Genesys Web Services and Applications Private Edition Guide

Configure GWS Services

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Contents

Learn how to configure GWS Services.

Related documentation:

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Create API clients

Use the Genesys Authentication operations API to create API clients for GWS services. Refer to the **API clients** table for the **name** and **client_id** values you must use in the API request. Make note of **encrypted_client_secret** in the responses - you need this value to set the related parameter in Override Helm chart values.

API clients

Service	name	client_id	Helm chart parameter
GWS Provisioning Service	gws-app-provisioning	gws-app-provisioning	secrets.gws-app-provisioning-client-secret
GWS Workspace Service	gws-app-workspace	gws-app-workspace	secrets.gws-app-workspace-client-secret
GWS Chat Service	gws-platform-chat	gws-platform-chat	secrets.gws-platform-chat-client-secret
GWS Configuration Service	gws-platform-configuration	gws-platform-configuration	secrets.gws-platform-configuration-client-secret
GWS Data Collector Service	gws-platform-datacollector	gws-platform-datacollector	secrets.gws-platform-datacollector-client-secret
GWS Interaction Service	gws-platform-ixn	gws-platform-ixn	secrets.gws-platform-ixn-client-secret
GWS OCS Service	gws-platform-ocs	gws-platform-ocs	secrets.gws-platform-ocs-client-secret
GWS Setting Service	gws-platform-setting	gws-platform-setting	secrets.gws-platform-setting-client-secret
GWS Statistics Service	gws-platform-statistics	gws-platform-statistics	secrets.gws-platform-statistics-client-secret

Service	name	client_id	Helm chart parameter
GWS UCS Service	gws-platform-ucs	gws-platform-ucs	secrets.gws-platform-ucs-client-secret
GWS Voice Service	gws-platform-voice	gws-platform-voice	secrets.gws-platform-voice-client-secret

Configure a secret to access JFrog

If you haven't done so already, create a secret for accessing the JFrog registry:

```
kubectl create secret docker-registry  --docker-server= --docker-username= --docker-password=
--docker-email=
```

Now map the secret to the default service account:

```
kubectl secrets link default  --for=pull
```

Override Helm chart values

You can specify parameters for the deployment by overriding Helm chart values in the **values.yaml** file. See the tables below for a full list of overridable values available for each container in GWS services.

For more information about how to override Helm chart values, see Overriding Helm chart values.

Global parameters

Parameter	Description	Valid values	Default
podLabels	Custom labels for each pod.	A valid set of labels as "name: value"	{}
podAnnotations	Custom annotations for each pod.	A valid set of labels as "name: value"	{}
imageGlobals.registry	The Docker registry from which Kubernetes pulls images.	A valid registry URL	""
imageGlobals.pullPolicy	Specifies when Kubernetes pulls images from the registry on start up.	IfNotPresent or Always	"Always"
imageGlobals.imagePullSecrets	The secret Kubernetes uses to get credentials to pull images from the registry.	A valid secret	[]
deploymentGlobals.depl	A suffix for the names of	Any lowercase	"live"

Parameter	Description	Valid values	Default
oymentTag	Kubernetes objects created by the Helm chart.	alphanumeric value up to 8 characters long.	
deploymentGlobals.strategy	The strategy GWS uses to upgrade its containers.	RollingUpdate or Recreate	"RollingUpdate"
deploymentGlobals.location	Location of the deployment.	A valid location	"/USW1"
deploymentGlobals.securityContext.runAsNonRoot	Specifies whether the container must run as a non-root user.	true or false	true
deploymentGlobals.securityContext.runAsUser	The user ID to run the entry point of the container process.	A valid user ID or null	500
deploymentGlobals.securityContext.runAsGroup	The group ID to run the entry point of the container process.	A valid group ID or null	500
deploymentGlobals.securityContext.fsGroup	A supplemental group ID that applies to all containers in a pod.	A valid group ID or null	500
serviceGlobals.type	The service type for all services.	ClusterIP, NodePort, or LoadBalancer	"ClusterIP"
serviceGlobals.labels	Custom labels to be added for all services.	A valid set of labels as "name: value"	{}
serviceGlobals.annotations	Custom annotations to be added for all services.	A valid set of annotations as "name: value"	{}
nodeSelector	The labels Kubernetes uses to assign pods to nodes.	Valid nodeSelector settings. See the Kubernetes documentation for details.	{}
tolerations	The tolerations Kubernetes uses for advanced pod scheduling.	Valid tolerations settings. See the Kubernetes documentation for details.	{}
dnsConfig	The DNS configuration for pods.	Valid DNS configuration settings. See the Kubernetes documentation for details.	{}
topologySpreadConstraints	In Kubernetes, topology spread constraints are used to control how Pods are spread across the cluster among failure-domains such as regions, zones, nodes,	Valid topology spread constraints settings. See the Kubernetes documentation for details.	{}

Parameter	Description	Valid values	Default
	and other user-defined topology domains. This helps to achieve high-availability as well as efficient resource utilization.		

GWS Provisioning Service parameters

Parameter	Description	Valid values	Default
gwsServices.gwsAppProvisioning.name	The name of the container deployment.	String	"gws-app-provisioning"
gwsServices.gwsAppProvisioning.appType	The type of application in this container.	nodejs, java, or frontend	"nodejs"
gwsServices.gwsAppProvisioning.image.registry	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides imageGlobals.registry.	A valid registry URL	""
gwsServices.gwsAppProvisioning.livenessProbe.enable	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true
gwsServices.gwsAppProvisioning.livenessProbe.failureThreshold	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
gwsServices.gwsAppProvisioning.livenessProbe.successThreshold	Minimum consecutive successes for the probe to be considered successful after having failed. The default is 1, which is required for liveness and startup.	1 or greater	1
gwsServices.gwsAppProvisioning.livenessProbe.initialDelaySeconds	Number of seconds after the container has started before liveness probes are initiated.	Number	120
gwsServices.gwsAppProvisioning.livenessProbe.periodSeconds	How often (in seconds) to perform the probe.	1 or greater	30
gwsServices.gwsAppProvisioning.livenessProbe.timeoutSeconds	Number of seconds after which the probe times out.	1 or greater	10
gwsServices.gwsAppProvisioning.clientId	The ID of an encrypted client secret generated by Genesys Authentication for this component.	A valid ID	"gws-app-provisioning"

Parameter	Description	Valid values	Default
gwsServices.gwsAppProvisioning.priorityClassName	The class name Kubernetes uses to determine the priority of the pods for this container deployment relative to other pods. See the Kubernetes documentation for details.	A valid priority class name	""
gwsServices.gwsAppProvisioning.deployment.replicaCount	The number of pod replicas in this container deployment.	A number greater than 0	2
gwsServices.gwsAppProvisioning.resources.limits.cpu	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	4
gwsServices.gwsAppProvisioning.resources.limits.memory	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"5Gi"
gwsServices.gwsAppProvisioning.resources.requests.cpu	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
gwsServices.gwsAppProvisioning.resources.requests.memory	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"5Gi"
gwsServices.gwsAppProvisioning.postgres.address	The fully qualified domain name or IP of the PostgreSQL server for gws-app-provisioning.	A valid address	""
gwsServices.gwsAppProvisioning.postgres.port	The port of the PostgreSQL server for gws-app-provisioning.	A valid port	""
gwsServices.gwsAppProvisioning.postgres.db	The name of the PostgreSQL database for gws-app-provisioning.	A valid database name	""

Parameter	Description	Valid values	Default
gwsServices.gwsAppProvisioning.postgres.enableTls	Enable or disable a TLS connection to PostgreSQL for gws-app-provisioning. If true, you must configure the **secretsTls.postgresprovisioning.** parameters. See Configure connections with TLS and authentication for details.	true or false	false
gwsServices.gwsAppProvisioning.context.ports.server	The port for this container.	A valid port	48060
gwsServices.gwsAppProvisioning.context.ports.management	The management port for this container.	A valid port	48061
gwsServices.gwsAppProvisioning.context.loggingLevel	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
gwsServices.gwsAppProvisioning.context.env.GWS_SERVICE_AUTH_URL	**DEPRECATED** - Use gauth.authUrl instead. The internal service URI of the Genesys Authentication service. For example: http://gauth-auth.gauth.svc.cluster.local.:80 **NOTE**: **For New Auth Service**, the Example URL is http://gauth-service-authentication.gauth.svc.cluster.local.:80	A valid URL	""
gwsServices.gwsAppProvisioning.context.env.GWS_SERVICE_CONF_URL	The internal service URI of the configuration service (part of GWS). For example: http://gws-service-proxy.gws.svc.cluster.local:80	A valid URL	""
gwsServices.gwsAppProvisioning.context.env.GWS_SERVICE_ENV_URL	**DEPRECATED** - Use gauth.envUrl instead. The internal service URI of the environment service (part of Genesys Authentication). For example: http://gauth-environment.gauth.svc.cluster.local.:80	A valid URL	""

Parameter	Description	Valid values	Default
gwsServices.gwsAppProvisioning.context.env.GWS_SERVICE_VOICEMAIL_URL	The URL of the voicemail server.	A valid URL	""
gwsServices.gwsAppProvisioning.service.ports.server	The port for this server.	A valid port	80
gwsServices.gwsAppProvisioning.service.ports.management	The management port for this server.	A valid port	81
gwsServices.gwsAppProvisioning.labels	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
gwsServices.AppProvisioning.annotations	Custom annotations to be added for the container.	A valid set of annotations as "name: value"	{}

GWS Workspace Service parameters

Parameter	Description	Valid values	Default
gwsServices.gwsAppWorkspace.name	The name of the container deployment.	String	"gws-app-workspace"
gwsServices.gwsAppWorkspace.appType	The type of application in this container.	nodejs, java, or frontend	"nodejs"
gwsServices.gwsAppWorkspace.image.registry	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides imageGlobals.registry.	A valid registry URL	""
gwsServices.gwsAppWorkspace.livenessProbe.enable	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true
gwsServices.gwsAppWorkspace.livenessProbe.failureThreshold	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
gwsServices.gwsAppWorkspace.livenessProbe.successThreshold	Minimum consecutive successes for the probe to be considered successful after having failed. The default is 1, which is required for liveness and startup.	1 or greater	1
gwsServices.gwsAppWorkspace.livenessProbe.initialDelaySeconds	Number of seconds after the container has started before liveness probes are initiated.	Number	120
gwsServices.gwsAppWor	How often (in seconds)	1 or greater	30

Parameter	Description	Valid values	Default
kspace.livenessProbe.periodSeconds	to perform the probe.		
gwsServices.gwsAppWorkspace.livenessProbe.timeoutSeconds	Number of seconds after which the probe times out.	1 or greater	10
gwsServices.gwsAppWorkspace.clientId	The ID of an encrypted client secret generated by Genesys Authentication for this component.	A valid ID	"gws-app-workspace"
gwsServices.gwsAppWorkspace.priorityClassName	The class name Kubernetes uses to determine the priority of the pods for this container deployment relative to other pods. See the Kubernetes documentation for details.	A valid priority class name	""
gwsServices.gwsAppWorkspace.deployment.replicaCount	The number of pod replicas in this container deployment.	A number greater than 0	2
gwsServices.gwsAppWorkspace.resources.limits.cpu	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	4
gwsServices.gwsAppWorkspace.resources.limits.memory	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"5Gi"
gwsServices.gwsAppWorkspace.resources.requests.cpu	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
gwsServices.gwsAppWorkspace.resources.requests.memory	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"5Gi"
gwsServices.gwsAppWor	The port for this	A valid port	48050

Parameter	Description	Valid values	Default
kspace.context.ports.server	container.		
gwsServices.gwsAppWorkspace.context.ports.management	The management port for this container.	A valid port	48051
gwsServices.gwsAppWorkspace.context.loggingLevel	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
gwsServices.gwsAppWorkspace.context.env.GWS_WORKSPACE_CONSUL_CACHE_TTL	The length of time, in milliseconds, that the GWS Workspace Service keeps service locations in cache locally.	Number	60000
gwsServices.gwsAppWorkspace.context.env.GWS_WORKSPACE_ENABLE_CHANGE_PASSWORD	Specifies whether the GWS Workspace Service allows the change password functionality.	true or false	true
gwsServices.gwsAppWorkspace.context.env.GWS_WORKSPACE_MEMORY_CACHE_ENABLED	Specifies whether the GWS Workspace Service should cache configuration data (such as agent groups) in memory.	true or false	true
gwsServices.gws-app-workspace.context.env.GWS_SECURE_COOKIE	Specifies whether the Workspace Service returns cookies with the Secure flag. Set this value to true if you configure GWS ingress to use TLS (see Network requirements for configuration details).	true or false	false
gwsServices.gwsAppWorkspace.context.env.GWS_SERVICE_AUTH_URL	**DEPRECATED** - Use gauth.authUrl instead. The internal service URI of the Genesys Authentication service. For example: http://gauth-auth.gauth.svc.cluster.local.:80 **NOTE**: **For New Auth Service**, the Example URL is http://gauth-service-authentication.gauth.svc.cluster.local.:80	A valid URL	""
gwsServices.gwsAppWorkspace.context.env.GWS_SERVICE_ENV_URL	**DEPRECATED** - Use gauth.envUrl instead. The internal service URI of the environment service (part of	A valid URL	""

Parameter	Description	Valid values	Default
	Genesys Authentication). For example: http://gauth-environment.gauth.svc.cluster.local.:80 **NOTE:** For New Auth Service, the Example URL is http://gauth-service-authentication.gauth.svc.cluster.local.:80		
gwsServices.gwsAppWorkspace.service.ports.server	The port for this server.	A valid port	80
gwsServices.gwsAppWorkspace.service.ports.management	The management port for this server.	A valid port	81
gwsServices.gwsAppWorkspace.labels	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
gwsServices.gwsAppWorkspace.annotations	Custom annotations to be added for the container.	A valid set of annotations as "name: value"	{}

GWS Chat Service parameters

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformChat.name	The name of the container deployment.	String	"gws-platform-chat"
gwsServices.gwsPlatformChat.enabled	Enables the component deployment.	true or false	false
gwsServices.gwsPlatformChat.appType	The type of application in this container.	nodejs, java, or frontend	"java"
gwsServices.gwsPlatformChat.image.registry	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides imageGlobals.registry.	A valid registry URL	""
gwsServices.gwsPlatformChat.clientId	The ID of an encrypted client secret generated by Genesys Authentication for this component.	A valid ID	"gws-platform-chat"
gwsServices.gwsPlatformChat.priorityClassName	The class name Kubernetes uses to determine the priority of the pods for this container deployment relative to other pods. See the Kubernetes documentation for details.	A valid priority class name	""

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformChat.deployment.replicaCount	The number of pod replicas in this container deployment.	A number greater than 0	2
gwsServices.gwsPlatformChat.resources.limits.cpu	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	4
gwsServices.gwsPlatformChat.resources.limits.memory	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
gwsServices.gwsPlatformChat.resources.requests.cpu	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
gwsServices.gwsPlatformChat.resources.requests.memory	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
gwsServices.gwsPlatformChat.consul.enabled	Enables Consul registration for the component.	true or false	true
gwsServices.gwsPlatformChat.context.ports.server	The port for this container.	A valid port	48150
gwsServices.gwsPlatformChat.context.ports.management	The management port for this container.	A valid port	48151
gwsServices.gwsPlatformChat.context.loggingLevel	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
gwsServices.gwsPlatformChat.context.env	Environment variables for this container.		{}
gwsServices.gwsPlatformChat.livenessProbe.enable	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true
gwsServices.gwsPlatfor	Minimum consecutive	1 or greater	3

Parameter	Description	Valid values	Default
mChat.livenessProbe.failureThreshold	failures for the probe to be considered failed after having succeeded.		
gwsServices.gwsPlatformChat.livenessProbe.successThreshold	Minimum consecutive successes for the probe to be considered successful after having failed. The default is 1, which is required for liveness and startup.	1 or greater	1
gwsServices.gwsPlatformChat.livenessProbe.initialDelaySeconds	Number of seconds after the container has started before liveness probes are initiated.	Number	120
gwsServices.gwsPlatformChat.livenessProbe.periodSeconds	How often (in seconds) to perform the probe.	1 or greater	30
gwsServices.gwsPlatformChat.livenessProbe.timeoutSeconds	Number of seconds after which the probe times out.	1 or greater	10
gwsServices.gwsPlatformChat.service.ports.server	The port for this server.	A valid port	80
gwsServices.gwsPlatformChat.service.ports.management	The management port for this server.	A valid port	81
gwsServices.gwsPlatformChat.labels	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
gwsServices.gwsPlatformChat.annotations	Custom annotations to be added for the container.	A valid set of annotations as "name: value"	{}

GWS Configuration Service parameters

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformConfiguration.name	The name of the container deployment.	String	"gws-platform-configuration"
gwsServices.gwsPlatformConfiguration.appType	The type of application in this container.	nodejs, java, or frontend	"java"
gwsServices.gwsPlatformConfiguration.image.registry	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides imageGlobals.registry.	A valid registry URL	""
gwsServices.gwsPlatformConfiguration.livenessProbe.enable	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformConfiguration.livenessProbe.failureThreshold	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
gwsServices.gwsPlatformConfiguration.livenessProbe.successThreshold	Minimum consecutive successes for the probe to be considered successful after having failed. The default is 1, which is required for liveness and startup.	1 or greater	1
gwsServices.gwsPlatformConfiguration.livenessProbe.initialDelaySeconds	Number of seconds after the container has started before liveness probes are initiated.	Number	120
gwsServices.gwsPlatformConfiguration.livenessProbe.periodSeconds	How often (in seconds) to perform the probe.	1 or greater	30
gwsServices.gwsPlatformConfiguration.livenessProbe.timeoutSeconds	Number of seconds after which the probe times out.	1 or greater	10
gwsServices.gwsPlatformConfiguration.clientId	The ID of an encrypted client secret generated by Genesys Authentication for this component.	A valid ID	"gws-platform-configuration"
gwsServices.gwsPlatformConfiguration.priorityClassName	The class name Kubernetes uses to determine the priority of the pods for this container deployment relative to other pods. See the Kubernetes documentation for details.	A valid priority class name	""
gwsServices.gwsPlatformConfiguration.deployment.replicaCount	The number of pod replicas in this container deployment.	A number greater than 0	2
gwsServices.gwsPlatformConfiguration.resources.limits.cpu	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	4
gwsServices.gwsPlatformConfiguration.resources.limits.memory	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for	Units of bytes	"4Gi"

Parameter	Description	Valid values	Default
	details.		
gwsServices.gwsPlatformConfiguration.resources.requests.cpu	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
gwsServices.gwsPlatformConfiguration.resources.requests.memory	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
gwsServices.gwsPlatformConfiguration.context.ports.server	The port for this container.	A valid port	48030
gwsServices.gwsPlatformConfiguration.context.ports.management	The management port for this container.	A valid port	48031
gwsServices.gwsPlatformConfiguration.context.loggingLevel	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
gwsServices.gwsPlatformConfiguration.service.ports.server	The port for this server.	A valid port	80
gwsServices.gwsPlatformConfiguration.service.ports.management	The management port for this server.	A valid port	81
gwsServices.gwsPlatformConfiguration.labels	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
gwsServices.gwsPlatformConfiguration.annotations	Custom annotations to be added for the container.	A valid set of annotations as "name: value"	{}
gwsServices.gws-platform-configuration.context.env.GWS_CS_CLUSTER_SUPPORT	Specifies Configuration Server cluster support.	true or false	false
gwsServices.gws-platform-configuration.context.env.GWS_CONFIGURATION_common_discovery_tenants	Enable or disable Tenant discovery from Consul.	true or false	false
gwsServices.gws-platform-configuration.context.env.GWS_CONFIGURATION_common_discovery_ixn_intercept	Enable or disable multi-region support. To enable multi-region support, you must also set gwsServices.gws-platform-	true or false	true

Parameter	Description	Valid values	Default
	configuration.context.env.GWS_CONFIGURATION_common_discovery_tenants to true.		

GWS Data Collector Service parameters

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformDatacollector.name	The name of the container deployment.	String	"gws-platform-datacollector"
gwsServices.gwsPlatformDatacollector.appType	The type of application in this container.	nodejs, java, or frontend	"java"
gwsServices.gwsPlatformDatacollector.image.registry	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides imageGlobals.registry.	A valid registry URL	""
gwsServices.gwsPlatformDatacollector.livenessProbe.enable	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true
gwsServices.gwsPlatformDatacollector.livenessProbe.failureThreshold	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
gwsServices.gwsPlatformDatacollector.livenessProbe.successThreshold	Minimum consecutive successes for the probe to be considered successful after having failed. The default is 1, which is required for liveness and startup.	1 or greater	1
gwsServices.gwsPlatformDatacollector.livenessProbe.initialDelaySeconds	Number of seconds after the container has started before liveness probes are initiated.	Number	120
gwsServices.gwsPlatformDatacollector.livenessProbe.periodSeconds	How often (in seconds) to perform the probe.	1 or greater	30
gwsServices.gwsPlatformDatacollector.livenessProbe.timeoutSeconds	Number of seconds after which the probe times out.	1 or greater	10
gwsServices.gwsPlatformDatacollector.clientId	The ID of an encrypted client secret generated by Genesys Authentication for this component.	A valid ID	"gws-platform-datacollector"
gwsServices.gwsPlatformDatacollector.priorityC	The class name Kubernetes uses to	A valid priority class name	""

Parameter	Description	Valid values	Default
lassName	determine the priority of the pods for this container deployment relative to other pods. See the Kubernetes documentation for details.		
gwsServices.gwsPlatformDatacollector.deployment.replicaCount	The number of pod replicas in this container deployment.	A number greater than 0	2
gwsServices.gwsPlatformDatacollector.resources.limits.cpu	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	4
gwsServices.gwsPlatformDatacollector.resources.limits.memory	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"5Gi"
gwsServices.gwsPlatformDatacollector.resources.requests.cpu	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
gwsServices.gwsPlatformDatacollector.resources.requests.memory	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
gwsServices.gwsPlatformDatacollector.context.ports.server	The port for this container.	A valid port	48180
gwsServices.gwsPlatformDatacollector.context.ports.management	The management port for this container.	A valid port	48181
gwsServices.gwsPlatformDatacollector.context.loggingLevel	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
gwsServices.gwsPlatformDatacollector.context.env.gws_datacollector_services_datacollector_di	Enables task distribution for the data collector.	true or false	true

Parameter	Description	Valid values	Default
stribution_enabled			
gwsServices.gwsPlatformDatacollector.context.env.GWS_DATACOLLECTOR_SERVICES_DATACOLLECTOR_REINDEX_ENABLED	Enables background service for reindexing data.	true or false	true
gwsServices.gwsPlatformDatacollector.context.env.gws_datacollector_services_datacollector_reindex_onStart	Specifies whether to perform a reindex on start.	true or false	true
gwsServices.gwsPlatformDatacollector.context.env.GWS_DATACOLLECTOR_SERVICES_DATACOLLECTOR_REINDEX_PERIOD	The period in minutes between scheduled reindex attempts.	A time in minutes	30
gwsServices.gwsPlatformDatacollector.context.env.GWS_DATACOLLECTOR_SERVICES_DATACOLLECTOR_STATISTICS_ENABLED	Enables statistics monitoring.	true or false	true
gwsServices.gwsPlatformDatacollector.context.env.GWS_DATACOLLECTOR_services_datacollector_statistics_period	Period in minutes between statistics checks.	A time in minutes	5
gwsServices.gwsPlatformDatacollector.service.ports.server	The port for this server.	A valid port	80
gwsServices.gwsPlatformDatacollector.service.ports.management	The management port for this server.	A valid port	81
gwsServices.gwsPlatformDatacollector.labels	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
gwsServices.gwsPlatformDatacollector.annotations	Custom annotations to be added for the container.	A valid set of annotations as "name: value"	{}

GWS Interaction Service parameters

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformIxn.name	The name of the container deployment.	String	"gws-platform-ixn"
gwsServices.gwsPlatformIxn.appType	The type of application in this container.	nodejs, java, or frontend	"java"

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformIxn.image.registry	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides imageGlobals.registry.	A valid registry URL	""
gwsServices.gwsPlatformIxn.livenessProbe.enable	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true
gwsServices.gwsPlatformIxn.livenessProbe.failureThreshold	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
gwsServices.gwsPlatformIxn.livenessProbe.successThreshold	Minimum consecutive successes for the probe to be considered successful after having failed. The default is 1, which is required for liveness and startup.	1 or greater	1
gwsServices.gwsPlatformIxn.livenessProbe.initialDelaySeconds	Number of seconds after the container has started before liveness probes are initiated.	Number	120
gwsServices.gwsPlatformIxn.livenessProbe.periodSeconds	How often (in seconds) to perform the probe.	1 or greater	30
gwsServices.gwsPlatformIxn.livenessProbe.timeoutSeconds	Number of seconds after which the probe times out.	1 or greater	10
gwsServices.gwsPlatformIxn.clientId	The ID of an encrypted client secret generated by Genesys Authentication for this component.	A valid ID	"gws-platform-ixn"
gwsServices.gwsPlatformIxn.priorityClassName	The class name Kubernetes uses to determine the priority of the pods for this container deployment relative to other pods. See the Kubernetes documentation for details.	A valid priority class name	""
gwsServices.gwsPlatformIxn.deployment.replicaCount	The number of pod replicas in this container deployment.	A number greater than 0	2
gwsServices.gwsPlatformIxn.resources.limits.cpu	The maximum amount of CPU Kubernetes allocates for the container. See the	Units of Kubernetes CPU	4

Parameter	Description	Valid values	Default
	Kubernetes documentation for details.		
gwsServices.gwsPlatformlxn.resources.limits.memory	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
gwsServices.gwsPlatformlxn.resources.requests.cpu	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
gwsServices.gwsPlatformlxn.resources.requests.memory	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
gwsServices.gwsPlatformlxn.context.ports.server	The port for this container.	A valid port	48170
gwsServices.gwsPlatformlxn.context.ports.management	The management port for this container.	A valid port	48171
gwsServices.gwsPlatformlxn.context.loggingLevel	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
gwsServices.gwsPlatformlxn.context.env	Environment variables for this container.		{}
gwsServices.gwsPlatformlxn.service.ports.server	The port for this server.	A valid port	80
gwsServices.gwsPlatformlxn.service.ports.management	The management port for this server.	A valid port	81
gwsServices.gwsPlatformlxn.labels	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
gwsServices.gwsPlatformlxn.annotations	Custom annotations to be added for the container.	A valid set of annotations as "name: value"	{}

GWS OCS Service parameters

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformOcs.name	The name of the container deployment.	String	"gws-platform-ocs"
gwsServices.gwsPlatformOcs.appType	The type of application in this container.	nodejs, java, or frontend	"java"
gwsServices.gwsPlatformOcs.image.registry	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides imageGlobals.registry.	A valid registry URL	""
gwsServices.gwsPlatformOcs.livenessProbe.enable	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true
gwsServices.gwsPlatformOcs.livenessProbe.failureThreshold	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
gwsServices.gwsPlatformOcs.livenessProbe.successThreshold	Minimum consecutive successes for the probe to be considered successful after having failed. The default is 1, which is required for liveness and startup.	1 or greater	1
gwsServices.gwsPlatformOcs.livenessProbe.initialDelaySeconds	Number of seconds after the container has started before liveness probes are initiated.	Number	120
gwsServices.gwsPlatformOcs.livenessProbe.periodSeconds	How often (in seconds) to perform the probe.	1 or greater	30
gwsServices.gwsPlatformOcs.livenessProbe.timeoutSeconds	Number of seconds after which the probe times out.	1 or greater	10
gwsServices.gwsPlatformOcs.clientId	The ID of an encrypted client secret generated by Genesys Authentication for this component.	A valid ID	"gws-platform-ocs"
gwsServices.gwsPlatformOcs.priorityClassName	The class name Kubernetes uses to determine the priority of the pods for this container deployment relative to other pods. See the Kubernetes documentation for details.	A valid priority class name	""

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformOcs.deployment.replicaCount	The number of pod replicas in this container deployment.	A number greater than 0	2
gwsServices.gwsPlatformOcs.resources.limits.cpu	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	4
gwsServices.gwsPlatformOcs.resources.limits.memory	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
gwsServices.gwsPlatformOcs.resources.requests.cpu	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
gwsServices.gwsPlatformOcs.resources.requests.memory	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
gwsServices.gwsPlatformOcs.context.ports.server	The port for this container.	A valid port	48090
gwsServices.gwsPlatformOcs.context.ports.management	The management port for this container.	A valid port	48091
gwsServices.gwsPlatformOcs.context.loggingLevel	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
gwsServices.gwsPlatformOcs.context.env.GWS_OCS_timeouts_requestTimeoutMs	Specifies the timeout, in milliseconds, for the GWS OCS Service to connect to OCS.	A time in milliseconds	5000
gwsServices.gwsPlatformOcs.service.ports.server	The port for this server.	A valid port	80
gwsServices.gwsPlatformOcs.service.ports.management	The management port for this server.	A valid port	81

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformOcs.labels	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
gwsServices.gwsPlatformOcs.annotations	Custom annotations to be added for the container.	A valid set of annotations as "name: value"	{}

GWS Setting Service parameters

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformSetting.name	The name of the container deployment.	String	"gws-platform-setting"
gwsServices.gwsPlatformSetting.appType	The type of application in this container.	nodejs, java, or frontend	"java"
gwsServices.gwsPlatformSetting.image.registry	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides imageGlobals.registry.	A valid registry URL	""
gwsServices.gwsPlatformSetting.livenessProbe.enable	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true
gwsServices.gwsPlatformSetting.livenessProbe.failureThreshold	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
gwsServices.gwsPlatformSetting.livenessProbe.successThreshold	Minimum consecutive successes for the probe to be considered successful after having failed. The default is 1, which is required for liveness and startup.	1 or greater	1
gwsServices.gwsPlatformSetting.livenessProbe.initialDelaySeconds	Number of seconds after the container has started before liveness probes are initiated.	Number	120
gwsServices.gwsPlatformSetting.livenessProbe.periodSeconds	How often (in seconds) to perform the probe.	1 or greater	30
gwsServices.gwsPlatformSetting.livenessProbe.timeoutSeconds	Number of seconds after which the probe times out.	1 or greater	10
gwsServices.gwsPlatformSetting.clientId	The ID of an encrypted client secret generated by Genesys Authentication for this component.	A valid ID	"gws-platform-setting"

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformSetting.priorityClassName	The class name Kubernetes uses to determine the priority of the pods for this container deployment relative to other pods. See the Kubernetes documentation for details.	A valid priority class name	""
gwsServices.gwsPlatformSetting.deployment.replicaCount	The number of pod replicas in this container deployment.	A number greater than 0	2
gwsServices.gwsPlatformSetting.resources.limits.cpu	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	4
gwsServices.gwsPlatformSetting.resources.limits.memory	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
gwsServices.gwsPlatformSetting.resources.requests.cpu	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
gwsServices.gwsPlatformSetting.resources.requests.memory	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
gwsServices.gwsPlatformSetting.context.ports.server	The port for this container.	A valid port	48140
gwsServices.gwsPlatformSetting.context.ports.management	The management port for this container.	A valid port	48141
gwsServices.gwsPlatformSetting.context.loggingLevel	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
gwsServices.gwsPlatformSetting.context.env.G	Enables database initialization in	true or false	true

Parameter	Description	Valid values	Default
WS_SETTING_DB_INIT_DB	PostgreSQL. Set this parameter to true in regions with the primary PostgreSQL server and false in regions with PostgreSQL replicas.		
gwsServices.gwsPlatformSetting.service.ports.server	The port for this server.	A valid port	80
gwsServices.gwsPlatformSetting.service.ports.management	The management port for this server.	A valid port	81
gwsServices.gwsPlatformSetting.labels	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
gwsServices.gwsPlatformSetting.annotations	Custom annotations to be added for the container.	A valid set of annotations as "name: value"	{}

GWS Statistics Service parameters

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformStatistics.name	The name of the container deployment.	String	"gws-platform-statistics"
gwsServices.gwsPlatformStatistics.appType	The type of application in this container.	nodejs, java, or frontend	"java"
gwsServices.gwsPlatformStatistics.image.registry	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides imageGlobals.registry.	A valid registry URL	""
gwsServices.gwsPlatformStatistics.livenessProbe.enable	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true
gwsServices.gwsPlatformStatistics.livenessProbe.failureThreshold	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
gwsServices.gwsPlatformStatistics.livenessProbe.successThreshold	Minimum consecutive successes for the probe to be considered successful after having failed. The default is 1, which is required for liveness and startup.	1 or greater	1
gwsServices.gwsPlatformStatistics.livenessProbe.initialDelaySeconds	Number of seconds after the container has started before liveness probes are initiated.	Number	120

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformStatistics.livenessProbe.periodSeconds	How often (in seconds) to perform the probe.	1 or greater	30
gwsServices.gwsPlatformStatistics.livenessProbe.timeoutSeconds	Number of seconds after which the probe times out.	1 or greater	10
gwsServices.gwsPlatformStatistics.clientId	The ID of an encrypted client secret generated by Genesys Authentication for this component.	A valid ID	"gws-platform-statistics"
gwsServices.gwsPlatformStatistics.priorityClassName	The class name Kubernetes uses to determine the priority of the pods for this container deployment relative to other pods. See the Kubernetes documentation for details.	A valid priority class name	""
gwsServices.gwsPlatformStatistics.deployment.replicaCount	The number of pod replicas in this container deployment.	A number greater than 0	2
gwsServices.gwsPlatformStatistics.resources.limits.cpu	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	4
gwsServices.gwsPlatformStatistics.resources.limits.memory	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
gwsServices.gwsPlatformStatistics.resources.requests.cpu	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
gwsServices.gwsPlatformStatistics.resources.requests.memory	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformStatistics.context.ports.server	The port for this container.	A valid port	48070
gwsServices.gwsPlatformStatistics.context.ports.management	The management port for this container.	A valid port	48071
gwsServices.gwsPlatformStatistics.context.loggingLevel	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
gwsServices.gwsPlatformStatistics.context.env	Environment variables for this container.		{}
gwsServices.gwsPlatformStatistics.service.ports.server	The port for this server.	A valid port	80
gwsServices.gwsPlatformStatistics.service.ports.management	The management port for this server.	A valid port	81
gwsServices.gwsPlatformStatistics.labels	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
gwsServices.gwsPlatformStatistics.annotations	Custom annotations to be added for the container.	A valid set of annotations as "name: value"	{}

GWS UCS Service parameters

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformUcs.name	The name of the container deployment.	String	"gws-platform-ucs"
gwsServices.gwsPlatformUcs.enabled	Enables the component deployment.	true or false	false
gwsServices.gwsPlatformUcs.appType	The type of application in this container.	nodejs, java, or frontend	"java"
gwsServices.gwsPlatformUcs.image.registry	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides imageGlobals.registry.	A valid registry URL	""
gwsServices.gwsPlatformUcs.clientId	The ID of an encrypted client secret generated by Genesys Authentication for this component.	A valid ID	"gws-platform-ucs"
gwsServices.gwsPlatformUcs.priorityClassName	The class name Kubernetes uses to determine the priority of the pods for this container deployment relative to other pods.	A valid priority class name	""

Parameter	Description	Valid values	Default
	See the Kubernetes documentation for details.		
gwsServices.gwsPlatformUcs.deployment.replicaCount	The number of pod replicas in this container deployment.	A number greater than 0	2
gwsServices.gwsPlatformUcs.resources.limits.cpu	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	4
gwsServices.gwsPlatformUcs.resources.limits.memory	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
gwsServices.gwsPlatformUcs.resources.requests.cpu	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
gwsServices.gwsPlatformUcs.resources.requests.memory	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
gwsServices.gwsPlatformUcs.consul.enabled	Enables Consul registration for the component.	true or false	true
gwsServices.gwsPlatformUcs.context.ports.server	The port for this container.	A valid port	48080
gwsServices.gwsPlatformUcs.context.ports.management	The management port for this container.	A valid port	48081
gwsServices.gwsPlatformUcs.context.loggingLevel	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
gwsServices.gwsPlatformUcs.context.env	Environment variables for this container.		{}
gwsServices.gwsPlatformUcs.livenessProbe.ena	Specifies whether to do a Kubernetes liveness	true or false	true

Parameter	Description	Valid values	Default
ble	probe to test if the container is running.		
gwsServices.gwsPlatformUcs.livenessProbe.failureThreshold	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
gwsServices.gwsPlatformUcs.livenessProbe.successThreshold	Minimum consecutive successes for the probe to be considered successful after having failed. The default is 1, which is required for liveness and startup.	1 or greater	1
gwsServices.gwsPlatformUcs.livenessProbe.initialDelaySeconds	Number of seconds after the container has started before liveness probes are initiated.	Number	120
gwsServices.gwsPlatformUcs.livenessProbe.periodSeconds	How often (in seconds) to perform the probe.	1 or greater	30
gwsServices.gwsPlatformUcs.livenessProbe.timeoutSeconds	Number of seconds after which the probe times out.	1 or greater	10
gwsServices.gwsPlatformUcs.service.ports.server	The port for this server.	A valid port	80
gwsServices.gwsPlatformUcs.service.ports.management	The management port for this server.	A valid port	81
gwsServices.gwsPlatformUcs.labels	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
gwsServices.gwsPlatformUcs.annotations	Custom annotations to be added for the container.	A valid set of annotations as "name: value"	{}

GWS Voice Service parameters

Parameter	Description	Valid values	Default
gwsServices.gwsPlatformVoice.name	The name of the container deployment.	String	"gws-platform-voice"
gwsServices.gwsPlatformVoice.appType	The type of application in this container.	nodejs, java, or frontend	"java"
gwsServices.gwsPlatformVoice.image.registry	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides imageGlobals.registry.	A valid registry URL	""
gwsServices.gwsPlatfor	Specifies whether to do	true or false	true

Parameter	Description	Valid values	Default
mVoice.livenessProbe.enable	a Kubernetes liveness probe to test if the container is running.		
gwsServices.gwsPlatformVoice.livenessProbe.failureThreshold	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
gwsServices.gwsPlatformVoice.livenessProbe.successThreshold	Minimum consecutive successes for the probe to be considered successful after having failed. The default is 1, which is required for liveness and startup.	1 or greater	1
gwsServices.gwsPlatformVoice.livenessProbe.initialDelaySeconds	Number of seconds after the container has started before liveness probes are initiated.	Number	120
gwsServices.gwsPlatformVoice.livenessProbe.periodSeconds	How often (in seconds) to perform the probe.	1 or greater	30
gwsServices.gwsPlatformVoice.livenessProbe.timeoutSeconds	Number of seconds after which the probe times out.	1 or greater	10
gwsServices.gwsPlatformVoice.clientId	The ID of an encrypted client secret generated by Genesys Authentication for this component.	A valid ID	"gws-platform-voice"
gwsServices.gwsPlatformVoice.priorityClassName	The class name Kubernetes uses to determine the priority of the pods for this container deployment relative to other pods. See the Kubernetes documentation for details.	A valid priority class name	""
gwsServices.gwsPlatformVoice.deployment.replicaCount	The number of pod replicas in this container deployment.	A number greater than 0	2
gwsServices.gwsPlatformVoice.resources.limits.cpu	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	4
gwsServices.gwsPlatformVoice.resources.limits.memory	The maximum amount of memory Kubernetes allocates for the	Units of bytes	"4Gi"

Parameter	Description	Valid values	Default
	container. See the Kubernetes documentation for details.		
gwsServices.gwsPlatformVoice.resources.requests.cpu	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
gwsServices.gwsPlatformVoice.resources.requests.memory	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
gwsServices.gwsPlatformVoice.context.ports.server	The port for this container.	A valid port	48040
gwsServices.gwsPlatformVoice.context.ports.management	The management port for this container.	A valid port	48041
gwsServices.gwsPlatformVoice.context.loggingLevel	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
gwsServices.gwsPlatformVoice.context.env	Environment variables for this container.		{}
gwsServices.gwsPlatformVoice.service.ports.server	The port for this server.	A valid port	80
gwsServices.gwsPlatformVoice.service.ports.management	The management port for this server.	A valid port	81
gwsServices.gwsPlatformVoice.labels	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
gwsServices.gwsPlatformVoice.annotations	Custom annotations to be added for the container.	A valid set of annotations as "name: value"	{}

Gplus Adapter for Salesforce parameters

Parameter	Description	Valid values	Default
gwsServices.gwsUiCrmworkspace.name	The name of the container deployment.	String	"gws-ui-crmworkspace"
gwsServices.gwsUiCrmworkspace.appType	The type of application in this container.	nodejs, java, or frontend	"frontend"

Parameter	Description	Valid values	Default
gwsServices.gwsUiCrmworkspace.image.registry	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides imageGlobals.registry.	A valid registry URL	""
gwsServices.gwsUiCrmworkspace.livenessProbe.enable	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	false
gwsServices.gwsUiCrmworkspace.livenessProbe.failureThreshold	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
gwsServices.gwsUiCrmworkspace.livenessProbe.successThreshold	Minimum consecutive successes for the probe to be considered successful after having failed. The default is 1, which is required for liveness and startup.	1 or greater	1
gwsServices.gwsUiCrmworkspace.livenessProbe.initialDelaySeconds	Number of seconds after the container has started before liveness probes are initiated.	Number	120
gwsServices.gwsUiCrmworkspace.livenessProbe.periodSeconds	How often (in seconds) to perform the probe.	1 or greater	30
gwsServices.gwsUiCrmworkspace.livenessProbe.timeoutSeconds	Number of seconds after which the probe times out.	1 or greater	10
gwsServices.gwsUiCrmworkspace.priorityClassName	The class name Kubernetes uses to determine the priority of the pods for this container deployment relative to other pods. See the Kubernetes documentation for details.	A valid priority class name	""
gwsServices.gwsUiCrmworkspace.deployment.replicaCount	The number of pod replicas in this container deployment.	A number greater than 0	2
gwsServices.gwsUiCrmworkspace.resources.limits.cpu	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
gwsServices.gwsUiCrmworkspace.resources.limit	The maximum amount of memory Kubernetes	Units of bytes	"0.5Gi"

Parameter	Description	Valid values	Default
s.memory	allocates for the container. See the Kubernetes documentation for details.		
gwsServices.gwsUiCrmworkspace.resources.requests.cpu	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	0.1
gwsServices.gwsUiCrmworkspace.resources.requests.memory	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"0.5Gi"
gwsServices.gwsUiCrmworkspace.context.ports.server	The port for this container.	A valid port	50070
gwsServices.gwsUiCrmworkspace.context.ports.management	The management port for this container.	A valid port	50070
gwsServices.gwsUiCrmworkspace.context.env	Environment variables for this container.		{}
gwsServices.gwsUiCrmworkspace.service.ports.server	The port for this server.	A valid port	80
gwsServices.gwsUiCrmworkspace.service.ports.management	The management port for this server.	A valid port	81
gwsServices.gwsUiCrmworkspace.labels	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
gwsServices.gwsUiCrmworkspace.annotations	Custom annotations to be added for the container.	A valid set of annotations as "name: value"	{}

Agent Setup parameters

Parameter	Description	Valid values	Default
gwsServices.gwsUiProvisioning.name	The name of the container deployment.	String	"gws-ui-provisioning"
gwsServices.gwsUiProvisioning.appType	The type of application in this container.	nodejs, java, or frontend	"frontend"
gwsServices.gwsUiProvisionin	The Docker registry from which Kubernetes	A valid registry URL	""

Parameter	Description	Valid values	Default
g.image.registry	pulls images. If set, this parameter overrides imageGlobals.registry.		
gwsServices.gwsUiProvisioning.livenessProbe.enable	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	false
gwsServices.gwsUiProvisioning.livenessProbe.failureThreshold	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
gwsServices.gwsUiProvisioning.livenessProbe.successThreshold	Minimum consecutive successes for the probe to be considered successful after having failed. The default is 1, which is required for liveness and startup.	1 or greater	1
gwsServices.gwsUiProvisioning.livenessProbe.initialDelaySeconds	Number of seconds after the container has started before liveness probes are initiated.	Number	120
gwsServices.gwsUiProvisioning.livenessProbe.periodSeconds	How often (in seconds) to perform the probe.	1 or greater	30
gwsServices.gwsUiProvisioning.livenessProbe.timeoutSeconds	Number of seconds after which the probe times out.	1 or greater	10
gwsServices.gwsUiProvisioning.priorityClassName	The class name Kubernetes uses to determine the priority of the pods for this container deployment relative to other pods. See the Kubernetes documentation for details.	A valid priority class name	""
gwsServices.gwsUiProvisioning.deployment.replicaCount	The number of pod replicas in this container deployment.	A number greater than 0	2
gwsServices.gwsUiProvisioning.resources.limits.cpu	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
gwsServices.gwsUiProvisioning.resources.limits.memory	The maximum amount of memory Kubernetes allocates for the container. See the	Units of bytes	"0.5Gi"

Parameter	Description	Valid values	Default
	Kubernetes documentation for details.		
gwsServices.gwsUiProvisioning.resources.requests.cpu	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	0.1
gwsServices.gwsUiProvisioning.resources.requests.memory	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"0.5Gi"
gwsServices.gwsUiProvisioning.context.ports.server	The port for this container.	A valid port	50040
gwsServices.gwsUiProvisioning.context.ports.management	The management port for this container.	A valid port	50040
gwsServices.gwsUiProvisioning.service.ports.server	The port for this server.	A valid port	80
gwsServices.gwsUiProvisioning.service.ports.management	The management port for this server.	A valid port	81
gwsServices.gwsUiProvisioning.labels	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
gwsServices.gwsUiProvisioning.annotations	Custom annotations to be added for the container.	A valid set of annotations as "name: value"	{}

Genesys services parameters

Parameter	Description	Valid values	Default
gauth.authUrl	The URL of the Authentication Service (part of Genesys Authentication). For example: http://gauth-auth.gauth.svc.cluster.local.:80 **NOTE**: **For New Auth Service**, the Example URL is http://gauth-service-authentication.gauth.svc.clust	A valid URL	""

Parameter	Description	Valid values	Default
	er.local.:80 **NOTE**: If a value is set for context.env.GWS_SERVICE_AUTH_URL, it overrides this parameter.		
gauth.envUrl	The URL of the Environment Service (part of Genesys Authentication). For example: http://gauth-environment.gauth.svc.cluster.local.:80 If a value is set for context.env.GWS_SERVICE_ENV_URL, it overrides this parameter.	A valid URL	""

Third-party services parameters

Parameter	Description	Valid values	Default
postgres.address	The fully qualified domain name or IP of the PostgreSQL server.	A valid address	""
postgres.db	The name of the PostgreSQL database.	A valid database name	""
postgres.enableTls	Enable or disable a TLS connection to PostgreSQL. If true, you must configure the **secretsTls.postgres.** parameters. See Configure connections with TLS and authentication for details.	true or false	false
elasticSearch.address	The fully qualified domain name or IP of the Elasticsearch cluster.	A valid address	""
elasticSearch.port	The Elasticsearch port.	A valid port	9200
elasticSearch.enableTls	Enable or disable TLS connection to the Elasticsearch cluster. If true, you must configure the **secretsTls.elasticsearch.** parameters. See Configure connections	true or false	false

Parameter	Description	Valid values	Default
	with TLS and authentication for details.		
elasticSearch.username	The username for the Elasticsearch cluster. The password is set in secrets.gws-elasticsearch-password.	A valid username	""
redis.address	The Redis cluster host name.	A valid address	""
redis.port	The Redis port.	A valid port	6379
redis.enableTls	Enable or disable a TLS connection to the Redis cluster. If true, you must configure the **secretsTls.redis.** parameters. See Configure connections with TLS and authentication for details.	true or false	false
redis.verifyPeer	Enable or disable validation of the Redis certificate against the list of supplied Certificate Authorities.	true or false	true
consul.port	The port of the local Consul agent.	A valid port	8500
consul.kv_prefix	The prefix used to locate GWS data in the Consul KV datastore.	String	"gws"
prometheus.metricServer.enabled	Enable annotation-based discovery to scrape metrics.	true or false	false

Secrets parameters

Parameter	Description	Valid values	Default
secrets.gws-redis-password	The password to access the Redis cluster.	A valid password	""
secrets.gws-consul-token	The API token to access Consul.	A valid API token	""
secrets.gws-postgres-username	The username to access the PostgreSQL database.	A valid username	""
secrets.gws-postgres-password	The password to access the PostgreSQL database	A valid password	""

Parameter	Description	Valid values	Default
secrets.agentsetup-postgres-username	The username to access the PostgreSQL database for gws-app-provisioning.	A valid username	""
secrets.agentsetup-postgres-password	The password to access the PostgreSQL database for gws-app-provisioning.	A valid password	""
secrets.gws-app-provisioning-client-secret	The encrypted client secret generated by Genesys Authentication for the gws-app-provisioning component. See Create API clients.	A valid client secret	""
secrets.gws-app-workspace-client-secret	The encrypted client secret generated by Genesys Authentication for the gws-app-workspace component. See Create API clients.	A valid client secret	""
secrets.gws-platform-chat-client-secret	The encrypted client secret generated by Genesys Authentication for the gws-platform-chat component. See Create API clients.	A valid client secret	""
secrets.gws-platform-configuration-client-secret	The encrypted client secret generated by Genesys Authentication for the gws-platform-configuration component.	A valid client secret	""
secrets.gws-platform-datacollector-client-secret	The encrypted client secret generated by Genesys Authentication for the gws-platform-datacollector component.	A valid client secret	""
secrets.gws-platform-ixn-client-secret	The encrypted client secret generated by Genesys Authentication for the gws-platform-ixn component.	A valid client secret	""
secrets.gws-platform-ocs-client-secret	The encrypted client secret generated by Genesys Authentication for the gws-platform-ocs component.	A valid client secret	""
secrets.gws-platform-setting-client-secret	The encrypted client secret generated by Genesys Authentication	A valid client secret	""

Parameter	Description	Valid values	Default
	for the gws-platform-setting component.		
secrets.gws-platform-statistics-client-secret	The encrypted client secret generated by Genesys Authentication for the gws-platform-statistics component.	A valid client secret	""
secrets.gws-platform-ucs-client-secret	The encrypted client secret generated by Genesys Authentication for the gws-platform-ucs component. See Create API clients.	A valid client secret	""
secrets.gws-platform-voice-client-secret	The encrypted client secret generated by Genesys Authentication for the gws-platform-voice component.	A valid client secret	""
secrets.ops-username	The username of an operational user.	A valid username	""
secrets.ops-password	The encrypted password of the operational user.	A valid password	""
secrets.gws-elasticsearch-password	The password for the Elasticsearch cluster. The username is set in elasticSearch.username.	A valid password	""

Create or update the versions file

Create or update the **versions.yaml** file with the latest container versions for your deployment. See Updated Helm Charts and Containers for Genesys Web Services and Applications for the full list of versions.

For example:

```
gws-app-provisioning: 9.0.000.93
gws-app-workspace: 9.0.000.90
gws-platform-configuration: 9.0.000.79
gws-platform-datacollector: 9.0.000.50
gws-platform-ixn: 9.0.000.43
gws-platform-ocs: 9.0.000.46
gws-platform-setting: 9.0.000.52
gws-platform-statistics: 9.0.000.61
gws-platform-voice: 9.0.000.66
gws-system-nginx: 9.0.000.16
gws-ui-crmworkspace: 9.0.000.62
gws-ui-provisioning: 9.0.000.84
```

Provision Consul-less Deployment

Following steps should be done to migrate to a Consul-less deployments:

1. Update Web Services and Applications Deployment Manifests to the version `9.0.000.59` (Helm chart `gws-services:2.0.2`) or newer.
2. Add new parameter`deploymentGlobals.gwsInternalIngressURL` to the Helm parameters file of the deployment. The value must be full URL configured for GWS internal ingress.
   Example:
   `deploymentGlobals: gwsInternalIngressURL: http://:`
3. Remove all Consul related parameters, including secrets, from the Helm parameter files.

Configure Kubernetes

GWS services stores sensitive data, such as credentials for third-party services, as Kubernetes secrets. For details, see Secrets parameters and Configure connections with TLS and authentication.

Configure security

To learn more about how security is configured for private edition, be sure to read Permissions and OpenShift security settings.

The security context settings define the privilege and access control settings for pods and containers.

By default, the user and group IDs are set in the **values.yaml** file as `500:500:500`, meaning the **genesys** user.

```
deploymentGlobals:
  securityContext:
    runAsUser: 500
    runAsGroup: 500
    fsGroup: 500
    runAsNonRoot: true
```

For details about these parameters and possible values, see **deploymentGlobals.securityContext.*** in the Global parameters table above.

Pod priority

You can configure pod priority by overriding the **priorityClassName** option for each of the GWS services components - see Override Helm chart values. For example:

```
gwsServices:
  gwsPlatformConfiguration:
```

```
priorityClassName: genesysengage-high-priority
```

Genesys recommends the following priority for GWS pods:

Critical priority pods

- gws-app-provisioning
- gws-app-workspace
- gws-platform-voice

High priority pods

- gws-platform-configuration
- gws-platform-datacollector
- gws-platform-ixn
- gws-platform-ocs
- gws-platform-setting
- gws-platform-statistics
- gws-system-nginx
- gws-ui-crmworkspace
- gws-ui-provisioning

Next steps

- Deploy GWS Services
- Configure GWS Ingress
- Deploy GWS Ingress