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Log File Management Tool Deployment and User's Guide

Log File Packaging

Log File Packaging

This section describes how to search, select, and build log file packages from files in Central Log Storage - this is the core feature of LFMT whereby Genesys Application log files can be:

- Packaged into a .zip LFMT package file based on DateTime search and other Regex criteria
- The .zip LFMT package file can be downloaded locally to your laptop for extraction/analysis/ troubleshooting
- The .zip LFMT package file can be shared within your organization for extraction/analysis/ troubleshooting
- The .zip LFMT package file can be uploaded to Genesys Customer Care for for extraction/analysis/ troubleshooting

Creating Log Packages

1. In Genesys Administrator Extension, from the LFMT tile menu, select Log File Packaging.



2. Use the 3 Step process to **Filter**, **Select Applications**, **Select Log Files** and then **Build** an LFMT Package using dates and/or custom-defined Indexes.

3. Step **1**

*Choose your Log file(s) From Date (i.e. Aug 30 2021 [modified])
*Choose your Log file(s)To Date (i.e. Aug 31 2021 [modified])
*If needed add your appropriate filter Indexes
**optional - you may just want to filter on Date
**or, as per the example screenshot below, you may want to add Indexes to filter for log files that only contain for example a specific ConnID (i.e. 00720314e24ede43)
*Click Search Applications

4. Step 2

*Select the required **CME Applications** (i.e. "sip", "urs" and "stat") to apply the filter Click **Search**

5. Step 3

*Select the Log Files you wish to include in the .zip LFMT Package

Apply Filters - Step 1 of 3 From	< Se	Select Applications - Step 2 of 3 < > × Q. Quick Filter			Filtered Log Files - Step 3 of 3			Q Quick Filter		C > X Build Package	
🗂 2021-08-30 🛛 🔆	×	Name	*		Name		÷	Size	Created	Indexed	
To	0	🔻 🏛 CLS			💼 CLS						
2021-09-01	×	🔻 🏛 Environment			🔻 🏛 Envi	ironment					
Index		V 🖥 cc-app-dev-demo-3			🔻 📱 cc-app-dev-demo-3						
	× ×	🜟 🖿 sip			v 🖿 s	sip					
EQUALS ILIKE		of the stat		⊠ ¥		sip.20210831_120301_021.log.zip		8302	09/01/2021 02:47 PM	09/01/2021 02:47 PM	
Value		🜟 🖿 urs			🔻 🖿 s	stat					
00720314e24ede43				र 💥		stat.20210626_145812_102.log.zip		15087	09/01/2021 02:50 PM	09/01/2021 02:50 PM	
Indices Operation					🔻 🖿 u	ırs					
0 0 0				⊠ 💥		urs.20210831_223730_010.log.zip		9673	09/01/2021 02:47 PM	09/01/2021 02:47 PM	
► Add Index ► Clear Indices											
Indices Filtering Criteria											
ConnID=00720314e24ede43 OR ConnID_StatServer=00720314e24ede43	*										
Select Applications											

- Click the Build Package button to generate the LFMT Package build request.
 *Based on the above screenshot, an LFMT Package will be created, containing the "sip", "urs" and "stat" log files that contain ConnID 00720314e24ede43
- 7. Click **OK** to confirm log package creation

Confirm									
Do you want to proceed with creating log packages for the selected files? Total number of selected log files: 3									
	ОК	Cancel							

8. After the LFMT Package has been built, a dialog will appear with a quick-link to the **Available Packages** section.

Alert

×

The log packages are being created and will be available through Available Packages.

9. Review the Log Packages section for details on downloading the LFMT Package to your local machine and FTP(S)/SFTP capability.

Important

It is possible to search using multiple custom-defined Indexes by selecting the ${\bf AND}$ or ${\bf OR}$ radio button options.

Tip

The **ILIKE** option allows users to search with SQL type wildcards.