Workspace Desktop Edition Deployment Guide

Log Options

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Log Options

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Log

log.default-filter-type

- Default Value: `copy`
- Valid Values: `copy, skip, hide, hide-first, hide-last, unhide-first, unhide-last, custom-filter, <KeyPrefix>,<KeyPost>,<ValuePrefix>,<ValuePost>`
- Changes take effect: Immediately.
- Description: Specifies the default view of KVList information (including UserData, Extensions, and Reasons) in the log. It is applied to the attributes of all KVList pairs except those that are explicitly defined in the log-filter-data key. The filter `custom-filter` enables you to define KeyPrefix, KeyPost, ValuePrefix, and ValuePost. For example: `log.default-filter-type: custom-filter,<,>,<#,#>`

log.ESDK

- Default Value: `All`
- Valid Values: One value from this list: `All, Debug, Trace, Interaction, Alarm`.
- Changes take effect: Immediately.
- Description: Defines the level of logging for ESDK API.

log.expire

- Default Value: `10`
- Valid Values: An integer value from 1 through 100.
- Changes take effect: Immediately.
- Description: Specifies if log files are to be stored. If they are stored, specifies the maximum number of files (segments) to be stored before the oldest file is removed. The value $number$ sets the maximum number of log files to store.

log.filter-data.<key_name>

- Default Value: `copy`
- Valid Values: `copy, skip, hide, hide-first, hide-last, unhide-first, unhide-last, custom-filter, <KeyPrefix>,<KeyPost>,<ValuePrefix>,<ValuePost>`
- Changes take effect: Immediately.
- Description: Specifies the treatment of specific data in the log. It overrides the general settings specified by the `log.default-filter-type` option, which specifies the default view of KVList information (including UserData, Extensions, and Reasons) in the log. It is applied to the attributes of all KVList pairs except those that are explicitly defined in the log-filter-data key. The filter `custom-filter`

enables you to define KeyPrefix, KeyPost, ValuePrefix, and ValuePost. For example: `log.default-filter-type: custom-filter,<,>,<#,#>`

log.max-age

- Default Value: `10`
- Valid Values: Any positive integer.
- Changes take effect: When the application is started or restarted
- Description: Specifies the maximum number of days for which Interaction Workspace log files are kept. If the option value is greater than 0, the application deletes the old log files (older than the value of this option) at startup. If the option value is set to 0, log files are not deleted at startup.

log.PSDK

- Default Value: `Standard`
- Valid Values: One value from this list: `All`, `Debug`, `Trace`, `Interaction`, `Standard`, `Alarm`.
- Changes take effect: Immediately.
- Description: Define the level of logging for the PSDK API.

log.segment

- Default Value: `10MB`
- Valid Values: The value $number$KB sets the maximum segment size, in kilobytes. The minimum segment size is 100KB. The value $number$MB sets the maximum segment size, in megabytes.
- Changes take effect: When the application is started or restarted.
- Description: If set, specifies that there is a segmentation limit for a log file and defines the limit size in either kilobytes (KB) or megabytes (MB). If the current log segment exceeds the defined size, the file is closed and a new one is created.

log.Trace

- Default Value: `$Application.RootApplicationData$\log\InteractionWorkspace`
- Valid Values: A valid path relative to the agent workstation.
- Changes take effect: When the application is started or restarted.
- Description: Defines the full path of the log file relative to the agent workstation. The file name requires the following extension:
  `.%date{yyyyMMdd_HHmmss_fff}.log`
  The full path can also contain the following field codes:
  `$Agent.UserName$,$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$,`
  `$Application.Exe$,$Application.ApplicationData$,$Application.RootApplicationData$`
  The path should be specified by the level that is specified by the `log.verbose` option, as follows:
  `log.x<path>`
  where x is the verbose level.

log.verbose

- Default Value: Trace

- Valid Values: One value from the following list: `All`, `Debug`, `Trace`, `Interaction`, `Standard`, `Alarm`, None.

- Changes take effect: Immediately.

- Description: Defines the level of logging of overall application. If the value is set lower than the level specified by ESDK or PSDK, all levels are set to `verbose`.