



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage Digital (eServices)

Event Logger DAP

Event Logger DAP

Contents

- [1 Event Logger DAP](#)
 - [1.1 event-filtering Section](#)
 - [1.2 logger-settings Section](#)
 - [1.3 agent-custom-data Section](#)
 - [1.4 custom-custom-data Section](#)

These options are configured on the DAP that you must create in order to deploy **Event Logger**.

event-filtering Section

- **event-filter-by-id**
- **log-agent-activity**
- **log-agent-state**
- **log-esp-service**
- **log-queue**
- **log-strategy**
- **log-userdata**

event-filter-by-id

Default Value: No default value

Valid Values: Comma-separated list of event identifiers

Changes Take Effect: Immediately

If this option is present and not empty, only events with event IDs specified in the comma-separated list and permitted by the event type filters are logged into their corresponding reporting tables. If this option is absent or empty, all events permitted by the event type filters are logged into their corresponding reporting tables.

log-agent-activity

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Setting this option to false turns on the event filtering group agent activity. All events defined at this group level will be skipped.

log-agent-state

Default Value:

Valid Values: true, false

Changes Take Effect: Immediately

Setting this option to false turns on the event filtering group agent state. All events defined at this

group level will be skipped.

log-esp-service

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Setting this option to false turns on the event filtering group esp service. All events defined at this group level will be skipped.

log-queue

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Setting this option to false turns on the event filtering group queue. All events defined at this group level will be skipped.

log-strategy

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Setting this option to false turns on the event filtering group strategy. All events defined at this group level will be skipped.

log-userdata

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Setting this option to false means that for each interaction activity reporting event, customer defined user data will not be stored.

logger-settings Section

- [batch-size](#)
- [connection-string](#)
- [delivery-protocol](#)
- [max-queue-size](#)
- [odbc-string](#)
- [reconnection-pause](#)
- [schema-name](#)
- [storing-timeout](#)

batch-size

Default Value: 500

Valid Values: 10-5000

Changes Take Effect: Immediately

Defines how many records (or events) are stored in internal memory before flushing to the database. For database performance, bulk operations are more efficient than record operation. Changing this parameter defines the size of the bulk database operation.

connection-string

Default Value: No default value

Valid Values: Any valid ODBC connection string

Changes Take Effect: After restart of Interaction Server

Introduced: 8.5.100.17

Configuring a connection string is described on the [ODBC Connection page](#) of the eServices Deployment Guide.

delivery-protocol

Default Value: eventlog

Valid Values: mq-series, msmq, eventlog, jms, odbc

Changes Take Effect: After restart of Interaction Server

Modified: 8.5.100.15

Specifies the delivery protocol to be used for Event Logging. The valid value odbc was added in release 8.5.1.

max-queue-size

Default Value: 20000

Valid Values: 10000-100000

Changes Take Effect: Immediately

This option is also relevant for JMS Event Logger. This option specifies the maximum number of records (or events) that are kept in memory while waiting to be written to the database or to the JMS-compliant message queue. If the number of queued events becomes greater than the value specified for this option, Interaction Server discards the data, and events are not written to the database or the message queue. When setting this parameter, keep in mind that reporting events, depending on the average event size, may consume large amounts of memory. This parameter should be set to allow for safe failover to the backup DB Server in the case of database event logger. Note that Interaction Server makes immediate attempts to reconnect to DB Server (primary and backup) if the connection is lost.

odbc-string

Default Value: No default value

Valid Values: Any valid ODBC connection string

Changes Take Effect: After restart of Interaction Server

Introduced: 8.5.100.15

Configuring a connection string is described on the [ODBC Connection page](#) of the eServices Deployment Guide. Consult the description of the connection-string option.

reconnection-pause

Default Value: 5000

Valid Values: 100-300000

Changes Take Effect: Immediately

Introduced: 8.5.100.15

Specifies, in milliseconds, the time between repeated attempts to connect to the database, test database integrity, initialize database values, or reconnect to the database when a connection is lost.

schema-name

Default Value: dbo

Valid Values: Any valid MS SQL database schema name

Changes Take Effect: After restart

Slight differences:

- For MS SQL, specifies the schema name to use to access the database. Note: Logger does not check the accuracy of field definitions. Be sure to correctly define all names and values. Both the name and the value of this option are case-sensitive.

- For Oracle, specifies the schema name to use to access the database when the Interaction Server DAP is configured with a user who is not the schema owner. If the Interaction Server DAP is configured with a user who is the schema owner, you do not need to set this option.

Note: In the Interaction Server application configuration options, this option specifies the main Interaction Server database schema name. In the options for the Logger DAP, this option specifies the database schema for event logging.

storing-timeout

Default Value: 500

Valid Values: 50-60000

Changes Take Effect: Immediately

Specifies the time interval, in milliseconds, between two write operations to the database. This option also makes it possible for the logger to perform a bulk collection of records before storing in the database.

agent-custom-data Section

- `<custom event content attribute name>`

`<custom event content attribute name>`

Default Value: No default value

Valid Values: field-name;type;length

Changes Take Effect: After restart of Interaction Server

This `custom data section of the Event Logger DAP object` specifies the list of EventContent keys that are to be stored in the separate fields of the EventLogger database (the **rpt_agent** table). For each EventContent key name, you must specify the database field name, its type, and its length. Event Logger will map values of these keys from each custom agent-related event to the appropriate database field. The option name specifies the EventContent key name to be stored in the database in the specified separate field. Each EventContent attribute must be defined as a separate option. The option value has the format `<field-name>;<type>;<length>`, where

- **field-name**—Specifies the database field name. The field name must be exactly as defined in the database. This parameter is mandatory.
- **type**—Specifies the database field type (case sensitive). This parameter is optional; if it is absent, the field type defaults to string. The following types are possible:
 - string. Field type is varchar.
 - integer. Field type is numeric.
 - timestamp. Field type is timestamp.
- **length**—Specifies the length of the field. This parameter is optional and is inferred from the field type. For the string type this parameter defaults to 64.

Important

Event Logger does not check the accuracy of field definitions. Be sure to correctly define all names and values. Both the name and the value of this option are case-sensitive.

custom-custom-data Section

- **<custom event content attribute name>**

<custom event content attribute name>

Default Value: No default value

Valid Values: field-name;type;length

Changes Take Effect: After restart of Interaction Server

This **custom data section of the Event Logger DAP object** specifies the list of EventContent keys that are to be stored in the separate fields of the EventLogger database (the **rpt_custom** table). For each EventContent key name, you must specify the database field name, its type, and its length. Event Logger will map values of these keys from each custom-related event to the appropriate database field. The option name specifies the EventContent key name to be stored in the database in the specified separate field. Each EventContent attribute must be defined as a separate option. The

option value has the format <field-name>;<type>;<length>, where

- field-name—Specifies the database field name. The field name must be exactly as defined in the database. This parameter is mandatory.* type—Specifies the database field type (case sensitive). This parameter is optional; if it is absent, the field type defaults to string. The following types are possible:
 - string. Field type is varchar.
 - integer. Field type is numeric.
 - timestamp. Field type is timestamp.* length—Specifies the length of the field. This parameter is optional and is inferred from the field type. For string type this parameter defaults to 64.

Important

Event Logger does not check the accuracy of field definitions. Be sure to correctly define all names and values. Both the name and the value of this option are case-sensitive.