Genesys Knowledge Center Deployment Guide

Logging Configuration Options

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Logging Configuration Options

Overview

This page explains the options that are used to configure application logging.

It is recommended you define log configuration in the Knowledge Center Cluster Application so it can be used by all Knowledge Center Server and Knowledge Center CMS nodes connected to the cluster.

> ### Important
> The file path defined in the `log` section of the Knowledge Center Cluster Application must be valid for every node within this cluster. It is recommended to use a relative path.

There are two sections in the configuration that allow you to configure log system behavior:

- `log` - defined logging system common options
- `log-extended` - enables extended logging for certain sub-systems of the application

> ### Important
> - We do not recommend you change the settings in the `log-extended` section unless you are advised to do so by Genesys Technical Support.
> - The `log-extended` section might be used when collecting information for an incident investigation.
> - Please ensure that values in this section are reverted to original values during production use of the product.

Genesys Knowledge Center allows you to change log options for a particular node of the Knowledge Center Server or Knowledge Center CMS by defining log configuration options in the **Application** object of this particular node.

> ### Important
> We do not recommend you define a separate configuration for individual nodes unless you have a specific reason to do so (for example, you were advised by a Genesys

> Technical Support representative).

Log section

Option	Name	Description	Value
Section: log Logging options.			
All events	all	Specifies the outputs to which an application sends all log events. The log output types must be separated by a comma when more than one output is configured. For example: `all = stdout, logfile`	**Default value:** stdout **Value Type:**string **Valid values:** stdout, stderr, network, [filename] **Changes Take Effect:** Immediately
Standard	standard	Specifies the outputs to which an application sends the log events of the Standard level. The log output types must be separated by a comma when more than one output is configured. For example: `standard = stderr, network`	**Default value:** stdout **Value Type:**string **Valid values:** stdout, stderr, network, [filename] **Changes Take Effect:** Immediately
Trace	trace	Specifies the outputs to which an application sends the log events of the Trace level and higher (that is, log events of the Standard, Interaction, and Trace levels). The log outputs must be separated by a comma when more than one output is configured. For example:`trace = stderr, network`	**Default value:** stdout **Value Type:**string **Valid values:** stdout, stderr, network, [filename] **Changes Take Effect:** Immediately
Debug	debug	Specifies the outputs to which an application sends the log events of	**Default value:** stdout

Option	Name	Description	Value
		the Debug level and higher (that is, log events of the Standard, Interaction, Trace and Debug levels). The log outputs must be separated by a comma when more than one output is configured. For example: `debug = stderr, network`	**Value Type:**string **Valid values:** stdout, stderr, network, [filename] **Changes Take Effect:** Immediately
Verbose	verbose	Determines whether a log output is created. If it is, specifies the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Interaction, Trace, and Debug.	Default value: standard **Value Type:**chooseMultiple **Valid values:** all > debug | trace | interaction | standard | none **Changes Take Effect:** Immediately
Logging pattern	outputPattern	Specifies the output pattern that logs is formated to. Log4j/Log4j2 pattern format must be used.	Default value: %d{dd.MM.yyyy HH:mm:ss}> %-5.5p | %-45.80t | %-30.1000c{1} %m %ex%n **Value Type:**string **Changes Take Effect:** Immediately
Log compression	compressMethod	Specified method that will be used for archiving log files.	**Default value:** <empty> **Value Type:**enumerated type **Valid values:**

Option	Name	Description	Value
			[+] None None **[+] gzip** GZIP **[+] zip** ZIP **Changes Take Effect:** Immediately
Segment	segment	Specifies whether there is a segmentation limit for a log file. If there is, sets the mode of measurement, along with the maximum size. If the current log segment exceeds the size set by this option, the file is closed and a new one is created. This option is ignored if log output is not configured to be sent to a log file.	Default value: 100 MB **Value Type:**regular expression [^(?i)(false>(\d+) (kb|mb|hr))$] **Valid values:** false | <number>[KB] | <number> MB | <number> hr **Changes Take Effect:** Immediately
Expire	expire	Determines whether log files expire. If they do, sets the measurement for determining when they expire, along with the maximum number of files (segments) or days before the files are removed. This option is ignored if log output is not configured to be sent to a log file.	Default value: 10 **Value Type:**regular expression [^(?i)(false>(\d+) day|(\d+))$] **Valid values:** false | <number>[file] (1-1000) | <number> day (1-100)

Option	Name	Description	Value
			Changes Take Effect: Immediately
Time zone	timeConvert	Specifies the system in which an application calculates the log record time when generating a log file. The time is converted from the time in seconds since "00:00:00 UTC, January 1, 1970".	**Default value:** local **Value Type:**enumerated type **Valid values:** **[+] local** The time of log record generation is expressed as a local time, based on the time zone and any seasonal adjustments. Time zone information of the application's host computer is used. **[+] utc** The time of log record generation is expressed as Coordinated Universal Time (UTC). **Changes Take Effect:** Immediately
Time format	timeFormat	Specifies how to represent, in a log file, the time when an application generates log records. A log record's time field in the ISO 8601 format looks like this: "2001-07-24T04:58:10.123".	**Default value:** time **Value Type:**enumerated type **Valid values:** **[+] time** The time string is formatted according to

Option	Name	Description	Value
			"HH:MM:SS.sss" (hours, minutes, seconds, and milliseconds) format. **[+] locale** The time string is formatted according to the system's locale. **[+] iso8601** The date in the time string is formatted according to the ISO 8601 format. Fractional seconds are given in milliseconds. **Changes Take Effect:** Immediately
Message format	message-format	Specifies the format of log record headers that an application uses when writing logs in the log file. Using compressed log record headers improves application performance and reduces the log file's size.	**Default value:** custom **Value Type:**enumerated type **Valid values:** **[+] short** An application uses compressed headers when writing log records in its log file. **[+] medium** An application uses medium size headers when writing log records in its log file. **[+] full**

Option	Name	Description	Value
			An application uses complete headers when writing log records in its log file. **[+] shortcsv** An application uses compressed headers with comma delimiter when writing log records in its log file. **[+] shorttsv** An application uses compressed headers with tab char delimiter when writing log records in its log file. **[+] shortdsv** An application uses compressed headers with 'messageHeaderDelimiter' delimiter when writing log records in its log file. **[+] custom** Custom message format, specified in 'customMessageFormat' option. **Changes Take Effect:** Immediately