Framework Deployment Guide

Accessing History of Configuration Changes

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Accessing History of Configuration Changes

Contents

Configuration Server uses the Configuration History Log to keep track of changes being made in the Configuration Database. The History Log within Configuration Server contains more dealied information than is output in Audit-level log messages. Starting in release 8.5.0, Genesys provides a tool to extract this detailed information.

Also in release 8.5.0, previous values (as they were before a change) can also be stored in the history log along with the actual changes.

> **Important**
>
> The history log does not provide complete information about changes to assigned access Permissions

Retrieving the History

Extract the changes history to an XML file by starting an instance of Configuration Server (any instance in the configuration will suffice; it does not have to be the Configuration Server currently running) and specifying the following parameter on the command line with the startup command:

```
-dumpauditxml <file name> [-last <days>]
```

where:

`<file name>` - The name of the XML file to which the information will be extracted. The information will be in the XML format shown in the example below.

`-last <days>` - (Optional) The results for the operations for the last number of days; if this argument is not specified, all audit history in the database is exported.

The Configuration Server starts, exports the information into the file specified in the parameter, and then terminates.

Exported File Format

The exported XML file contains two primary sections. The `CfgAuditEntry` section contain information about the type of update, what object was updated, and who updated it. Its fields are described in the table below. Each `CfgAuditEntry` section contains one or more `CfgHistoryRecord` sections, that contain the former value and the action that was taken during the update identified in the `CfgAuditEntry`. An excerpt of a sample exported file is available after the table.

Field Name	Description
id	The ID of the audit record that exists in the database.
operation_type	The type of operation performed based on the

	internal enumeration of the Configuration Server implementation.
operation_time	The timestamp when the operation occurred.
object_dbid	The internal DBID of the object being updated.
user_name	The username of the user performing the update.
object_data_size	The size of the audit record, as contained in the CfgHistory Record tag.
object	The name of the object being updated.
host	The name of the host or IP address from which the user performing the update is connected to Configuration Server.
application	The name of the user application that is connected to Configuration Server when performing the update operation.
application_dbid	The DBID of the user application that is connected to the Configuration Server when performing the update operation.
user_tenant	The name of the tenant to which the user performing the update belongs.
user_tenant_dbid	The DBID of the tenant to which the user performing the update belongs.
tenant	The name of the tenant to which the object being updated belongs.
tenant_dbid	The DBID of the tenant to which the object being updated belongs.

Sample File

[+] Show sample file

```
<CfgAuditEntry
   id="187"
   operation_type="4"
   operation_time="[01/07/14 09:35:04]"
   object_type="CfgCampaign"
   object_dbid="101"
   user_name="default"
   object_data_size="529"
   object="CampaignA"
   host="135.17.178.16"
   application="default"
   application_dbid="100"
   user_tenant="Environment"
   user_tenant_dbid="1"
   tenant="Environment"
   tenant_dbid="1">
<CfgHistoryRecord
  id="187">
 <former_value>
```

```
  <action
    action="change">
   <CfgCampaignUpdate
     DBID="101">
    <callingLists
      action="change">
     <CfgCallingListInfo
       linkDBID="101"
       share="22"     />
    </callingLists>
   </CfgCampaignUpdate>
  </action>
 </former_value>
 <action>
  <CfgCampaignUpdate
    DBID="101">
   <callingLists
     action="change">
    <CfgCallingListInfo
      linkDBID="101"
      share="20"    />
   </callingLists>
  </CfgCampaignUpdate>
 </action>
</CfgHistoryRecord>
 </CfgAuditEntry>
```