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Interaction Concentrator

log Section

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log Section

In addition to the log options that are common to all Genesys Server applications, and that are described in the *Framework Configuration Options Reference Manual*, Interaction Concentrator supports a number of unique log options that can help you troubleshoot various scenarios when you deploy ICON and test its functionality in your environment.

Use the **[log]** section on the **Options** tab to set all of the Interaction Concentrator log options.

The meaning of the log options valid values are as follows:

- 0—No troubleshooting-related logging
- 1—Logging of errors only
- 2—Detailed troubleshooting-related logging
- 3—Full details in troubleshooting-related logging

- | | | |
|-------------------------|-------------------------------|-----------------------------|
| • x-conn-debug-open | • x-print-treatment-attr | • x-server-gcti-trace-level |
| • x-conn-debug-select | • x-server-config-trace-level | • x-server-http-trace-level |
| • x-conn-debug-timers | • x-server-dbw-debug-level | • x-server-smtp-trace-level |
| • x-conn-debug-write | • x-server-dbw-trace-level | • x-server-trace-level |
| • x-print-attached-data | • x-server-debug-level | |

x-conn-debug-open

Default Value: As specified by the x-server-trace-level option

Valid Values: 0 | 1 | 2 | 3

Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to network connections and disconnections at a transport protocol level. The value 0 disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option with respect to network connection messages.

x-conn-debug-select

Default Value: As specified by the x-server-trace-level option

Valid Values: 0 | 1 | 2 | 3

Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to incoming information at a transport protocol level. This option may significantly increase log volume. The value 0 disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option, with respect to incoming information messages.

x-conn-debug-timers

Default Value: As specified by the x-server-trace-level option

Valid Values: 0 | 1 | 2 | 3

Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to triggering connection timers at a transport protocol level. The value 0 disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option, with respect to connection timer-triggering messages.

x-conn-debug-write

Default Value: As specified by the x-server-trace-level option

Valid Values: 0 | 1 | 2 | 3

Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to outgoing information at a transport protocol level. The value 0 disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option with respect to outgoing information messages.

x-print-attached-data

Default Value: 0

Valid Values: 0 | 1

Changes Take Effect: Immediately

Specifies whether user data is written to the log. Genesys recommends that you do not change the default setting (0), because printing user data to the log can significantly increase log size and impact system resources.

- 1 - Enables printing user data to the log.
- 0 - Suppresses printing user data to the log.

x-print-treatment-attr

Default Value: 1

Valid Values: 0 | 1

Changes Take Effect: Immediately

Enables you to have Interaction Concentrator hide certain attributes in the ICON log file. These attributes, which appear in TEvent messages, are the following: AttributeCollectedDigits, AttributeLastDigit, AttributeDTMFDigits, and AttributeTreatmentParms.

Valid values:

- 1 - Enables printing treatment attributes to the log.
- 0 - Suppresses printing treatment attributes to the log.

x-server-config-trace-level

Default Value: As specified by the x-server-trace-level option

Valid Values: 0 | 1 | 2 | 3

Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to the configurations of the objects on which it relies. Messages can include configuration information about the ICON Application object itself. The value 0 disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option with regard to configuration information messages.

x-server-dbw-debug-level

Default Value: As specified by the x-server-trace-level option

Valid Values: 0 | 1 | 2 | 3

Changes Take Effect: Immediately

NOTE: This debug-level option should only be used when recommended by Genesys.

Specifies the verbosity with which ICON logs messages that are related to data-writing operations with the persistent queue and IDB. The value 0 disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option with regard to data-writing operation messages.

x-server-dbw-trace-level

Default Value: As specified by the x-server-trace-level option

Valid Values: 0 | 1 | 2 | 3

Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to data-writing operations with the persistent queue and IDB. The value 0 disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option with regard to data-writing operation messages.

x-server-debug-level

Default Value: 0

Valid Values: 0 | 1 | 2 | 3

Changes Take Effect: Immediately

Like **x-server-trace-level**, specifies the verbosity with which ICON prints troubleshooting-related logs. ICON supports both option names, but Genesys recommends using the **x-server-trace-level** option name.

x-server-gcti-trace-level

Default Value: As specified by the x-server-trace-level option

Valid Values: 0 | 1 | 2 | 3

Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to its CTI communications. Messages can include TEvents that ICON receives from T-Server, including call-related and party-related events, and they can also include reports about CTI transactions. The value 0 disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option with regard to CTI communications messages.

x-server-http-trace-level

Default Value: As specified by the x-server-trace-level option

Valid Values: 0 | 1 | 2 | 3

Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to its HTTP communications. The value 0 disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option with regard to HTTP communications messages.

x-server-smtp-trace-level

Default Value: As specified by the x-server-trace-level option

Valid Values: 0 | 1 | 2 | 3

Changes Take Effect: Immediately

Specifies the verbosity with which ICON logs messages that are related to its SMTP communications. The value 0 disables troubleshooting-related logging, and the value 3 produces the most detailed logs. Any value that you set for this option supersedes the value set for the **x-server-trace-level** option with regard to SMTP communications messages.

x-server-trace-level

Default Value: 0

Valid Values: 0 | 1 | 2 | 3

Changes Take Effect: Immediately

Specifies the verbosity with which ICON prints troubleshooting-related logs. This option sets the default value for all troubleshooting-related log options that are unique to ICON. That is, the value that you set for this option applies to the following function-specific options if you do not configure them:

- **x-conn-debug-open**
- **x-conn-debug-select**
- **x-conn-debug-timers**
- **x-conn-debug-write**
- **x-server-config-trace-level**
- **x-server-dbw-trace-level**
- **x-server-gcti-trace-level**
- **x-server-smtp-trace-level**
- **x-server-http-trace-level**

If you do set a value for any of these function-specific options, and if that value differs from the **x-server-trace-level** option value, the function-specific option value supersedes the **x-server-trace-level** option value for log messages that are related to that particular function.