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\<tenant>`.

- **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\<tenant>`

- `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`

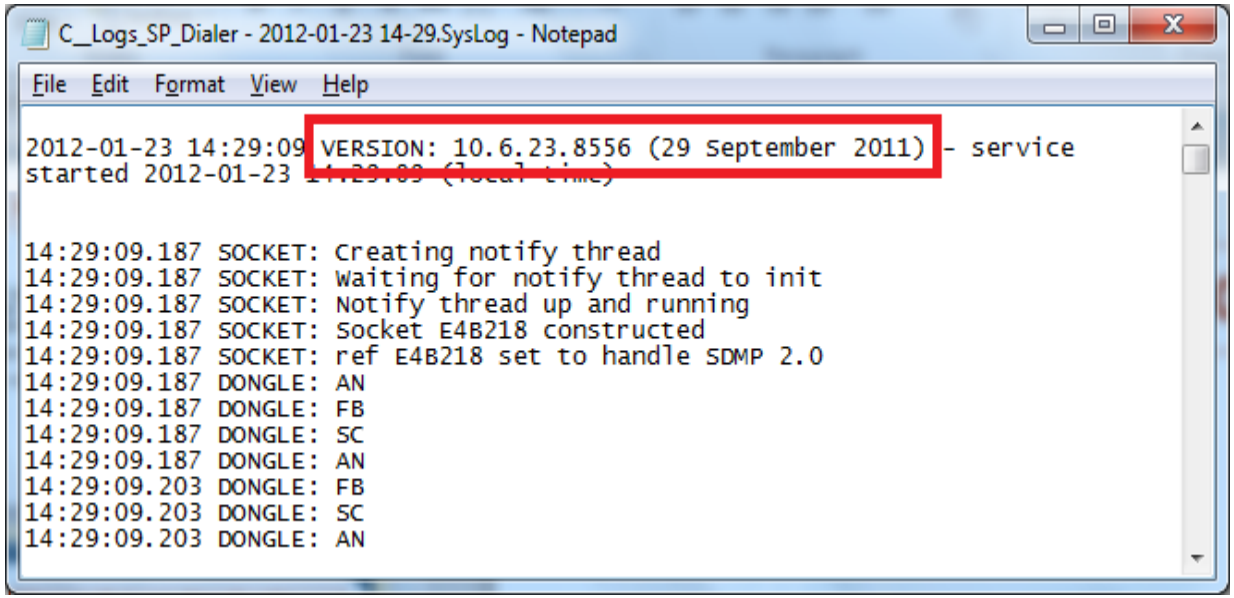
Manual Log Analysis

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.

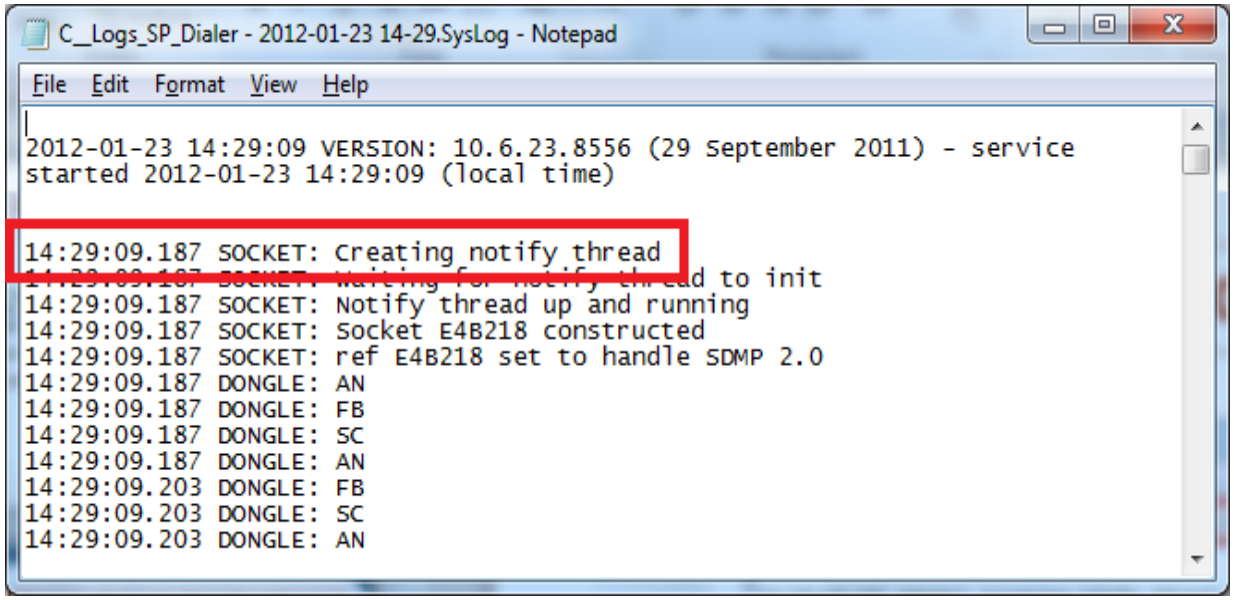
- `SysLog` is starting point
- Some basic rules

Manual Log Analysis
SysLog



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

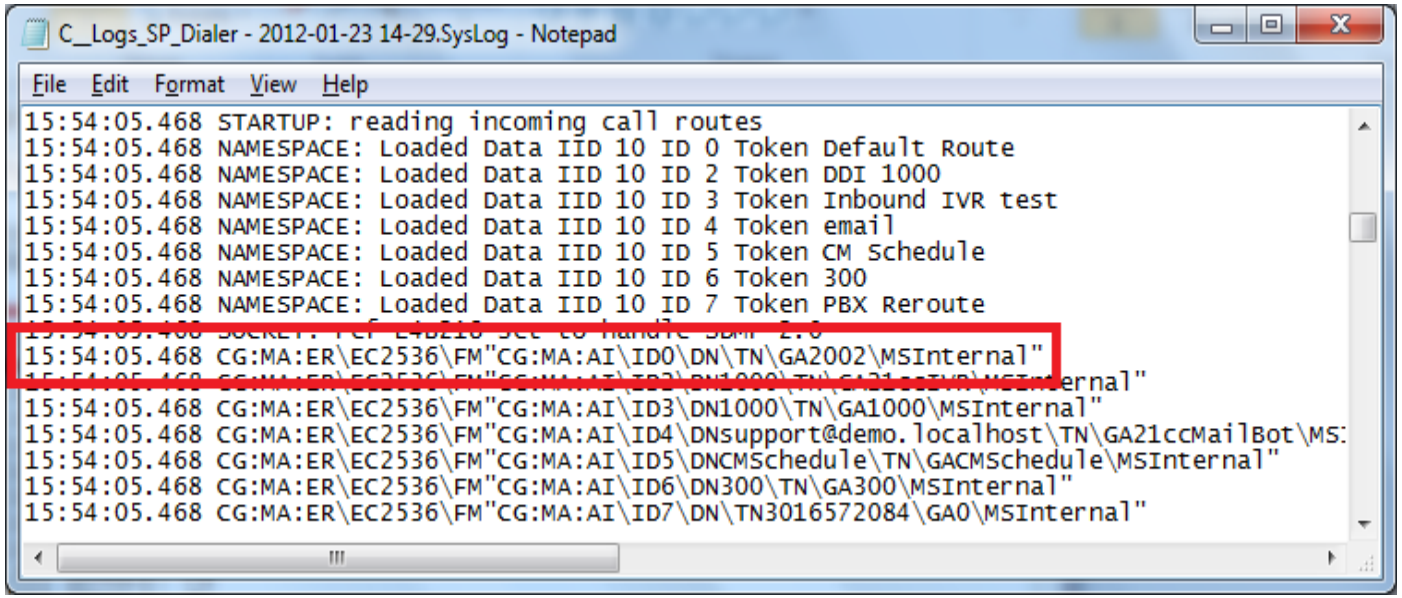
Manual Log Analysis
SysLog



Log entries take the form

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

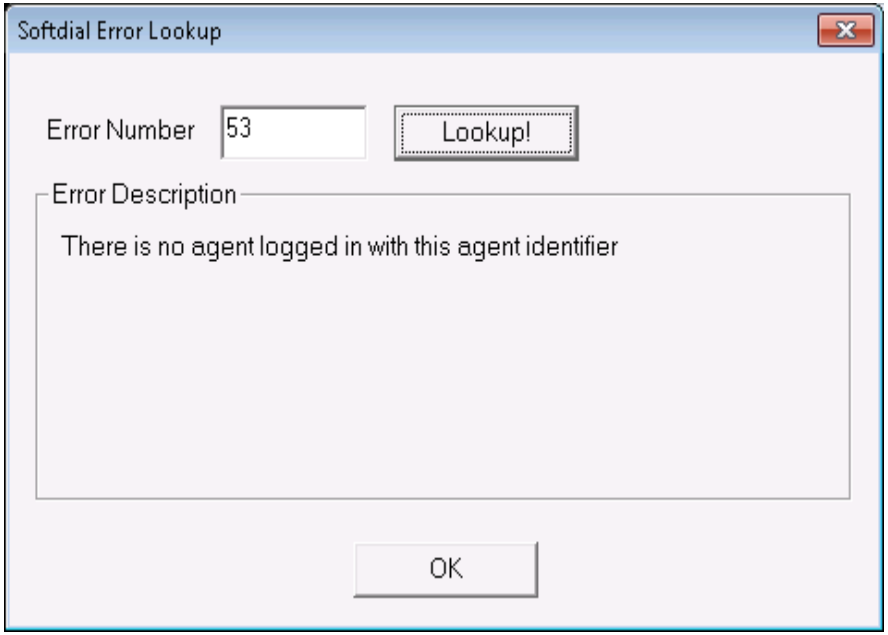
Manual Log Analysis
SysLog



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

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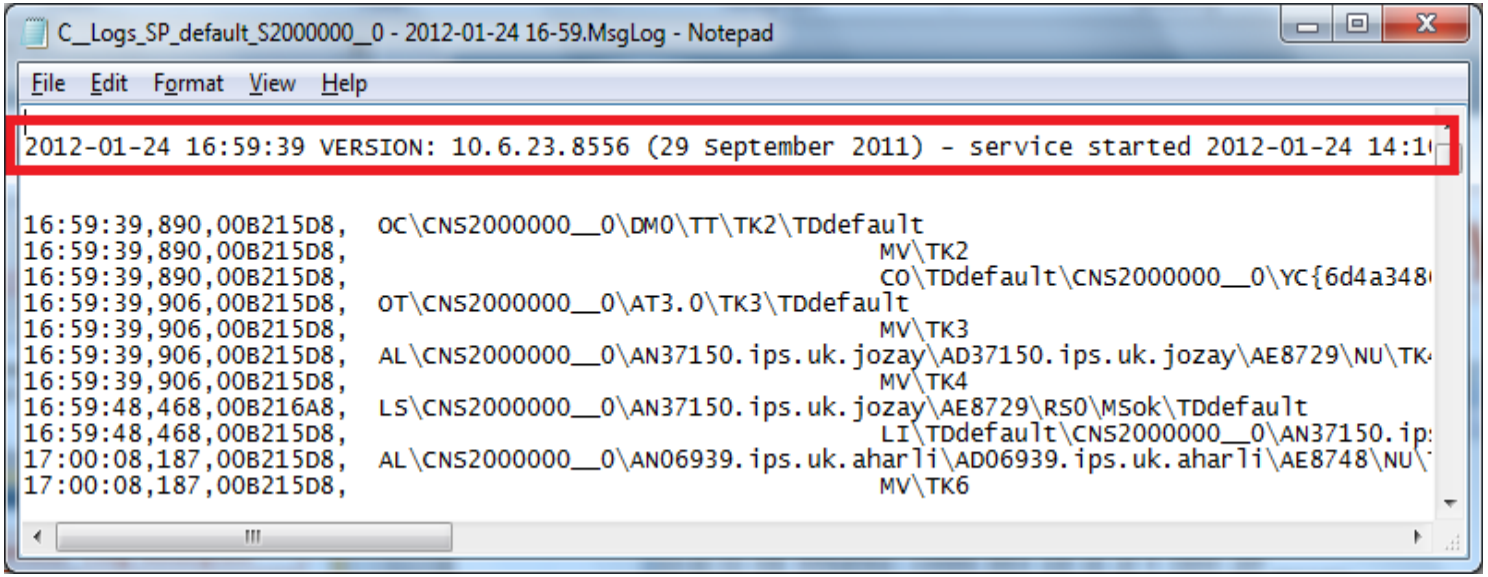
Manual Log Analysis
MsgLog



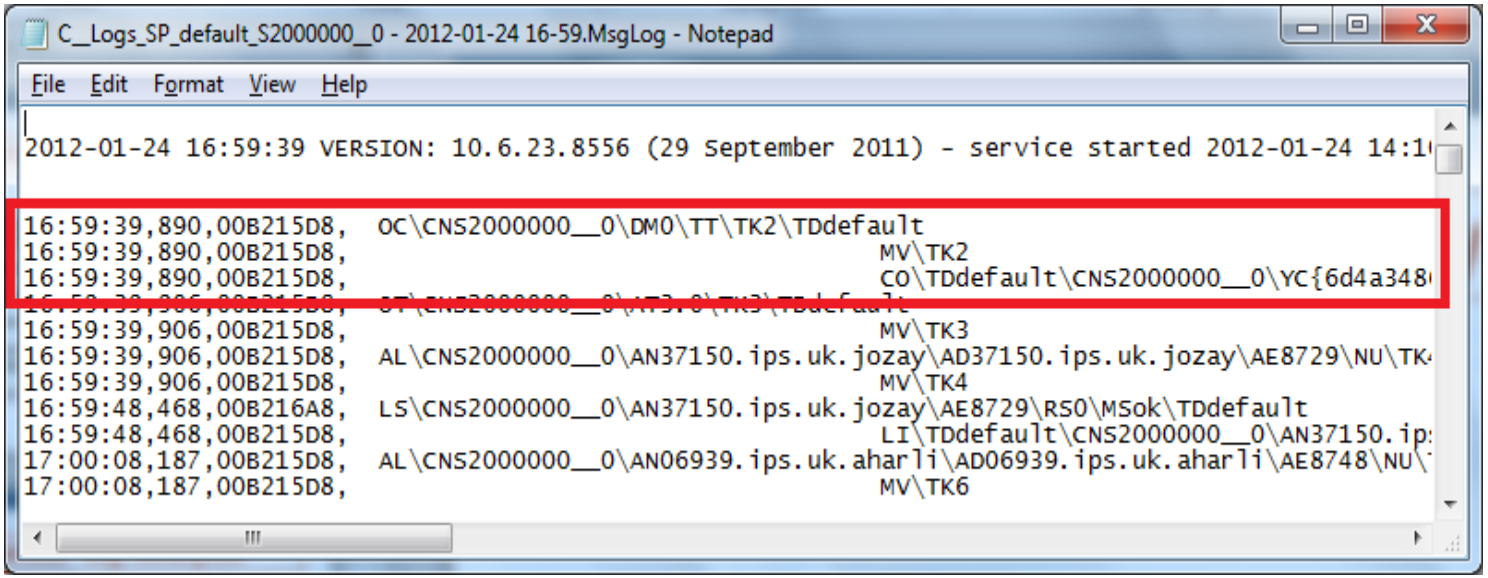
Contains only SDMP messages related to a campaign in time order.

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

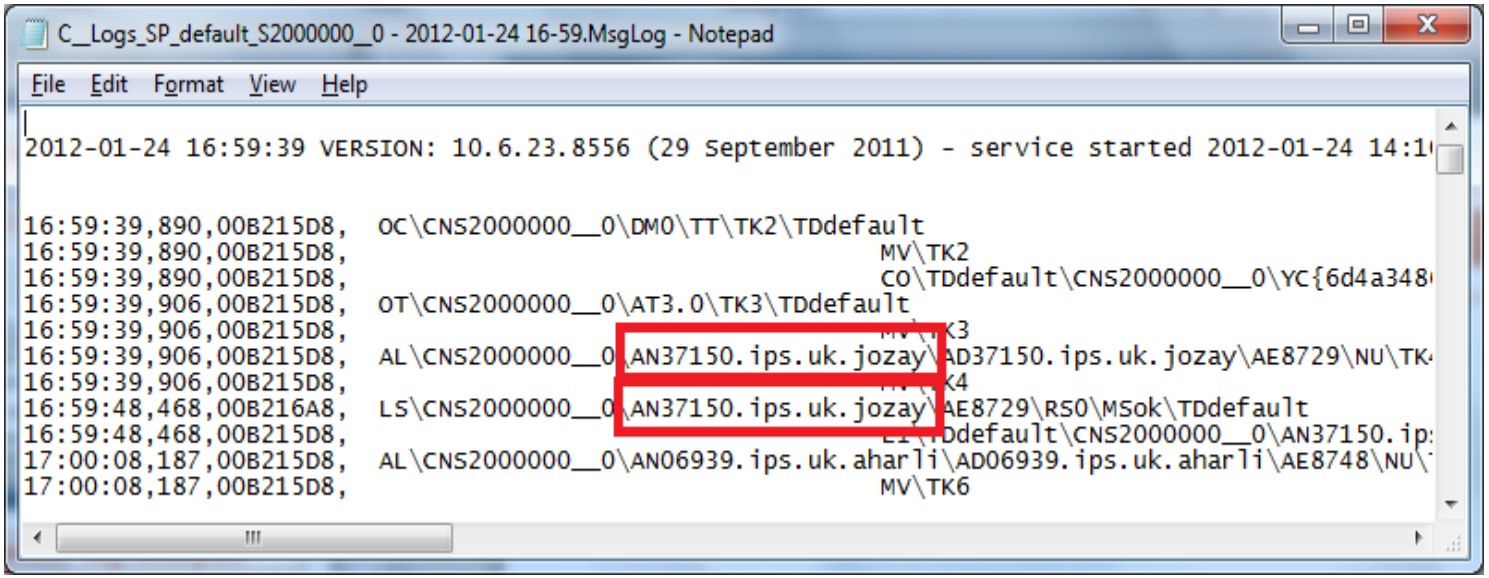


Log format is `Timestamp,Socket Ref, Message.`

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

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

Manual Log Analysis
MsgLog



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.

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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

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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

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