

# **GENESYS**

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## Framework Management Layer User's Guide

Log Format

### Log Format

A log record is a data record that stores information communicated in a single log event. Log records are stored in the Centralized Log Database in the following tables:

- G\_LOG\_MESSAGES
- G\_LOG\_ATTRS

### G\_LOG\_MESSAGES

The G\_LOG\_MESSAGES table consists of one row for each log message. The structure of the table is described in the following table: [+] **Show table structure** 

### Structure of the G\_LOG\_MESSAGES Table

Field Name	Туре	Description
ID	numeric	The unique identifier of the record stored in this table.
MESSAGE_ID	integer	The unique identifier of the event.
TIMEGENERATED	datetime	The time when the record was written to the database, in GMT format.
TIMEWRITTEN	datetime	The time when the record was written to the database, in GMT format.
		The log level of the reported event. This field can have one of the following values:
PRIORITY	integer	2—Trace-level events. The Trace level of logging reports the details of communication between the various solution components and contains information about the processing steps for each interaction by each solution component.  3—Interaction-level events. The Interaction level of logging reports the details of an interaction process by solution components that handle interactions and contains information about the processing steps for each interaction by each solution component.  4—Standard-level events. The Standard level of logging contains high-level events that report both major problems and normal operations of in-service solutions.  5—Alarm-level events. The Alarm level of logging reports the events related to

		alarm detection, processing, and removal.
ORIGIN	integer	Reserved for future use.
CATEGORY	integer	Identifies the type of the log record and can have one of the following values:  O—for application-related log events 2—for audit-related log events
DATALEN	integer	Reserved for future use.
APPDBID	integer	Reserved for future use.
АРРТҮРЕ	integer	The type of application that reported the event. Refer to APPTYPE Field Values for a list of the valid values.
APPNAME	string	The name of the application, as specified in the Configuration Database, that reported the event.
HOSTNAME	string	The name of the host, as specified in the Configuration Database, on which the application that reported the event runs.
MESSAGETEXT	string	Text defining and describing the event.

### APPTYPE Field Values

## The following table provides the valid values for the **APPTYPE** field in the **G\_LOG\_MESSAGES** table. **[+] Show values**

### Application Types for APPTYPE Field in the G\_LOG\_MESSAGES Table

Value	Application Type
00	Applications of all types when reporting log events common to all Genesys applications
01	T-Server
01	Programmable Gateway Framework
02	Stat Server
03	Billing Server
06	Voice Treatment Server
08	DB Server
09	Call Concentrator
10	CPD (Call Progress Detection) Server
11	List Manager

15	12	Outbound Contact Server
23         Third Party Server           26         DART Server (Obsolete)           28         Custom Server           29         External Router           31         Virtual Routing Point           32         Database (Obsolete)           33         Web Option           34         Detail Biller           35         Summary Biller           36         Network Overflow Manager           37         Backup Control Client           38         CC Analyzer Data Sourcer           40         IVR Interface Server           41         I-Server           42         Message Server           43         Solution Control Server           46         DB Server           48         WFM Data Aggregator           50         WFM Schedule Server           52         ETL Prov           54         GVP-Voice Communication Server           55         VS5 System           56         CAnalyzer Data Mart           59         Chat Server           61         Co-Browsing Server           62         SMS Server           63         Contact Server           64         E-Mail Server	15	Universal Routing Server
26         DART Server (Obsolete)           28         Custom Server           29         External Router           31         Virtual Routing Point           32         Database (Obsolete)           33         Web Option           34         Detail Biller           35         Summary Biller           36         Network Overflow Manager           37         Backup Control Client           38         CC Analyzer Data Sourcer           40         IVR Interface Server           41         I-Server           42         Message Server           43         Solution Control Server           46         DB Server           48         WFM Data Aggregator           50         WFM Schedule Server           52         ETL Proxy           54         GVP-Voice Communication Server           55         VSS System           56         CA Analyzer Data Mart           59         Chat Server           60         Callback Server           61         Co-Browsing Server           62a         SMS Server           63         Contact Server           64         E-Mail Server <td>21</td> <td>Configuration Server</td>	21	Configuration Server
28         Custom Server           29         External Router           31         Virtual Routing Point           32         Database (Obsolete)           33         Web Option           34         Detail Biller           35         Summary Biller           36         Network Overflow Manager           37         Backup Control Client           38         CC Analyzer Data Sourcer           40         IVR Interface Server           41         I-Server           42         Message Server           43         Solution Control Server           46         D8 Server           48         WFM Data Aggregator           50         WFM Schedule Server           52         ETL Proxy           54         GVP-Voice Communication Server           55         VSS System           58         CC Analyzer Data Mart           59         Chat Server           60         Callback Server           61         Co-Browsing Server           62a         SMS Server           63         Contact Server           64         E-Mail Server           65         Media Link	23	Third Party Server
29         External Router           31         Virtual Routing Point           32         Database (Obsolete)           33         Web Option           34         Detail Biller           35         Summary Biller           36         Network Overflow Manager           37         Backup Control Client           38         CC Analyzer Data Sourcer           40         IVR Interface Server           41         I-Server           42         Message Server           43         Solution Control Server           46         DB Server           48         WFM Data Aggregator           50         WFM Schedule Server           52         ETL Proxy           54         GVP-Voice Communication Server           55         VSS System           58         CC Analyzer Data Mart           59         Chat Server           60         Callback Server           61         Co-Browsing Server           62a         SMS Server           63         Contact Server           64         E-Mail Server           65         Media Link           Meb Interaction Requests Server	26	DART Server (Obsolete)
31 Virtual Routing Point 32 Database (Obsolete) 33 Web Option 34 Detail Biller 35 Summary Biller 36 Network Overflow Manager 37 Backup Control Client 38 CC Analyzer Data Sourcer 40 IVR Interface Server 41 I-Server 42 Message Server 43 Solution Control Server 46 DB Server 48 WFM Data Aggregator 50 WFM Schedule Server 52 ETL Proxy 54 GVP-Voice Communication Server 55 VSS System 66 CAnalyzer Data Mart 69 CAIlback Server 60 Callback Server 61 Co-Browsing Server 63 COntact Server 64 E-Mail Server 65 Media Link 66 Web Interaction Requests Server 67 Web Stat Server 68 Web Interaction Server	28	Custom Server
32         Database (Obsolete)           33         Web Option           34         Detail Biller           35         Summary Biller           36         Network Overflow Manager           37         Backup Control Client           38         CC Analyzer Data Sourcer           40         IVR Interface Server           41         I-Server           42         Message Server           43         Solution Control Server           46         DB Server           48         WFM Data Aggregator           50         WFM Schedule Server           52         ETL Proxy           54         GVP-Voice Communication Server           55         VSS System           59         Chat Server           60         Callback Server           60         Callback Server           61         Co-Browsing Server           62a         SMS Server           63         Contact Server           64         E-Mail Server           65         Media Link           66         Web Interaction Requests Server           67         Web Stat Server           68         Web Option Route Point <td>29</td> <td>External Router</td>	29	External Router
33         Web Option           34         Detail Biller           35         Summary Biller           36         Network Overflow Manager           37         Backup Control Client           38         CC Analyzer Data Sourcer           40         IVR Interface Server           41         I-Server           42         Message Server           43         Solution Control Server           46         DB Server           48         WFM Data Aggregator           50         WFM Schedule Server           52         ETL Proxy           54         GVP-Voice Communication Server           55         VSS System           60         CA Analyzer Data Mart           59         Chat Server           60         Callback Server           61         Co-Browsing Server           62a         SMS Server           63         Contact Server           64         E-Mail Server           65         Media Link           66         Web Interaction Requests Server           67         Web Stat Server           68         Web Interaction Server           69         Web Option Route	31	Virtual Routing Point
34 Detail Biller 35 Summary Biller 36 Network Overflow Manager 37 Backup Control Client 38 CC Analyzer Data Sourcer 40 IVR Interface Server 41 I-Server 42 Message Server 43 Solution Control Server 46 DB Server 48 WFM Data Aggregator 50 WFM Schedule Server 52 ETL Proxy 54 GVP-Voice Communication Server 55 VSS System 66 CC Analyzer Data Mart 67 Chat Server 68 SMS Server 69 Web Interaction Requests Server 69 Web Option Route Point	32	Database (Obsolete)
Summary Biller  Network Overflow Manager  Backup Control Client  CC Analyzer Data Sourcer  IVR Interface Server  IVR Interface Server  IVR Interface Server  Solution Control Server  Besage Server  WFM Data Aggregator  WFM Schedule Server  SUMFM Schedule Server  SUMFM Schedule Server  SUMFM Schedule Server  CC Analyzer Data Mart  SUMFM Server  CC Analyzer Data Mart  SUMFM Server  CC Analyzer Data Mart  SUMFM Server  COMBON Server  COMBON SERVER  WEMDATA SERVE	33	Web Option
36 Network Overflow Manager 37 Backup Control Client 38 CC Analyzer Data Sourcer 40 IVR Interface Server 41 I-Server 42 Message Server 43 Solution Control Server 46 DB Server 48 WFM Data Aggregator 50 WFM Schedule Server 52 ETL Proxy 54 GVP-Voice Communication Server 55 VSS System 60 CC Analyzer Data Mart 59 Chat Server 60 Callback Server 61 Co-Browsing Server 62 SMS Server 63 Contact Server 64 E-Mail Server 65 Media Link 66 Web Interaction Requests Server 67 Web Stat Server 68 Web Option Route Point	34	Detail Biller
Backup Control Client CC Analyzer Data Sourcer IVR Interface Server IVR Interface Server IVR Interface Server IVR Interface Server IVR Message Server Solution Control Server Beserver	35	Summary Biller
38 CC Analyzer Data Sourcer 40 IVR Interface Server 41 I-Server 42 Message Server 43 Solution Control Server 46 DB Server 48 WFM Data Aggregator 50 WFM Schedule Server 52 ETL Proxy 54 GVP-Voice Communication Server 55 VSS System 60 CC Analyzer Data Mart 59 Chat Server 60 Callback Server 61 Co-Browsing Server 62 SMS Server 63 COntact Server 64 E-Mail Server 65 Media Link 66 Web Interaction Requests Server 67 Web Stat Server 68 Web Option Route Point	36	Network Overflow Manager
IVR Interface Server  I-Server  Message Server  Message Server	37	Backup Control Client
1-Server	38	CC Analyzer Data Sourcer
42       Message Server         43       Solution Control Server         46       DB Server         48       WFM Data Aggregator         50       WFM Schedule Server         52       ETL Proxy         54       GVP-Voice Communication Server         55       VSS System         58       CC Analyzer Data Mart         59       Chat Server         60       Callback Server         61       Co-Browsing Server         62a       SMS Server         63       Contact Server         64       E-Mail Server         65       Media Link         66       Web Interaction Requests Server         67       Web Stat Server         68       Web Interaction Server         69       Web Option Route Point	40	IVR Interface Server
43 Solution Control Server 46 DB Server 48 WFM Data Aggregator 50 WFM Schedule Server 52 ETL Proxy 54 GVP-Voice Communication Server 55 VSS System 58 CC Analyzer Data Mart 59 Chat Server 60 Callback Server 61 Co-Browsing Server 62 SMS Server 63 Contact Server 64 E-Mail Server 65 Media Link 66 Web Interaction Requests Server 67 Web Stat Server 68 Web Option Route Point	41	I-Server
46	42	Message Server
WFM Data Aggregator  WFM Schedule Server  ETL Proxy  GVP-Voice Communication Server  VSS System  CC Analyzer Data Mart  Chat Server  Callback Server  Callback Server  Callback Server  SMS Server  SMS Server  E-Mail Server  Media Link  Web Interaction Requests Server  Web Stat Server  Web Option Route Point	43	Solution Control Server
50 WFM Schedule Server 52 ETL Proxy 54 GVP-Voice Communication Server 55 VSS System 58 CC Analyzer Data Mart 59 Chat Server 60 Callback Server 61 Co-Browsing Server 62a SMS Server 63 Contact Server 64 E-Mail Server 65 Media Link 66 Web Interaction Requests Server 67 Web Stat Server 68 Web Option Route Point	46	DB Server
52 ETL Proxy 54 GVP-Voice Communication Server 55 VSS System 58 CC Analyzer Data Mart 59 Chat Server 60 Callback Server 61 Co-Browsing Server 62a SMS Server 63 Contact Server 64 E-Mail Server 65 Media Link 66 Web Interaction Requests Server 67 Web Stat Server 68 Web Interaction Server	48	WFM Data Aggregator
GVP-Voice Communication Server  VSS System  CC Analyzer Data Mart  CC Analyzer Data Mart  Chat Server  Callback Server  Callback Server  SMS Server  SMS Server  Contact Server  E-Mail Server  Media Link  Web Interaction Requests Server  Web Stat Server  Web Option Route Point	50	WFM Schedule Server
VSS System CC Analyzer Data Mart Chat Server Coulback Server Callback Server Co-Browsing Server SMS Server SMS Server Contact	52	ETL Proxy
CC Analyzer Data Mart  Chat Server  Callback Server  Callback Server  Co-Browsing Server  SMS Server  Contact Server  Contact Server  Media Link  Web Interaction Requests Server  Web Stat Server  Web Option Route Point	54	GVP-Voice Communication Server
Chat Server  Callback Server  Co-Browsing Server  SMS Server  SMS Server  Contact Server  Contact Server  Media Link  Web Interaction Requests Server  Web Stat Server  Web Option Route Point	55	VSS System
60 Callback Server 61 Co-Browsing Server 62a SMS Server 63 Contact Server 64 E-Mail Server 65 Media Link 66 Web Interaction Requests Server 67 Web Stat Server 68 Web Option Route Point	58	CC Analyzer Data Mart
61 Co-Browsing Server 62a SMS Server 63 Contact Server 64 E-Mail Server 65 Media Link 66 Web Interaction Requests Server 67 Web Stat Server 68 Web Interaction Server 69 Web Option Route Point	59	Chat Server
SMS Server  63 Contact Server  64 E-Mail Server  65 Media Link  66 Web Interaction Requests Server  67 Web Stat Server  68 Web Interaction Server  69 Web Option Route Point	60	Callback Server
Contact Server  E-Mail Server  Media Link  Web Interaction Requests Server  Web Stat Server  Web Interaction Server  Web Option Route Point	61	Co-Browsing Server
64 E-Mail Server 65 Media Link 66 Web Interaction Requests Server 67 Web Stat Server 68 Web Interaction Server 69 Web Option Route Point	62 <sup>a</sup>	SMS Server
65 Media Link 66 Web Interaction Requests Server 67 Web Stat Server 68 Web Interaction Server 69 Web Option Route Point	63	Contact Server
Web Interaction Requests Server  Web Stat Server  Web Interaction Server  Web Interaction Server  Web Option Route Point	64	E-Mail Server
Web Stat Server  Web Interaction Server  Web Option Route Point	65	Media Link
68 Web Interaction Server 69 Web Option Route Point	66	Web Interaction Requests Server
69 Web Option Route Point	67	Web Stat Server
·	68	Web Interaction Server
74 Voice over IP Controller	69	Web Option Route Point
	74	Voice over IP Controller

77	HA Proxy
78	Voice over IP Stream Manager
79	Voice over IP DMX Server
80	Web API Server
81	Load Balancer
82	Application Cluster
83	Load Distribution Server
84	G-Proxy
85	Genesys Interface Server
86	GCN Delivery Server
88	IVR DirectTalk Server
89	GCN Thin Server
90	Classification Server
91	Training Server
92	Universal Callback Server
93	CPD Server Proxy
94	XLink Controller
95	K-Worker Portal
96	WFM Server
97	WFM Builder
98	WFM Reports
99	WFM Web
100	Knowledge Manager
101	IVR Driver
102	IVR Library
103	LCS Adapter
104	Desktop NET Server
105	Siebel7 ConfSynchComponent
106	Siebel7 CampSynchComponent
107	Generic Server
108	Generic Client
109	Call Director
110	SIP Communication Server
111	Interaction Server
112	Integration Server
113	WFM Daemon
114	GVP Policy Manager
115	GVP Cisco Queue Adapter

116	GVP Text To Speech Server
117	GVP ASR Log Manager
118	GVP Bandwidth Manager
119	GVP Events Collector
120	GVP Cache Server
121	GVP ASR Log Server
122	GVP ASR Package Loader
123	GVP IP Communication Server
124	GVP Resource Manager
125	GVP SIP Session Manager
126	GVP Media Gateway
127	GVP Soft Switch
128	GVP Core Service
129	GVP Voice Communication Server
130	GVP Unified Login Server
131	GVP Call Status Monitor
132	GVP Reporter
133	GVP H323 Session Manager
134	GVP ASR Log Manager Agent
135	GVP Genesys Queue Adapter
136	GVP IServer
137	GVP SCP Gateway
138	GVP SRP Server
139	GVP MRCP TTS Server
140	GVP CCS Server
141	GVP MRCP ASR Server
142	GVP Network Monitor
143	GVP OBN Manager
144	GVP Self Service Provisioning Server
145	GVP Media Control Platform
146	GVP Fetching Module
147	GVP Media Control Platform Legacy Interpreter
148	GVP Call Control Platform
149	GVP Resource Manager
150	GVP Redundancy Manager
151	GVP Media Server
152	GVP PSTN Connector

154	GVP SSG (formerly GVP ASG)
155	GVP CTI Connector
156	Resource Access Point
157	Workspace Desktop Edition (formerly Interaction Workspace)
158	Advisors
159	ESS Extensible Services
160	Customer View
161	Orchestration Server
162	Reserved
163	Capture Point
164	Rules ESP Server
165	Genesys Administrator
166	iWD Manager
167	iWD Runtime Node
168	Business Rules Execution Server
169	Business Rules Application Server
170	VP Policy Server
171	Social Messaging Server
172	CSTA Connector
173	VP MRCP Proxy
174	UCM Connector
175	OT ICS Server
176	OT ICS OMP Infrastructure
177	Advisors-Contact Center Advisor
178	Advisors-Frontline Advisor
179	Advisors-Advisors Platform
180	Advisors-Advisors Genesys Adapter
181	Advisors-Advisors Cisco Adapter
182	Federation Server
183	Federation Stat Provider
184	Genesys Administrator Server
185	Web Engagement Backend Server
186	Web Engagement Frontend Server
187	WebRTC Gateway
188	LRM Server
189	Recording Crypto Server
190	Genesys Knowledge Center Server
191	Genesys Knowledge Center CMS

<sup>a</sup> Prior to release 8.0, this value was used for the Application type IS Transport Server. In release 8.0 and later, this value is used for the Application type SMS Server.

### G\_LOG\_ATTRS

Some log events also contain Extended Attributes that an application may attach for audit purposes. The G\_LOG\_ATTRS table contains one row for each extended attribute. The structure of the table is described in the following table:

### [+] Show table structure

### Structure of the G\_LOG\_ATTR Table

Field Name	Туре	Description
ID	numeric	The unique identifier of the record stored in this table.
LRID	numeric	The unique identifier of the log record stored in the G_LOG_MESSAGES table to which this extended attribute belongs.
MESSAGE_ID	integer	The unique identifier of the event.
ATTR_NAME	string	The name of the extended attribute.
ATTR_VALUE	string	The value of the extended attribute in string format.