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# Log File Management Tool Deployment and User's Guide

Custom Log Collection using the [log]/lfmt\_X option

# Custom Log Collection using the [log]/lfmt\_X option

This article details how LFMT can be used to collect *custom* log files.

Based on the LFMT Site Configuration UI, LFMT collects log files based on Engage Applications and their respective **[log]/all** option.

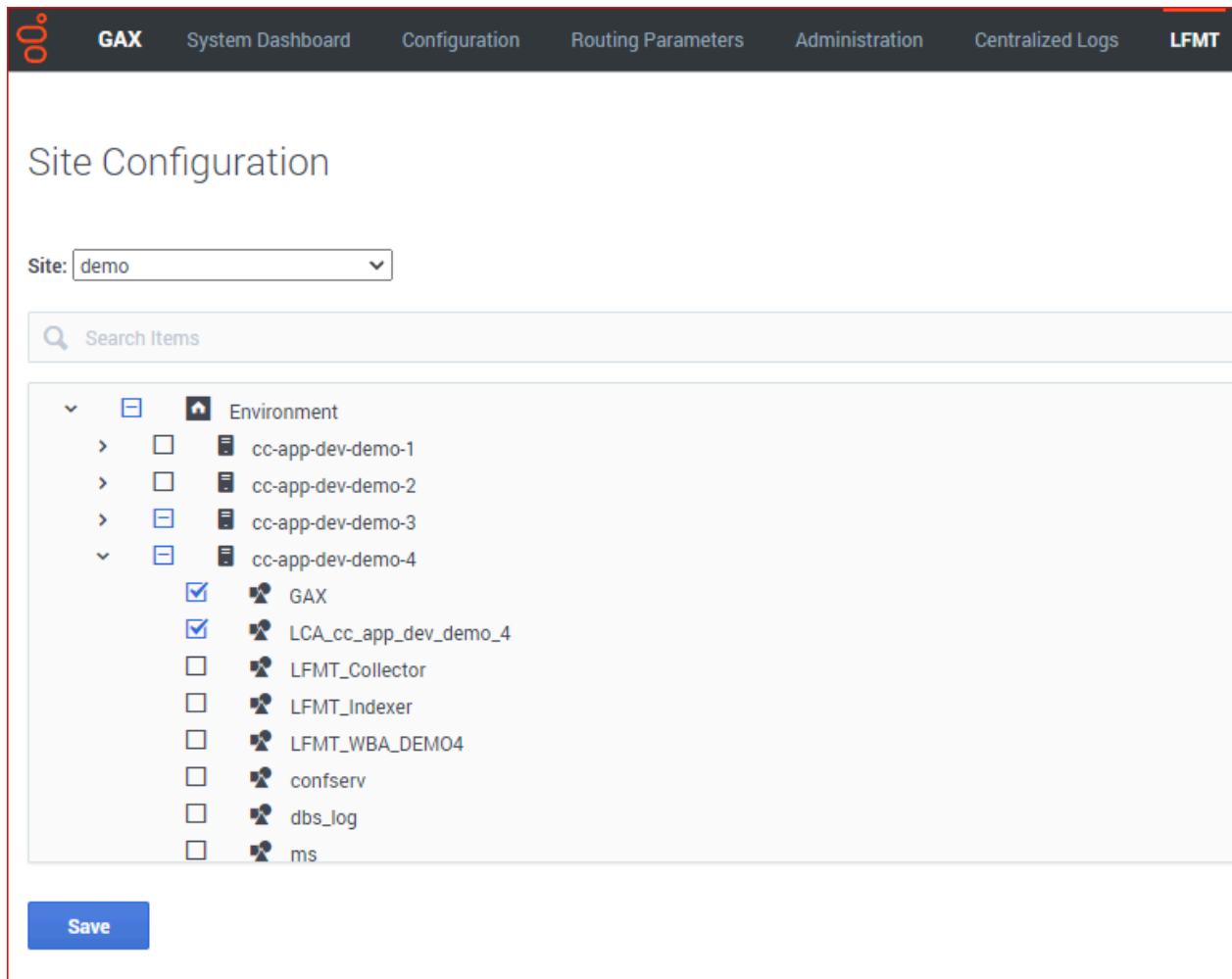
If an Application is not present in the Site Configuration page, ensure the particular Application has a *[log]/all* section accurately configured.

In addition to LFMT collecting the standard *[log]/all* option log file(s), LFMT can collect **custom log files** by adding a new **[log]/lfmt\_X=<log path>** option to a corresponding CME Application, such as GAX or LCA or any other CME Application object.

## Standard Log Collection

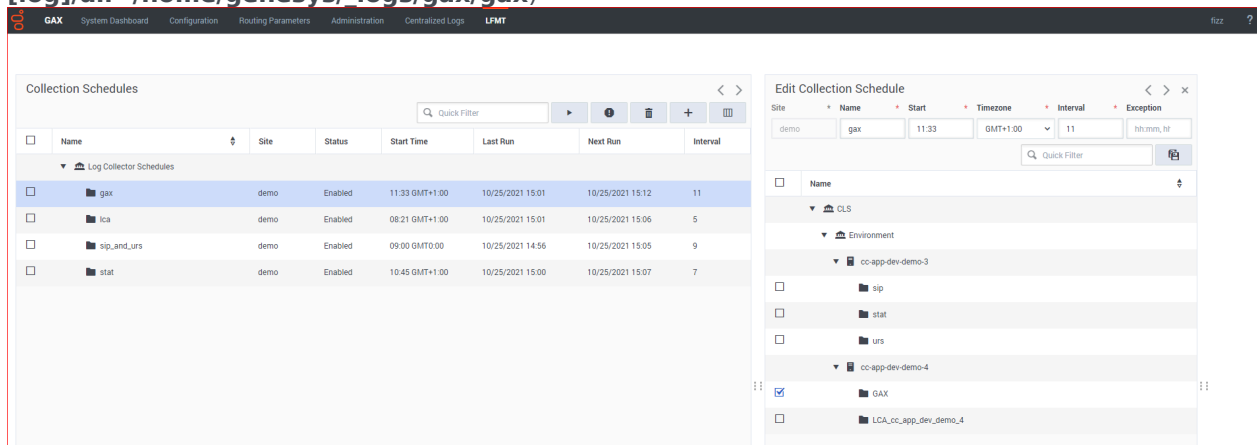
For example, the screens below detail the *standard* configuration to collect the GAX Application log files:

1. The LFMT Site Configuration page has the GAX Application selected

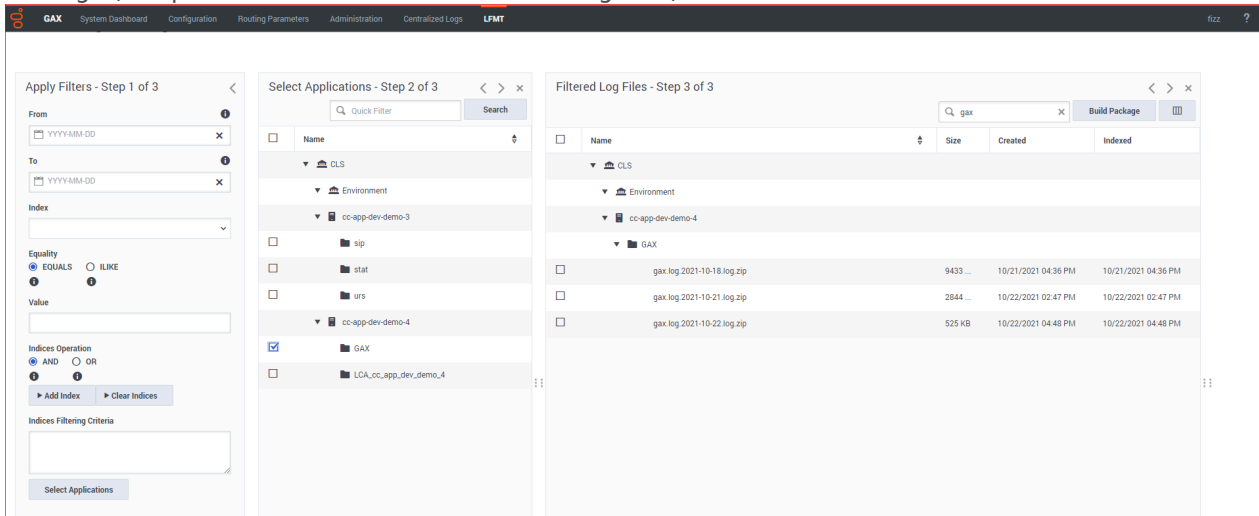


- The "gax" LFMT Collection Schedule is configured to collect the GAX application log files every 11 minutes

\*these GAX Application log files are being collected based on the Engage CME [log]/all option (i.e. **[log]/all=/home/genesys/\_logs/gax/gax)**



3. Via the LFMT Log Packaging UI the GAX Application logs are therefore available to build into an LFMT Package (a .zip or .lfm file contain the selected log files)



## Custom Log Collection

Now consider if the related GAX HTTP log files located in `/home/genesys/gcti/gax9010308/logs` folder were also required for collection.

Because there is no associated `[log]/all` option, these GAX HTTP log files do not appear under Site Configuration and are not collectable by *standard* configuration methods.

The solution is to add a `[log]/lfmt_X=<log path>` option, to a corresponding CME Application, in this case the example is using the GAX Application, thereby enabling that whenever the GAX Application *core* log files are collected via the standard `[log]/all` option, so will the *custom* GAX HTTP log files, via this new `[log]/lfmt_X=<log path>` option.

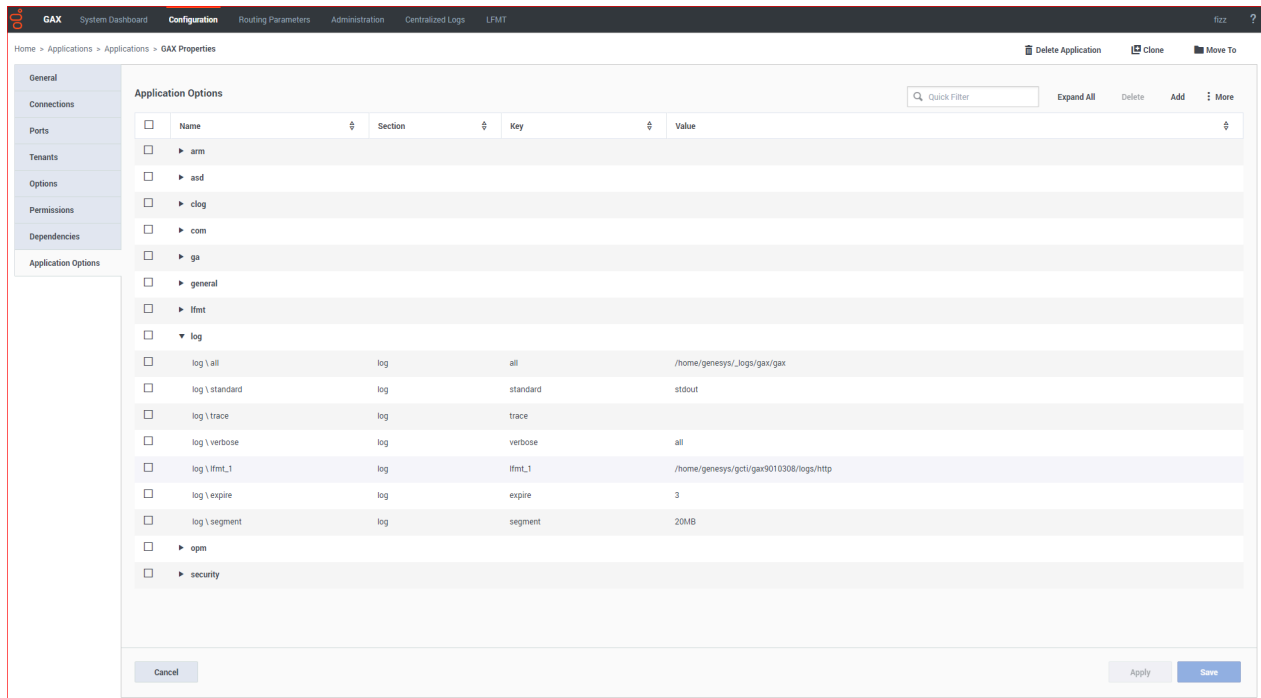
The example screens below detail how to collect the GAX **HTTP log files** located in `/home/genesys/gcti/gax9010308/logs` folder.

1. For the GAX Application object
2. Add a new `[log]/lfmt_1=<log/path/here>` (i.e. `/home/genesys/gcti/gax9010308/logs/http`) option - this is to enable the collection of the `http*.log` files

### Important

You can add `[log]/lfmt_2` and `[log]/lfmt_3` and `[log]/lfmt_X` based on other custom logs you wish to collect

## Custom Log Collection using the [log]/lfmt\_X option



- Restart the respective *Workbench Agent 8.5* (i.e. **LFMT\_WBA\_8.5\_DEMO4**) Application
- Restart the respective *LFMT Collector* (i.e. **LFMT\_Collector**) Application that has a Collection Schedule related to the GAX Application
- Now the *Workbench Agent 8.5* (i.e. **LFMT\_WBA\_8.5\_DEMO4**) Application will send/transmit both GAX logs  
\*via the standard **[log]/all** option (the core gax.log) and the new custom **[log]/lfmt\_1=/home/genesys/gcti/gax9010308/logs/http** option (the HTTP logs)
- The result is that via the LFMT Log Packaging UI both standard GAX and *custom* HTTP log files are available

