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Genesys Web Services and Applications Private Edition Guide

[Configure GWS Services](#)

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Learn how to configure GWS Services.

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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:

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

Now map the secret to the default service account:

```
kubectll 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.imagePull Secrets	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
<code>gwsServices.gwsAppProvisioning.name</code>	The name of the container deployment.	String	"gws-app-provisioning"
<code>gwsServices.gwsAppProvisioning.appType</code>	The type of application in this container.	nodejs, java, or frontend	"nodejs"
<code>gwsServices.gwsAppProvisioning.image.registry</code>	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides <code>imageGlobals.registry</code> .	A valid registry URL	""
<code>gwsServices.gwsAppProvisioning.livenessProbe.enable</code>	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true
<code>gwsServices.gwsAppProvisioning.livenessProbe.failureThreshold</code>	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
<code>gwsServices.gwsAppProvisioning.livenessProbe.successThreshold</code>	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
<code>gwsServices.gwsAppProvisioning.livenessProbe.initialDelaySeconds</code>	Number of seconds after the container has started before liveness probes are initiated.	Number	120
<code>gwsServices.gwsAppProvisioning.livenessProbe.periodSeconds</code>	How often (in seconds) to perform the probe.	1 or greater	30
<code>gwsServices.gwsAppProvisioning.livenessProbe.timeoutSeconds</code>	Number of seconds after which the probe times out.	1 or greater	10
<code>gwsServices.gwsAppProvisioning.clientId</code>	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
<code>gwsServices.gwsAppProvisioning.priorityClassName</code>	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	""
<code>gwsServices.gwsAppProvisioning.deployment.replicaCount</code>	The number of pod replicas in this container deployment.	A number greater than 0	2
<code>gwsServices.gwsAppProvisioning.resources.limits.cpu</code>	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	4
<code>gwsServices.gwsAppProvisioning.resources.limits.memory</code>	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"5Gi"
<code>gwsServices.gwsAppProvisioning.resources.requests.cpu</code>	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
<code>gwsServices.gwsAppProvisioning.resources.requests.memory</code>	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"5Gi"
<code>gwsServices.gwsAppProvisioning.postgres.address</code>	The fully qualified domain name or IP of the PostgreSQL server for gws-app-provisioning.	A valid address	""
<code>gwsServices.gwsAppProvisioning.postgres.port</code>	The port of the PostgreSQL server for gws-app-provisioning.	A valid port	""
<code>gwsServices.gwsAppProvisioning.postgres.db</code>	The name of the PostgreSQL database for gws-app-provisioning.	A valid database name	""

Parameter	Description	Valid values	Default
<code>gwsServices.gwsAppProvisioning.postgres.enableTls</code>	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
<code>gwsServices.gwsAppProvisioning.context.ports.server</code>	The port for this container.	A valid port	48060
<code>gwsServices.gwsAppProvisioning.context.ports.management</code>	The management port for this container.	A valid port	48061
<code>gwsServices.gwsAppProvisioning.context.loggingLevel</code>	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
<code>gwsServices.gwsAppProvisioning.context.env.GWS_SERVICE_AUTH_URL</code>	DEPRECATED - Use <code>gauth.authUrl</code> instead. The internal service URI of the Genesys Authentication service. For example: <code>http://gauth-auth.gauth.svc.cluster.local:80</code>	A valid URL	""
<code>gwsServices.gwsAppProvisioning.context.env.GWS_SERVICE_CONF_URL</code>	The internal service URI of the configuration service (part of GWS). For example: <code>http://gws-service-proxy.gws.svc.cluster.local:80</code>	A valid URL	""
<code>gwsServices.gwsAppProvisioning.context.env.GWS_SERVICE_ENV_URL</code>	DEPRECATED - Use <code>gauth.envUrl</code> instead. The internal service URI of the environment service (part of Genesys Authentication). For example: <code>http://gauth-environment.gauth.svc.cluster.local:80</code>	A valid URL	""
<code>gwsServices.gwsAppProvisioning.context.env.GWS_SERVICE_VOICEMAIL_URL</code>	The URL of the voicemail server.	A valid URL	""
	The port for this server.	A valid port	80

Parameter	Description	Valid values	Default
<code>gwsServices.gwsAppProvisioning.service.ports.server</code>			
<code>gwsServices.gwsAppProvisioning.service.ports.management</code>	The management port for this server.	A valid port	81
<code>gwsServices.gwsAppProvisioning.labels</code>	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
<code>gwsServices.AppProvisioning.annotations</code>	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
<code>gwsServices.gwsAppWorkspace.name</code>	The name of the container deployment.	String	"gws-app-workspace"
<code>gwsServices.gwsAppWorkspace.appType</code>	The type of application in this container.	nodejs, java, or frontend	"nodejs"
<code>gwsServices.gwsAppWorkspace.image.registry</code>	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides <code>imageGlobals.registry</code> .	A valid registry URL	""
<code>gwsServices.gwsAppWorkspace.livenessProbe.enabled</code>	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true
<code>gwsServices.gwsAppWorkspace.livenessProbe.failureThreshold</code>	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
<code>gwsServices.gwsAppWorkspace.livenessProbe.successThreshold</code>	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
<code>gwsServices.gwsAppWorkspace.livenessProbe.initialDelaySeconds</code>	Number of seconds after the container has started before liveness probes are initiated.	Number	120
<code>gwsServices.gwsAppWorkspace.livenessProbe.periodSeconds</code>	How often (in seconds) to perform the probe.	1 or greater	30
<code>gwsServices.gwsAppWorkspace.livenessProbe.timeoutSeconds</code>	Number of seconds after which the probe times	1 or greater	10

Parameter	Description	Valid values	Default
meoutSeconds	out.		
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.gwsAppWorkspace.context.ports.server	The port for this container.	A valid port	48050
gwsServices.gwsAppWorkspace.context.ports.management	The management port for this container.	A valid port	48051

Parameter	Description	Valid values	Default
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	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 Genesys Authentication). For example: http://gauth-environment.gauth.svc.cluster.local:80	A valid URL	""
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

Parameter	Description	Valid values	Default
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	""
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	Units of bytes	"4Gi"

Parameter	Description	Valid values	Default
	Kubernetes documentation for details.		
<code>gwsServices.gwsPlatformChat.resources.requests.cpu</code>	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
<code>gwsServices.gwsPlatformChat.resources.requests.memory</code>	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
<code>gwsServices.gwsPlatformChat.consul.enabled</code>	Enables Consul registration for the component.	true or false	true
<code>gwsServices.gwsPlatformChat.context.ports.server</code>	The port for this container.	A valid port	48150
<code>gwsServices.gwsPlatformChat.context.ports.management</code>	The management port for this container.	A valid port	48151
<code>gwsServices.gwsPlatformChat.context.loggingLevel</code>	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
<code>gwsServices.gwsPlatformChat.context.env</code>	Environment variables for this container.		{}
<code>gwsServices.gwsPlatformChat.livenessProbe.enabled</code>	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true
<code>gwsServices.gwsPlatformChat.livenessProbe.failureThreshold</code>	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
<code>gwsServices.gwsPlatformChat.livenessProbe.successThreshold</code>	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
<code>gwsServices.gwsPlatformChat.livenessProbe.initialDelaySeconds</code>	Number of seconds after the container has started before liveness probes are initiated.	Number	120

Parameter	Description	Valid values	Default
<code>gwsServices.gwsPlatformChat.livenessProbe.periodSeconds</code>	How often (in seconds) to perform the probe.	1 or greater	30
<code>gwsServices.gwsPlatformChat.livenessProbe.timeoutSeconds</code>	Number of seconds after which the probe times out.	1 or greater	10
<code>gwsServices.gwsPlatformChat.service.ports.server</code>	The port for this server.	A valid port	80
<code>gwsServices.gwsPlatformChat.service.ports.management</code>	The management port for this server.	A valid port	81
<code>gwsServices.gwsPlatformChat.labels</code>	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
<code>gwsServices.gwsPlatformChat.annotations</code>	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
<code>gwsServices.gwsPlatformConfiguration.name</code>	The name of the container deployment.	String	"gws-platform-configuration"
<code>gwsServices.gwsPlatformConfiguration.appType</code>	The type of application in this container.	nodejs, java, or frontend	"java"
<code>gwsServices.gwsPlatformConfiguration.image.registry</code>	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides <code>imageGlobals.registry</code> .	A valid registry URL	""
<code>gwsServices.gwsPlatformConfiguration.livenessProbe.enable</code>	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true
<code>gwsServices.gwsPlatformConfiguration.livenessProbe.failureThreshold</code>	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
<code>gwsServices.gwsPlatformConfiguration.livenessProbe.successThreshold</code>	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
<code>gwsServices.gwsPlatformConfiguration.livenessProbe.initialDelaySeconds</code>	Number of seconds after the container has started before liveness	Number	120

Parameter	Description	Valid values	Default
ds	probes are initiated.		
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 details.	Units of bytes	"4Gi"
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	Units of bytes	"4Gi"

Parameter	Description	Valid values	Default
	details.		
<code>gwsServices.gwsPlatformConfiguration.context.ports.server</code>	The port for this container.	A valid port	48030
<code>gwsServices.gwsPlatformConfiguration.context.ports.management</code>	The management port for this container.	A valid port	48031
<code>gwsServices.gwsPlatformConfiguration.context.loggingLevel</code>	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
<code>gwsServices.gwsPlatformConfiguration.service.ports.server</code>	The port for this server.	A valid port	80
<code>gwsServices.gwsPlatformConfiguration.service.ports.management</code>	The management port for this server.	A valid port	81
<code>gwsServices.gwsPlatformConfiguration.labels</code>	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
<code>gwsServices.gwsPlatformConfiguration.annotations</code>	Custom annotations to be added for the container.	A valid set of annotations as "name: value"	{}
<code>gwsServices.gws-platform-configuration.context.env.GWS_CS_CLUSTER_SUPPORT</code>	Specifies Configuration Server cluster support.	true or false	false
<code>gwsServices.gws-platform-configuration.context.env.GWS_CONFIGURATION_common_discovery_tenants</code>	Enable or disable Tenant discovery from Consul.	true or false	false
<code>gwsServices.gws-platform-configuration.context.env.GWS_CONFIGURATION_common_discovery_ixn_intercept</code>	Enable or disable multi-region support. To enable multi-region support, you must also set <code>gwsServices.gws-platform-configuration.context.env.GWS_CONFIGURATION_common_discovery_tenants</code> to true.	true or false	true

GWS Data Collector Service parameters

Parameter	Description	Valid values	Default
<code>gwsServices.gwsPlatformDatacollector.name</code>	The name of the container deployment.	String	"gws-platform-datacollector"
<code>gwsServices.gwsPlatformDatacollector.appType</code>	The type of application in this container.	nodejs, java, or frontend	"java"

Parameter	Description	Valid values	Default
<code>gwsServices.gwsPlatformDatacollector.image.registry</code>	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides <code>imageGlobals.registry</code> .	A valid registry URL	""
<code>gwsServices.gwsPlatformDatacollector.livenessProbe.enable</code>	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true
<code>gwsServices.gwsPlatformDatacollector.livenessProbe.failureThreshold</code>	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
<code>gwsServices.gwsPlatformDatacollector.livenessProbe.successThreshold</code>	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
<code>gwsServices.gwsPlatformDatacollector.livenessProbe.initialDelaySeconds</code>	Number of seconds after the container has started before liveness probes are initiated.	Number	120
<code>gwsServices.gwsPlatformDatacollector.livenessProbe.periodSeconds</code>	How often (in seconds) to perform the probe.	1 or greater	30
<code>gwsServices.gwsPlatformDatacollector.livenessProbe.timeoutSeconds</code>	Number of seconds after which the probe times out.	1 or greater	10
<code>gwsServices.gwsPlatformDatacollector.clientId</code>	The ID of an encrypted client secret generated by Genesys Authentication for this component.	A valid ID	"gws-platform-datacollector"
<code>gwsServices.gwsPlatformDatacollector.priorityClassName</code>	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	""
<code>gwsServices.gwsPlatformDatacollector.deployment.replicaCount</code>	The number of pod replicas in this container deployment.	A number greater than 0	2
<code>gwsServices.gwsPlatformDatacollector.resources.limits.cpu</code>	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.		
<code>gwsServices.gwsPlatformDatacollector.resources.limits.memory</code>	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"5Gi"
<code>gwsServices.gwsPlatformDatacollector.resources.requests.cpu</code>	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
<code>gwsServices.gwsPlatformDatacollector.resources.requests.memory</code>	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
<code>gwsServices.gwsPlatformDatacollector.context.ports.server</code>	The port for this container.	A valid port	48180
<code>gwsServices.gwsPlatformDatacollector.context.ports.management</code>	The management port for this container.	A valid port	48181
<code>gwsServices.gwsPlatformDatacollector.context.loggingLevel</code>	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
<code>gwsServices.gwsPlatformDatacollector.context.env.gws_datacollector_services_datacollector_distribution_enabled</code>	Enables task distribution for the data collector.	true or false	true
<code>gwsServices.gwsPlatformDatacollector.context.env.GWS_DATACOLLECTOR_SERVICES_DATACOLLECTOR_REINDEX_ENABLED</code>	Enables background service for reindexing data.	true or false	true
<code>gwsServices.gwsPlatformDatacollector.context.env.gws_datacollector_services_datacollector_reindex_onStart</code>	Specifies whether to perform a reindex on start.	true or false	true
<code>gwsServices.gwsPlatformDatacollector.context.</code>	The period in minutes between scheduled	A time in minutes	30

Parameter	Description	Valid values	Default
env.GWS_DATACOLLECTOR_SERVICES_DATACOLLECTOR_REINDEX_PERIOD	reindex attempts.		
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"
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.initialDelaySeconds	Minimum consecutive	1 or greater	1

Parameter	Description	Valid values	Default
mlxn.livenessProbe.succ essThreshold	successes for the probe to be considered successful after having failed. The default is 1, which is required for liveness and startup.		
gwsServices.gwsPlatfor mlxn.livenessProbe.initi alDelaySeconds	Number of seconds after the container has started before liveness probes are initiated.	Number	120
gwsServices.gwsPlatfor mlxn.livenessProbe.peri odSeconds	How often (in seconds) to perform the probe.	1 or greater	30
gwsServices.gwsPlatfor mlxn.livenessProbe.time outSeconds	Number of seconds after which the probe times out.	1 or greater	10
gwsServices.gwsPlatfor mlxn.clientId	The ID of an encrypted client secret generated by Genesys Authentication for this component.	A valid ID	"gws-platform-ixn"
gwsServices.gwsPlatfor mlxn.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.gwsPlatfor mlxn.deployment.replic aCount	The number of pod replicas in this container deployment.	A number greater than 0	2
gwsServices.gwsPlatfor mlxn.resources.limits.cp u	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	4
gwsServices.gwsPlatfor mlxn.resources.limits.m emory	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
gwsServices.gwsPlatfor mlxn.resources.requests .cpu	The guaranteed amount of CPU Kubernetes allocates for the container. See the	Units of Kubernetes CPU	1

Parameter	Description	Valid values	Default
	Kubernetes documentation for details.		
<code>gwsServices.gwsPlatformxn.resources.requests.memory</code>	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
<code>gwsServices.gwsPlatformxn.context.ports.server</code>	The port for this container.	A valid port	48170
<code>gwsServices.gwsPlatformxn.context.ports.management</code>	The management port for this container.	A valid port	48171
<code>gwsServices.gwsPlatformxn.context.loggingLevel</code>	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
<code>gwsServices.gwsPlatformxn.context.env</code>	Environment variables for this container.		{}
<code>gwsServices.gwsPlatformxn.service.ports.server</code>	The port for this server.	A valid port	80
<code>gwsServices.gwsPlatformxn.service.ports.management</code>	The management port for this server.	A valid port	81
<code>gwsServices.gwsPlatformxn.labels</code>	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
<code>gwsServices.gwsPlatformxn.annotations</code>	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
<code>gwsServices.gwsPlatformmOcs.name</code>	The name of the container deployment.	String	"gws-platform-ocs"
<code>gwsServices.gwsPlatformmOcs.appType</code>	The type of application in this container.	nodejs, java, or frontend	"java"
<code>gwsServices.gwsPlatformmOcs.image.registry</code>	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides <code>imageGlobals.registry</code> .	A valid registry URL	""
<code>gwsServices.gwsPlatformmOcs.livenessProbe.enabled</code>	Specifies whether to do a Kubernetes liveness probe to test if the	true or false	true

Parameter	Description	Valid values	Default
	container is running.		
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	""
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	Units of bytes	"4Gi"

Parameter	Description	Valid values	Default
	documentation for details.		
<code>gwsServices.gwsPlatformOcs.resources.requests.cpu</code>	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
<code>gwsServices.gwsPlatformOcs.resources.requests.memory</code>	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
<code>gwsServices.gwsPlatformOcs.context.ports.server</code>	The port for this container.	A valid port	48090
<code>gwsServices.gwsPlatformOcs.context.ports.management</code>	The management port for this container.	A valid port	48091
<code>gwsServices.gwsPlatformOcs.context.loggingLevel</code>	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
<code>gwsServices.gwsPlatformOcs.context.env.GWS_OCS_timeouts_requestTimeoutMs</code>	Specifies the timeout, in milliseconds, for the GWS OCS Service to connect to OCS.	A time in milliseconds	5000
<code>gwsServices.gwsPlatformOcs.service.ports.server</code>	The port for this server.	A valid port	80
<code>gwsServices.gwsPlatformOcs.service.ports.management</code>	The management port for this server.	A valid port	81
<code>gwsServices.gwsPlatformOcs.labels</code>	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
<code>gwsServices.gwsPlatformOcs.annotations</code>	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
<code>gwsServices.gwsPlatformSetting.name</code>	The name of the container deployment.	String	"gws-platform-setting"
<code>gwsServices.gwsPlatformSetting.appType</code>	The type of application in this container.	nodejs, java, or frontend	"java"

Parameter	Description	Valid values	Default
<code>gwsServices.gwsPlatformSetting.image.registry</code>	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides <code>imageGlobals.registry</code> .	A valid registry URL	""
<code>gwsServices.gwsPlatformSetting.livenessProbe.enable</code>	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true
<code>gwsServices.gwsPlatformSetting.livenessProbe.failureThreshold</code>	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
<code>gwsServices.gwsPlatformSetting.livenessProbe.successThreshold</code>	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
<code>gwsServices.gwsPlatformSetting.livenessProbe.initialDelaySeconds</code>	Number of seconds after the container has started before liveness probes are initiated.	Number	120
<code>gwsServices.gwsPlatformSetting.livenessProbe.periodSeconds</code>	How often (in seconds) to perform the probe.	1 or greater	30
<code>gwsServices.gwsPlatformSetting.livenessProbe.timeoutSeconds</code>	Number of seconds after which the probe times out.	1 or greater	10
<code>gwsServices.gwsPlatformSetting.clientId</code>	The ID of an encrypted client secret generated by Genesys Authentication for this component.	A valid ID	"gws-platform-setting"
<code>gwsServices.gwsPlatformSetting.priorityClassName</code>	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	""
<code>gwsServices.gwsPlatformSetting.deployment.replicaCount</code>	The number of pod replicas in this container deployment.	A number greater than 0	2
<code>gwsServices.gwsPlatformSetting.resources.limits.cpu</code>	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.		
<code>gwsServices.gwsPlatformSetting.resources.limits.memory</code>	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
<code>gwsServices.gwsPlatformSetting.resources.requests.cpu</code>	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
<code>gwsServices.gwsPlatformSetting.resources.requests.memory</code>	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
<code>gwsServices.gwsPlatformSetting.context.ports.server</code>	The port for this container.	A valid port	48140
<code>gwsServices.gwsPlatformSetting.context.ports.management</code>	The management port for this container.	A valid port	48141
<code>gwsServices.gwsPlatformSetting.context.loggingLevel</code>	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
<code>gwsServices.gwsPlatformSetting.context.env.GWS_SETTING_DB_INIT_DB</code>	Enables database initialization in PostgreSQL. Set this parameter to true in regions with the primary PostgreSQL server and false in regions with PostgreSQL replicas.	true or false	true
<code>gwsServices.gwsPlatformSetting.service.ports.server</code>	The port for this server.	A valid port	80
<code>gwsServices.gwsPlatformSetting.service.ports.management</code>	The management port for this server.	A valid port	81
<code>gwsServices.gwsPlatformSetting.labels</code>	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
<code>gwsServices.gwsPlatformSetting.annotations</code>	Custom annotations to	A valid set of	{}

Parameter	Description	Valid values	Default
mSetting.annotations	be added for the container.	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
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	A valid priority class name	""

Parameter	Description	Valid values	Default
	container deployment relative to other pods. See the Kubernetes documentation for details.		
<code>gwsServices.gwsPlatformStatistics.deployment.replicaCount</code>	The number of pod replicas in this container deployment.	A number greater than 0	2
<code>gwsServices.gwsPlatformStatistics.resources.limits.cpu</code>	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	4
<code>gwsServices.gwsPlatformStatistics.resources.limits.memory</code>	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
<code>gwsServices.gwsPlatformStatistics.resources.requests.cpu</code>	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
<code>gwsServices.gwsPlatformStatistics.resources.requests.memory</code>	The guaranteed amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
<code>gwsServices.gwsPlatformStatistics.context.ports.server</code>	The port for this container.	A valid port	48070
<code>gwsServices.gwsPlatformStatistics.context.ports.management</code>	The management port for this container.	A valid port	48071
<code>gwsServices.gwsPlatformStatistics.context.loggingLevel</code>	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
<code>gwsServices.gwsPlatformStatistics.context.env</code>	Environment variables for this container.		{}
<code>gwsServices.gwsPlatformStatistics.service.ports.server</code>	The port for this server.	A valid port	80

Parameter	Description	Valid values	Default
<code>gwsServices.gwsPlatformStatistics.service.ports.management</code>	The management port for this server.	A valid port	81
<code>gwsServices.gwsPlatformStatistics.labels</code>	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
<code>gwsServices.gwsPlatformStatistics.annotations</code>	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
<code>gwsServices.gwsPlatformUcs.name</code>	The name of the container deployment.	String	"gws-platform-ucs"
<code>gwsServices.gwsPlatformUcs.enabled</code>	Enables the component deployment.	true or false	false
<code>gwsServices.gwsPlatformUcs.appType</code>	The type of application in this container.	nodejs, java, or frontend	"java"
<code>gwsServices.gwsPlatformUcs.image.registry</code>	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides <code>imageGlobals.registry</code> .	A valid registry URL	""
<code>gwsServices.gwsPlatformUcs.clientId</code>	The ID of an encrypted client secret generated by Genesys Authentication for this component.	A valid ID	"gws-platform-ucs"
<code>gwsServices.gwsPlatformUcs.priorityClassName</code>	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	""
<code>gwsServices.gwsPlatformUcs.deployment.replicaCount</code>	The number of pod replicas in this container deployment.	A number greater than 0	2
<code>gwsServices.gwsPlatformUcs.resources.limits.cpu</code>	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	4
<code>gwsServices.gwsPlatformUcs.resources.limits.memory</code>	The maximum amount of memory Kubernetes	Units of bytes	"4Gi"

Parameter	Description	Valid values	Default
memory	allocates for the container. See the Kubernetes documentation for details.		
gwsServices.gwsPlatformUcs.resources.request.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.request.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.enabled	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true
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	Number	120

Parameter	Description	Valid values	Default
alDelaySeconds	started before liveness probes are initiated.		
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.gwsPlatformVoice.livenessProbe.enabled	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	true
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.startupProbe.periodSeconds	Number of seconds after	Number	120

Parameter	Description	Valid values	Default
mVoice.livenessProbe.initialDelaySeconds	the container has started before liveness probes are initiated.		
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 container. See the Kubernetes documentation for details.	Units of bytes	"4Gi"
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	Units of bytes	"4Gi"

Parameter	Description	Valid values	Default
	Kubernetes documentation for details.		
<code>gwsServices.gwsPlatformVoice.context.ports.server</code>	The port for this container.	A valid port	48040
<code>gwsServices.gwsPlatformVoice.context.ports.management</code>	The management port for this container.	A valid port	48041
<code>gwsServices.gwsPlatformVoice.context.loggingLevel</code>	Specifies the logging level for this container.	ERROR, WARN, INFO, DEBUG, or TRACE	""
<code>gwsServices.gwsPlatformVoice.context.env</code>	Environment variables for this container.		{}
<code>gwsServices.gwsPlatformVoice.service.ports.server</code>	The port for this server.	A valid port	80
<code>gwsServices.gwsPlatformVoice.service.ports.management</code>	The management port for this server.	A valid port	81
<code>gwsServices.gwsPlatformVoice.labels</code>	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
<code>gwsServices.gwsPlatformVoice.annotations</code>	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
<code>gwsServices.gwsUiCrmworkspace.name</code>	The name of the container deployment.	String	"gws-ui-crmworkspace"
<code>gwsServices.gwsUiCrmworkspace.appType</code>	The type of application in this container.	nodejs, java, or frontend	"frontend"
<code>gwsServices.gwsUiCrmworkspace.image.registry</code>	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides <code>imageGlobals.registry</code> .	A valid registry URL	""
<code>gwsServices.gwsUiCrmworkspace.livenessProbe.enable</code>	Specifies whether to do a Kubernetes liveness probe to test if the container is running.	true or false	false
<code>gwsServices.gwsUiCrmworkspace.livenessProbe.failureThreshold</code>	Minimum consecutive failures for the probe to be considered failed after having succeeded.	1 or greater	3
<code>gwsServices.gwsUiCrmworkspace.livenessProbe.initialDelaySeconds</code>	Minimum consecutive	1 or greater	1

Parameter	Description	Valid values	Default
orkspace.livenessProbe.successThreshold	successes for the probe to be considered successful after having failed. The default is 1, which is required for liveness and startup.		
gwsServices.gwsUiCrmw orkworkspace.livenessProbe.initialDelaySeconds	Number of seconds after the container has started before liveness probes are initiated.	Number	120
gwsServices.gwsUiCrmw orkworkspace.livenessProbe.periodSeconds	How often (in seconds) to perform the probe.	1 or greater	30
gwsServices.gwsUiCrmw orkworkspace.livenessProbe.timeoutSeconds	Number of seconds after which the probe times out.	1 or greater	10
gwsServices.gwsUiCrmw orkworkspace.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.gwsUiCrmw orkworkspace.deployment.replicaCount	The number of pod replicas in this container deployment.	A number greater than 0	2
gwsServices.gwsUiCrmw orkworkspace.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.gwsUiCrmw orkworkspace.resources.limits.memory	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"0.5Gi"
gwsServices.gwsUiCrmw orkworkspace.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.gwsUiCrmw orkworkspace.resources.requests.memory	The guaranteed amount of memory Kubernetes	Units of bytes	"0.5Gi"

Parameter	Description	Valid values	Default
ests.memory	allocates for the container. See the Kubernetes documentation for details.		
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.gwsUiProvisioning.image.registry	The Docker registry from which Kubernetes pulls images. If set, this parameter overrides imageGlobals.registry.	A valid registry URL	""
gwsServices.gwsUiProvisioning.livenessProbe.enabled	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	1 or greater	1

Parameter	Description	Valid values	Default
	successful after having failed. The default is 1, which is required for liveness and startup.		
<code>gwsServices.gwsUiProvisioning.livenessProbe.initialDelaySeconds</code>	Number of seconds after the container has started before liveness probes are initiated.	Number	120
<code>gwsServices.gwsUiProvisioning.livenessProbe.periodSeconds</code>	How often (in seconds) to perform the probe.	1 or greater	30
<code>gwsServices.gwsUiProvisioning.livenessProbe.timeoutSeconds</code>	Number of seconds after which the probe times out.	1 or greater	10
<code>gwsServices.gwsUiProvisioning.priorityClassName</code>	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	""
<code>gwsServices.gwsUiProvisioning.deployment.replicaCount</code>	The number of pod replicas in this container deployment.	A number greater than 0	2
<code>gwsServices.gwsUiProvisioning.resources.limits.cpu</code>	The maximum amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	1
<code>gwsServices.gwsUiProvisioning.resources.limits.memory</code>	The maximum amount of memory Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of bytes	"0.5Gi"
<code>gwsServices.gwsUiProvisioning.resources.requests.cpu</code>	The guaranteed amount of CPU Kubernetes allocates for the container. See the Kubernetes documentation for details.	Units of Kubernetes CPU	0.1
<code>gwsServices.gwsUiProvisioning.resources.requests.memory</code>	The guaranteed amount of memory Kubernetes allocates for the container. See the	Units of bytes	"0.5Gi"

Parameter	Description	Valid values	Default
	Kubernetes documentation for details.		
<code>gwsServices.gwsUiProvisioning.context.ports.server</code>	The port for this container.	A valid port	50040
<code>gwsServices.gwsUiProvisioning.context.ports.management</code>	The management port for this container.	A valid port	50040
<code>gwsServices.gwsUiProvisioning.service.ports.server</code>	The port for this server.	A valid port	80
<code>gwsServices.gwsUiProvisioning.service.ports.management</code>	The management port for this server.	A valid port	81
<code>gwsServices.gwsUiProvisioning.labels</code>	Custom labels to be added for the container.	A valid set of labels as "name: value"	{}
<code>gwsServices.gwsUiProvisioning.annotations</code>	Custom annotations to be added for the container.	A valid set of annotations as "name: value"	{}

Genesys services parameters

Parameter	Description	Valid values	Default
<code>gauth.authUrl</code>	The URL of the Authentication Service (part of Genesys Authentication). For example: <code>http://gauth-auth.gauth.svc.cluster.local:80</code> Note: If a value is set for <code>context.env.GWS_SERVICE_AUTH_URL</code> , it overrides this parameter.	A valid URL	""
<code>gauth.envUrl</code>	The URL of the Environment Service (part of Genesys Authentication). For example: <code>http://gauth-environment.gauth.svc.cluster.local:80</code> If a value is set for <code>context.env.GWS_SERVICE_ENV_URL</code> , 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 with TLS and authentication for details.	true or false	false
elasticSearch.username	The username for the Elasticsearch cluster. The password is set in <code>secrets.gws-elasticsearch-password</code> .	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

Parameter	Description	Valid values	Default
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	""
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-	The encrypted client	A valid client secret	""

Parameter	Description	Valid values	Default
chat-client-secret	secret generated by Genesys Authentication for the gws-platform-chat component. See Create API clients.		
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 for the gws-platform-setting component.	A valid client secret	""
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	A valid password	""

Parameter	Description	Valid values	Default
	of the operational user.		
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
```

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