GENESYS™

Performance Management Advisors Deployment Guide

Adjust Logging Settings

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Adjust Logging Settings

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

- Workforce Advisor Server running in Tomcat

- Frontline Advisor Server running in Tomcat

- Contact Center Advisor, Workforce Advisor, and Frontline Advisor Web services running in Tomcat

- Contact Center Advisor (CCAdv) XML Generator

- Advisors Genesys Adapter (AGA)

The default setting for rollover of the log files is daily or when the log file size exceeds 10 MB. To change the schedule for log file rollover, see Configuring Rollover of the Log File on this page.

See also Configuring the Audit Logs for more information.

Default Log File Storage Locations

Starting with release 9.0.001, the default storage location for Advisors log files changes. In release 9.0.001, the default log storage location is consistent for all components, with logging content organized by component within the main log directory. That is, there is a subdirectory for each component that produces a log file.

Also starting with release 9.0.001, the installation wizards prompt you to provide the log file storage location for each component that generates a log, and default to the locations listed in the table below. If you plan to use a log file storage location that is not the default location, then specify the location when you install the components.

The installation wizard checks that the selected storage directory is present; if not present, then the wizard creates it. The installation wizard stores the selected log file storage location in one of the following files:

- The properties files specific to each module. The log file configuration file picks up the location from the module's properties file.

- The `log4j` configuration files themselves.

The following table lists the default log file storage locations by release.

> **Tip**
>
> Any diagnostics files that are produced by Advisors components are treated as log files.

Advisors Component	Advisors Release	Default Storage Location for Logs	
Windows	**Linux**		
Platform Server	9.0.000	<Advisors directory>\apache-tomcat-<version>\logs	/apache-tomcat-<version>/logs
	9.0.001	c:\genesys\log\advisors\platform\	/mnt/log/advisors/platform/
Advisors Genesys Adapter	9.0.000	No default location	No default location
	9.0.001	c:\genesys\log\advisors\ccadv-adapter\ c:\genesys\log\advisors\fa-adapter\	/mnt/log/advisors/ccadv-adapter/ /mnt/log/advisors/fa-adapter/
CCAdv XML Generator	9.0.000	<Advisors directory>\xmlgen\logs	<Advisors directory>/xmlgen/logs
	9.0.001	c:\genesys\log\advisors\ccadv-xmlgen\	/mnt/log/advisors/ccadv-xmlgen/

Log File Naming Conventions

Starting with Advisors release 9.0.001, log file names include the name of the component to ensure uniqueness of file name. For example, in releases prior to release 9.0.001, an Advisors Genesys Adapter (AGA) for Frontline Advisor (FA) and an AGA for Contact Center Advisor (CCAdv) produced log files with the same name. Starting with release 9.0.001, the log file name for AGA identifies the component with which the adapter is associated (FA or CCAdv).

The following table lists the default log file names for Pulse Advisors components.

For additional information, see also Default Log File Storage Locations and Using Properties Files to Change Log Settings on this page.

Advisors Log File Names

Component	Release 9.0.000 Log File Name	Release 9.0.001+ Log File Name	Comments
Advisors Platform	advisors.log	advisors.log	The following modules, which run on Advisors Platform, write content to the `platform.log` file:

Component	Release 9.0.000 Log File Name	Release 9.0.001+ Log File Name	Comments
	wu-server.log	wa-server.log	• Advisors Platform • WA Server • FA Server • Advisors Web Services • Resource Management Console The wa-server.log file can be produced, but it is optional. The file contains messages only from Java code with com.informiam.workforceutilization in its package name. Note that WA Server also uses code from other packages. That code will not write messages into the wa-server.log file.
	AdministrationAudit.log	advisors-admin-audit.log	The advisors-admin-audit.log file records Advisors administration module user activity.
	auth.log	advisors-authorization.log	The advisors-authorization.log file records users logging in to and out of Advisors.
CCAdv XML Generator	xmlgen.log xmlgen_timing.log	ccadv-xmlgen.log ccadv-xmlgen-timing.log	The ccadv-xmlgen-timing.log file can be produced, but it is optional. The file contains only Timing-related messages.
AGA for CCAdv	connector.log memory.log psdk.log timing.log	ccadv-adapter.log ccadv-adapter-memory.log ccadv-adapter-psdk.log ccadv-adapter-timing.log	
AGA for FA	connector.log memory.log psdk.log timing.log	fa-adapter.log fa-adapter-memory.log fa-adapter-psdk.log fa-adapter-timing.log	

Using Properties Files to Change Log Settings

Configuring Rollover of the Log File

You can configure the log4j.xml and the log4j.properties files to use a rolling file name in this format:
<Component><Date><Time>.log
<Date> and <Time> are configurable parameters. The appropriate component name is automatically added to the log file name.

The current log file does not have a timestamp in the file name. The timestamp is added to the file name when the log file is archived.

A log file has the following rolling attributes:

- `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 file name when the log file rolls over. The parameter supports the Java SimpleDateFormat conventions, such as `'.'yyyy-MM-dd'T'HHmmss'.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, in which case you will need to manually clear the backup copies from the log directory on a periodic basis.

See Using Properties Files to Change Log Settings for procedures to configure the rollover schedule, log file names, 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 the Java 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.2018-02-16` on 2018-02-16 at midnight and logging for 2018-02-17 continues in the `/xxx/yyy.log` file until it rolls over the next day, and so on.

Advisors Platform 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 Advisors base 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.

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 Tomcat application server. Use the following procedure to make changes to the logging properties file for CCAdv XML Generator.

1. Navigate to your Advisors base 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.

Advisors Genesys Adapter

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

1. Navigate to your AGA base 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.

Specifying the Log File Storage Locations

By default, the Platform server logs are written to the following log folder:

- `<Advisors>\apache-tomcat-<version>\logs` (Release 9.0.000)
- `c:\genesys\log\advisors\platform\` (Release 9.0.001+)

To specify a different directory for the Platform server logs, see Specifying a Location for the Platform Server Log Files.

The AGA log file storage location is specified in a .properties file that is located within the AGA installation directory. Similarly, the CCAdv XML Generator log file storage location is specified in an .xml file, which is located within the XML Generator installation directory. To specify a different location for either the AGA or the CCAdv XML Generator log file, see Specifying a Location for the AGA and CCAdv XML Generator Log Files.

Specifying a Storage Location for the Platform Server Log Files

Procedure:

Steps

1. To change the location of the `advisors.log` file, edit the location in the `<Advisors>/conf/log4j.properties` file:

   ```
   # For 9.0.000
   log4j.appender.ADMINISTRATIONAUDIT.file=${catalina.base}/var/log/advisors.log
   # For 9.0.001+
   log4j.appender.ADMINISTRATIONAUDIT.file=${advisors.logs.dir}/advisors.log
   ```

2. To change the location of the `advisors-authorization.log` file, edit the location in the `<Advisors>/conf/log4j.properties` file:

   ```
   # For 9.0.000
   log4j.appender.ADMINISTRATIONAUDIT.file=${catalina.base}/var/log/auth.log
   # For 9.0.001+
   log4j.appender.ADMINISTRATIONAUDIT.file=${advisors.logs.dir}/advisors-
   authorization.log
   ```

3. To change the location of the `advisors-admin-audit.log` file, edit the location in the `<Advisors>/conf/log4j.properties` file:

   ```
   # For 9.0.000
   log4j.appender.ADMINISTRATIONAUDIT.file=${catalina.base}/var/log/
   AdministrationAudit.log
   # For 9.0.001+
   log4j.appender.ADMINISTRATIONAUDIT.file=${advisors.logs.dir}/advisors-admin-
   audit.log
   ```

4. To change the location of the Tomcat Access log, locate the `directory` entry property in the `<Advisors>\apache-tomcat-<version>\conf\server.xml` file, and edit the value to specify a new location.

   In release 9.0.000, if you do not specify an absolute path, then the location is relative to the Tomcat base folder (`apache-tomcat-<version>`). For example (this is the default setting):

   ```
   <Valve className="org.apache.catalina.valves.AccessLogValve"
   directory="logs" prefix="localhost_access_log" suffix=".txt"
   pattern="%h %l %u %t "%r" %s %b" />
   ```

   In 9.0.001+, the access log is placed in the log directory for Advisors Platform, which was specified during installation. For example, in the `<Advisors>\apache-tomcat-<version>\conf\server.xml` file:

   ```
   <Valve className="org.apache.catalina.valves.AccessLogValve"
   directory="${advisors.logs.dir}" prefix="localhost_access_log" suffix=".txt"
   pattern="%h %l %u %t "%r" %s %b" />
   ```

Specifying a Storage Location for the AGA and CCAdv XML Generator Log Files

The default location in which to store the AGA and XML Generator log files is specified in files that reside within the installation directory of each component.

To specify a non-default location for the AGA log file, edit the following file:
`<Adapter>/conf/log4j.properties`

To specify a non-default location for the CCAdv XML Generator log file, edit the following file:
`<XMLGen>/log4j.xml`