

## **GENESYS**

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# Log File Management Tool Deployment and User's Guide

**Regular Expressions** 

### Regular Expressions

This section describes how to create regular expressions used for custom indexes by LFMT Indexer and/or sensitive data scrubbing by LFMT Collector.

#### **Important**

- Genesys does not create, validate or support customer regular expressions required within LFMT
- Genesys regex guidance made be provided, but the customer is responsible for creation, validation, testing and support of user defined LFMT regexes
- Genesys strongly recommends the customer comprehensively tests the regular expressions that you want to use for LFMT Indexing and Scrubbing before you define them in the LFMT Client
- A good resource to test LFMT Regexes would be the Genesys Log File Masking Utility (LFMU) as it uses the same Regex Engine approach for masking log files

### Creating Regular Expressions

- LFMT regular expressions are created using Java Regular Expression protocol. In the case of both indexing and scrubbing, regular expression *groups* identify the data to be indexed or scrubbed.
- Given the following regular expression:



The regular expression will attempt to match:

- 1. \t A tab character.
- 2. AttributeCallUUID The text AttributeCallUUID.
- 3. \t A tab character.
- 4. ' A single quote.
- 5. **\S+** A number of non-whitespace characters.
- 6. ' A single quote.
- In the above expression, the () surround the \S+ so as to define it as a group.
- The text matched inside the group will be that which is indexed in the database, or scrubbed from the file.

• Applying the expression above to the following application log file as an index.

```
@12:39:20.5370 [0] 8.1.101.69 distribute call/party event: message EventCallDataChanged AttributeEventSequenceNumber 00000000010bf8e
AttributeTimeStamp 56be0ab8000831a8
AttributeConnID 0075027b50bf1dd8

AttributeCallUUID 'DOPIFCQ87H5MH67ITU9179MC50000VEO'
AttributeCtrlParty '6000'
AttributeUserData [2] 00 00.

12:39:20.537 Int 04544 Interaction message "EventCallDataChanged" generated
```

Creates an entry in the LFMT Database where - CallUUID = D0PIFCQ87H5MH67ITU9179MC50000VEO

#### Tip

Tools like **Regex Coach** (http://www.weitz.de/regex-coach/) can be used to test the syntax of the regular expressions.