# GENESYS™

# Log File Masking Utility User Guide

Log File Masking Utility User's Guide

12/14/2025

# Log File Masking Utility User's Guide

## Overview

The Genesys Care Log File Masking Utility is provided for the purpose of masking sensitive data in log files.

The intent of the Genesys Care Log File Masking Utility is to provide Genesys customers and partners with a utility for masking sensitive data in any/all log files provided to Genesys Customer Care.

Sensitive data can include many different types of information, usually defined by the business (or its customers), examples could include credit card numbers, personal addresses, or server hostnames/IP addresses etc etc.

The protection of sensitive data is a major concern for any business data and must be handled properly.

Genesys Customer Care handles thousands of support cases a year, the resolution of these support cases usually requires the common practice of reviewing application log files.

Although Genesys applications can be configured to limit the presence of sensitive data in log files, it is possible for sensitive data to exist. This is attributable to:

1. Customer or partner created applications that integrate with Genesys applications or SDKs

2. No standard definitions of sensitive data.

## Data Privacy

### Important

Log File Masking Utility (LFMU) does not store data, it redacts log files based on customer regular expressions; please ensure any/all log files that are uploaded to Genesys Customer Care do NOT contain any Personally Identifiable Information (PII).