Log File Management Tool Deployment and User's Guide

Prerequisites

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Contents

Prerequisites

Software Requirements

LFMT supports the following Operating Systems:

- Windows **2012** and **2016**
- Red Hat Enterprise Linux (RHEL) and CentOS **7**

LFMT supports the following database management systems:

- PostgreSQL **9.1** or later
- Oracle DBMS **11** to **19c**
- Microsoft SQL Server **2005** or later

The following software must be installed before deploying the Log File Management Tool:

- Genesys Administrator Extension **9.x** and all of its associated components.
- 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.
- JRE **1.8** (or later) or OpenJDK **8** or OpenJDK **11**

The LFMT Client is web-based, and is compatible with the following web browsers:

- latest Google Chrome
- latest Microsoft Edge
- latest Mozilla Firefox

Genesys Engage Requirements

LFMT integrates to Genesys Engage Configuration Server, Solution Control Server and Message Server 8.5 versions.

> ### Important
>
> - Prior to planning and installing LFMT, please ensure you have sufficient knowledge and

experience with Genesys Engage architecture, components and functions.

Network and Security Requirements

1. Ensure all hostnames in the environment can be resolved by DNS from the LFMT Server Host(s).

2. Ensure the following access ports are available for LFMT operation.

    a. The DBMS access port (Required if the DBMS is located on a different host than LFMT Indexer):

        • PostgreSQL - default: Port **5432**

        • Oracle - default: Port **1521**

        • MSSQL- default: Port **1433**

    b. The GAX configuration port (default: Port **8080**)

3. (Optional) Open the following external ports for the LFMT (S)FTP/S operation.

    a. Ports **20** and **21**

4. (Optional) Assign dedicated NICs on each Genesys application server for LFMT operation.

5. (Optional) To enable Log File Retrieval services, configure ports **80** & **443** for outbound TCP access.