



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Genesys Engage Digital (eServices)

log-control

12/15/2025

# log-control

- log-composite-agent-state
- log-desired-agent-state
- max-protocol-attribute-size
- log-custom-message-content
- mandatory-keys-to-log
- max-protocol-message-size

## log-composite-agent-state

**Default Value:** false

**Valid Values:** true, false, yes, no

**Changes Take Effect:** Immediately

**Introduced:** 8.5.110.11

If enabled, after the Proxy processes agent-state related reporting events, the Proxy also logs additional debug information about current composite agent state, including DND state, added medias with their state (ready, reason, description), agent's reason, and description. It also logs detailed media states of an agent across nodes.

## log-custom-message-content

**Default Value:** false

**Valid Values:** true, false

**Changes Take Effect:** Immediately

Allows or prohibits the printing of binary content of EventCustom (Virtual Queue events generated by URS) in the log output. A value of true or yes allows the printing.

## log-desired-agent-state

**Default Value:** false

**Valid Values:** true, false, yes, no

**Changes Take Effect:** Immediately

**Introduced:** 8.5.110.11

If enabled, after the Proxy processes agent-state related requests, the Proxy also logs additional debug information about current desired agent state, including DND state, added medias with their state (ready, reason, description), agent's reason, and description.

## mandatory-keys-to-log

**Default Value:**

**Valid Values:** Any valid key name(s) separated by ','

**Changes Take Effect:** Immediately

Specifies a list of keys that are always visible in the log, regardless of the value of the hide-attached-data option.

## max-protocol-attribute-size

**Default Value:** 1024

**Valid Values:** Any integer from 256 to 8,192 (8k)

**Changes Take Effect:** Immediately

Specifies the maximum size, in characters, of the protocol attribute to log. If text representation of the attribute is greater than the specified number of characters the output is truncated.

## max-protocol-message-size

**Default Value:** 8192

**Valid Values:** Any integer from 1,024 to 131,072 (128k)

**Changes Take Effect:** Immediately

Specifies the maximum size, in characters, of the protocol message to log. If text representation of the message is greater than the specified number of characters the output is truncated.