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Framework Management Layer User's Guide

Customizing Log Events

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Customizing Log Events

Log levels are defined in [Logging Functions](#). Each log event has a default log level. You can customize log events for any application by changing the default log level of an event to a more appropriate level, or by disabling the event completely.

You can toggle the customizations on and off, without deleting them. This enables you to specify the customized log levels at any time, but only use them when appropriate. Note that this option enables or disables all of the customizations; it cannot be applied to specific ones.

Customizations are unique to the application in which they are created. For example, application A customizes a set of log events. application B does not customize any log events. If the feature is activated, the log events will have the customized properties of the application which generated them—if generated by application A, the log events will be customized as specified by A; if generated by application B, the log events will not be customized. If application B was to customize the same set of log events, but with different custom definitions, the log events generated by application B would be customized as specified by B.

Warning

Use caution when making these changes in a production environment.

Depending on the log configuration, changing the log level to a higher priority may cause the log event to be logged more often or to a greater number of outputs. This could affect system performance.

Likewise, changing the log level to a lower priority may cause the log event to be not logged at all, or not logged to specific outputs, thereby losing important information. The same applies to any alarms associated with that log event.

In addition to the precautionary message above, take note of the following:

- When the log level of a log event is changed to any level except none, it is subject to the other settings in the log section at its new level. If set to none, it is not logged and therefore not subject to any log configuration.
- Changing the log level of a log using this feature changes only its priority; it does not change how that log is treated by the system. For example, increasing the priority of a log to Alarm level does not mean that an alarm will be associated with it.
- Each application in an HA pair can define its own unique set of log customizations, but the two sets are not synchronized with each other. This can result in different log behavior depending on which application is currently in Primary mode.
- This feature is not the same as a similar feature in Universal Routing Server. In this Framework feature, the priority of log events are customized. In the URS feature, the priority of debug messages only are customized. Refer to the [Universal Routing Reference Manual](#) for more information about the URS feature.
- You cannot customize any log event that is not in the unified log record format. Log events of the Alarm, Standard, Interaction, and Trace levels feature the same unified log record format.

Important

Predefined log events of the Debug level are also in the unified log record format, and therefore can be assigned to another log level. However, any application can generate a raw text stream and call it a debug log event. Such non-unified log messages cannot be reassigned.

Refer to *Genesys Administrator Help* and the *Framework Configuration Options Reference Manual* for instructions and detailed examples of customized logs.