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Log File Management Tool Deployment and User's Guide

Log File Packaging

4/21/2025

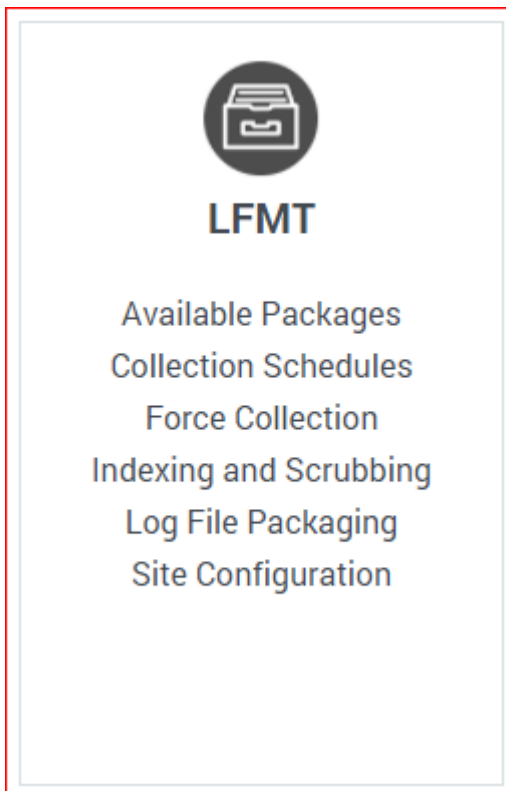
Log File Packaging

This section describes how to search, select, and build log file packages from files in Central Log Storage - this is the core feature of LFMT whereby Genesys Application log files can be:

- Packaged into a .zip **LFMT package** file based on DateTime search and other Regex criteria
- The .zip LFMT package file can be downloaded locally to your laptop for extraction/analysis/troubleshooting
- The .zip LFMT package file can be shared within your organization for extraction/analysis/troubleshooting
- The .zip LFMT package file can be uploaded to Genesys Customer Care for for extraction/analysis/troubleshooting

Creating Log Packages

1. In Genesys Administrator Extension, from the **LFMT** tile menu, select **Log File Packaging**.



2. Use the 3 Step process to **Filter**, **Select Applications**, **Select Log Files** and then **Build** an LFMT Package using dates and/or custom-defined Indexes.

3. Step 1

- *Choose your Log file(s) **From** Date (i.e. Aug 30 2021 [modified])
- *Choose your Log file(s) **To** Date (i.e. Aug 31 2021 [modified])
- *If needed add your appropriate filter **Indexes**
- **optional - you may just want to filter on Date
- **or, as per the example screenshot below, you may want to add Indexes to filter for log files that only contain for example a specific ConnID (i.e. 00720314e24ede43)
- *Click **Search Applications**

4. Step 2

- *Select the required **CME Applications** (i.e. "sip", "urs" and "stat") to apply the filter
- Click **Search**

5. Step 3

- *Select the **Log Files** you wish to include in the .zip LFMT Package

The screenshot displays the LFMT interface with three panels:

- Apply Filters - Step 1 of 3:** Shows date ranges (From: 2021-08-30, To: 2021-09-01), an Index filter (ConnID_StatServer), and a Value filter (00720314e24ede43). It also includes an Indices Operation section with AND/OR options and an Indices Filtering Criteria section.
- Select Applications - Step 2 of 3:** A tree view showing the selection of applications: sip, stat, and urs.
- Filtered Log Files - Step 3 of 3:** A table listing the selected log files with columns for Name, Size, Created, and Indexed. The table shows three files: sip_20210831_120301_021.log.zip, stat_20210626_145812_102.log.zip, and urs_20210831_223730_010.log.zip.

6. Click the **Build Package** button to generate the LFMT Package build request.

- *Based on the above screenshot, an LFMT Package will be created, containing the "sip", "urs" and "stat" log files that contain ConnID 00720314e24ede43

7. Click **OK** to confirm log package creation

A confirmation dialog box titled "Confirm" with a green header bar. It contains a green checkmark icon and the text: "Do you want to proceed with creating log packages for the selected files? Total number of selected log files: 3". At the bottom, there are two buttons: "OK" and "Cancel".

8. After the LFMT Package has been built, a dialog will appear with a quick-link to the **Available Packages** section.

Alert



The log packages are being created and will be available through [Available Packages](#).

9. Review the [Log Packages](#) section for details on downloading the LFMT Package to your local machine and FTP(S)/SFTP capability.

Important

It is possible to search using multiple custom-defined Indexes by selecting the **AND** or **OR** radio button options.

Tip

The **ILIKE** option allows users to search with SQL type wildcards.