GENESYS™

Log File Management Tool Deployment and User's Guide

Deployment of the LFMT Client

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Deployment of the LFMT Client

This section describes how to deploy and configure the LFMT Client software.

The LFMT Client is a GAX Plug-in that provides the LFMT user interface through which users specify the log files to retrieve, package, and upload to a given location.

Important

- Genesys recommends LFMT is deployed on its own separate GAX instance so that it does not affect any other GAX Plugins that are used to manage/operate the contact center.

Installing the LFMT Client

The following directories in the LFMT Client distributable contain the LFMT installation packages:

- For Linux:
    - **/LFMT_8.5.10x/LFMTClient/8.5.10x.xx (GAX 9.0.100.52+ within GAX 9.0.100.xx family)/linux/ip**.
- For Windows:
    - **\LFMT_8.5.10x\LFMTClient\8.5.10x.xx (GAX 9.0.100.52+ within GAX 9.0.100.xx family)\windows\ip**.

Important

- LFMT Client places GAX Plug-in files in the <GAX Installation Directory>\webapp\gax\ WEB-INF\lib folder; this folder is created the first time GAX is started.
    - Please ensure GAX has been started at least once prior to the installation of the LFMT Client.

Installing the LFMT Client on Linux

1. In the directory to which the LFMT Client installation package was copied, execute the **install.sh** script
2. Enter the location to the **GAX installation directory** (i.e. **/opt/Genesys/gax**)

3. Enter the **Destination Folder** for the **LFMT Client** installation (i.e. **/home/genesys/gcti/ LFMT_Client_8510400**)

4. Ensure the .jar files in the **<LFMT Client Install Directory>** have been copied to **<GAX Installation Directory>/webapp/WEB-INF/lib**

Installing the LFMT Client on Windows

1. In the directory to which the LFMT Client installation package was copied, double-click **setup.exe** to start the installation.

    a. On the **Welcome** screen, click **Next**.

    b. Enter the **Destination Folder** for the LFMT Client installation and click **Next**.

    c. On the **Ready to Install** screen, click **Next**.

    d. On the **Installation Complete** screen, click **Finish**.

5. Ensure the .jar files in the **<LFMT Client Install Directory>** have been copied to **<GAX Installation Directory>\webapp\WEB-INF\lib**.
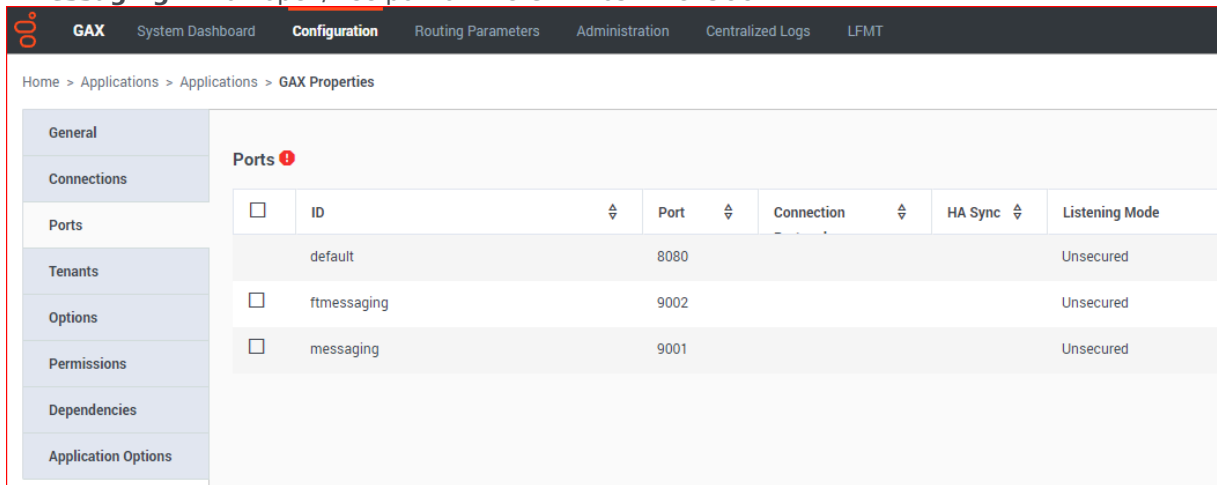
Configuring GAX for use with the LFMT Client

Important

- If/when using LFMT Client 8.5.104.00 thru LFMT Client 8.5.105.03 and GAX 9.0.103.08+

  - Please ensure the respective GAX Application, with the LFMT Client Plug-in installed, has the **[lfmt]/use_lfm_extension** option set to **true**

  - So that **.lfm** files and not .zip (the default as of 8.5.104) LFMT Package files are created and therefore downloadable via GAX

    - This avoids a "Failed Forbidden" error when trying to download LFMT Packages

  - This change is required because GAX 9.0.103.08+ filters .gz, .jar, .zip, and .rar API requests

- Log into GAX

- Navigate to **Configuration Manager**.

- From the **Environment** section, select **Applications**.

- In the **Applications** section, select the GAX Application (i.e. **GAX_LFMT**) to be configured for use with the LFMT Client.

- In the **Application Properties** pane, select the **Ports** tab.

- In the **Ports** tab, add the following listening ports.

- **messaging** = <an open/free port on the GAX host - i.e. **9001**>
- **ftmessaging** = <an open/free port on the GAX host - i.e. **9002**>

- (Optional)Navigate to the **Application Options** tab.
  - Add and configure the following Section and Options in the GAX configuration object.
    - Add the Section **lfmt**.
    - Within the new **lfmt** Section, add/configure the following LFMT FTP options:
      - **ftp_host**, **ftp_port**, **ftp_user**, **ftp_pwd**.
- Select the **Save** button to save changes to the application.
- **Restart** GAX.

Important

- Ensure GAX is restarted post the LFMT Client installation.

Tip

- For more information on the GAX LFMT configuration options, please refer to the LFMT GAX Configuration Options section.