Framework Management Layer User's Guide

Log Format

12/18/2025

Log Format

A log record is a data record that stores information communicated in a single log event. Log records are stored in the Centralized Log Database in the following tables:

- G_LOG_MESSAGES
- G_LOG_ATTRS

G_LOG_MESSAGES

The G_LOG_MESSAGES table consists of one row for each log message. The structure of the table is described in the following table: **[+] Show table structure**

Structure of the G_LOG_MESSAGES Table

Field Name	Type	Description
ID	numeric	The unique identifier of the record stored in this table.
MESSAGE_ID	integer	The unique identifier of the event.
TIMEGENERATED	datetime	The time when the record was written to the database, in GMT format.
TIMEWRITTEN	datetime	The time when the record was written to the database, in GMT format.
PRIORITY	integer	The log level of the reported event. This field can have one of the following values: 2—Trace-level events. The Trace level of logging reports the details of communication between the various solution components and contains information about the processing steps for each interaction by each solution component. 3—Interaction-level events. The Interaction level of logging reports the details of an interaction process by solution components that handle interactions and contains information about the processing steps for each interaction by each solution component. 4—Standard-level events. The Standard level of logging contains high-level events that report both major problems and normal operations of in-service solutions. 5—Alarm-level events. The Alarm level of logging reports the events related to

		alarm detection, processing, and removal.
ORIGIN	integer	Reserved for future use.
CATEGORY	integer	Identifies the type of the log record and can have one of the following values: 0—for application-related log events 2—for audit-related log events
DATALEN	integer	Reserved for future use.
APPDBID	integer	Reserved for future use.
APPTYPE	integer	The type of application that reported the event. Refer to APPTYPE Field Values for a list of the valid values.
APPNAME	string	The name of the application, as specified in the Configuration Database, that reported the event.
HOSTNAME	string	The name of the host, as specified in the Configuration Database, on which the application that reported the event runs.
MESSAGETEXT	string	Text defining and describing the event.

APPTYPE Field Values

The following table provides the valid values for the **APPTYPE** field in the **G_LOG_MESSAGES** table. **[+] Show values**

Application Types for APPTYPE Field in the G_LOG_MESSAGES Table

Value	Application Type
00	Applications of all types when reporting log events common to all Genesys applications
01	T-Server
01	Programmable Gateway Framework
02	Stat Server
03	Billing Server
06	Voice Treatment Server
08	DB Server
09	Call Concentrator
10	CPD (Call Progress Detection) Server
11	List Manager

12	Outbound Contact Server
15	Universal Routing Server
21	Configuration Server
23	Third Party Server
26	DART Server (Obsolete)
28	Custom Server
29	External Router
31	Virtual Routing Point
32	Database (Obsolete)
33	Web Option
34	Detail Biller
35	Summary Biller
36	Network Overflow Manager
37	Backup Control Client
38	CC Analyzer Data Sourcer
40	IVR Interface Server
41	I-Server
42	Message Server
43	Solution Control Server
46	DB Server
48	WFM Data Aggregator
50	WFM Schedule Server
52	ETL Proxy
54	GVP-Voice Communication Server
55	VSS System
58	CC Analyzer Data Mart
59	Chat Server
60	Callback Server
61	Co-Browsing Server
62[a]	SMS Server
63	Contact Server
64	E-Mail Server
65	Media Link
66	Web Interaction Requests Server
67	Web Stat Server
68	Web Interaction Server
69	Web Option Route Point
74	Voice over IP Controller

77	HA Proxy
78	Voice over IP Stream Manager
79	Voice over IP DMX Server
80	Web API Server
81	Load Balancer
82	Application Cluster
83	Load Distribution Server
84	G-Proxy
85	Genesys Interface Server
86	GCN Delivery Server
88	IVR DirectTalk Server
89	GCN Thin Server
90	Classification Server
91	Training Server
92	Universal Callback Server
93	CPD Server Proxy
94	XLink Controller
95	K-Worker Portal
96	WFM Server
97	WFM Builder
98	WFM Reports
99	WFM Web
100	Knowledge Manager
101	IVR Driver
102	IVR Library
103	LCS Adapter
104	Desktop NET Server
105	Siebel7 ConfSynchComponent
106	Siebel7 CampSynchComponent
107	Generic Server
108	Generic Client
109	Call Director
110	SIP Communication Server
111	Interaction Server
112	Integration Server
113	WFM Daemon
114	GVP Policy Manager
115	GVP Cisco Queue Adapter

116	GVP Text To Speech Server
117	GVP ASR Log Manager
118	GVP Bandwidth Manager
119	GVP Events Collector
120	GVP Cache Server
121	GVP ASR Log Server
122	GVP ASR Package Loader
123	GVP IP Communication Server
124	GVP Resource Manager
125	GVP SIP Session Manager
126	GVP Media Gateway
127	GVP Soft Switch
128	GVP Core Service
129	GVP Voice Communication Server
130	GVP Unified Login Server
131	GVP Call Status Monitor
132	GVP Reporter
133	GVP H323 Session Manager
134	GVP ASR Log Manager Agent
135	GVP Genesys Queue Adapter
136	GVP IServer
137	GVP SCP Gateway
138	GVP SRP Server
139	GVP MRCP TTS Server
140	GVP CCS Server
141	GVP MRCP ASR Server
142	GVP Network Monitor
143	GVP OBN Manager
144	GVP Self Service Provisioning Server
145	GVP Media Control Platform
146	GVP Fetching Module
147	GVP Media Control Platform Legacy Interpreter
148	GVP Call Control Platform
149	GVP Resource Manager
150	GVP Redundancy Manager
151	GVP Media Server
152	GVP PSTN Connector
153	GVP Reporting Server

154	GVP SSG (formerly GVP ASG)
155	GVP CTI Connector
156	Resource Access Point
157	Workspace Desktop Edition (formerly Interaction Workspace)
158	Advisors
159	ESS Extensible Services
160	Customer View
161	Orchestration Server
162	Reserved
163	Capture Point
164	Rules ESP Server
165	Genesys Administrator
166	iWD Manager
167	iWD Runtime Node
168	Business Rules Execution Server
169	Business Rules Application Server
170	VP Policy Server
171	Social Messaging Server
172	CSTA Connector
173	VP MRCP Proxy
174	UCM Connector
175	OT ICS Server
176	OT ICS OMP Infrastructure
177	Advisors–Contact Center Advisor
178	Advisors–Frontline Advisor
179	Advisors–Advisors Platform
180	Advisors–Advisors Genesys Adapter
181	Advisors–Advisors Cisco Adapter
182	Federation Server
183	Federation Stat Provider
184	Genesys Administrator Server
185	Web Engagement Backend Server
186	Web Engagement Frontend Server
187	WebRTC Gateway
188	LRM Server
189	Recording Crypto Server
190	Genesys Knowledge Center Server
191	Genesys Knowledge Center CMS

[a] Prior to release 8.0, this value was used for the Application type IS Transport Server. In release 8.0 and later, this value is used for the Application type SMS Server.

G_LOG_ATTRS

Some log events also contain Extended Attributes that an application may attach for audit purposes. The G_LOG_ATTRS table contains one row for each extended attribute. The structure of the table is described in the following table:

[+] Show table structure

Structure of the G_LOG_ATTR Table

Field Name	Type	Description
ID	numeric	The unique identifier of the record stored in this table.
LRID	numeric	The unique identifier of the log record stored in the G_LOG_MESSAGES table to which this extended attribute belongs.
MESSAGE_ID	integer	The unique identifier of the event.
ATTR_NAME	string	The name of the extended attribute.
ATTR_VALUE	string	The value of the extended attribute in string format.