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Performance Management Advisors Deployment Guide

Adjust the Log File Roll and Retention Settings

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To limit the disk space consumed by log information, some Advisor components manage both the size and the number of their log files. These components will roll each of their current log files to backup copies both at the beginning of each day, and after the size of the log file reaches a threshold. You can do this for:

- Platform log of authorizations, which records users logging in to and out of Advisors
- Administration module log, which records many actions carried out in the module
- Contact Center Advisor (CCAdv) Web services
- CCAdv XML Generator
- Workforce Advisor (WA) server and Web services
- Frontline Advisor (FA)
- Advisors Genesys Adapter (AGA)

Starting in release 8.5.001, the default setting for rollover of the log files is daily or when the log file size exceeds 10 MB.

See also [Configuring the Audit Logs](#) for more information.

Configuring Rollover of the Log File

Starting in release 8.5.001, you can configure the `log4j.xml` and the `log4j.properties` files to use a rolling filename in this format: `<Component><Date><Time>.log`. `<Date>` and `<Time>` are configurable parameters. The appropriate component name is automatically added to the log filename.

The following are the rolling attributes for a log file:

- `datePattern`—Specifies the schedule on which the log file rolls over (closes the log file, renames it to a rolling file, and starts a new file). You can set the schedule so the log file rolls over by year, month, day, half day, hour, and minute. See [DatePattern Conventions](#) for more information.
- `maxFileSize`—Sets the size threshold past which the log file rolls over. Specify an integer value, along with either KB, MB, or GB (for example, 10MB for ten megabytes). `MaxFileSize` does not set a hard limit on the maximum size for the associated log file, but rather represents a threshold past which the log file is subject to rolling. The actual size of a log file will depend upon system load and the volume of log entries.
- `suffixPattern`—Specifies the suffix for the log's filename when the log file rolls over. The parameter supports Java's `SimpleDateFormat` conventions, such as `'.'yyyy-MM-dd_HH-mm-ss'.log'`. The literal text must be escaped within a pair of single quotes.
- `MaxRollFileCount`—Sets the number of backup log files to keep.
- `ScavengeInterval`—An interval in milliseconds. On this schedule, `log4j` checks to see if it should delete backed-up log files because there are more than `MaxRollFileCount` files. If you set `ScavengeInterval` to -1, `MaxRollFileCount` will be ignored, and all backup copies will be retained. You will need to manually clear the backup copies from the log directory on a periodic basis.

See [Modules Running in the Geronimo Application Server](#), [Contact Center Advisor XML Generator](#),

[Frontline Advisor](#), and [Advisors Genesys Adapter](#) for procedures to configure log filenames and additional log file attributes.

DatePattern Conventions

You can specify the schedule on which the log file rolls over to a new file using the `DatePattern` parameter. The parameter uses Java's `SimpleDateFormat` conventions. The Table below shows the possible entries to specify for the `DatePattern` parameter.

DatePattern	Rollover Schedule
yyyy-MM	Rollover at the beginning of each month.
yyyy-ww	Rollover on the first day of each week. The first day of the week depends on the locale.
yyyy-MM-dd	Rollover at midnight each day.
yyyy-MM-dd-a	Rollover at midnight and midday of each day.
yyyy-MM-dd-HH	Rollover at the top of every hour.
yyyy-MM-dd-HH-mm	Rollover at the beginning of every minute.

For example, if you set the `File` option to `/xxx/yyy.log`, you set the `DatePattern` to `yyyy-MM-dd`, and you set the `SuffixPattern` to `'.'yyyy-MM-dd`, the logging file `/xxx/yyy.log` is copied to `/xxx/yyy.log.2014-02-16` on 2014-02-16 at midnight and logging for 2014-02-17 continues in the `/xxx/yyy.log` file until it rolls over the next day, and so on.

Modules Running in the Geronimo Application Server

You can adjust the size threshold, as well as the number of backup copies retained, by editing the properties in the logging properties file. Use the following procedure.

1. Navigate to your base Advisors directory, and then to the `geronimo-tomcat6-minimal-2.2.1\var\log` subdirectory.
2. Edit the `server-log4j.properties` file.
3. Look for the rolling properties and, for each log file, adjust them appropriately.

Contact Center Advisor XML Generator

CCAdv XML Generator uses a logging properties file that is different from the one used by the modules running in the Geronimo application server. Use the following procedure to make changes to the logging properties file for CCAdv XML Generator.

1. Navigate to your base Advisors directory, and then to the `xmlgen` subdirectory.
2. Edit the `log4j.xml` file.

3. Look for the rolling properties and, for each log file, adjust them appropriately.

Frontline Advisor

FA uses a logging properties file that is different from the one used by the modules running in the Geronimo application server. Use the following procedure to make changes to the logging properties file for FA.

1. Navigate to your base Advisors directory, and then to the conf subdirectory.
2. Edit the FrontlineAdvisor-log4j.properties file.
3. Look for the rolling properties and, for each log file, adjust them appropriately.

Advisors Genesys Adapter

Use the following procedure to make changes to the logging properties file for AGA.

1. Navigate to your base AGA directory, and then to the conf subdirectory.
2. Edit the log4j.properties file.
3. Look for the rolling properties and, for each log file, adjust them appropriately.