

GENESYS

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WebRTC Private Edition Guide

Logging

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Learn how to store logs for WebRTC.

Related documentation:

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RSS:

For private edition

Gateway

Log files are mandatory for troubleshooting process. WebRTC creates logs in both logfiles and Elasticsearch. Logs are created either using HostPath or PersistentVolumeClaim parameters.

Use the following formula to calculate the approximate log storage volume:

(Number of Agents) * (Average call load per hour) * (0.2 constant) * (Number of active hours)

As all operations are of the same order, it can be scaled up or down linearly. For example, if 500 GB is required for 1000 agents with 10 calls per hour for 24 hours, then for 2000 agents with the same load and time we need around 1TB (both are with a slight buffer for idling time).

CoTurn

Coturn creates logs in logfiles or stdout. Logs are created either using HostPath or PersistentVolumeClaim parameters.

A full day (24H) of logging for a 1000 connected agents will give us the required capacity of around 100 GB of storage, considering that we have a buffer for standardization. For easy calculation, the capacity can be scaled linearly from 100 GB for more number of agents. Use the following formula for the exact calculation:

3.6MB/hr * number of hours * number of agents