iWD Deployment Guide

Logging

5/4/2025

Contents

Logging

iWD Manager and iWD Runtime Node support creation of their own log files for troubleshooting purposes. In addition, iWD Manager supports centralized logging through Genesys Message Server (optional). The following procedures explains how to configure the required parameters.

> ### Important
> Write the pathnames using either a single forward (**/**) slash or a double backwards slash (****) as a separator.

Configuring Logging for iWD Manager

> ### Important
> For centralized logging, add the connection from iWD Manager Server to Message Server. Refer to the 8.5.1 Management Layer User's Guide for more information about Message Server.

Process

The process of startup logging contains two stages:

1. Initial Phase.
   1. When iWD Manager starts, initial logging configuration is read from the logback.xml configuration file **<IWD_MANAGER_FOLDER>/config/logback.xml**. One log file will be created: **<IWD_MANAGER_FOLDER>/iwd_manager_startup.log**.
2. iWD Manager retrieves the configuration from Configuration Server.
   1. iWD Manager will reconfigure itself to log according to configuration stored in Configuration Server.
   2. If logging configuration is missing in Configuration Server, iWD Manager will use default logging options values.
   3. If logging configuration is incorrect and iWD Manager cannot create any logger it will exit with an error.

For information about configuring IWD Manager Logging, refer to the iWD Manager configuration options.

Log Files

- **iwd_manager.log**—Main log.
- **iwd_manager_startup.log**—Initial phase log.
- **iwd_manager_access.log**—iWD Manager API log.

Configuring Logging for iWD Runtime Node

> ### Important
> For centralized logging, add the connection from iWD Runtime Node to MessageServer. Refer to the Framework 8.5.1 Management Layer User's Guide for more information about Message Server.

Process

The process of startup logging contains two stages:

1. Initial Phase.
   a. When iWD Runtime Node starts, initial logging configuration is read from the yaml configuration file (**<RUNTIMENODE_FOLDER>/config/iwd_dm.yaml**).
   b. One log file will be created—**<RUNTIMENODE_FOLDER>/datamart-startup.log**.

3. iWD Runtime Node retrieves the configuration from Configuration Server.
   a. iWD Runtime Node will reconfigure itself to log according to configuration stored in Configuration Server.
   b. If logging configuration is missing in Configuration Server, iWD Runtime Node will use default logging options values.
   c. If logging configuration is incorrect and iWD Runtime Node cannot create a logger, it will exit with an error.
   d. All log files are created (see Log Files below).

For information about configuring IWD Runtime Node Logging, refer to the iWD Genesys Administrator Extension Plug-in Help.

Log Files

- **datamart.log**—Main log.
- **datamart-startup.log**—Initial phase log.

- **datamart-access.log**—Data Mart API log.

Log files for corresponding Data Mart services:

- **aggregate-historical.log**
- **aggregate-intraday.log**
- **aggregate-stats.log**
- **configuration-monitor.log**
- **conf-server-connector.log**
- **initialize.log**
- **load-config.log**
- **load-historical.log**
- **load-intraday.log**
- **maintain.log**
- **stat-adapter.log**

Configuring Logging for iWD History Node

> ### Important
> For centralized logging, add the connection from iWD History Node to MessageServer.
> 8.5.1 Management Layer User's Guide for more information about Message Server.

Process

The process of startup logging contains two stages:

1. Initial Phase.
   1. When iWD History Node starts, initial logging configuration is read from the **yaml** configuration file **<IWD_HISTORY_FOLDER>/config/iwd_history.yaml**. One log file will be created: **<IWD_HISTORY_FOLDER>/iwd_history_startup.log**.
2. iWD History Node retrieves the configuration from Configuration Server.
3. iWD History Node will reconfigure itself to log according to configuration stored in Configuration Server.
4. If logging configuration is missing in Configuration Server, iWD History Node will use default logging options values.
5. If logging configuration is incorrect and iWD History Node cannot create any logger, it will exit with an error.

For information about configuring IWD History Node Logging, refer to the iWD History Node

Configuration.

Log Files

- **iwd_history.log**—Main log.
- **iwd_history_startup.log**—Initial phase log.
- **iwd_history-access.log**—iWD History API log.

Hiding or Tagging Sensitive Data in Logs

Hiding All Sensitive Data

To hide all sensitive data in logs, you must create the following in the application options:

- Section—**[log-filter]**
- Option name—**default-filter-type** with the value set to hide.

Hiding Specific Data

To hide specific data (for example, password) in logs, you must create the following in the application options:

- Section—**[log-filter-data]**
- Option name—**password** with the value set to hide.

Common Settings

The settings described at the links below are common for most Genesys applications.

- *PSDK Developer's Guide* (a detailed description of "Hide or Tag Sensitive Data in Logs" feature)
- *Security Deployment Guide*