consul service port	8501	A valid port	Do not change, as other resources may depend on this
serviceHandler.registrationInterval	Consul registration interval in ms	10000	Time in milliseconds	
serviceHandler.mcpHealthCheckInterval	Consul Health Check interval	30s	A time value	
serviceHandler.mcpHealthCheckTimeout	Consul Health Check timeout	10s	A time value	
configServer.host	GVP Config Server host name	gvp-configserver	Name of Config Server	
configServer.port	GVP Config Server port number	8888	Service port of Config Server	
configServer.app	GVP Config Server application name	default	A valid Config Server application name	
secrets.imagePull	Secret names used for container image pulls	pureengage-docker-dev, pureengage-docker-staging	Valid secret names	

Parameter	Description	Default Value	Valid Values	Notes
secrets.configServer.k8s	Whether k8s secret is used or csi/vault is used for CS	true	true or false	
secrets.configServer.secretName	K8s secret name for Config Server	configserver-secret	A valid secret name	
secrets.configServer.keyDBKey	K8s secret DB user for Config Server	username	A valid user key	
secrets.configServer.passwordKey	K8s secret DB password key for Config Server	password	A valid password key	
secrets.configServer.csiSecretProviderClass	CSI secret provider class for Config Server	keyvault-gvp-gvp-configserver-secret	A valid csiSecretProviderClass attribute string	
secrets.consul.k8s	Whether k8s secret is used or csi/vault is used for Consul	true	true or false	
secrets.consul.secretName	K8s secret name for Consul	shared-consul-consul-gvp-token	A valid secret name	
secrets.consul.secretKey	K8s secret key for Consul	consul-consul-gvp-token	A valid secret key	
secrets.consul.csiSecretProviderClass	CSI secret provider class for Consul	keyvault-consul-consul-gvp-token	A valid csiSecretProviderClass attribute string	
resourcesMcp.requests.memory	Guaranteed memory allocation for MCP container	500Mi	A valid k8s memory size value	
resourcesMcp.requests.cpu	Guaranteed CPU allocation for MCP container	250m	A valid k8s CPU unit value	
resourcesMcp.requests.storage	Ephemeral storage size for MCP container	10Gi	A valid storage size	
resourcesMcp.limits.memory	Maximum amount of Memory K8s allocates for MCP container	8Gi	A valid k8s memory size value	
resourcesMcp.limits.cpu	Maximum amount of CPU K8s allocates for MCP container	4000m	A valid k8s CPU unit value	
resourcesDefault.requests.memory	Guaranteed memory allocation for other/default container	120Mi	A valid k8s memory size value	

Parameter	Description	Default Value	Valid Values	Notes
resourcesDefault.requests.cpu	Guaranteed CPU request for default container	100m	A valid k8s CPU unit value	
resourcesDefault.limits.memory	Maximum amount of Memory K8s allocates for default container	128Mi	A valid k8s memory size value	
resourcesDefault.limits.cpu	Maximum amount of CPU K8s allocates for default container	100m	A valid k8s CPU unit value	
podSecurityContext.seccompProfile.type	Pod SecurityContext seccompProfile type	500	A valid GID number	
podSecurityContext.runAsUser	Pod SecurityContext User ID for processes	500	A valid UID number	
podSecurityContext.runAsGroup	Pod SecurityContext primary Group ID for processes	500	A valid GID number	
podSecurityContext.flags.noNewPrivileges	Pod SecurityContext flag to require not running as non-root	true	true or false	
securityContext.*	Same as podSecurityContext settings above but for containers	(See above)		
priorityClassName	K8s priorityClassName for the pod (optional parameter, but recommended)	(none)	A valid priority class name	
affinity	Affinity for pod assignment (optional parameter)	(none)	Valid affinity settings	
nodeSelector	Node selector labels	genesysengage.com/ nodepool: realtime	Valid nodeSelector settings	
tolerations	Settings for tolerations	key: "k8s.genesysengage.com/ nodepool", operator: Exists, effect: NoSchedule	Valid name:value pairs	

Parameter	Description	Default Value	Valid Values	Notes
hpa.enabled	A 'true' value enables HPA (HPA needs to be enabled when Keda is enabled)	true	true or false	
hpa.maxReplicas	Number of maximum replicas	4	A number >= replicaCount	
hpa.targetCPUAverageUtilization	CPU utilization target utilization percentage	20	A number 1 to 100	
hpa.scaleupPeriod	Time period in seconds to use with "scaleupPods" as well as "scaleupPercent"	15	A number >= 1	
hpa.scaleupPercent	Maximum percentage of replicas allowed to be scaled up in "scaleupPeriod"	50	A number 1 to 100	
hpa.scaleupPods	Maximum number of replicas allowed to be scaled up in "scaleupPeriod"	4	A number >= 1	
hpa.scaleupStabilizationWindow	Stabilization window in seconds for scale-ups	0	A number >= 0	0 is recommended
hpa.scaleupPolicy	Scale-up policy allowing minimum or maximum change in replica count	Max	Min, Max, or Disabled	
hpa.scaledownPeriod	Time period in seconds to use with "scaledownPods" as well as "scaledownPercent"	300	A number >= 1	
hpa.scaledownPercent	Maximum percentage of replicas allowed to be scaled down in "scaledownPeriod"	10	A number 1 to 100	
hpa.scaledownPods	Maximum number of replicas allowed to be scaled down in "scaledownPeriod"	2	A number >= 1	
hpa.scaledownStabilizationWindow	Stabilization window in seconds	3600	A number >= 0	

Parameter	Description	Default Value	Valid Values	Notes
	for scale-downs			
hpa.scaledownPolicy	Scale-down policy allowing minimum or maximum change in replica count	Min	Min, Max, or Disabled	
hpa.keda.enabled	Whether to enable Keda with HPA for auto scaling or not.	true	true or false	HPA must be enabled when Keda is enabled
hpa.keda.preScaleStart	Cron schedule for starting Keda scaling	0 14 * * *	A valid string with cron schedule	
hpa.keda.preScaleEnd	Cron schedule for ending Keda scaling	0 2 * * *	A valid string with cron schedule	
hpa.keda.preScaleDesiredReplicas	Number of desired replicas for Keda scaling	4	A valid number > 1	
hpa.keda.pollingInterval	Interval for polling Keda trigger source, in seconds	15	Number of seconds	
hpa.keda.cooldownPeriod	Seconds to wait after last trigger before scaling down	300	Number of seconds	
prometheus.enabled	Whether to enable Prometheus scraping or not	true	true or false	
prometheus.podMonitor.enabled	Whether to enable Prometheus podMonitor rules or not	true	true or false	
grafana.enabled	Whether to enable Grafana dashboard or not	false	true or false	
podDisruptionBudget.enabled	Enable or disable podDisruptionBudget	true	true or false	
podDisruptionBudget.maxUnavailable	Maximum number of pods that can be unavailable during a rolling update	1	A number >= 1	
networkPolicies.enabled	Whether to enable network policies or not	false	true or false	
dnsConfig.options.numberOfDots	Required number of dots in an FQDN to trigger a DNS	3	A valid number of dots	

Parameter	Description	Default Value	Valid Values	Notes
	query			

The following chart parameters are MCP configurable options in the ConfigMap that can be overridden.

Parameter	Description	Default Value	Valid Values	Notes
mcpConfig.mcp.ems.delivered_to_metrics	Specifies the default filter for metrics to be delivered to the Reporting Server for Call Events reporting.	0-15,25,36,52-55,74,136-141,148-151	Comma separated list of metric values or ranges. A metric value must be between 0 and 151 inclusive. The values * and blank are also allowed.	
mcpConfig.mcp.ems.dc.enableSOA	This flag determines if the Data Collection Sink is configured to perform Service Quality analysis.	false	True or false	
mcpConfig.mcp.mpc.dispatch_threads	Number of media dispatch threads	4	A number >= 1	2 or more matching CPU cores is recommended
mcpConfig.mcp.log.verbose_level	MCP log verbose level	interaction	all, debug, trace, interaction, or standard	
mcpConfig.mcp.mpc.codec_support	List of codecs to support	pcmu pcma telephone-event	Any combination of: pcmu, pcma, g722, opus, g726, g729, gsm, amr, amr-wb, tfci, h263, h263-1998, h264, vp8 or telephone-event	
mcpConfig.mcp.mpc.transcoders_to_enable	List of transcoders to enable	PCM MP3	Any combination of: G722, GSM, G726, G729, AMR, AMR-WB, MP3, OPUS, H263, H264 and VP8, or "none"	
mcpConfig.mcp.mpc.playcache.enable	Enable or disable media play cache	1	0 or 1	0 - disable, 1 - enable
mcpConfig.mcp.fm.http_proxy	Address of HTTP proxy to be used	(none)	A valid address, possibly with port	
mcpConfig.mcp.fm.https_proxy	Address of HTTPS proxy to be used	(none)	A valid address, possibly with port	
mcpConfig.nexus_asr1_pool_size	Size of Nexus ASR1 pool	0	`0` or a positive number	A `0` value disables this

Parameter	Description	Default Value	Valid Values	Notes
				resource pool
mcpConfig.nexus_asr1.provision.vrm.client.resource.uri	A list/array of URIs within square brackets delimited by commas	["ws://nexus-production.nexus.svc.cluster.local/nexus/v3/bot/connection"]	A valid list of URIs	
mcpConfig.nexus_asr1.provision.vrm.client.resource.type	The type of resource	ASRC	ASRC	Do not change
mcpConfig.nexus_asr1.provision.vrm.client.resource.name	The name of the resource	ASRC	ASRC	Do not change
mcpConfig.nexus_asr1.provision.vrm.client.resource.engine	A list of engine names	nexus	nexus	This name is used by the application
mcpConfig.nexus_asr1.provision.vrm.client.resource.engine.name	Name of the audio codec used	mulaw	nexus.audio.codec	Only "mulaw" supported currently
mcpConfig.nexus_asr1.provision.vrm.client.resource.engine.samplerate	Audio sampling rate	8000	8000	nexus.audio.samplerate Do not change
mcpConfig.nexus_asr1.provision.vrm.client.resource.engine.enableMaxSpeechChange	Whether to enable MaxSpeechChange or not	true	true or false	Do not change
mcpConfig.nexus_asr1.provision.vrm.client.resource.engine.serviceAccountKey	The string value of service account key	(none)	A valid key, or empty if no serviceAccountKey needed	
mcpConfig.nexus_asr1.provision.vrm.client.resource.privateKey	The private key to use with the resource, if needed	(none)	A valid key	
mcpConfig.nexus_asr1.provision.vrm.client.resource.proxyUri	The proxy URI to use	(none)	A valid URI	
mcpConfig.nexus_asr1.provision.vrm.client.transportProtocol	Transport protocol used with the server	WEBSOCKET	WEBSOCKET	Do not change

Configuring MCPs to connect to Nexus (for Bot use cases)

- Set one or more URIs for Nexus service using parameter `mcpConfig.nexus_asr1.provision.vrm.client.resource.uri`, separated by commas.
- Set the value of `mcpConfig.nexus_asr1.pool.size` to the number of Nexus service URIs in the previous step.

Note: To test the connectivity between the MCP's network and the Nexus service, you could use a program like 'curl'. Though the service would return a 404 error for the HTTP request, this would tell you if a connection could be made between the two. Here is an example of a curl request to Nexus:

```
$ curl -v https://nex-2.genhtcc.com/api/v1beta/asrConnector/openConnection
...
* Connected to nex-2.genhtcc.com (xx.yyy.zzz.172) port 443 (#0)
...
> GET /api/v1beta/asrConnector/openConnection HTTP/2
> Host: nex-2.genhtcc.com
```

```

> User-Agent: curl/7.61.1
> Accept: */*
>
* Connection state changed (MAX_CONCURRENT_STREAMS == 128)!

```

Configure Kubernetes

Media Control Platform

Secrets

Secrets used by MCP:

Secret Name	Secret key	Type of secret	Notes
secrets.configServer.secretName	secrets.configServer.dbUsername	Kubernetes	GVP Configuration Server username
	secrets.configServer.dbPassword	Kubernetes	GVP Configuration Server password
secrets.consul.secretName	secrets.consul.secretKey	Kubernetes	Consul token

ConfigMaps

The following ConfigMaps are used:

ConfigMap	Used by	Notes
-mcp-config	confighandler, gvp-mcp	Template for MCP configuration
-log-alerts-dashboard	Grafana	Dashboard for MCP alerts based on parsing MCP logs
-utilization-dashboard	Grafana	Dashboard for MCP utilization

Resource Manager

ConfigMaps

ConfigMap	Used by	Notes
-configmap	cfghandler, gvp-rm	Template for RM configuration

Secrets

Secret Name	Secret key	Type of secret	Notes
secrets.configserverProviderClassName	cfgSecretFileNameForCfgUsername	Kubernetes	GVP Configuration Server username
	cfgSecretFileNameForCfgPassword	Kubernetes	GVP Configuration

Secret Name	Secret key	Type of secret	Notes
			Server password

Service Discovery

ConfigMaps

The following config maps are used:

ConfigMap	Used by	Notes
tenant-inventory	gvp-sd	Tenant information to be synced in GVP Configuration Server

Secrets

Secret Name	Secret key	Type of secret	Notes
secrets.configServer.secretName	secrets.configServer.dbUsername	Kubernetes	GVP Configuration Server username
	secrets.configServer.dbPassword	Kubernetes	GVP Configuration Server password
secrets.consul.k8sTokenName	secrets.consul.k8sTokenKey	Kubernetes	Consul token in k8s
secrets.consul.vaultSecretName	secrets.consul.vaultSecretKey	CSI	Consul token in CSI

Reporting Server

ConfigMaps

ConfigMap	Used by	Notes
	init, gvp-rs	Template for RS configuration

Secrets

Secret Name	Secret key	Type of secret	Notes
secrets.configserverProviderClassName	cfgSecretFileNameForCfgUsername	Kubernetes	GVP Configuration Server username
	cfgSecretFileNameForCfgPassword	Kubernetes	GVP Configuration Server password

Secret Name	Secret key	Type of secret	Notes
secret.rsSecretName	dbadminsecretFileName	Kubernetes	RS DB Password
	dbreadersecretFileName	Kubernetes	RS DB Password

SQLServer password is created as Kubernetes secrets and is used by Reporting Server for connecting with SQL DB. They will be mounted as a Volume in RS init / RS container for DB initialization and DB connection

1. SQL secrets should be created in the Cluster with admin and reader passwords.

1. RS admin file name - RS admin password created during DB deployment which will be used reporting server.
2. RS reader file name - Random password string which will be associated to 'read-only' user created by RS init container. They will be shared to BDS namespace for billing purposes

To use Kubernetes secret, set the following parameter to 'false'.

```
secret: keyVaultSecret: false
```

GVP Configuration Server

ConfigMaps

N/A

Secrets

Secrets used by GVP Configuration Server:

Secret Name	Secret key	Type of secret	Notes
secrets.postgres.secretName	secrets.postgres.secretHostName	Kubernetes	Database hostname
	secrets.postgres.secretDbName	Kubernetes	Database name
	secrets.postgres.secretAdminUser	Kubernetes	Database admin user
	secrets.postgres.secretAdminPassword	Kubernetes	Database password

Secrets to be created after GVP Configuration Server deployment:

Secret Name	Secret key	Type of secret	Notes
secrets.configServer.secretName	secrets.configServer.dbUsername	Kubernetes	GVP Configuration Server username
	secrets.configServer.dbPassword	Kubernetes	GVP Configuration Server password