

GENESYS

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eServices Administrator's Guide

Using the Groovy Event Logger with Elasticsearch

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Using the Groovy Event Logger with Flasticsearch

You can use the Groovy Event Logger to send reporting events to Elasticsearch cluster.

Prerequisites

The following prerequisites must be met in order to send reporting events to Elasticsearch via Groovy Event Logger:

- Interaction Server 8.5.306+ must be installed.
- Elasticsearch cluster of version "7.4.2" or greater must be installed and running in good health condition. You can verify the cluster's health by accessing the URL http://HOSTNAME:9200.
- Minimum Java 8 is required.
- · OpenJDK 11 is recommended.
- Java is a primary requirement for installing and running Elasticsearch. If Java is not installed or not properly configured, Elasticsearch cluster cannot be started.
- All other required jar files are provided in IP. Java should be correctly configured in the Interaction Server options. See Java configuration in the Integrated Capture Point Guide.

Configure Interaction Server application object

Add the following jars from the Interaction Server installation folder to the **-Djava.class.path** option in the **jvm-options** section:

- lib/ixn-java-aux.jar
- lib/groovy-all-2.4.15.jar

Configure Elasticsearch Groovy Event Logger application object

To configure Elasticsearch Groovy Event Logger application object:

- Import the application template from GroovyEventLoggerTemplates/ ElasticsearchGroovyEventLogger.apd from the Interaction Server installation folder.
- 2. Create a new application using the newly imported application template.
- 3. Fill in the usual mandatory settings on the General and DB Info tabs. Following mandatory settings are

not used and can be filled with the arbitrary values like:

- **DBMS Name** = groovy
- **DBMS Type** = DB2
- **Username** = groovy
- 4. Verify the value of logger-settings/script-classpath points to lib/ElasticsearchEventLogger in the Interaction Server installation folder.
- 5. Specify the URL where your Elasticsearch cluster is running in the **elasticsearch-settings/cluster-uri** option in the new application. For example, http://localhost:9200.
- 6. On the Interaction Server's **Connections** tab, add a connection to the Database Access Point (DAP).

Important

Binary data indexing is disabled in Elasticsearch event logger because Elasticsearch have Base64 encoded string representation and analyzing the Base64 string makes Elasticsearch create more searchable tokens (sometimes exceeding max number of tokens).