



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

Deployment of the LFMT Collector

12/19/2025

Contents

- 1 Deployment of the LFMT Collector
 - 1.1 Provisioning the LFMT Collector(s)
 - 1.2 Installing the LFMT Collector(s)
 - 1.3 Configuring GAX for use with the LFMT Collector(s)
 - 1.4 Verifying the LFMT Collector(s) installation
 - 1.5 Post LFMT Collector Configuration

Deployment of the LFMT Collector

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

The LFMT Collector is the component which collects the log files from the Genesys Application Servers (i.e. sip, urs, gvp etc), via the Workbench Agent 8.5 component, for storage in the Central Log Storage (CLS) repository and creates packages for user downloads.

Important

- LFMT Collector applications **must** be installed in pairs (LFMT Collector / LFMT Indexer), on the same host as the associated LFMT Indexer.

Provisioning the LFMT Collector(s)

The following directories in the LFMT Collector distributable contain the LFMT Collector templates:

- For Linux:
 - **/LFMT_8.5.10x/LFMTCollector/8.5.10x.xx/templates**
- For Windows:
 - **\LFMT_8.5.10x\LFMTCollector\8.5.10x.xx\templates**

Provisioning the LFMT Collector(s) in GAX

Before installing the LFMT Collector(s) software you must first create an LFMT Collector Template and Application in CME.

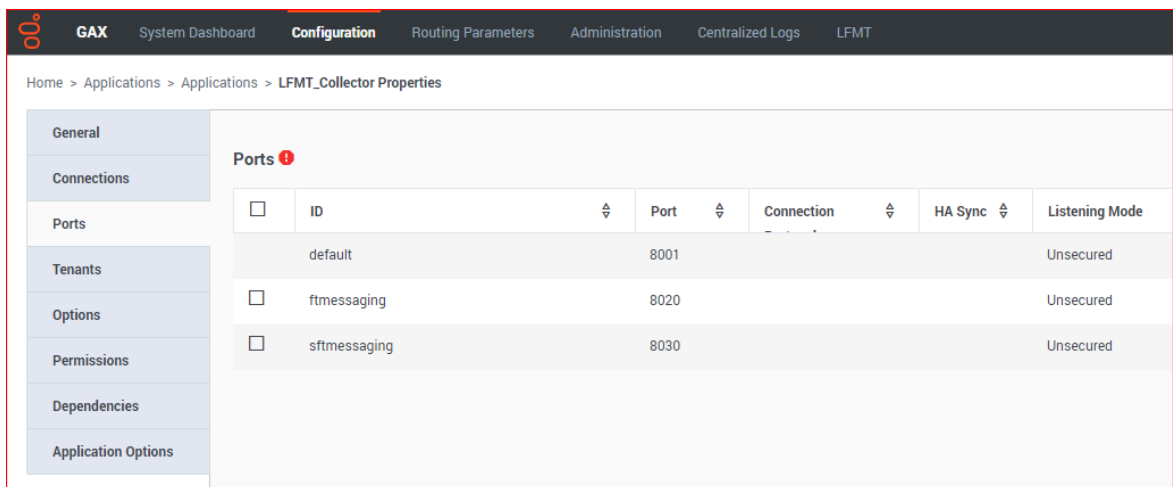
1. Log into GAX, and navigate to **Configuration Manager**.
2. From the Environment section, select **Application Templates**.
3. In the Application Templates section, select **New**.
4. In the New Properties pane, select **Import Application Template**.
5. In the Import Application Template dialog, click the **Choose File** file button and navigate to the LFMT Collector .apd template. Select the template, and click the OK button to confirm the template import.
6. In the New Properties pane, select the **Save** button to save the new application template.
7. Once the application template has been imported, navigate to **Configuration Manager**.

8. From the Environment section, select **Applications**.
9. In the Applications section, select **New**.
10. In the New Properties pane, complete the following:
 - a. In the General tab, enter a name for the LFMT Collector application in the **Name** field,.
 - b. Click on the Template field and navigate to the application template created above.
 - c. In the Working Directory field, enter "." .
 - d. In the Command Line field, enter "." .
 - e. Click on the **Host** field and navigate to the host where LFMT Collector will be installed.
 - f. In the Application Options tab, review and configure the LFMT Collector options.

Tip

For more information on the LFMT Collector configuration options, please refer to the [LFMT Collector Configuration Options](#) section.

- g. In the Ports tab, add the following listening ports:
 - i. **default** = <an open/free port on the LFMT Collector host - i.e. **8001**
 - ii. **ftmessaging** = <an open port on the LFMT Collector host - i.e. **8020**
 - iii. **sftmessaging** = <an open port on the LFMT Collector host - i.e. **8030**



The screenshot shows the LFMT Collector configuration interface. The top navigation bar includes 'GAX', 'System Dashboard', 'Configuration' (selected), 'Routing Parameters', 'Administration', 'Centralized Logs', and 'LFMT'. The breadcrumb trail is 'Home > Applications > Applications > LFMT_Collector Properties'. On the left, a sidebar lists configuration tabs: General, Connections, Ports (selected), Tenants, Options, Permissions, Dependencies, and Application Options. The main area displays the 'Ports' configuration table, which has a red exclamation mark icon in the top left corner. The table has columns for 'ID', 'Port', 'Connection', 'HA Sync', and 'Listening Mode'. Three ports are listed: 'default' (Port 8001), 'ftmessaging' (Port 8020), and 'sftmessaging' (Port 8030). All three ports are marked as 'Unsecured'.

ID	Port	Connection	HA Sync	Listening Mode
default	8001			Unsecured
ftmessaging	8020			Unsecured
sftmessaging	8030			Unsecured

- h. Select the **Save** button to save the new application.

Installing the LFMT Collector(s)

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

- For Linux:
 - **/LFMT_8.5.10x/LFMTcollector/8.5.10x.xx/linux/ip**
- For Windows:
 - **\\LFMT_8.5.10x\\LFMTCollector\\8.5.10x.xx\\windows\\ip**

Installing the LFMT Collector(s) on Linux

1. In the directory to which the LFMT Collector installation package was copied, execute the **install.sh** script.
2. When prompted, confirm the **hostname** of the computer on which LFMT Collector is to be installed.
3. When prompted, specify the **host** and **port** to the Configuration Server associated with this LFMT Collector.
4. When prompted, specify the **username** and **password** to access the Configuration Server.
5. When prompted, specify the **host** and **port** to the **Backup Configuration Server** associated with this LFMT Collector.
6. When prompted, select the LFMT Collector Application object (i.e. **LFMT_Collector_Chicago_1**) you configured in “Provisioning the LFMT Collector” from the list of applications.
7. Enter the **Destination Folder (i.e. /home/genesys/gcti/LFMT_Collector_Chicago_1)** for the **LFMT Collector installation**.

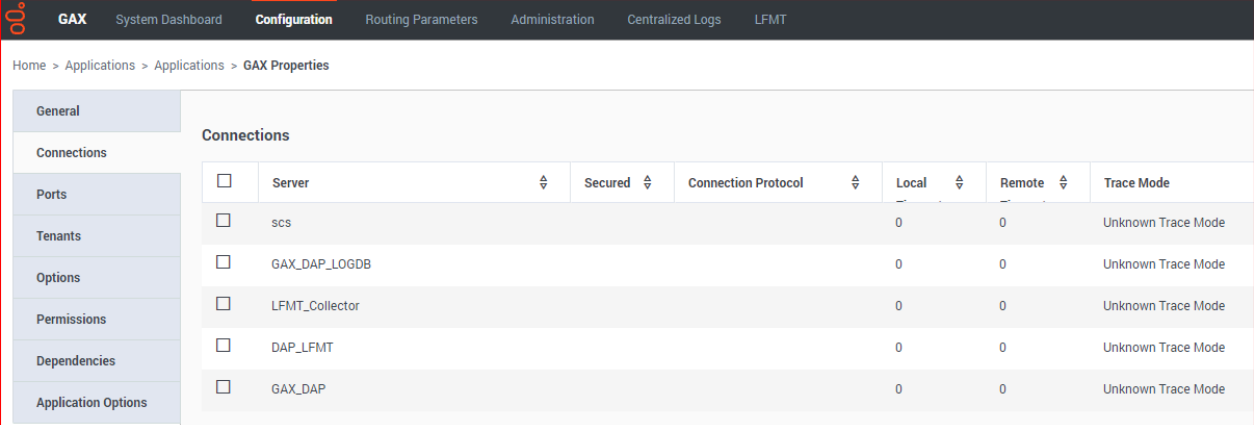
Installing the LFMT Collector(s) on Windows

1. In the directory to which the LFMT Collector installation package was copied, double-click **setup.exe** to start the installation.
2. On the Welcome screen, click **Next**.
3. When prompted, specify the connection parameters to the Configuration Server associated with this LFMT Collector and click **Next**.
4. When prompted, select the LFMT Indexer Application object you configured in “Provisioning the LFMT Collector” from the list of applications and click **Next**.
5. Enter the **Destination Folder** for the LFMT Collector installation and click Next.
6. (Optional) Enter the **Hostname** and **Port** of the **Backup Configuration Server** associated with this LFMT Collector and click **Next**.
7. On the **Ready to Install** screen, click **Install**.
8. On the **Installation Complete** screen, click **Finish**.

Configuring GAX for use with the LFMT Collector(s)

1. Log into GAX, and navigate to **Configuration Manager**.
2. From the **Environment** section, select **Applications**.

3. In the **Applications** section, select the GAX Application configured for use with the **LFMT Client**.
4. In the **Application Properties** pane, select the **Connections** tab.
5. In the **Connections** tab, add a connection to the **LFMT Collector Application(s)** object(s) that GAX will control.



The screenshot shows the GAX Configuration Manager interface. The top navigation bar includes 'GAX', 'System Dashboard', 'Configuration', 'Routing Parameters', 'Administration', 'Centralized Logs', and 'LFMT'. The breadcrumb trail is 'Home > Applications > Applications > GAX Properties'. The left sidebar contains tabs for 'General', 'Connections', 'Ports', 'Tenants', 'Options', 'Permissions', 'Dependencies', and 'Application Options'. The 'Connections' tab is active, displaying a table with columns: 'Server', 'Secured', 'Connection Protocol', 'Local', 'Remote', and 'Trace Mode'. The table lists five connections: 'scs', 'GAX_DAP_LOGDB', 'LFMT_Collector', 'DAP_LFMT', and 'GAX_DAP'. Each connection has a checkbox in the 'Server' column and '0' in the 'Local' and 'Remote' columns. The 'Trace Mode' for all connections is 'Unknown Trace Mode'.

<input type="checkbox"/>	Server	Secured	Connection Protocol	Local	Remote	Trace Mode
<input type="checkbox"/>	scs			0	0	Unknown Trace Mode
<input type="checkbox"/>	GAX_DAP_LOGDB			0	0	Unknown Trace Mode
<input type="checkbox"/>	LFMT_Collector			0	0	Unknown Trace Mode
<input type="checkbox"/>	DAP_LFMT			0	0	Unknown Trace Mode
<input type="checkbox"/>	GAX_DAP			0	0	Unknown Trace Mode

Important

A single GAX application may have multiple connections to more than one LFMT Collector applications.

6. Select the **Save** button to save changes to the application.
7. **Restart** GAX.

Important

- Ensure GAX is restarted.

Verifying the LFMT Collector(s) installation

After completing the installation of the LFMT Collector, its configuration should be verified through the GAX interface.

1. Log into GAX, and navigate to **Configuration Manager**.
2. From the **Environment** section, select **Applications**.
3. In the **Applications** section, locate and open the LFMT Collector application.

4. In the **General** tab, verify that the following parameters have been updated by the installation process.

- **Working Directory:** The LFMT Collector installation path
- **Command Line:** `collector_startup.bat` or `./collector_startup.sh`
- **Command Line Arguments:** `-app <LFMT Collector Application Name> -host <Configuration Server Host> -port <Configuration Server Port> -backuphost <Backup Configuration Server Host> -backupport <Backup Configuration Server Port>`

Important

The **backuphost** and **backupport** options are optional. These options are read from the Command Line Arguments field of the LFMT Collector object only.

Post LFMT Collector Configuration

Ensure you configure, these default blank options below, with valid paths, within the LFMT Collector application(s), before starting the LFMT Collector application(s):

- **cls_location** - this value does NOT have a default therefore you need to assign a valid path
- **package_location** - this value does NOT have a default therefore you need to assign a valid path

Please review here <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/CollectorOptions> for further details.