GENESYS™

Interaction Server Log Events Supplement

Interaction Server Proxy

12/17/2025

Contents

Interaction Server Proxy

This page lists changes to Interaction Server Proxy log events after release 8.1.400.06. Log events for releases 8.1.400.06 and earlier are described in *Combined Log Events Help*.

In the Text field, expressions %s and %d represent text (%s) or numeric (%d) values that are filled in according to the actual context that generates the message. The Attributes field identifies them with parenthesized numbers that correspond to the order they occur in the text. For example, for 01-30130 immediately below, (1) is the first %s and (2) is the second %s.

> ### Important
> Prior to the 8.5.108.19 release, Interaction Server Proxy supported two application types in the Configuration Server database: T-Server and Interaction Server. When launched in Interaction Server mode, the log events all have the prefix **111-**, as shown here. When launched in T-Server mode, the event has the prefix **01-**, but the five digits after the hyphen are the same as those listed here

Release 8.5.110

New

111-30130

Level	TRACE
Text	Ignoring message '%s' on connection '%s', received before proxy registered on that connection.
Attributes	(1) message name (2) Interaction Server's name
Description	Proxy ignored message received before registering on the node.
Actions	None
Alarm Advisory	None

111-30131

Level	TRACE
Text	Distributing message '%s' (%d), message attributes:%s%s
Attributes	(1) message name

	(2) message id (3) new line (4) message attributes
Description	Content of reporting event that will be distributed to reporting clients.
Actions	None
Alarm Advisory	None

111-30132

Level	TRACE
Text	...distributing message '%s' (%d) to client '%s' - %s:%d:%d
Attributes	(1) message name (2) message id (3) client name (4) client type name (5) client id (6) connection id
Description	Information about client to which message is being distributed.
Actions	None
Alarm Advisory	None

111-30133

Level	TRACE
Text	Sending message '%s' (%d) to multiple servers, message attributes:%s%s
Attributes	(1) message name (2) message id (3) new line (4) message attributes
Description	Content of request that will be sent to multiple Interaction Servers.
Actions	None
Alarm Advisory	None

111-30134

Level	TRACE
Text	...sending message '%s' (%d) to server '%s' (%d) using proxy client id '%d'
Attributes	(1) message name

	(2) message id (3) Interaction Server's name (4) connection id (5) client id
Description	Information about target Interaction Server to which request is being distributed.
Actions	None
Alarm Advisory	None

111-30135

Level	TRACE
Text	...sending message '%s' (%d) to server '%s' (%d) using proxy client id '%d' and snapshot id '%d'
Attributes	(1) message name (2) message id (3) Interaction Server's name (4) connection id (5) client id (6) snapshot id
Description	Information about target Interaction Server to which snapshot-related request is being distributed.
Actions	None
Alarm Advisory	None

111-30136

Level	DEBUG
Text	Message '%s' (%d) will be sent to server '%s' based on '%s' rule
Attributes	(1) message name (2) message id (3) Interaction Server's name (4) rule name
Description	Debug information about reason why proxy is sending message to given server (name of the rule).
Actions	None
Alarm Advisory	None

111-30137

Level	DEBUG
Text	Message '%s' (%d) will be sent to servers %s based on '%s' rule

Attributes	(1) message name (2) message id (3) list of target Interaction Servers (4) rule name
Description	Debug information about reason why proxy is sending message to listed servers (name of the rule).
Actions	None
Alarm Advisory	None

111-30138

Level	DEBUG
Text	Desired Agent's State of place '%s' at tenant '%d':%s%s
Attributes	(1) place name (2) tenant DBID (3) new line (4) content
Description	Information about desired agent's state after processing state-related request.
Actions	None
Alarm Advisory	None

111-30139

Level	DEBUG
Text	Composite Agent's State of place '%s' at tenant '%d':%s%s
Attributes	(1) place name (2) tenant DBID (3) new line (4) content
Description	Information about composite agent's state after processing state-related reporting event.
Actions	None
Alarm Advisory	None

111-30140

Level	TRACE
Text	Proxy health information:%s%s
Attributes	(1) new line (2) health information

Description	Provides proxy health information and basic KPIs.
Actions	None
Alarm Advisory	None

111-30141

Level	DEBUG
Text	Proxy connection state:%s%s
Attributes	(1) new line (2) connection state of all nodes
Description	After change to proxy's connections (connected/disconnected/new connection added), proxy provides information about state of all currently connected nodes.
Actions	None
Alarm Advisory	None

Release 8.5.108

Added

111-30126

Level	STANDARD
Text	T-Server mode is not supported. Parameter ignored!
Attributes	None
Description	Interaction Server Proxy started with the option "-enable-tserver", which is no longer supported.
Actions	Change startup parameters
Alarm Advisory	None

111-30127

Level	TRACE
Text	Custom property '%s' is duplicated or uses name reserved for system properties.
Attributes	(1) Name of the interaction custom property
Description	Either there is already a mapping to the specified property or the name used for the property is reserved for system properties.

Actions	None
Alarm Advisory	None

111-30128

Level	TRACE
Text	Mapping custom property '%s' to '%s' (Tenant DBID=%d)
Attributes	(1) Name of the interaction custom property (2) Name of the database column (3) Tenant DBID
Description	The system has created a mapping between the specified custom property and the specified database column on the specified tenant.
Actions	None
Alarm Advisory	None

111-30129

Level	TRACE
Text	Custom property '%s' has been removed from tenant with DBID=%d
Attributes	(1) Name of the interaction custom property (2) Tenant DBID
Description	This custom property mapping has been removed from the specified tenant.
Actions	None
Alarm Advisory	None

Release 8.5.107

Added

111-30100

Level	TRACE
Text	Setting interactions cache size to %d.
Attributes	(1) new cache size
Description	The size of the interactions cache has been set to the specified value.

Actions	None
Alarm Advisory	None

111-30102

Level	TRACE
Text	Interaction Server '%s': 'media-types' option not found or empty. Accepting all media types
Attributes	(1) name of Interaction Server
Description	The option 'media-types' doesn't exist in the configuration, and proxy assumes server accepts all media types.
Actions	None
Alarm Advisory	None

111-30103

Level	TRACE
Text	Interaction Server '%s': supported medias: %s
Attributes	(1) Name of Interaction Server (2) list of supported medias
Description	Information about supported medias on interaction server (taken from media-types option).
Actions	None
Alarm Advisory	None

111-30104

Level	DEBUG
Text	Creating connection to '%s'
Attributes	(1) Name of Interaction Server
Description	Proxy has identified connection to Interaction Server and will try to use it.
Actions	None
Alarm Advisory	None

111-30105

Level	DEBUG
Text	Processing application cluster '%s' connections
Attributes	(1) Name of Application Cluster
Description	Proxy has identified connection to Application

	Cluster and will process its targets.
Actions	None
Alarm Advisory	None

111-30106

Level	STANDARD
Text	Found duplicated connection to '%s'. Resolve issue and restart proxy.
Attributes	(1) Name of Interaction Server
Description	Proxy is connected to the same server more than once (i.e. through Application Cluster).
Actions	Resolve issue in Configuration Server and restart the proxy.
Alarm Advisory	None

111-30107

Level	TRACE
Text	Connection to '%s' has been removed
Attributes	(1) Name of target connection
Description	The connection to the target has been removed from the configuration
Actions	None
Alarm Advisory	None

111-30108

Level	TRACE
Text	Can't send message '%s' because handler for client with id=%d doesn't exist
Attributes	(1) message name (2) proxy client id
Description	The message in question is for a client that no longer exists or never existed
Actions	None
Alarm Advisory	None

111-30109

Level	TRACE

Text	Client '%s' is already connected to '%s'. Attempt aborted.
Attributes	(1) Client's name (2) Interaction Server's name
Description	Proxy was erroneously trying to connect client to a server that was already connected.
Actions	None
Alarm Advisory	None

111-30110

Level	TRACE
Text	There are no available servers able to accept message '%s'
Attributes	(1) message name
Description	Proxy couldn't find a proper target to send the message to
Actions	Check cluster settings (i.e. list of accepted media types per server, tenant assignment, and so on).
Alarm Advisory	None

111-30111

Level	STANDARD
Text	Found duplicated interaction with id '%s' on server '%s'.
Attributes	(1) Interaction id (2) Interaction Server's name
Description	The search request found the specified interaction on more than one server.
Actions	Investigate and take action depending on the situation. The situation may be as desired even though it prompts this message from the Proxy.
Alarm Advisory	None

111-30112

Level	TRACE
Text	Switching to subscriber-publisher server: '%s'
Attributes	(1) Interaction Server's name

Description	Proxy will be using the specified server for subscriber-publisher purposes
Actions	None
Alarm Advisory	None

111-30113

Level	STANDARD
Text	Detected proxy self connection. Ignoring.
Attributes	None
Description	Proxy is connected to itself and this connection is being ignored.
Actions	None
Alarm Advisory	None

111-30114

Level	STANDARD
Text	Proxy is not connected to any valid target. Port can not be opened!
Attributes	None
Description	There are no defined valid targets proxy can connect to.
Actions	Check list of proxy's connections in configuration.
Alarm Advisory	None

111-30115

Level	TRACE
Text	Interaction Server '%s': added tenant (DBID=%d)
Attributes	(1) Interaction Server's name (2) tenant's DBID
Description	Proxy detected a new tenant added to the tenants of the specified Interaction Server.
Actions	None
Alarm Advisory	None

111-30116

Level	TRACE

Text	Interaction Server '%s': deleted tenant (DBID=%d)
Attributes	(1) Interaction Server's name (2) tenant's DBID
Description	Proxy detected a tenant deleted from the list of tenants of the specified Interaction Server.
Actions	None
Alarm Advisory	None

111-30117

Level	DEBUG
Text	Interaction Server '%s': supported tenants DBIDs: %s
Attributes	(1) Interaction Server's name (2) list of DBIDs of supported tenants
Description	A list of supported tenants per the specified connection.
Actions	None
Alarm Advisory	None

111-30118

Level	TRACE
Text	Interaction Server '%s': Media type '%s' became available
Attributes	(1) Interaction Server's name (2) media type name
Description	A new media type has become available on the specified server.
Actions	None
Alarm Advisory	None

111-30119

Level	TRACE
Text	Interaction Server '%s': Media type '%s' is no longer available
Attributes	(1) Interaction Server's name (2) media type name

Description	The specified media type is no longer available on the specified server.
Actions	None
Alarm Advisory	None

111-30120

Level	TRACE
Text	Media type '%s' has been added for tenant with id '%d' with state '%s'
Attributes	(1) media type name (2) tenant DBID (3) media type state
Description	This new media type has been added to the specified tenant.
Actions	None
Alarm Advisory	None

111-30121

Level	TRACE
Text	Media type '%s' has been removed from tenant with id '%d'
Attributes	(1) media type name (2) tenant DBID
Description	This media type has been removed from the tenant
Actions	None
Alarm Advisory	None

111-30122

Level	TRACE
Text	Media type '%s' has been enabled on tenant with id '%d'
Attributes	(1) media type name (2) tenant DBID
Description	Proxy detected that this media type was enabled on the specified tenant.
Actions	None
Alarm Advisory	None

111-30123

Level	TRACE
Text	Media type '%s' has been disabled on tenant with id '%d'
Attributes	(1) media type name (2) tenant DBID
Description	Proxy detected that this media type was disabled on the specified tenant.
Actions	None
Alarm Advisory	None

111-30124

Level	TRACE
Text	Interaction Server '%s': submit %s
Attributes	(1) Interaction Server's name (2) enabled/disabled
Description	Information about the specified server connection, based on the setting of the 'enable-submit' option.
Actions	None
Alarm Advisory	None

111-30125

Level	STANDARD
Text	Interaction Server '%s': minimal recommended version supporting all proxy's features is %s, while currently it's %s.
Attributes	(1) Interaction Server's name (2) required server version (3) current server version
Description	To get full support for all of the Proxy's features, the Proxy requires this minimum version of Interaction Server. If the requirement is not met the client may experience some unexpected behavior for some functionalities.
Actions	Upgrade Interaction Servers / downgrade proxy.
Alarm Advisory	None