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Genesys Engage Digital (eServices)

log-control

log-control

- agent-configuration
- capture-point-trace
- configuration
- database
- datastream
- log-custom-message-content
- log-debug-info-delayed-logout
- log-longest-requests-number
- log-requests-timing-period
- mandatory-keys-to-log
- max-protocol-attribute-size
- max-protocol-message-size
- max-segments-traced-number
- protocol
- pull-for-strategy-operation
- routing
- sql-statement-verbose
- submitters-operation
- task-processing
- trace-java-attach-thread
- trace-segmented-views
- views-operation
- workflow-configuration

agent-configuration

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits the printing of messages 22001-22018 on agents configuration updates such as agent and place changing/loading and so on in the log output. A value of true or yes allows the printing.

capture-point-trace

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits the protocol messages starting with “Capture point...” on capture point operations should be printed in the log output. A value of true or yes allows the printing.

Important

This option applies only if protocol is set to true.

configuration

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prevents the printing of messages 20001-20091 on configuration changes such as adding/removing tenants, media type and interaction type adding/modifying/removing and so on in the log output. A value of true or yes allows the printing.

database

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits the printing of messages (25000-25098 and 27000- 27218) on database related changes such as database connecting/disconnecting, checking integrity, and so on in the log output. A value of true or yes allows the printing.

datastream

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits the messages 26301, 26302 on datastream manager operations should be printed in the log output. Also allows or prohibits debug messages 30300, starting with "Datastream statistics...". A value of true or yes allows the printing.

Important

This option applies only if protocol option is set to true.

log-custom-message-content

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits the printing of binary content of EventCustom (Virtual Queue events generated by URS) in the log output. A value of true or yes allows the printing.

log-debug-info-delayed-logout

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits the debug messages 30300, starting from “Delayed logout...” on log messages of "zomby" functionality should be printed in the log output. A value of true or yes allows the printing.

log-longest-requests-number

Default Value: 10

Valid Values: Any integer from 0 to 100

Changes Take Effect: Immediately

Introduced: 9.0.013.04

Related Options: log-requests-timing-period

Specifies the number of longest database requests to log during each **log-requests-timing-period** minutes. Each log entry contains a SQL query and the duration it took to execute.

log-requests-timing-period

Default Value: 5

Valid Values: Any integer from 0 to 60, where '0' means logging is off.

Changes Take Effect: Immediately

Introduced: 9.0.013.04

Related Options: log-longest-requests-number

Delay, in minutes, between logging of longest database requests. Zero value means that the database requests timing logging is turned off. See log-longest-requests-number to configure the log content.

mandatory-keys-to-log

Default Value:

Valid Values: Any valid key name(s) separated by ','

Changes Take Effect: Immediately

Specifies a list of keys that are always visible in the log, regardless of the value of the hide-attached-data option.

max-protocol-attribute-size

Default Value: 256

Valid Values: Any integer from 128 to 8,192 (8k)

Changes Take Effect: Immediately

Specifies the maximum size, in characters, of the protocol attribute to log. If text representation of the attribute is greater than the specified number of characters the output is truncated.

max-protocol-message-size

Default Value: 10000

Valid Values: Any integer from 1,280 to 10000 (bytes).

Changes Take Effect: Immediately

Specifies the maximum size, in characters, of the protocol message to log. If text representation of the message is greater than the specified number of characters the output is truncated. The **max-protocol-message-size** value cannot be less than 10*max-protocol-attribute-size, and not greater than 10000.

max-segments-traced-number

Default Value: 5

Valid Values: Any integer from 0 to 300

Changes Take Effect: Immediately

Specifies the number of segments in segmented views, which will be traced on caching of interactions.

Important

This option applies only if trace-segmented-views is set to true.

protocol

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits the printing of messages 26001-26450 on protocol messages sending, receiving, parsing, and so on in the log output. A value of true or yes allows the printing.

pull-for-strategy-operation

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits debug messages 30300, starting from “Submitter manager...” on submitter manager operations should be printed in the log output . A value of true or yes allows the printing.

routing

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits the printing of messages 24001-24152 on Universal routing server updates such as, strategies loading and unloading, interactions routing, and so on in the log output. A value of true or yes allows the printing.

sql-statement-verbose

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits the log messages 27200 on building of sql statements should be printed in the log output. A value of true or yes allows the printing.

submitters-operation

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits debug messages 30300, starting with “Submitter for...”, should be printed in the log output when submitting interaction messages to the router. A value of true or yes allows the printing.

task-processing

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits the printing of messages 23001-23411 on internal task processing, such as errors during processing of internal tasks, and so on in the log output. A value of true or yes allows the printing.

trace-java-attach-thread

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits the debug messages 30300, starting from “detach_java:” or “attach_java:” on jvm manager operations should be printed in the log output. A value of true or yes allows the printing.

trace-segmented-views

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits the log messages 25098 on caching of interactions for segmented views to be printed in the log output. A value of true or yes allows the printing.

Important

This option applies only if database is set to true.

views-operation

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits debug messages 30300, starting from “View pull manager...” should be printed in the log output on view pull manager operations. A value of true or yes allows the printing.

workflow-configuration

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Allows or prohibits the printing of messages 21001-21106 on workflow configuration loading and updating such as loading of queues, views, business processes, and so on in the log output. A value of true or yes allows the printing.