



Log Files

in Softdial Contact Center™



Log Files

SCC log files follow a regular structure:

- `%SOFTDIAL_LOGS%` environment variable is root folder for logs
- Controller and application servers have a folder per service underneath main logs folder
- Standard analysis tools for key log files
- Standard zip tools for packaging issues for escalation to Sytel Support

Log Files Controller

Main source of useful logging is CallGem.
CallGem records all API messaging and decisions:

In %SOFTDIAL_LOGS%\SP\

- **SysLog** – Error messages + key decisions (landlord data in SP folder)
- **StatLog** – Campaign statistics
- **MsgLog** – Protocol messages in time order by campaign
- **TransactionLog** – Log of all management transactions

Log Files Application

CM Server logs are key source of information:

In %SOFTDIAL_LOGS%\CM\

- SCM Log – SCM<Datestamp>.txt
This is the system log for Campaign Manager
- SQLErrorLog – log of SQL errors (if any)

Manual Log Analysis

Some SCC logs have a regular structure.
This makes manual analysis possible
(and facilitates analysis tools).

- CallGem - MsgLog, SysLog & StatLog
- CM Server - TXLog

Manual Log Analysis

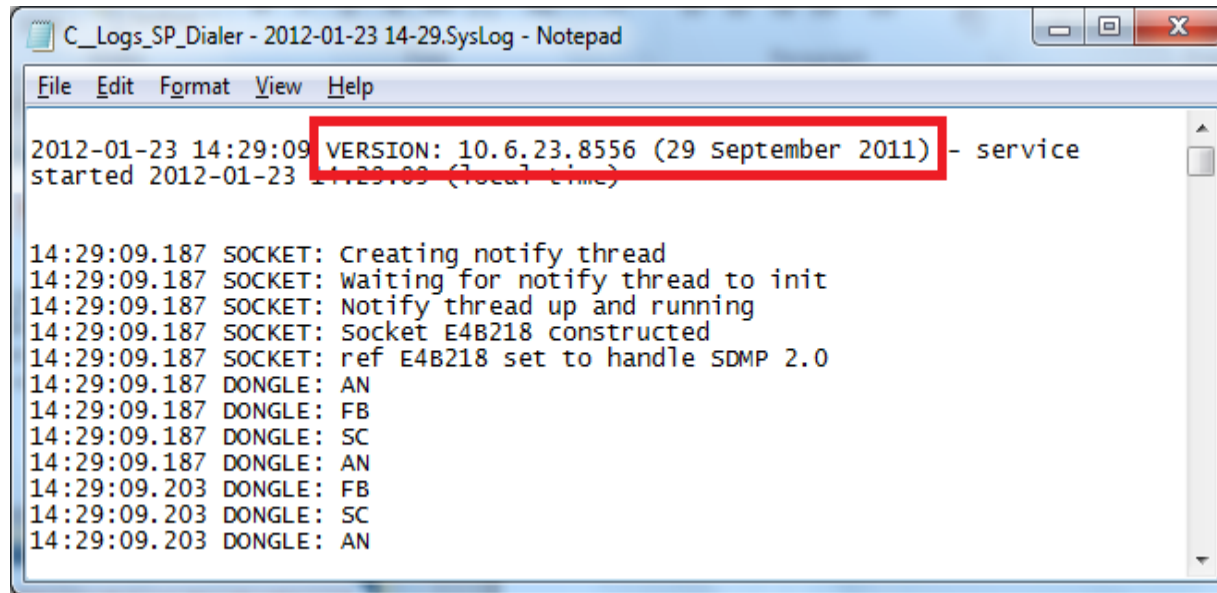
CallGem logs are first place to start with any resource-related problem.

CallGem is the SCC service bus so all other SCC services route through here.

- SysLog is starting point
- Some basic rules

Manual Log Analysis

SysLog

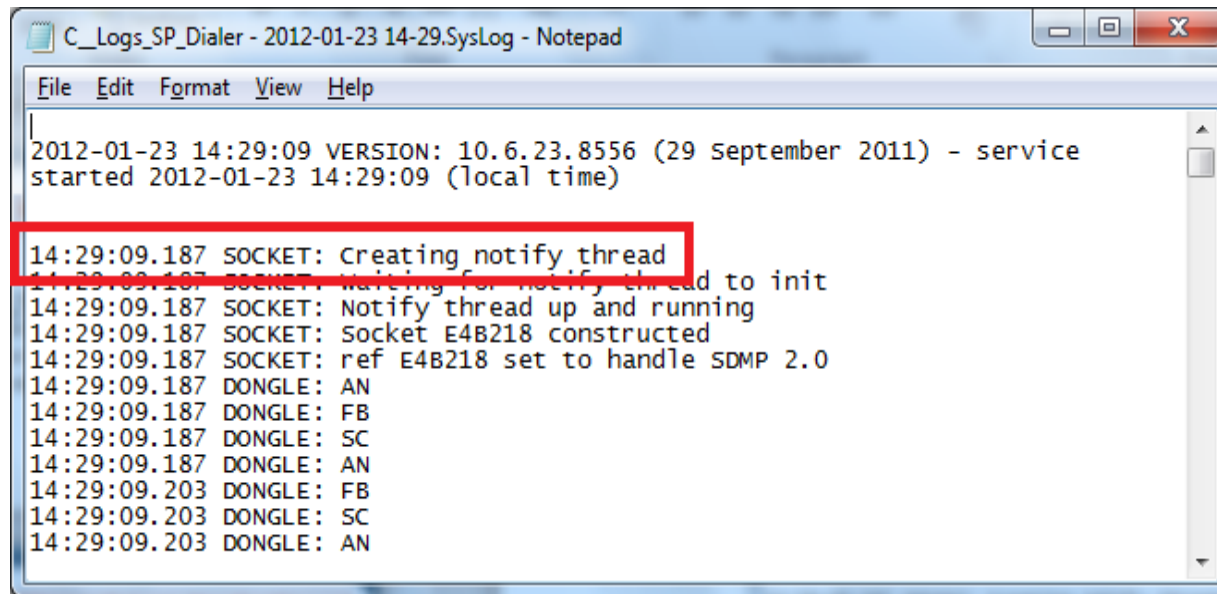


```
C:_Logs_SP_Dialer - 2012-01-23 14-29.SysLog - Notepad
File Edit Format View Help
2012-01-23 14:29:09 VERSION: 10.6.23.8556 (29 September 2011) - service
started 2012-01-23 14:29:09 (local time)
14:29:09.187 SOCKET: Creating notify thread
14:29:09.187 SOCKET: waiting for notify thread to init
14:29:09.187 SOCKET: Notify thread up and running
14:29:09.187 SOCKET: Socket E4B218 constructed
14:29:09.187 SOCKET: ref E4B218 set to handle SDMP 2.0
14:29:09.187 DONGLE: AN
14:29:09.187 DONGLE: FB
14:29:09.187 DONGLE: SC
14:29:09.187 DONGLE: AN
14:29:09.203 DONGLE: FB
14:29:09.203 DONGLE: SC
14:29:09.203 DONGLE: AN
```

First entry in the SysLog is the CallGem Version – important for problem reporting.

Manual Log Analysis

SysLog



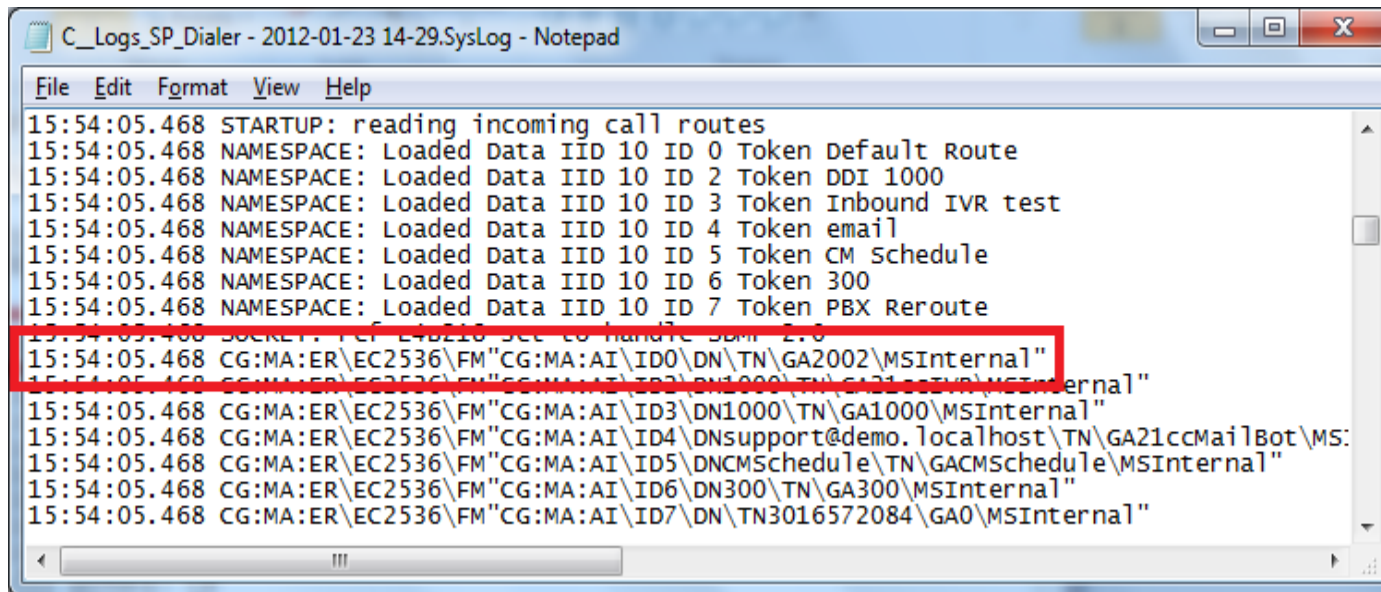
```
C_Logs_SP_Dialer - 2012-01-23 14-29.SysLog - Notepad
File Edit Format View Help
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14:29:09.203 DONGLE: FB
14:29:09.203 DONGLE: SC
14:29:09.203 DONGLE: AN
```

Log entries take the form

Timestamp (HH:MM:SS.mmm) [SUBSYSTEM] : Log entry

Manual Log Analysis

SysLog



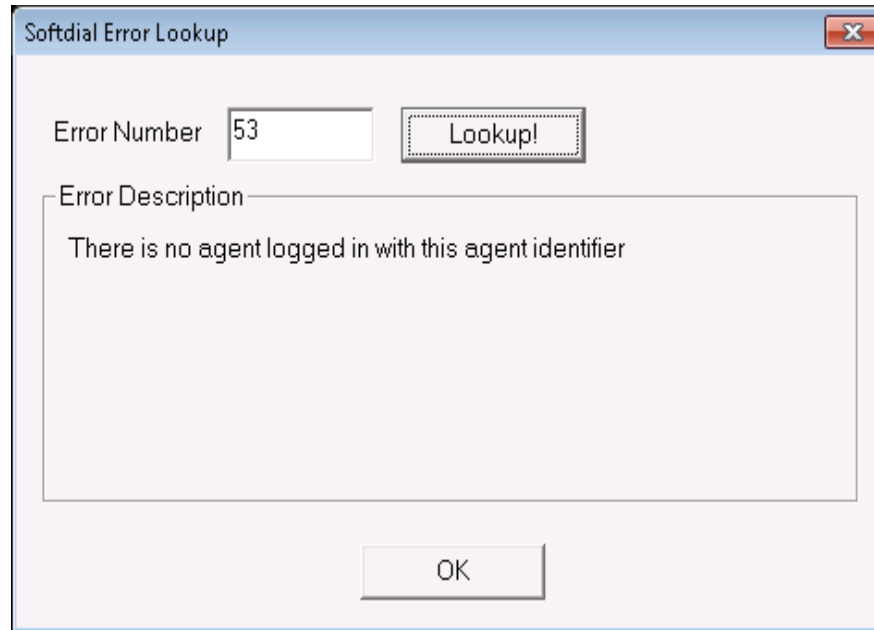
```
C_Logs_SP_Dialer - 2012-01-23 14-29.SysLog - Notepad
File Edit Format View Help
15:54:05.468 STARTUP: reading incoming call routes
15:54:05.468 NAMESPACE: Loaded Data IID 10 ID 0 Token Default Route
15:54:05.468 NAMESPACE: Loaded Data IID 10 ID 2 Token DDI 1000
15:54:05.468 NAMESPACE: Loaded Data IID 10 ID 3 Token Inbound IVR test
15:54:05.468 NAMESPACE: Loaded Data IID 10 ID 4 Token email
15:54:05.468 NAMESPACE: Loaded Data IID 10 ID 5 Token CM Schedule
15:54:05.468 NAMESPACE: Loaded Data IID 10 ID 6 Token 300
15:54:05.468 NAMESPACE: Loaded Data IID 10 ID 7 Token PBX Reroute
15:54:05.468 SOCKET: TCP 140218 Set to handle SDP 2.0
15:54:05.468 CG:MA:ER\EC2536\FM"CG:MA:AI\ID0\DN\TN\GA2002\MSInternal"
15:54:05.468 CG:MA:ER\EC2536\FM"CG:MA:AI\ID2\DN1000\TN\GA21ccMailBot\MSInternal"
15:54:05.468 CG:MA:ER\EC2536\FM"CG:MA:AI\ID3\DN1000\TN\GA1000\MSInternal"
15:54:05.468 CG:MA:ER\EC2536\FM"CG:MA:AI\ID4\DNSupport@demo.localhost\TN\GA21ccMailBot\MS:
15:54:05.468 CG:MA:ER\EC2536\FM"CG:MA:AI\ID5\DNCSchedule\TN\GACMSchedule\MSInternal"
15:54:05.468 CG:MA:ER\EC2536\FM"CG:MA:AI\ID6\DN300\TN\GA300\MSInternal"
15:54:05.468 CG:MA:ER\EC2536\FM"CG:MA:AI\ID7\DN\TN3016572084\GA0\MSInternal"
```

All error messages are recorded in SysLog.

Search for 'ER\EC' to find.

Manual Log Analysis

Error Codes



The `EC` Parameter contains the error code.

Error lookup available in online documentation.

Also available in lookup tool on Softdial Control Center.

Manual Log Analysis

SDMP messages

Error messages are examples of **SDMP** messages

- **S**ytel **D**ialer **M**essaging **P**rotocol

- TCP-IP based protocol
- Low bandwidth but human-readable
- Tokenised messages for easy parsing
- Extensible – enables version mismatch

Manual Log Analysis

SDMP messages

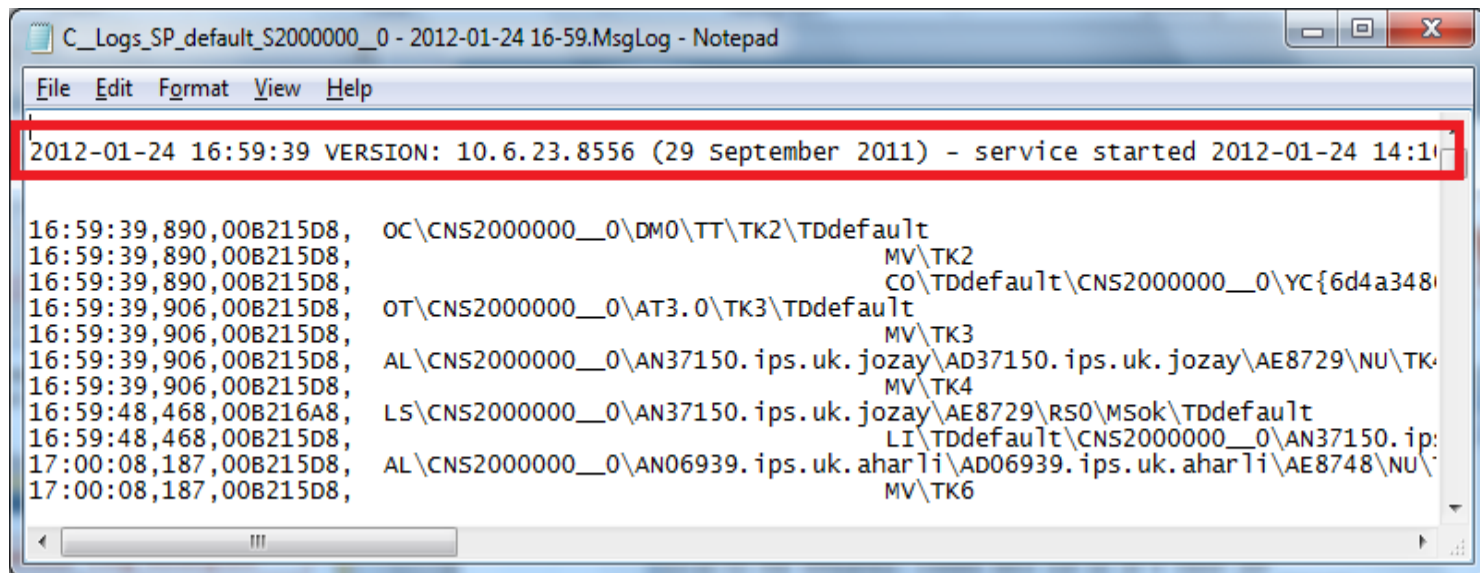
SDMP framed as NULL-terminated strings sent/received over a socket. Example:

```
OC\TDfoo\CNbar
```

- 2 character message code (with extensions)
- 2 character parameter code
- Parameters may be numeric or string and are validated for scale as well as application
- Protocol is asynchronous by design

Manual Log Analysis

MsgLog



```
C_Logs_SP_default_S2000000_0 - 2012-01-24 16-59.MsgLog - Notepad
File Edit Format View Help
2012-01-24 16:59:39 VERSION: 10.6.23.8556 (29 September 2011) - service started 2012-01-24 14:10
16:59:39,890,00B215D8, OC\CNS2000000__0\DM0\TT\TK2\TDdefault
16:59:39,890,00B215D8, MV\TK2
16:59:39,890,00B215D8, CO\TDdefault\CNS2000000__0\YC{6d4a348}
16:59:39,906,00B215D8, OT\CNS2000000__0\AT3.0\TK3\TDdefault
16:59:39,906,00B215D8, MV\TK3
16:59:39,906,00B215D8, AL\CNS2000000__0\AN37150.ips.uk.jozay\AD37150.ips.uk.jozay\AE8729\NU\TK
16:59:39,906,00B215D8, MV\TK4
16:59:48,468,00B216A8, LS\CNS2000000__0\AN37150.ips.uk.jozay\AE8729\RS0\MSok\TDdefault
16:59:48,468,00B215D8, LI\TDdefault\CNS2000000__0\AN37150.ips.uk.jozay\AE8729\RS0\MSok\TDdefault
17:00:08,187,00B215D8, AL\CNS2000000__0\AN06939.ips.uk.ahar1i\AD06939.ips.uk.ahar1i\AE8748\NU\TK
17:00:08,187,00B215D8, MV\TK6
```

Contains only SDMP messages related to a campaign in time order.

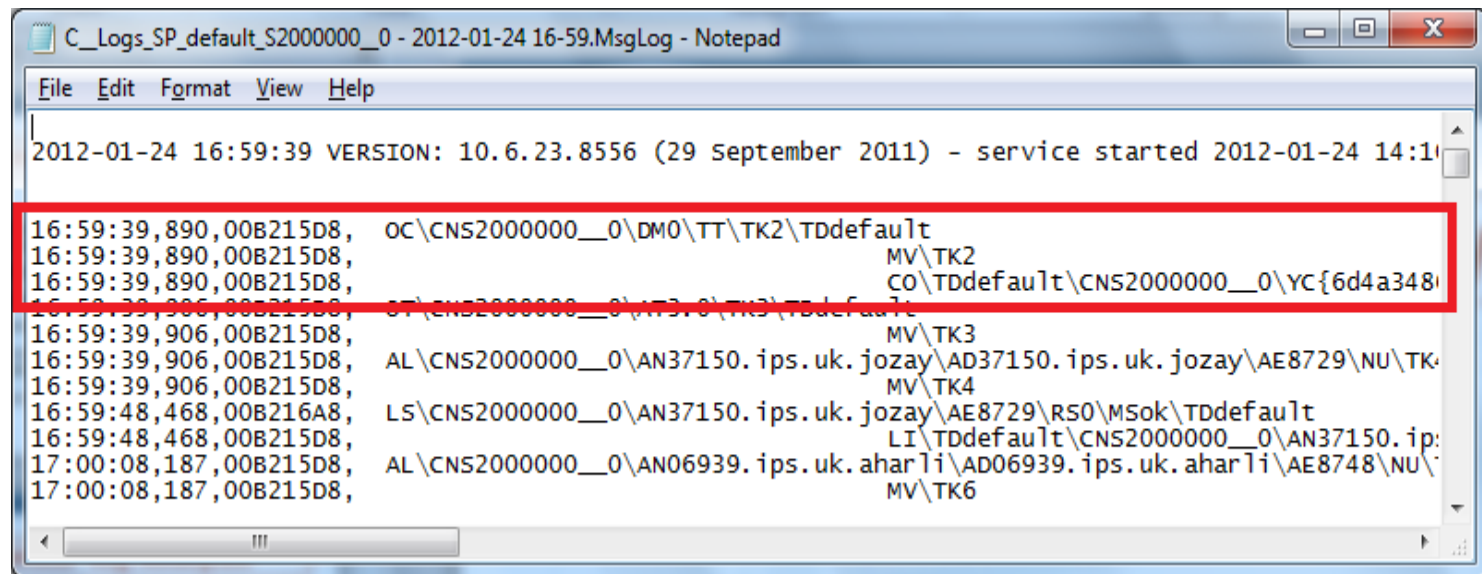
Landlord SDMP messages recorded in the SysLog.

Prefaced by version stamp and service start time.

Rolls over every 100,000 entries.

Manual Log Analysis

MsgLog



```
C_Logs_SP_default_S2000000_0 - 2012-01-24 16-59.MsgLog - Notepad
File Edit Format View Help
2012-01-24 16:59:39 VERSION: 10.6.23.8556 (29 September 2011) - service started 2012-01-24 14:1
16:59:39,890,00B215D8, OC\CNS2000000__0\DM0\TT\TK2\TDdefault
16:59:39,890,00B215D8, MV\TK2
16:59:39,890,00B215D8, CO\TDdefault\CNS2000000__0\YC{6d4a348
16:59:39,890,00B215D8, OT\CNS2000000__0\AT3\TK3\TDdefault
16:59:39,906,00B215D8, MV\TK3
16:59:39,906,00B215D8, AL\CNS2000000__0\AN37150.ips.uk.jozay\AD37150.ips.uk.jozay\AE8729\NU\TK
16:59:39,906,00B215D8, MV\TK4
16:59:48,468,00B216A8, LS\CNS2000000__0\AN37150.ips.uk.jozay\AE8729\RS0\MSok\TDdefault
16:59:48,468,00B215D8, LI\TDdefault\CNS2000000__0\AN37150.ip
17:00:08,187,00B215D8, AL\CNS2000000__0\AN06939.ips.uk.aharli\AD06939.ips.uk.aharli\AE8748\NU\
17:00:08,187,00B215D8, MV\TK6
```

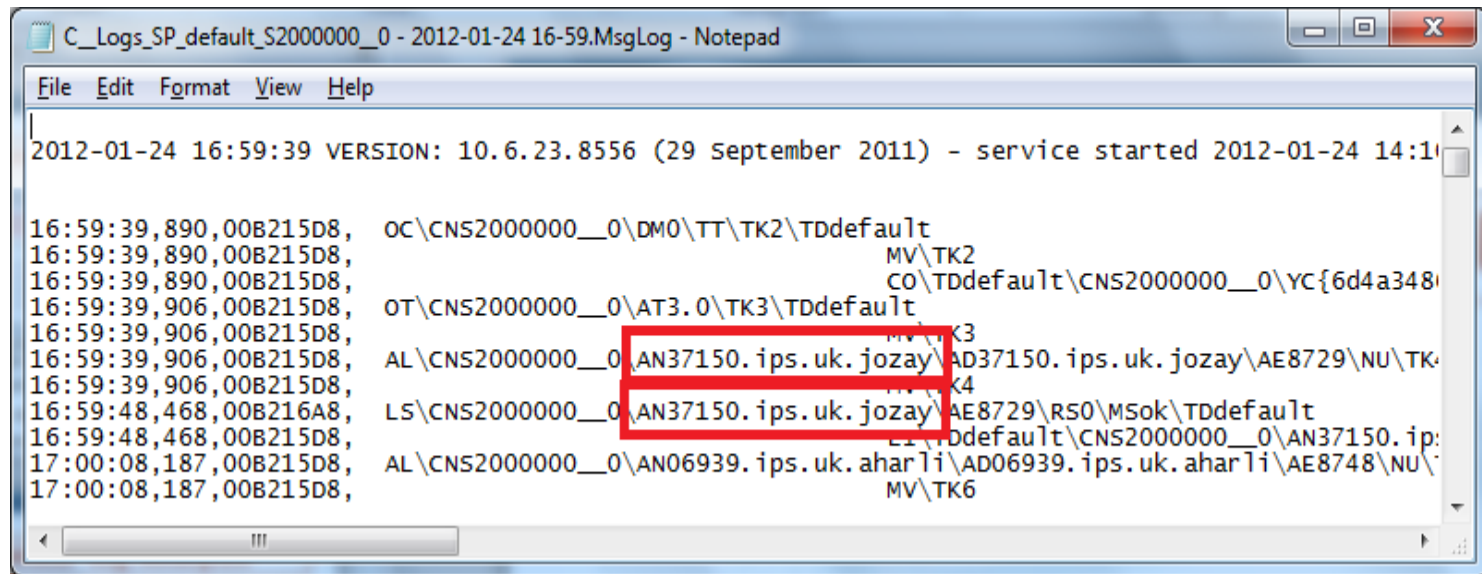
Log format is Timestamp, Socket Ref, Message.

Messages **received** by CallGem - left justified.

Messages **sent** by CallGem - right offset.

Manual Log Analysis

MsgLog



```
C_Logs_SP_default_S2000000_0 - 2012-01-24 16:59.MsgLog - Notepad
File Edit Format View Help
2012-01-24 16:59:39 VERSION: 10.6.23.8556 (29 September 2011) - service started 2012-01-24 14:1
16:59:39,890,00B215D8, OC\CNS2000000_0\DM0\TT\TK2\TDdefault
16:59:39,890,00B215D8, MV\TK2
16:59:39,890,00B215D8, CO\TDdefault\CNS2000000_0\YC{6d4a348
16:59:39,906,00B215D8, OT\CNS2000000_0\AT3.0\TK3\TDdefault
16:59:39,906,00B215D8, AL\CNS2000000_0\AN37150. ips. uk. jozay\AD37150. ips. uk. jozay\AE8729\NU\TK3
16:59:39,906,00B215D8, LS\CNS2000000_0\AN37150. ips. uk. jozay\AE8729\RS0\MSok\TDdefault
16:59:48,468,00B216A8, AL\CNS2000000_0\AN06939. ips. uk. aharli\AD06939. ips. uk. aharli\AE8748\NU\
16:59:48,468,00B215D8, MV\TK6
17:00:08,187,00B215D8,
17:00:08,187,00B215D8,
```

Consistency of parameter tokens means we can use for tracing through log files.

For example, the `AN` parameter is always the Agent identity.
Any message referring to `AN` is acting on the agent.

Parameter documentation on the Sytel documentation site.

Manual Log Analysis

MsgLog

Key tokens relating to call center resources. If doing log analysis these must be learned by rote.

- AN – Agent Name. Agent identity used to track agent actions
- SI – Session ID. Call Session identity used to track session lifetime
- CN, C2 – Campaign Name. Campaign identity. C2 used to identify destination campaign
- GA – Group Address. Queue identity. Used to track queue/group activity
- TX – Transaction Identifier. Transactions involving several steps (such as agent move/ kill)

Manual Log Analysis

MsgLog

Key tokens relating to call center resources. If doing log analysis these must be learned by rote.

AN	Agent Name	Agent identity used to track agent actions
SI	Session ID	Call Session identity used to track session lifetime
CN, C2	Campaign Name	Campaign identity. C2 used to identify destination campaign
GA	Group Address	Queue identity. Used to track queue/group activity
TX	Transaction Identifier	Transactions involving several steps (such as agent move/ kill)

Manual Log Analysis

Error Codes

Using the error lookup and tracing backwards from an error helps pinpoint the problem.

- Search 'ER\EC'
- Use lookup tool to find error reason
- Trace resources to find source of the problem

Log Analysis tools

If it can't be figured out from the reports...

There are log file analysis tools available:

- Magic 8-ball
- Statlog Analyser