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# User's Guide

Logging Events

# Logging Events

To permit the manual verification of License Reporting Manager operations, LRM generates log messages that report all significant events.

These significant events include the following:

- Event for Normal Operation:
  - Data collection from Interaction Concentrator (start and end times)
  - Data output into LRM Report Database (start and end times)
  - License Report File created
  - Genesys Entitlement File imported
  - Overuse alert generated
  - Gap detected
- Event for Error Conditions:
  - Data-source connection failure
  - Data-source data errors
  - Entitlement File data errors
  - LRM internal processing errors
  - LRM database connection failure
  - LRM database corruption
  - LRM application outage and recovery

To view actual log events for License Reporting Manager, see the [Framework 8.1 Combined Log Events Help](#), which provides detailed information about log events that are associated with LRM.