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Operations

Sidecar processed logging

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Learn about the Sidecar processing of the structured logging to Stdout/Stderr that is available as an option for private edition services.

Related documentation:

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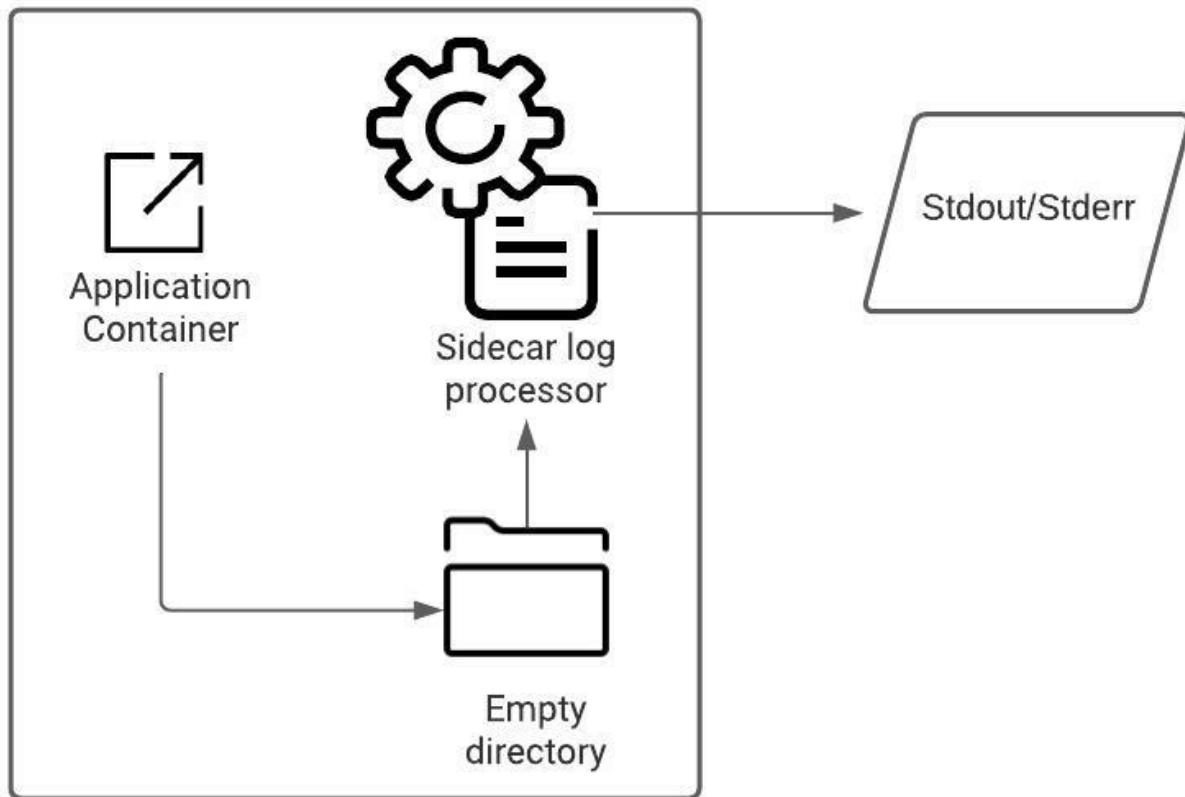
RSS:

- [For private edition](#)

Some Genesys service containers write logs to log files. This method is similar to that of the structured logging in terms of the the log aggregation. Here, a sidecar to be applied to a sidecar container that is applied to the service. The sidecar container processes this data and sends it to stdout/stderr. Any log aggregator (such as Fluentd) picks up this data and applies the same operations as that of standard structured logs.

Services that can log on to stdout/stderr can be ingested into Elasticsearch by using sidecar container for processing the logs. The service writes the logs to **EmptyDir** and sidecar container collects and processes the output to the **/var/log/pods** directory.

A log aggregator will scrape directory and post log data to the Elasticsearch index.



What does a sidecar container with a logging agent (like Fluent Bit) require?

You require a ConfigMap that contains the configuration to configure Fluent Bit. For more information on configuring Fluent Bit, refer to [Fluent Bit Documentation](#).

Here is a ConfigMap sample with Fluent Bit version 1.8.x:

```
## FluenbtBit Configmap
apiVersion: v1
kind: ConfigMap
metadata:
  name: fluent-bit-config
  labels:
    k8s-app: fluent-bit
data:
  fluent-bit.conf: |
    [SERVICE]
      Flush          1
      Log_Level      debug
      Daemon         off
      Parsers_File   parsers.conf
      HTTP_Server    on
      HTTP_Listen    0.0.0.0
      HTTP_Port      2020
```

```
@INCLUDE input-kubernetes.conf
@INCLUDE output-stdout.conf
input-kubernetes.conf: |
[INPUT]
    Name          tail
    Tag           kube,*
    Path
    Parser        docker
    DB            /var/log/flb_kube.db
    Mem_Buf_Limit 5MB
    Skip_Long_Lines 0n
    Refresh_Interval 10

output-stdout.conf: |
[OUTPUT]
    Name          stdout
    Match         *
```

You also require a pod that has a sidecar container running Fluentd. The pod mounts a volume where Fluentd can pick up its configuration data. Here is an example:

```
volumeMounts:
- name:
  mountPath:
...
volumes:
- name:
  configMap:
    name:
...
image: 'fluent/fluent-bit:'
```

Services support for Sidecar logging

These services have the option use the Sidecar processed logging approach:

- Genesys Customer Experience Insights – GCXI
- Genesys Voice Platform – GVP
- Voice Microservice
- Voice Tenant Service
- Web Based Real-Time Reporting (Pulse)
- WebRTC Media Service
- Gplus WFM