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Interaction Server Private Edition Guide

[Configure Interaction Server](#)

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Learn how to prepare and configure deployment of Interaction Server (IXN) using Helm chart.

Related documentation:

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Deployment configuration settings (Helm values)

Following items should be configured:

- Interaction Server deployment settings
- Configuration Server settings
- Security context

Interaction Server deployment settings

The following table provides information on the Interaction Server deployment settings.

Key	Type	Default	Description
image.imagePullSecrets	list	[]	imagePullSecrets must have the following format: - name: pullSecret1 - name: pullSecret2
image.pullPolicy	string	"IfNotPresent"	Images pull policy
image.registry	string	""	Images registry
ixnService.annotations	string	nil	Extra Annotations ref:Annotations Must be declared with starting - since they

Key	Type	Default	Description
			are parsed as template
ixnService.image.ixnNode.repository	string	""	Interaction Server Node docker image repository
ixnService.image.ixnNode.tag	string	""	Interaction Server Node docker image repository tag
ixnService.image.ixnServer.repository	string	""	Interaction Server repository
ixnService.image.ixnServer.tag	string	""	Interaction Server tag
ixnService.image.logSidecar.enabled	boolean	false	Enable Interaction Server logging sidecar
ixnService.image.logSidecar.repository	string	""	Interaction Server logging sidecar docker image repository
ixnService.image.logSidecar.tag	string	""	Interaction Server logging sidecar docker image tag
ixnService.ixnNode.configNode.host	string	nil	Interaction Server Node connects to Voice Config Service host
ixnService.ixnNode.configNode.port	int	8888	Interaction Server Node connects to Voice Config Service port
ixnService.ixnNode.consul.host	string	nil	A consul host is either a string literal or valueFrom definition to be inserted into pod definition
ixnService.ixnNode.consul.port	int	8500	A consul port
ixnService.ixnNode.consul.sslMode	string	nil	Connect to Consul using SSL mode: true or false
ixnService.ixnNode.livenessProbe.failureThreshold	int	3	Interaction Server Node

Key	Type	Default	Description
			liveness probe failure threshold
ixnService.ixnNode.livenessProbe.initialDelaySeconds	int	15	Interaction Server Node liveness probe initial delay
ixnService.ixnNode.livenessProbe.periodSeconds	int	30	Interaction Server Node liveness probe check period
ixnService.ixnNode.livenessProbe.timeoutSeconds	int	3	Interaction Server Node liveness probe timeout
ixnService.ixnNode.ports.default	int	13133	Interaction Server Node default port
ixnService.ixnNode.readinessProbe.failureThreshold	int	3	Interaction Server Node readiness probe failure threshold
ixnService.ixnNode.readinessProbe.initialDelaySeconds	int	15	Interaction Server Node readiness probe initial delay
ixnService.ixnNode.readinessProbe.periodSeconds	int	30	Interaction Server Node readiness probe check period
ixnService.ixnNode.readinessProbe.timeoutSeconds	int	3	Interaction Server Node readiness probe timeout
ixnService.ixnNode.redisOptions.tls.enabled	boolean	nil	Enable TLS mode for Interaction Server Node to Redis connection
ixnService.ixnNode.redisOptions.tls.rejectUnauthorized	boolean	nil	Reject unauthorized hostnames when using TLS connection
ixnService.ixnNode.redis[0].host	string	{"host":null,"is_redis_cluster":null,"port":6379}	Interaction Server Node connects to Redis host
ixnService.ixnNode.redis[0].is_redis_cluster	boolean	nil	Is Redis instance a Cluster or not: true and false

Key	Type	Default	Description
ixnService.ixnNode.redis[0].port	int	6379	Interaction Server Node connects to Redis port
ixnService.ixnNode.resources.limits.cpu	string	"300m"	Interaction Server Node Kubernetes CPU limit
ixnService.ixnNode.resources.limits.memory	string	"320Mi"	Interaction Server Node Kubernetes memory limit
ixnService.ixnNode.resources.requests.cpu	string	"40m"	Interaction Server Node Kubernetes CPU request
ixnService.ixnNode.resources.requests.memory	string	"128Mi"	Interaction Server Node Kubernetes memory request
ixnService.ixnNode.settings.file	string	"settings.json"	Interaction Server Node settings file name
ixnService.ixnNode.settings.mountPath	string	"/mnt/settings"	Interaction Server Node settings mount path
ixnService.ixnNode.volumesMounts	Map	{}	Volumes mounted into an Interaction Server Node container
ixnService.ixnServer.config.serverAppName	string	nil	Interaction Server application name in Configuration Server
ixnService.ixnServer.config.serverHost	string	nil	Interaction Server connects to Configuration Server host
ixnService.ixnServer.config.serverPort	int	8888	Interaction Server connects to Configuration Server port
ixnService.ixnServer.db.connectionString	string	"KeepaliveInterval=1;KeepaliveTime=60;"	Interaction Server Database connection string suffix
ixnService.ixnServer.db.engine	string	"postgre"	Interaction Server Database engine

Key	Type	Default	Description
ixnService.ixnServer.db.host	string	""	Interaction Server Database host
ixnService.ixnServer.db.name	string	""	Interaction Server Database name
ixnService.ixnServer.db.optionsBlobChunkSize	int	nil	Interaction Server Database Blob Chunk Size. Can be left empty
ixnService.ixnServer.db.optionsReconnectPause	int	nil	Interaction Server Database Reconnect Pause. Can be left empty
ixnService.ixnServer.db.port	int	5432	Interaction Server Database port
ixnService.ixnServer.db.schemaName	string	nil	Interaction Server Database schema name. Can be left empty
ixnService.ixnServer.jvmOptions1	string	"-XX:+UnlockExperimentalVMOptions"	
ixnService.ixnServer.jvmOptions2	string	"-XX:+UseCGroupMemoryLimitForHeap"	
ixnService.ixnServer.jvmOptions3	string	"-XX:+UseG1GC"	
ixnService.ixnServer.jvmOptions4	string	"-XX:MinHeapFreeRatio=5"	
ixnService.ixnServer.jvmOptions5	string	"-XX:MaxHeapFreeRatio=10"	
ixnService.ixnServer.jvmOptions6	string	"-XX:GCTimeRatio=4"	
ixnService.ixnServer.jvmOptions7	string	"-XX:AdaptiveSizePolicy"	
ixnService.ixnServer.livenessProbe.failureThreshold	int	3	Interaction Server liveness probe failure threshold
ixnService.ixnServer.livenessProbe.initialDelaySeconds	int	15	Interaction Server

Key	Type	Default	Description
			liveness probe initial delay
ixnService.ixnServer.livenessProbe.periodSeconds	int	30	Interaction Server liveness probe check period
ixnService.ixnServer.livenessProbe.timeoutSeconds	int	3	Interaction Server liveness probe timeout
ixnService.ixnServer.logStorage.mountPath	string	"/mnt/logs"	Interaction Server logs mount path
ixnService.ixnServer.logStorage.storageClassName	string	nil	Interaction Server log storage class name. Used for PVC, can be left empty
ixnService.ixnServer.logStorage.storageSize	string	nil	Interaction Server log storage size. Used for PVC, can be left empty
ixnService.ixnServer.logStorage.volume	object	{}	A volume definition to be inserted into Interaction Server container definition
ixnService.ixnServer.ports.default	int	13130	Interaction Server default port
ixnService.ixnServer.ports.health	int	13131	Interaction Server health port
ixnService.ixnServer.readinessProbe.failureThreshold	int	3	Interaction Server readiness probe failure threshold
ixnService.ixnServer.readinessProbe.initialDelaySeconds	int	15	Interaction Server readiness probe initial delay
ixnService.ixnServer.readinessProbe.periodSeconds	int	30	Interaction Server readiness probe check period
ixnService.ixnServer.readinessProbe.timeoutSeconds	int	3	Interaction Server

Key	Type	Default	Description
			readiness probe timeout
ixnService.ixnServer.resources.limits.cpu	string	"1.25"	Interaction Server Kubernetes CPU limit
ixnService.ixnServer.resources.limits.memory	string	"6Gi"	Interaction Server Kubernetes memory limit
ixnService.ixnServer.resources.requests.cpu	string	"50m"	Interaction Server Kubernetes CPU request
ixnService.ixnServer.resources.requests.memory	string	"1Gi"	Interaction Server Kubernetes memory request
ixnService.ixnServer.secrets.enabled	boolean	nil	Enable Interaction Server database secret
ixnService.ixnServer.secrets.password	string	nil	Interaction Server database password to put in the secret
ixnService.ixnServer.secrets.secretName	string	nil	Interaction Server database secret name
ixnService.ixnServer.secrets.username	string	nil	Interaction Server database username to put in the secret
ixnService.ixnServer.serviceAccount.create	boolean	true	Create service account for Interaction Server
ixnService.ixnServer.serviceAccount.name	string	nil	The name of the ServiceAccount to use. If not set and create is true, a name is generated using the fullname template
ixnService.ixnServer.startupProbe.failureThreshold	integer	120	Interaction Server startup probe failure threshold
ixnService.ixnServer.startupProbe.periodSeconds	integer	30	Interaction Server startup probe check

Key	Type	Default	Description
			period
ixnService.ixnServer.volumesMounts	array	{}	Volumes mounted into an Interaction Server container
ixnService.labels	object	{}	Extra labels ref:Labels and Selectors
ixnService.logSidecar.ports.health	integer	13137	Log Sidecar health port
ixnService.logSidecar.resources.limits.cpu	string	"300m"	Interaction Server Log Sidecar Kubernetes CPU limit
ixnService.logSidecar.resources.limits.memory	string	"320Mi"	Interaction Server Log Sidecar Kubernetes memory limit
ixnService.logSidecar.resources.requests.cpu	string	"40m"	Interaction Server Log Sidecar Kubernetes CPU request
ixnService.logSidecar.resources.requests.memory	string	"128Mi"	Interaction Server Log Sidecar Kubernetes memory request
ixnService.logSidecar.settings.enableHealthPort	boolean	false	Log Sidecar enable health port
ixnService.nodeSelector	object	{}	Node labels for assignment. ref:Labels and Selectors
ixnService.priorityClassName	string	""	Priority Class ref:Assigning Pods to Nodes
ixnService.prometheus.podMonitor.enabled	boolean	false	Enable Prometheus PodMonitor
ixnService.prometheus.podMonitor.targetLabels	object	{}	Promethes PodMonitor target labels
ixnService.securityContext	object	{}	Security Context

Key	Type	Default	Description
			ref:Set the security context for a Container Containers should run as genesys user and cannot use elevated permissions !!! THESE OPTIONS SHOULD NOT BE CHANGED UNLESS INSTRUCTED BY GENESYS !!!
ixnService.service.enabled	bool	true	Enable Kubernetes service for Interaction Service
ixnService.volumes	string	nil	Volumes provided to Interaction Service pod Must be declared with starting - since they are parsed as a template
ixnVQNode.annotations	string	nil	Extra Annotations ref:Annotations Must be declared with starting - since they are parsed as a template
ixnVQNode.image.ixnVQNodeRepository	string	nil	Interaction Server VQ Node docker image repository
ixnVQNode.image.ixnVQNodeImageTag	string	nil	Interaction Server VQ Node docker image tag
ixnVQNode.labels	object	{}	Interaction Server VQ Node extra labels ref:Labels and Selectors
ixnVQNode.livenessProbe.failureThreshold	int	3	Interaction Server VQ Node liveness probe failure threshold
ixnVQNode.livenessProbe.initialDelaySeconds	int	15	Interaction Server VQ Node liveness probe initial delay

Key	Type	Default	Description
ixnVQNode.livenessProbe.periodSeconds	int	30	Interaction Server VQ Node liveness probe check period
ixnVQNode.livenessProbe.timeoutSeconds	int	3	Interaction Server VQ Node liveness probe timeout
ixnVQNode.nodeSelector	object	{}	Node labels for assignment. ref:Assigning Pods to Nodes
ixnVQNode.ports.default	int	13138	Interaction Server VQ Node default port
ixnVQNode.ports.health	int	13139	Interaction Server VQ Node health port
ixnVQNode.priorityClassName	string	""	Priority Class ref:Pod Priority and Preemption
ixnVQNode.prometheus.podMonitor.enabled	boolean	false	Enable Prometheus PodMonitor
ixnVQNode.prometheus.podMonitor.targetLabels	object	{}	Promethes PodMonitor target labels
ixnVQNode.readinessProbe.failureThreshold	int	3	Interaction Server VQ Node readiness probe failure threshold
ixnVQNode.readinessProbe.initialDelaySeconds	int	15	Interaction Server VQ Node readiness probe initial delay
ixnVQNode.readinessProbe.periodSeconds	int	30	Interaction Server VQ Node readiness probe check period
ixnVQNode.readinessProbe.timeoutSeconds	int	3	Interaction Server VQ Node readiness probe timeout
ixnVQNode.resources.limits.cpu	string	"300m"	Interaction Server VQ Node Kubernetes CPU limit

Key	Type	Default	Description
ixnVQNode.resources.limits.memory	string	"160Mi"	Interaction Server VQ Node Kubernetes memory limit
ixnVQNode.resources.requests.cpu	string	"30m"	Interaction Server VQ Node Kubernetes CPU request
ixnVQNode.resources.requests.memory	string	"128Mi"	Interaction Server VQ Node Kubernetes memory request
ixnVQNode.securityContext	object	{}	Security Context ref: Set the security context for a Container Containers should run as genesys user and cannot use elevated permissions !!! THESE OPTIONS SHOULD NOT BE CHANGED UNLESS INSTRUCTED BY GENESYS !!!
ixnVQNode.serviceAccount.create	boolean	true	Create service account for Interaction Server VQ Node
ixnVQNode.serviceAccount.name	string	nil	The name of the ServiceAccount to use. If not set and create is true, a name is generated using the fullname template
ixnVQNode.volumeMounts	object	{}	Volumes mounted into an Interaction Server VQ Node container
podAnnotations	object	{}	Add annotations to all pods
podLabels	object	{}	Add labels to all pods
replicaCount	int	1	Replica count. Applied to both Interaction Service and Interaction Server VQ node pods.

Key	Type	Default	Description
			Can only be 1 or 0. Other values are not supported
tenant.id	string	nil	Tenant UUID or GWS ID
tenant.sid	string	nil	Tenant short 4-digit ID

For information on Interaction Server options, refer to the Configuration Options Reference Manual.

Configuration Server settings

Ensure that IXN Server application in Configuration Server has correct health endpoint:

```
Applications - - Options - [health-service] soap-endpoint = http://localhost:9100/health
```

Security Context

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. For example:

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