



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.

Log File Management Tool Deployment and User's Guide

[Available Packages](#)

Available Packages

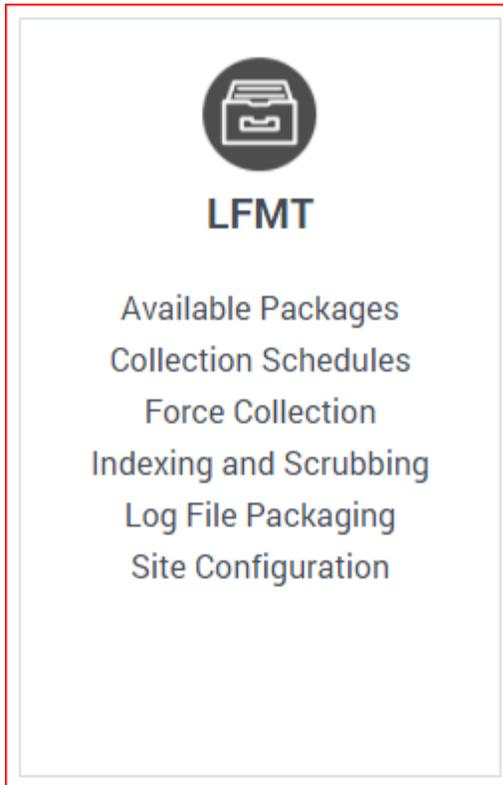
This section describes how to download and send LFMT packages built in the **Log File Packaging** section.

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

Downloading an LFMT package

1. In Genesys Administrator Extension, from the **LFMT** tile menu, select **Available Packages**



2. Review the entries in the **Available Packages** table.
*In the example below there are 2 LFMT Packages Available

The screenshot shows a web interface with a dark navigation bar at the top containing the text "GAX", "System Dashboard", "Configuration", "Routing Parameters", "Administration", "Centralized Logs", and "LFMT". Below the navigation bar, the page title "Available Packages" is displayed. Underneath the title, there are several action buttons: "Download" with a dropdown arrow, "Send FTP(S)/SFTP" with a right-pointing arrow, "Refresh" with a circular arrow icon, and "Double-click on items to view contents" with a double-click icon. Below these buttons is a table with the following data:

<input type="checkbox"/>	Name	Site	Created By	Status
<input type="checkbox"/>	20210901_151737_904_demo.zip	demo	fizz	Available
<input type="checkbox"/>	20210901_163143_091_demo.zip	demo	fizz	Available

Important

The **Available Packages** window is scrollable should the package not be initially visible

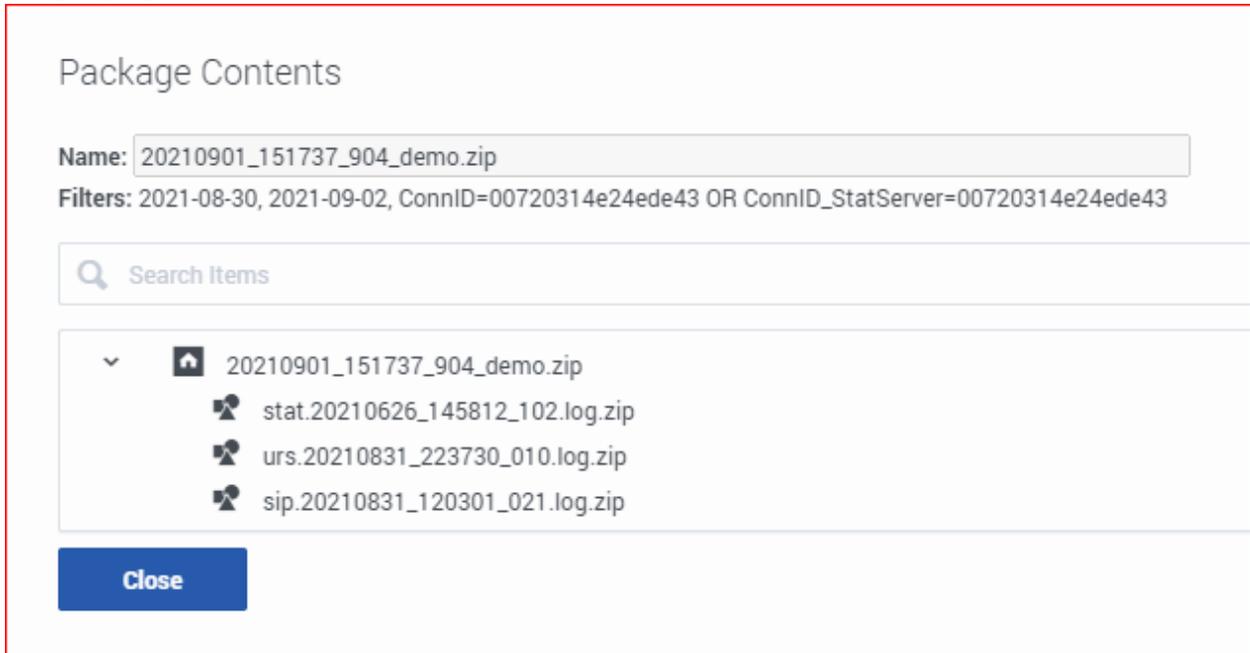
- *Packages marked as **Pending** are still being built by LFMT Collector.
- *Packages marked as **Available** can be downloaded by the user.
- *To view an updated status of a package, click the **Refresh**  button.

3. To view the contents of a LFMT Package, double-click on the LFMT Package name

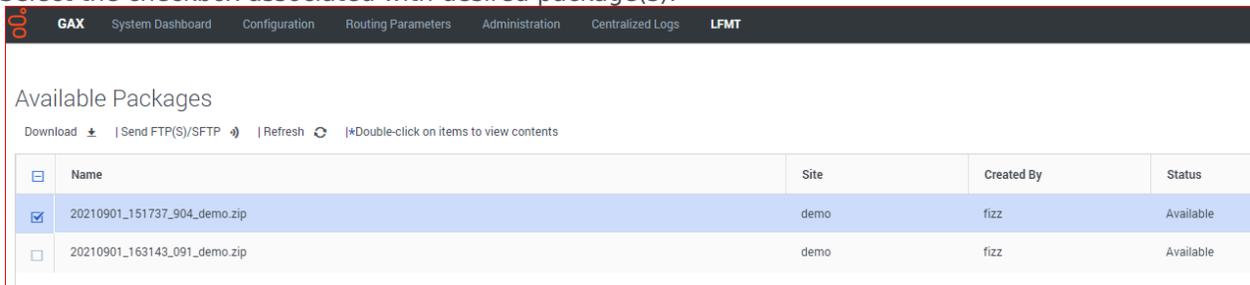
*The **Package Contents** dialog box will appear including the **filename** for the package and the **filter criteria** used to generate the LFMT Package.

*filename=20210901_151737_904_demo.zip

*filter criteria="2021-08-30, 2021-09-02, ConnID=00720314e24ede43 OR ConnID_StatServer=00720314e24ede43"



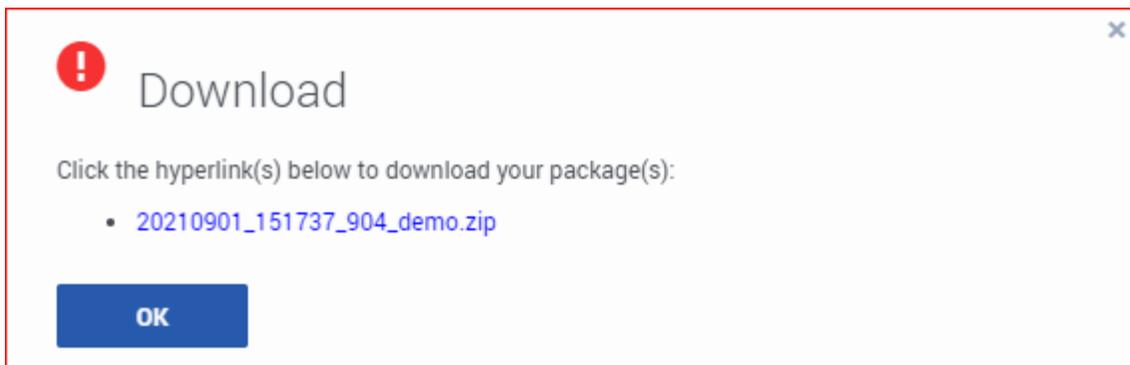
4. Select the checkbox associated with desired package(s).



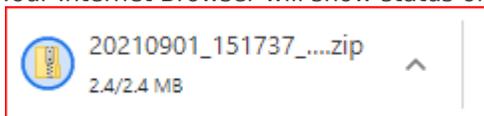
5. Click the **Download** icon/button.

6. The **Download** dialog will appear.

7. Click the **hyperlink** associated with the LFMT Package(s) to start the download.



8. Your Internet Browser will show status of the LFMT Package Download



9. Navigate to your Downloads folder to view the LFMT Package file

Name	Date modified	Type	Size
Today (1)			
20210901_151737_904_demo.zip	01/09/2021 12:29	Compressed (zipp...	2,426 KB

10. The LFMT Package file can now be extracted for analysis/troubleshooting

- Extracted LFMT Package Example

Name	Date modified	Type	Size
sip	01/09/2021 12:34	File folder	
stat	01/09/2021 12:34	File folder	
urs	01/09/2021 12:34	File folder	
details.txt	01/09/2021 15:17	Text Document	1 KB

- Example **details.txt** content

```
1 Created with LFMT version: 8.5.103.03
2   > Package created on: Wed Sep 01 15:17:38 IST 2021
3   > Name: 20210901_151737_904_demo.zip
4   > Filter Criteria: 2021-08-30, 2021-09-02, ConnID=00720314e24ede43 OR ConnID_StatServer=00720314e24ede43
5   > Included Files:
6   > App:stat - File:stat.20210626_145812_102.log.zip
7   > App:sip - File:sip.20210831_120301_021.log.zip
8   > App:urs - File:urs.20210831_223730_010.log.zip
9
```

Sending an LFMT package via FTP(S)/SFTP

- In Genesys Administrator Extension, from the "LFMT" tile menu, select "Available Packages"
- Review the entries in the "Available Packages" table
- Select the checkbox associated with relevant LFMT Package(s) that you wish to send to the FTP Server
- Click the "Send FTP(S)/SFTP" icon/button
- The "FTP(S)/SFTP" dialog will appear
- Enter the remote FTP Server "Hostname/IP", "Port", "Username", and "Password"
 - the FTP Server can be internal or external
 - details of the Genesys FTP process and regional FTP servers can be found here:
 - <https://support.genesys.com/Case-Management/2469880421/How-can-I-transfer-files-to-or-from-a-case.htm>
- Click the "Send Package" button to send the package to the respective FTP/SFTP server

Send Log Package Through FTP(s)/SFTP

FTP(S)/SFTP Host:

Port:

Username:

Password:

- LFMT 8.5.105 added the capability of providing an optional FTP Proxy; please complete those fields if/when required:

×

Send Log Package Through FTP(s)/SFTP

FTP(S)/SFTP

Host:	<input type="text" value="myftphost"/>
Port:	<input type="text" value="21"/>
Username:	<input type="text" value="myusername"/>
Password:	<input type="password" value="*****"/>

Proxy (optional)

Host:	<input type="text"/>
Port:	<input type="text"/>
Username:	<input type="text"/>
Password:	<input type="password"/>