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Log File Management Tool Deployment and User's Guide

FAQ's

FAQ's

This section provides a useful list of LFMT Frequently Asked Question's (FAQ's):

What is LFMT

- What is LFMT?
 - Answer: Please review: <https://docs.genesys.com/Documentation/ST/DRAFT2/DeploymentGuide/Overview>

Components

- What are the LFMT components and their respective functions?
 - Answer: Please review: https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/Overview#LFMT_Components

Prerequisites

- What software must be installed before deploying the LFMT?
 - Answer:
 - Genesys Administrator Extension and all of its associated components - LFMT uses GAX for the UI
 - JRE 1.8 (or later) or OpenJDK 8 or OpenJDK 11 - LFMT components are Java based

Workbench Host/Server Operating System Support

- Which Operating Systems are supported by LFMT?
 - Answer:
 - Windows 2012 and 2016
 - RHEL 7 and CentOS 7

LFMT Database

- Which 3rd Party Databases are supported by LFMT?
 - Answer:
 - PostgreSQL 9.1 or later
 - Oracle DBMS 11 to 19c
 - Microsoft SQL Server 2005 or later
- Does the Database contain log files or just metadata?
 - Answer: Only metadata - log files are stored on disk based on the LFMT Collector **cls_location** setting/option

- Does LFMT support TLS database connections (to Oracle, MS-SQL and Postgres) via the respective DAP?
 - Answer: **Yes** - as of LFMT Collector 8.5.104.04, LFMT Indexer 8.5.104.02, LFMT Client 8.5.104.02

Browser Support

- Which Internet Browsers are supported by LFMT?
 - Answer: Chrome, Edge, Firefox - latest versions recommended

Sizing

- Where can I find details on LFMT Sizing?
 - Answer: Please review this section: <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/Sizing>
- Where can I download the LFMT Sizing Template?
 - Answer: Please click here: [Genesys Log File Management Tool Sizing Template](#)

Architecture

- Are the LFMT Collector and LFMT Indexer applications deployed in pairs on the same host/VM?
 - Answer: **Yes** - please review this section: <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/Architecture>
- Can multiple LFMT Collector and LFMT Indexer applications pairs be deployed in the same Data-Center?
 - Answer: **Yes**
 - i.e. there could be 3 LFMT hosts/VM's at the "Chicago" Data-Center - "Chicago_1", "Chicago_2" and "Chicago_3"
 - each Host with an LFMT Collector/Indexer pair installed
 - each LFMT Collector/Indexer pair is backed by a "Chicago_1", "Chicago_2" and "Chicago_3" database
 - each LFMT Host would be collecting log files from **different** Genesys Applications Servers
 - "Chicago_1" is collecting SIP logs - "Chicago_2" is collecting URS logs - "Chicago_3" is collecting GVP logs
- Can multiple LFMT Collector and LFMT Indexer applications pairs be deployed on the same host/VM?
 - Answer: **No**
 - i.e. you should not deploy an "LFMT_Collector_1" application and "LFMT_Collector_2" application on the same "Chicago_1" Host

Deployment

- Does Genesys recommend a lab/test deployment before production?
 - Answer: **Yes** - please determine if LFMT and its features/limitations are useful for production use before considering a production deployment
 - Does LFMT need its own dedicated host/VM infrastructure?
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- Answer: **Yes** - please review this section: <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/Sizing>
- Is the Workbench Agent 8.5 application required on the *remote* Genesys Application Server hosts (i.e. sip, urs, gvp, fwk etc etc)?
 - Answer: **Yes**
 - if not LFMT cannot collect/send the respective log files to the LFMT Host(s) for storage
- Is the Workbench Agent 8.5 application different to the Workbench Agent 9.x component?
 - Answer: **Yes**
 - use only Workbench Agent 8.5 for LFMT
 - use only Workbench Agent 9.x for Workbench
- Can both the Workbench Agent 8.5 and 9.x applications run on the same host/VM?
 - Answer: **Yes**
 - Workbench Agent 8.5 and 9.x can run on the same host/VM - i.e. if you wish to use both the LFMT and Workbench tools - e.g:
 - The Workbench Agent 8.5 would be collecting log files for the LFMT Host(s) to store in its CLS Repo
 - The Workbench Agent 9.x would be sending Metric data (i.e. CPU, RAM, DISK, NETWORK) to Workbench 9.x Server/Cluster
- Should all LFMT components be running the same version?
 - Answer: **Yes** - i.e. do not mix LFMT Client 8.5.103 with LFMT Collector 8.5.104 - all versions must be the same
- Can the Workbench Agent 8.5 applications be installed in bulk as opposed to one at a time?
 - Answer: **Yes** - please review: <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/DepMassDeployWorkbenchAgent>
 - Also an automation deployment solution such as Ansible could be used
- Does Genesys recommend a separate GAX instance for LFMT
 - Answer: **Yes** - this will make LFMT upgrades easier as the only installed Plug-in will/should be LFMT and not other Plug-ins used to manage the contact center
 - Also if many Users are regularly creating LFMT Log Packages a separate GAX instance is recommended
- Where can I find a list of the LFMT settings/options?
 - Answer: Please review: <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/Options>

Log Transfer/Upload

- Are the LFMT collected log files compressed during transfer from the Genesys Application Server(s) (i.e. sip, urs, gvp etc) to the LFMT Host(s)?
 - Answer: Yes - typically at a ratio of ~10:1 - therefore a ~10 MB log file would be transferred at a compressed ~1 MB

Log Storage

- Are the LFMT collected log files compressed at storage/rest?
 - Answer: Yes - typically at a ratio of ~10:1 - therefore a ~10 MB log file would be stored at a compressed ~1 MB

Genesys Platform Integration

- Which Genesys platforms does LFMT currently support integration with?
 - Answer: Genesys Engage On-Premise.

CME Connections for LFMT

- Is there a diagram detailing CME Connections for LFMT
 - Answer: **Yes** - please review: <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/ApplicationConnections>
- What is the CME Connections summary?
 - Answer:
 - GAX connection to LFMT Collector(s) and LFMT DAP(s) - a GAX application may have multiple connections to more than one LFMT DAP object
 - LFMT Collector connection to GAX and LFMT DAP - an LFMT Collector application object **must have only one** connection to a LFMT DAP object
 - LFMT Indexer connection to LFMT DAP - an LFMT Indexer application object **must have only one** connection to a LFMT DAP object

Ports

- Which Ports are used by LFMT?
 - Answer: This would depend on the Ports assigned when creating the CME Applications
 - Please ensure these Ports are open in the firewall and not used by any existing applications - as an example in our lab we use:
 - LFMT Collector = **8001** (default), **8020** (ftmessaging) and **8030** (sftmessaging)
 - LFMT Indexer = **8002** (default)
 - Workbench Agent 8.5 = **7999** (default), **7101** (ftmessaging) and **7102** (sftmessaging) - also open **2552** for Actor messaging
 - DAP_LFMT = **5432** (default)
 - GAX / LFMT Client = **8080** (default), **9001** (messaging) and **9002** (ftmessaging)

LFMT Authentication

- How do users log into LFMT?
 - Answer: Via GAX - a new LFMT tile will be presented within GAX post the installation of the LFMT Client application

Data Retention

- How/when is data purged/deleted from LFMT?
 - Answer: This is based on the LFMT Indexer **retention_period** setting
 - please review <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/IndexerOptions>

GDPR

- How does LFMT accommodate the GDPR policy?
 - Answer: LFMT currently does not support access or erasure requests for data that is stored for an extended period. In order to meet EU GDPR (European Union General Data Protection Regulation) compliance, customers/partners should ensure that the 'LFMT Indexer' application "retention_period" option is set to 30 days or less (if adherence to EU GDPR is required).

Licenses

- Does LFMT need a separate license?
 - Answer: **No** - not a separate license, simply an active Genesys maintenance subscription

Using LFMT

- Is there a guide on using the LFMT features?
 - Answer: **Yes** - please review: <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/Using>
- Should I stagger the LFMT Collection Schedules of my Genesys Application (i.e. sip, urs, gvp etc) log files or can they all be run simultaneously?
 - Answer: **Yes** - LFMT Collection Schedules should be staggered based on the **Start Time** and/or **Interval** settings
 - Details on Collection Schedules can be found here: <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/ColSched>
- If an LFMT Collection Schedule is edited and saved, is it Disabled/Stopped and therefore does it need to be manually Enabled/Started thereafter?
 - Answer: **Yes** - please review: <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/ColSched>
- If an LFMT Index (type Index or Scrub) is added/edited and saved, does the LFMT Indexer(s) application need to be restarted?
 - Answer: **Yes** - if not the Index will not be applied - please review: <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/IndScrub>

TLS

- Does LFMT support TLS?
 - Answer: **Yes** - please review: <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/TLS>

Best Practices

- Does LFMT have any Best Practices guidance?
 - Answer: **Yes** - <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/BestPractices>

LFMT Release Notes

- Where can I find the LFMT Release Notes?
 - Answer: Please review: <https://docs.genesys.com/Documentation/ST/latest/DeploymentGuide/ReleaseNotes>