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Genesys Voice Platform Private Edition Guide

Logging

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Learn how to store logs for Genesys Voice Platform.

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Media Control Platform

Container	logging destination	log rotation
gvp-mcp	mcp-log-pvc	100 MB
servicehandler	stdout	N/A
confighandler	stdout	N/A
mcp-snmp	stdout	N/A
rup	stdout	N/A

Log rotation and retention policy could be decided as per the requirements. Refer to MCP storage requirements for on log volume size and IOPS.

You may use the following settings to determine the retention period. For example:

```
mcpConfig:  
  mcp.log.verbose: "interaction"  
  mcp.log.segment:"100 MB"  
  mcp.log.expire: 3
```

Refer to MCP storage requirements for the storage requirements for mcp-log-pvc pvc.

The referenced stdout through sidecar is the preferred method. If MCP logs need to be redirected to stdout, enable the following configuration in the Helm override values.yaml file:

```
fluentBitSidecar:  
  enabled: true
```

When fluent-bit is enabled, the log storage configuration could be any of type - **persistantVolume**, **hostPath**, or **emptyDir**.

For more information on how to configure fluent-bit, refer to Sidecar processed logging.

Note: The fluent-bit sidecar feature is being provided *as-is* without support and requires a third-party container image that Genesys does not provide or support.

Resource Manager

Log rotation and retention policy could be decided as per the requirements. Refer to Resource Manager storage requirements for on log volume size and IOPS.

You may use the log expire to determine the retention period. For example:

```
RMCONFIG:
  log:
    expire: 40 day
```

The referenced stdout through sidecar is the preferred method. If RM logs need to be redirected to stdout, enable the following configuration in the Helm override values.yaml file:

```
fluentBitSidecar:
  enabled: true
```

When fluent-bit is enabled, the log storage configuration could be any of type – **persistantVolume**, **hostPath**, or **emptyDir**.

For more information on how to configure fluent-bit refer to, refer to Sidecar processed logging.

Note: The fluent-bit sidecar feature is being provided *as-is* without support and requires a third-party container image that Genesys does not provide or support.

Service Discovery

The following table describes information for logging for the different containers:

Container	logging destination	log rotation
gvp-sd	stdout	N/A

Log rotation and retention policy could be decided as per the requirements. Service Discovery uses stdout for logging. Service Discovery logs redirected from the stdout can be terminated from the Service Discovery log location based on the the retention period that you decide.

Reporting Server

Log rotation and retention policy could be decided as per the requirements. RS uses stdout for logging. RS logs redirected from the stdout can be terminated from the RS log location based on the the retention period that you decide.

```
RSCONFIG:
  log:
    verbose: "trace"
    trace: "stdout"
```

GVP Configuration Server

The following table describes information for logging for the different containers:

Container	logging destination	log rotation
servicehandler	stdout	N/A
gvp-configserver	stdout	N/A

Log rotation and retention policy could be decided as per the requirements. GVP Configuration Server uses stdout for logging. GVP Configuration Server logs redirected from the stdout can be terminated from the GVP Configuration Server log location based on the the retention period that you decide.