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Log File Management Tool Deployment and User's Guide

Log File Retrieval Service

5/1/2025

Log File Retrieval Service

With the LFMT - Log File Retrieval Service (LFRS) activated, Genesys Customer Care is empowered to proactively retrieve log files pertaining to an issue with minimal to no customer intervention.

All customers with a current maintenance contract can elect to use the LFMT - Log File Retrieval Service.

With the LFMT - Log file Retrieval Service, when Genesys log files are required for Genesys Care Case progression and resolution, the respective Customer Care Analyst will retrieve the log files using the customer's on-site LFMT deployment.

Before requesting activation of the LFMT - Log File Retrieval Service, a customer must fulfill these pre-requisite requirements below so that the relevant information can be included in the Genesys Admin Case description:

1. The Log File Management Tool (LFMT) must be deployed and running in the customer environment
2. The customer **must** configure the relevant applications to hide attached data and/or LFMT to Scrub all sensitive data (such as social security numbers, credit card numbers, or other account identifiers) from the logs before they are packaged.
3. The customer **must** agree to install the Genesys-defined remote access tool on a dedicated Terminal Server with access to the Genesys Administrator Extension (GAX) that includes the LFMT Client plug-in; this Terminal Server must be on a host that is not running any other production or lab applications (other than LFMT). (Note: The Bomgar jump client will be provided to the customer as part of the Admin Case process handling. See step 7 below.)
4. The customer **must** give Genesys a generic login (Active Directory or Local Account) to the Terminal Server that has access to their GAX instance with LFMT Plugin Client installed. The login will be used by the Genesys Customer Care team.
 - *The Login name should follow this format: **<customer-name>-genesys-lfmt**.
 - Password reset notices for this login should be sent to **CustomerCare@genesys.com**. Please note that password changes will be processed Monday-Friday.
 - *This login **should not** have direct access to the LFMT Central Log Storage (log directory listing) nor directly or indirectly to any other data or application that could lead to sensitive or customer data (Examples: SCP, FTP, etc.).
 - *Ideally, the desktop used by Genesys Care Analysts would be limited to a shortcut to the GAX application URL with the LFMT plug-in.**
5. The customer **must** give Genesys a login to the GAX with LFMT Client plug-in for a user defined with the Read Plugins role.
 - *The Login name should follow this format: **<customer-name>-genesys-lfmt**
 - *Password reset notices for this login should be sent to **CustomerCare@genesys.com**. Please note that password changes will be processed Monday-Friday.
6. The customer **must** provide outbound access to the Genesys hosted Bomgar Box from their on-site Terminal Server; this means configuring ports **80 & 443** for **outbound** TCP access
7. The customer **must** create an Admin case to request the LFMT - Log File Retrieval Service, and include the information about the steps completed above.
8. The Customer **must** deploy the Bomgar Jump Client, that will be provided via the Admin case.
9. When Genesys Customer Care has verified that a customer has met all the requirements for Genesys to retrieve log files unassisted from the customer's LFMT deployment, Genesys Customer Care staff will

complete the LFRS setup process within Genesys so that the global Genesys Customer Care team is alerted that this customer is ready to use the LFMT - Log File Retrieval Service.

Please Note:

- When you open a support case, the case description must include information that tells Genesys the timeframe, applications involved, and a detailed explanation of the problem that occurred. This helps Genesys to know which log files to retrieve from your environment for this case.
- Genesys may still need to request some troubleshooting information from you that is not accessible through LFMT in order to progress the case. This could be because the information is outside the scope of the LFMT collection capabilities, or outside the scope of the LFMT configuration.
- Customers are responsible for purging all personally identifiable information (PII) and other sensitive data from any information they share with Genesys using the Log File Management Tool. Please see the Log File Management Tool Deployment and User's Guide for information about how to configure Scrub parameters to remove sensitive data from logs before sharing them with Genesys. Also see the Data Safeguarding Suggestions for On-Premises Software article in the Knowledge Base for other data safeguarding suggestions.
- To download the Log File Management Tool, visit the "Home" page on My Support and select "Log File Management Tool" under Apps & Tools on the right side menu.
- Once the Log File Retrieval Service has been set up, if there are any issues with using the service, please open a Support Case with Product Category "Genesys Care Tools" and Product "Log File Management."
- After deploying LFMT, complete the Log File Retrieval setup steps and then submit an Admin Case with subtype Log File Retrieval Service to request activation for the service
- When alerted to an issue, the Genesys Customer Care Analyst can simply remote into a customer's Terminal Server and use the LFMT UI Client to retrieve any desired log files for Case progression/resolution
- Genesys Customer Care does **not** retrieve log files directly from any Genesys application servers (i.e. sip, urs etc), only from the LFMT UI (GAX Plugin).

Review further details here: [LFMT Log File Retrieval Service](#)

Summary Slides

LFMT Log File Retrieval Service (LFRS)



LFMT

LFRS

- * With the LFRS, Genesys Customer Care is empowered to retrieve log files pertaining to an issue with minimal to no customer intervention.
- * Request this service to allow Customer Care to retrieve log files needed for open Support Cases
- * The Log File Management Tool must be deployed before this service can be requested
- * After deploying LFMT, complete the Log File Retrieval setup steps and then submit an Admin Case with subtype Log File Retrieval Service to request activation for the service
- * Genesys Customer Care requires customers to allow for remote access to a terminal server where the LFMT Client is reachable
 - Currently, the remote access tool used by Genesys is Bomgar
- * When alerted to an issue, a Customer Care Analyst can simply remote into a customer's terminal server and use the LFMT Client to retrieve any desired log files for Case progression/resolution
 - Genesys Customer Care does not retrieve log files directly from application servers



Further details here: <https://docs.genesys.com/Documentation/ST/latest/Premise/WorkingWith#t-1>

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LFMT Log File Retrieval Service (LFRS) – Customer Setup



LFMT

LFRS

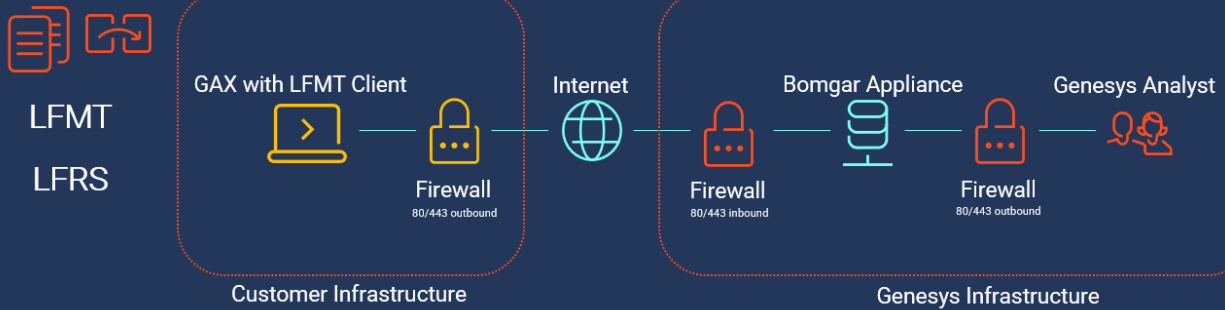
- * First deploy LFMT
 - Configure Scrubbing to ensure log packages that are created have sensitive data redacted
- * Create a Genesys login for terminal server
 - <customer-name>-genesys-lfmt (local or domain)
 - Login should **not** have access directly to the LFMT Storage/Central Log Storage (CLS) – only to GAX
- * Create login for GAX/LFMT
- * Open a Genesys Admin Case once the above steps are completed – include login/server info
 - Bomgar Jump Client will be produced and provided in the Case for install by the customer
- * Analysts will be alerted when a Case is opened and that the LFRS is available for use
 - therefore Genesys Analysts can use the LFMT GAX to retrieve the relevant log files



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LFMT Log File Retrieval Service (LFRS) – Bomgar Client Architecture



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LFMT Log File Retrieval Service (LFRS) – Bomgar Client

LFMT
LFRS

Bomgar Jump Client	
OS compatibility	Windows and Linux
Architecture	Appliance based (with Genesys)
Maximum number of connections	Unlimited (1 collective session)
Firewall Ports	80, 443, 8200 (roll-over for 443, optional, recommended)
Security	SSL w/ 256-bit AES Encryption
Third Party Accreditation	FIPS 140-2
Recorded sessions	Yes
Further info	www.bomgar.com

Further details here: <https://docs.genesys.com/Documentation/ST/latest/Premise/WorkingWith#t-1>

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