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Workforce Management Administrator's Guide

Using Structured Logs and Distributed Tracing to Troubleshoot WFM

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Workforce Management log files are intended to be used for diagnosis of configuration and program errors. They should not be used in normal day-to-day operation because they slow WFM performance.

If you contact Genesys Customer Care for assistance with WFM, you might be instructed to turn on logging and attempt to re-create the problem. The logs can provide Technical Support with important information on the nature of the malfunction.

Each component of WFM uses its own log file, which you can view with any ASCII viewer, such as Notepad. By default, the WFM log files are stored in \\<Workforce Management directory>\Logs. For information about configuring logs, see the Log option information for each component's **Options** tab.

If WFM Data Aggregator fails to start, it writes a message to the daerror.log file, which is located in the WFM Data Aggregator working directory. Use this log file to diagnose the problem that prevented WFM Data Aggregator from starting correctly.

In addition, WFM now supports structured logging to the file containing one-line log records formatted in JSON format. This facilitates easy integration with the centralized log aggregation and viewing systems, like Grafana/Loki.

The JSON log can optionally be enabled by setting up a new x-json-log configuration application options under the **Log** section. For details about JSON logging, refer to the **Log** section of WFM Components configuration options.

WFM also fully supports distributed tracing of the HTTP requests using Open Telemetry protocol (OTLP). All HTTP requests now propagate OTLP tracing headers. The corresponding request trace_id and span_id are also logged in the logs for tracking and integration purposes. All WFM backend servers can also be configured to export traces via OTLP gRPC exporter. This facilitates easy integration with the distributed tracing collection and visualization systems, like Grafana/Tempo. Refer to the **trace** section for the details.

See also:

- [Troubleshooting WFM Components and Connections](#)
- [Troubleshooting Your WFM Configuration](#)