

# **GENESYS**

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# Log File Management Tool Deployment and User's Guide

Deployment of the LFMT Client

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# Deployment of the LFMT Client

This section describes how to deploy and configure the LFMT Client software.

The LFMT Client is a GAX Plug-in that provides the LFMT user interface through which users specify the log files to retrieve, package, and upload to a given location.

#### Important

 Genesys recommends LFMT is deployed on its own separate GAX instance so that it does not affect any other GAX Plugins that are used to manage/operate the contact center.

## Installing the LFMT Client

The following directories in the LFMT Client distributable contain the LFMT installation packages:

- For Linux:
  - /LFMT\_8.5.10x/LFMTClient/8.5.10x.xx (GAX 9.0.100.52+ within GAX 9.0.100.xx family)/linux/ip.
- For Windows:
  - \LFMT\_8.5.10x\LFMTClient\8.5.10x.xx (GAX 9.0.100.52+ within GAX 9.0.100.xx family)\windows\ip.

#### Important

- LFMT Client places GAX Plug-in files in the <GAX Installation Directory>\webapp\gax\ WEB-INF\lib folder; this folder is created the first time GAX is started.
  - Please ensure GAX has been started at least once prior to the installation of the LFMT Client.

#### Installing the LFMT Client on Linux

- 1. In the directory to which the LFMT Client installation package was copied, execute the **install.sh** script
- 2. Enter the location to the GAX installation directory (i.e. /opt/Genesys/gax)

- 3. Enter the **Destination Folder** for the **LFMT Client** installation (i.e. **/home/genesys/gcti/ LFMT\_Client\_8510400**)
- 4. Ensure the .jar files in the **<LFMT Client Install Directory>** have been copied to **<GAX Installation Directory>/webapp/WEB-INF/lib**

Installing the LFMT Client on Windows

- 1. In the directory to which the LFMT Client installation package was copied, double-click **setup.exe** to start the installation.
  - a. On the **Welcome** screen, click **Next**.
  - b. Enter the Destination Folder for the LFMT Client installation and click Next.
  - c. On the **Ready to Install** screen, click **Next**.
  - d. On the Installation Complete screen, click Finish.
- 5. Ensure the .jar files in the **<LFMT Client Install Directory>** have been copied to **<GAX Installation Directory>**\webapp\WEB-INF\lib.

### Configuring GAX for use with the LFMT Client

#### 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
- Log into GAX
- Navigate to Configuration Manager.
- From the Environment section, select Applications.
- In the Applications section, select the GAX Application (i.e. GAX\_LFMT) to be configured for use with the LFMT Client.
- In the Application Properties pane, select the Ports tab.
- In the **Ports** tab, add the following listening ports.

- messaging = <an open/free port on the GAX host i.e. 9001>
- **ftmessaging** = <an open/free port on the GAX host i.e. **9002**>

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Options			ftmessaging			9002					Unsecured
Permissions			messaging			9001					Unsecured
Deservations											
Dependencies											
Application Opti	ions										

- (Optional)Navigate to the **Application Options** tab.
  - Add and configure the following Section and Options in the GAX configuration object.
    - Add the Section **lfmt**.
    - Within the new **Ifmt** Section, add/configure the following LFMT FTP options:
      - ftp\_host, ftp\_port, ftp\_user, ftp\_pwd.
- Select the **Save** button to save changes to the application.
- Restart GAX.

#### Important

• Ensure GAX is restarted post the LFMT Client installation.

#### Tip

• For more information on the GAX LFMT configuration options, please refer to the LFMT GAX Configuration Options section.