Workbench User's Guide

Logs

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Contents

Logs

When opening a Genesys Customer Care Workbench support Case, it is useful to include Workbench log files to enable efficient troubleshooting.

Workbench produces log files for several Workbench components, the sections below detail log files to include in support Cases:

Workbench Logs

All logs from "<WORKBENCH_HOME_INSTALL_FOLDER>\karaf\data\log" covering issue occurence

Workbench Kibana Logs

All logs from "<WORKBENCH_HOME_INSTALL_FOLDER>\Kibana\logs" covering issue occurrence (ideally Verbose Log Level)

Client Browser Logs

Ideally Client Browser logs covering issue occurrence

The Chrome Dev-Tools may be useful: https://developers.google.com/web/tools/chrome-devtools

Workbench Log Locations

The list below details the default log file locations of the Workbench components:

- WB IO (Karaf) - <WORKBENCH_INSTALL_DIRECTORY>/Karaf/data/log

  - this component integrates Workbench to Engage Configuration Server, Solution Control Server, Message Server - also responsible for the Channel Monitoring functionality

- WorkbenchAgent (installed on the Workbench Hosts) - <WORKBENCH_INSTALL_DIRECTORY>/WorkbenchAgent/logs

  - this component is responsible for Status, Installation and Metric data (i.e. cpu, ram, disk, network) ingestion

- Elasticsearch - <WORKBENCH_INSTALL_DIRECTORY>/Elasticsearch/logs

  - this component is responsible for storing the Workbench data - i.e. Alarms, Changes, Channel Monitoring, Metrics etc

- ZooKeeper - <WORKBENCH_INSTALL_DIRECTORY>/ZooKeeper/logs

- this component is responsible for Workbench configuration data

- Kibana - <WORKBENCH_INSTALL_DIRECTORY>/Kibana/logs

    - this component is responsible for Workbench UI

- Logstash - <WORKBENCH_INSTALL_DIRECTORY>/Logstash/logs

    - this component is responsible for the Metric data and Anomaly Detection ingestion pipeline

- Heartbeat - <WORKBENCH_INSTALL_DIRECTORY>/Heartbeat/logs

    - this component is responsible for Workbench component Statuses (i.e. up/down)

- Metricbeat - <WORKBENCH_INSTALL_DIRECTORY>/Metricbeat/logs

    - this component is responsible for Workbench Metric data (i.e. cpu, ram, disk, network) ingestion

- WorkbenchAgent Remote (installed on remote hosts such as sip, urs, gvp etc) - <WORKBENCH_AGENT_REMOTE_INSTALL_DIRECTORY>/logs

    - this component is responsible for Workbench Metric data (i.e. cpu, ram, disk, network) ingestion