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Interaction Server Administration Guide

Deploying Event Logger

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Deploying Event Logger

This page tells you how to deploy event logger.

Prerequisites for ODBC Event Logger

1. Create a database to store the reporting data.
2. Locate the correct setup script for your RDBMS and run it on the database you created in Step 1.
This script is called `eldb_<database_name>.sql`, where `<database_name>` is either `postgres`, `mssql`, or `oracle` (for example, `eldb_mssql.sql`). To locate the script, go to the `Script` subdirectory of the installation directory of your Interaction Server, then open the subdirectory named after your RDBMS; for example, `\InteractionServer_801\Script\Oracle`.

Create Event Logger DAP

1. Create a Database Access Point (DAP), filling in the usual mandatory settings on the `General` and `DB Info` tabs.
 - For ODBC Event Logger, provide the correct information about the database. Refer to [Configuring Interaction Server DAP](#) for information how to configure connection to DB correctly.
 - For other Event Loggers DB information is not used and can be filled with any values.
2. On the DAP's `Options` tab, create a section called `logger-settings`. This is the only mandatory section; its existence tells Interaction Server to use this DAP for logging reporting events.
3. Specify one of the following values depending on the Event Logger type in the `delivery-protocol` option in `logger-settings`:
 - `odbc` — For using Event Logger database scripts
 - `mq-series` — For the MQ-Series message queue system
 - `msmq` — For the MSMQ message queue system
 - `jms` — For a [JMS](#) queue
 - `groovy` — For the [Groovy Event Logger](#)
4. Optionally, in the `logger-settings` section, add any other [option](#).
5. Optionally add any of the following section types:
 - `event-filtering` — Contains options filtering out certain classes of event messages
 - `custom-events` — Specifies a custom mapping of the `CustomEventId` attribute value of `EventCustomReporting` (the option name) to the Event Logger table to store them in (the option values)
 - `Custom data sections` — Five sections that enable you to map the name of any event onto a [custom field](#) in the Logger database.

6. On Interaction Server's Connections tab, add a connection to the DAP.

For multiple instances of the Event Logger, repeat this procedure multiple times.

Important

Each instance of ODBC Event Logger requires separate database so multiple databases must be created if multiple ODBC Event Loggers are used.

Preparing DAP configuration objects

New environment

For a new environment, create a Database Access Point (DAP) object as described in the [Framework Database Connectivity Reference Guide](#) and add the DAP to the connections of your Interaction Server.

To configure the database-oriented [Event Logger](#) for Interaction Server, create a second DAP object as described on the [Deploying Event Logger](#) page.

Existing environment

For an existing environment with Interaction Server 8.5.1 - 8.5.3 and DB Server, you should configure them to use ODBC to connect to database before the upgrade to version 9.0.0. Use Genesys Administration Extension (GAX) to create copies of the existing DAP objects used by Interaction Server. You can use these copies to switch back to connecting via DB Server while testing.

Configure the DAP

This section applies to Interaction Server and [Event Logger](#). Related information about Database Capture Point is in a [separate location](#).

For an ODBC connection, you must configure the Database Access Point (DAP) associated with the Application in question, as follows:

1. For Database Info configuration, in Genesys Administrator, enter the following in the **[DB Info]** section of the **Configuration** tab (in Configuration Manager, on the **DB Info** tab):
 - DBMS Name - host name of the database server
 - DBMS Type - type of the database
 - Database Name - name of the database
 - User Name - user name to use to connect to the database
 - Password - password for the user name account
2. Configure the options of Database Access Point application to use ODBC.

- For Interaction Server database DAP [settings]
`dbprotocol=odbc`
`connection-string = <your connection string>`
- For Database Event Logger DAP [logger-settings]
`delivery-protocol =odbc`
`connection-string = <your connection string>`

3. Determine the Connection string value.

Configure ODBC driver in connection string

To make configuration easier, Interaction Server will try to build the ODBC connection strings itself based on the information that is available in the DAP. During this process, Interaction Server uses the following default names for the drivers:

Database Type	Default Driver
MS SQL	{SQL Server Native Client 10.0}
Oracle	{Oracle in OraClient11g_home1}
PostgreSQL	{PostgreSQL ANSI(x64)}

Important

Genesys strongly recommends that you use latest versions of ODBC drivers that were released officially for your database. The main purpose of default drivers is backward compatibility with old database.

If your configuration uses a different driver name, you must explicitly provide the actual driver name in value of **connections-string** option in section **[settings]** (or **[logger-settings]** for the Event Logger DAP).

The value of **connection-string** is a list of key-value pairs separated by semicolons (;).

- To specify the actual driver, give it a value of `driver=<driver_name>`.
- If your database server is not running on the default port (1433 for MSSQL and 1521 for Oracle), you must also provide the port number by adding `port=<actual_port>` pair to the the value of connection-string. For example, *Driver=SQL Server Native Client 11.0;port=1433*.

Important

For Oracle, ensure the `LOB=T` option is present in the connection string if it's not specified in DSN (see the next section).

DSN

You can also have Interaction Server use a DSN that has been configured in your system. To do this, locate or create the **connection-string** option in the **[settings]** section of the DAP (the **[logger-settings]** section in the Event Logger DAP), and set it to `DSN=<name_of_the_dsn>`. With this method, the user name and password to connect to the database are taken from the settings on the **DB Info** tab and do not need to be provided in the DSN properties.