Orchestration Server Deployment Guide

Common Log Options

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Common Log Options

Configure the common log options in the same section as the ORS-specific log options.

- For information on the log options listed below, see the *Framework 8.1. Configuration Options Reference Manual*.

- For information on hiding sensitive key-value pairs in the logs see the "Client-Side Port Definition" section of the *Genesys Security Deployment Guide*.

log Section

This section must be called `log`.

For applications configured via a configuration file, changes to log options take effect after the application is restarted.

- buffering
- check-point
- compatible-output-priority
- expire
- keep-startup-file
- memory
- memory-storage-size
- message_format
- messagefile
- print-attributes
- segment
- spool
- time_convert
- time_format
- verbose

Log Output Options

To configure log outputs, set log level options (`all, alarm, standard, interaction, trace, and/ or debug`) to the desired types of log output (`stdout, stderr, network, memory,` and/or

`[filename]`, for log file output).

You can use:

- One log level option to specify different log outputs.

- One log output type for different log levels.

- Several log output types simultaneously, to log events of the same or different log levels.

You must separate the log output types by a comma when you are configuring more than one output for the same log level.

If you direct log output to a file on the network drive, an application does not create a snapshot log file (with the extension `*.snapshot.log`) in case it terminates abnormally.

Directing log output to the console (by using the `stdout` or `stderr` settings) can affect application performance. Avoid using these log output settings in a production environment.

The log output options are activated according to the setting of the `verbose` configuration option.

- `all`

- `alarm`

- `standard`

- `interaction`

- `trace`

- `debug`

Log File Extensions

You can use the following file extensions to identify log files that an application creates for various types of output:

- `.log`—Assigned to log files when you configure output to a log file. For example, if you set `standard = confservlog` for Configuration Server, it prints log messages into a text file called `confservlog.<time_stamp>.log`.

- `.qsp`—Assigned to temporary (`spool`) files when you configure output to the network but the network is temporarily unavailable. For example, if you set `standard = network` for Configuration Server, it prints log messages into a file called `confserv.<time_stamp>.qsp` during the time the network is not available.

- `.snapshot.log`—Assigned to files that contain the output snapshot when you configure output to a log file. The file contains the last log messages that an application generates before it terminates abnormally. For example, if you set `standard = confservlog` for Configuration Server, it prints the last

log message into a file called `confserv.<time_stamp>.snapshot.log` in case of failure.

Note: Provide `*.snapshot.log` files to Genesys Customer Care when reporting a problem.

- `.memory.log`—Assigned to log files that contain the memory output snapshot when you configure output to `memory` and redirect the most recent memory output to a file. For example, if you set `standard = memory` and `memory = confserv` for Configuration Server, it prints the latest memory output to a file called `confserv.<time_stamp>.memory.log`.