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.

Performance Management Advisors Deployment Guide

Configure Administrative Actions Logs

12/18/2025

Configure Administrative Actions Logs

All administration actions carried out in the Advisors environment are logged. The following sections give information about how the logging should be configured. See also Adjust the Log File Roll and Retention Settings.

<tabber>

Modules for which Actions are Logged=

The following modules have administrative logging available:

- Advisors Administration for Contact Center Advisor and Workforce Advisor
- Advisors Genesys Adapter

You can find logs related to metrics in the Metric Manager audit logs (generated when a user creates a new metric, attempts but fails to create a new metric, or deletes a metric).

|-| Modules for which Actions are Not Logged=

- Configuration Server, for actions on objects that are used by Contact Center Advisor and Workforce Advisor
- Frontline Advisor Administration
- Resource Management Administration

|-| Actions Not Logged by This Functionality=

Changes to contact groups that are made when contact groups are imported from a WFM system are not captured by this logging functionality.

|-| Information Logged=

The following information about each action is logged:

- A timestamp of when the action's data was saved in the format specified by the log configuration properties. For additional information, see the *Configuring the Audit Logs* tab on this page.
- The username of the user who performed the action.
- The properties or relationships of the object that are being changed by the action, showing their values both before and after the action.
- Whether the action succeeded or not.

|-| Configuring the Audit Logs=

NEW The audit logs are in a file called `AdministrationAudit.log`, which is written to the following directory by default:
`Advisors\apache-tomcat-<version>\logs`

You can configure the audit log using the `log4j` properties in the `log4j.properties` file, which is located in the following directory:
`Advisors\conf`

Sample log4j Appender

The following information is the definition of the appender that configures the audit logs.

```
log4j.appender.ADMINISTRATIONAUDIT.append=true
log4j.appender.ADMINISTRATIONAUDIT.file=${org.apache.geronimo.server.dir}/var/log/
AdministrationAudit.log
log4j.appender.ADMINISTRATIONAUDIT.bufferedIO=false
log4j.appender.ADMINISTRATIONAUDIT.maxBackupIndex=3
log4j.appender.ADMINISTRATIONAUDIT.maxFileSize=10MB
log4j.appender.ADMINISTRATIONAUDIT=org.apache.log4j.RollingFileAppender
log4j.appender.ADMINISTRATIONAUDIT.threshold=INFOv
log4j.appender.ADMINISTRATIONAUDIT.layout=org.apache.log4j.PatternLayout
log4j.appender.ADMINISTRATIONAUDIT.layout.ConversionPattern=%d %m%n
```

The appender ensures the log file names indicate the day on which they were written. If more than one file is written per day, then the name also indicates the order in which the file was produced on that day. For example:

```
AdministrationAudit.log
AdministrationAudit.log.2011-12-01.1
AdministrationAudit.log.2011-12-01.2
AdministrationAudit.log.2011-11-31.1
AdministrationAudit.log.2011-11-31.2
```

Definitions

- `MaxFileSize of 10 MB`—Indicates that the largest size of any individual log file is 10 MB.
- `MaxBackupIndexOf3`—Indicates that on any day, a maximum of three files will be written. If more than that are actually produced, the oldest ones will be deleted.