



# **Avaya Aura<sup>®</sup> Call Center Elite Multichannel Application Management Service User Guide**

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# Chapter 1: Introduction

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## Purpose

The guide provides information about how to install and administer Application Management Service (AMS) in Avaya Aura® Call Center Elite Multichannel. This guide also explains the Alerting and Alarming feature in Call Center Elite Multichannel.

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## Intended audience

This guide is intended for sales engineers, solution architects, and implementation engineers who install and configure Application Management Service in Call Center Elite Multichannel.

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## Related resources

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## Documentation

The following table lists the related documents for the Avaya Aura® Call Center Elite Multichannel product. You can download the documents from the Avaya Support website at <http://support.avaya.com/>.

Title	Description	Audience
<i>Avaya Aura® Call Center Elite Multichannel Call Routing Server User Guide</i>	Provides an overview of Call Routing Server that enables intelligent call routing for inbound calls in Call Center Elite Multichannel.	<ul style="list-style-type: none"><li>• Sales engineers</li><li>• Solution architects</li><li>• Implementation engineers</li><li>• System administrators</li></ul>
<i>Installing Avaya Aura® Call Center Elite Multichannel</i>	Provides product overview, supported products, installation, configuration, and licensing requirements for	<ul style="list-style-type: none"><li>• Implementation engineers</li></ul>

*Table continues...*

Title	Description	Audience
	Avaya Aura <sup>®</sup> Call Center Elite Multichannel.	
<i>Avaya Aura<sup>®</sup> Call Center Elite Multichannel Configuration Client Developer Guide</i>	Provides information about the Configuration Client Developer application, which is a control that facilitates an application to transparently access the configuration information from any location.	<ul style="list-style-type: none"> <li>• Programmers</li> </ul>
<i>Administering Avaya Aura<sup>®</sup> Call Center Elite Multichannel</i>	Provides information about how to manage databases, configure Call Center Elite Multichannel services, and administer Avaya Aura <sup>®</sup> Communication Manager.	<ul style="list-style-type: none"> <li>• Sales engineers</li> <li>• Solution architects</li> <li>• Implementation engineers</li> <li>• System administrators</li> </ul>
<i>Avaya Aura<sup>®</sup> Call Center Elite Multichannel Overview Guide</i>	Provides an overview of the Call Center Elite Multichannel features.	<ul style="list-style-type: none"> <li>• Sales engineers</li> <li>• Implementation engineers</li> <li>• System administrators</li> </ul>
<i>Avaya Aura<sup>®</sup> Call Center Elite Multichannel Desktop User Guide</i>	Provides information about Call Center Elite Multichannel Desktop and describes how to use Call Center Elite Multichannel Desktop to receive, view, and respond to voice and multimedia work items.	<ul style="list-style-type: none"> <li>• Sales engineers</li> <li>• Solution architects</li> <li>• Implementation engineers</li> <li>• System administrators</li> <li>• End users</li> </ul>
<i>Avaya Aura<sup>®</sup> Call Center Elite Multichannel Upgrade and Migration Guide</i>	<p>Provides information about how to upgrade or migrate Avaya Aura<sup>®</sup> Call Center Elite Multichannel from Release 6.2.x or 6.3.x to Release 6.4.</p> <p>The Upgrade Sequence section in the respective upgrading chapters provides a high-level overview of the process.</p>	<ul style="list-style-type: none"> <li>• Implementation engineers</li> <li>• Solution architects</li> </ul>
<i>Avaya Aura<sup>®</sup> Call Center Elite Multichannel Reporting User Guide</i>	Provides information about the reports for Agents, Customers, Interaction, Program and Schedule, Skills, and VDNs. This guide also provides information about historical reports and real-time reports.	<ul style="list-style-type: none"> <li>• Sales engineers</li> <li>• Solution architects</li> <li>• Implementation engineers</li> </ul>

Table continues...

Title	Description	Audience
<i>Avaya Aura® Call Center Elite Multichannel TTrace User Guide</i>	Provides information about TTrace and its components, helps you to understand the TTraceConsole and TTraceConfig user interfaces, and explains the operations that you can perform using TTraceConsole and TTraceConfig.	<ul style="list-style-type: none"> <li>• Sales engineers</li> <li>• Solution architects</li> <li>• Implementation engineers</li> </ul>

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## Training

The following courses are available on the Avaya Learning website at <http://www.avaya-learning.com>. After logging in to the website, enter the course code or the course title in the **Search** field and press **Enter** or click > to search for the course.

Course code	Course title
5C00092W	Avaya Aura® Call Center Elite Multichannel Overview
10C00010E	Knowledge Access: Avaya Aura® Call Center Elite Multichannel Implementation
10C00094V	Avaya Aura® Call Center Elite Multichannel Implementation and Maintenance
4302	Avaya Aura® Call Center Elite Multichannel Implementation Test
0C00060E	Knowledge Collection Access: Avaya Aura® Call Center Elite Portfolio
E: Self-paced in virtual campus W: Web (online) course V: Virtual	

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## Viewing Avaya Mentor videos

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### About this task

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### Procedure

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  - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.

- In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to [www.youtube.com/AvayaMentor](http://www.youtube.com/AvayaMentor) and perform one of the following actions:
  - Enter a key word or key words in the Search Channel to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

 **Note:**

Videos are not available for all products.

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Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

# Chapter 2: Overview

Application Management Service (AMS) is an application that manages and monitors all Media Stores, License Directors, XML Servers, and Media Directors in Call Center Elite Multichannel.

Using AMS, you can:

- View the status of the servers.
- Configure servers in real time.
- Collect statistics.
- Manage data in ASContact Database.
- Add and manage the following data in ASMediastore Database:
  - Programs
  - Schedules
  - Priority contacts
  - Denied contacts
  - Allowed contacts
  - AutoText or Work Code
  - Canned messages
  - Advanced Work Code

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## Components

Application Management Service (AMS) consists of the following components:

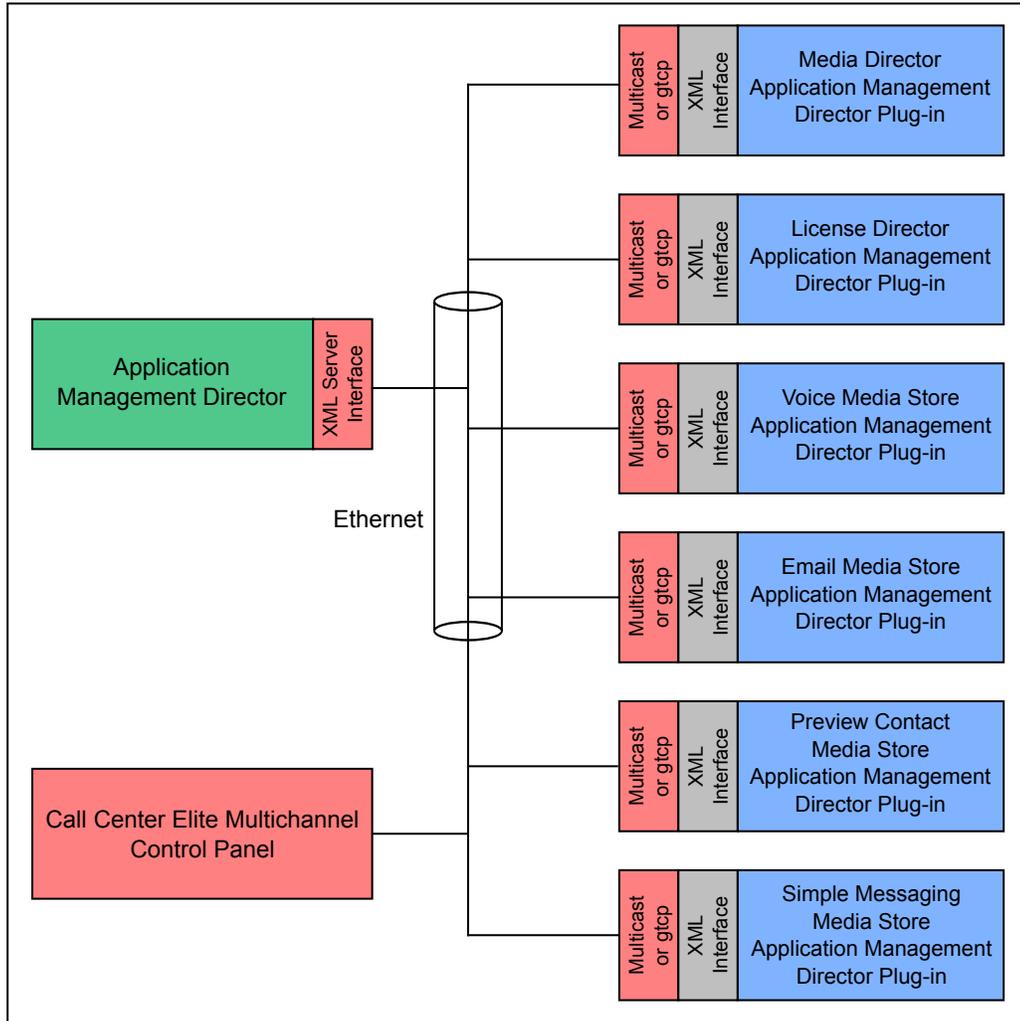
- Application Management Director (AMD): An application that runs in a Microsoft Server environment and collects information about the status and condition of the Call Center Elite Multichannel servers.
- Call Center Elite Multichannel Control Panel: A .Net-based application that connects to AMD to display the state of available Call Center Elite Multichannel servers. Using AMD, you can view and change the information related to the configuration and operation of the Call Center Elite Multichannel servers.

**\* Note:**

This document discusses the configuration of AMD. For information about the configuration and operation of Call Center Elite Multichannel Control Panel, see *Administering Avaya Aura® Call Center Elite Multichannel*.

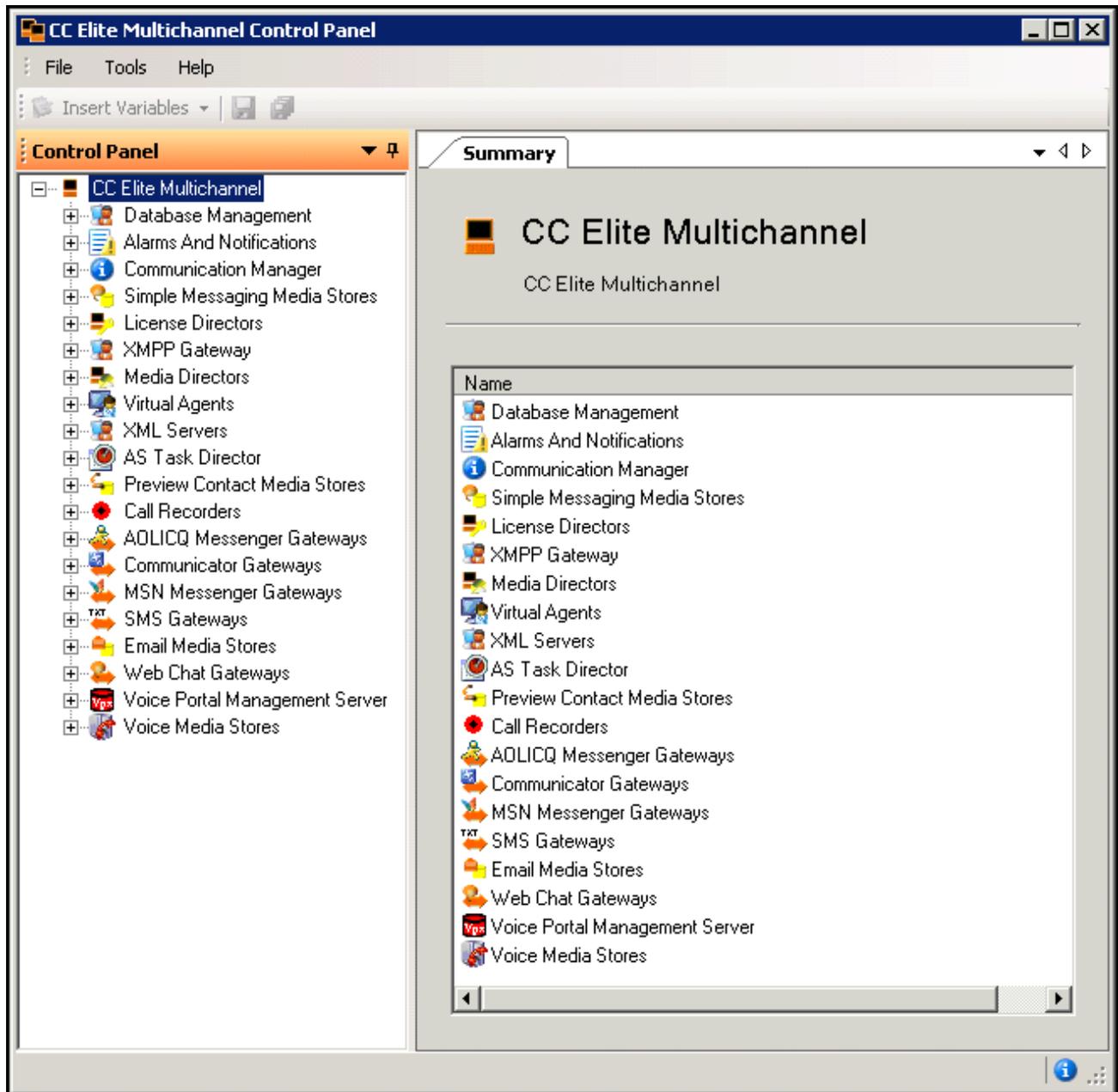
**Architecture of AMS**

The following diagram depicts the architecture of AMS.



1. AMD establishes a connection with all running Media Stores, License Directors, XML Servers, and Media Directors connected to the network.
2. AMD requests the Media Stores, License Directors, XML Servers, and Media Directors to send the information related to the configuration and operation.
3. Call Center Elite Multichannel Control Panel establishes a connection with AMD using the multicast functionality, preconfigured data from the configuration set, or both.
4. Call Center Elite Multichannel Control Panel requests AMD to send the available information.

5. Call Center Elite Multichannel Control Panel receives the information from AMD as a collection of XML documents.
6. Call Center Elite Multichannel Control Panel displays the information in a graphical tree structure.



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## Server discovery

Application Management Director (AMD) starts with the application operating system, extracting the configuration data through Configuration Client. Configuration Client manages the process of retrieving and storing the configuration data to the system registry, configuration file, or Configuration Server.

To discover the servers on the network, you can use one of the following methods:

### **Fixed configuration through the configuration set of the server**

When you provide the IP address and port number of AMD in the .ini file of a Call Center Elite Multichannel server, the server connects to AMD on startup and appears in Call Center Elite Multichannel Control Panel. After the server appears in Call Center Elite Multichannel Control Panel, you can manage, configure, stop, and start the server.

### **Automatic discovery mechanism (using the multicast functionality available with the Winsock protocol)**

AMD uses TCP multicast functionality to periodically broadcast to the network and get information about Call Center Elite Multichannel servers. The client functionality of the Call Center Elite Multichannel servers receives these multicast parameters. If a client which is not connected to an AMD receives a multicast parameter from the AMD, the client tries to connect to the AMD using the IP address and port number provided in the multicast packets. When a connection is established, AMD verifies the identity of the client and enables the exchange of information.

#### **\* Note:**

Many network routers do not support forwarding of multicast packets. Therefore, Call Center Elite Multichannel servers that do not exist on the same network segment as AMD are not discovered. In such cases, manual configuration must be used for the connectivity to be successful.

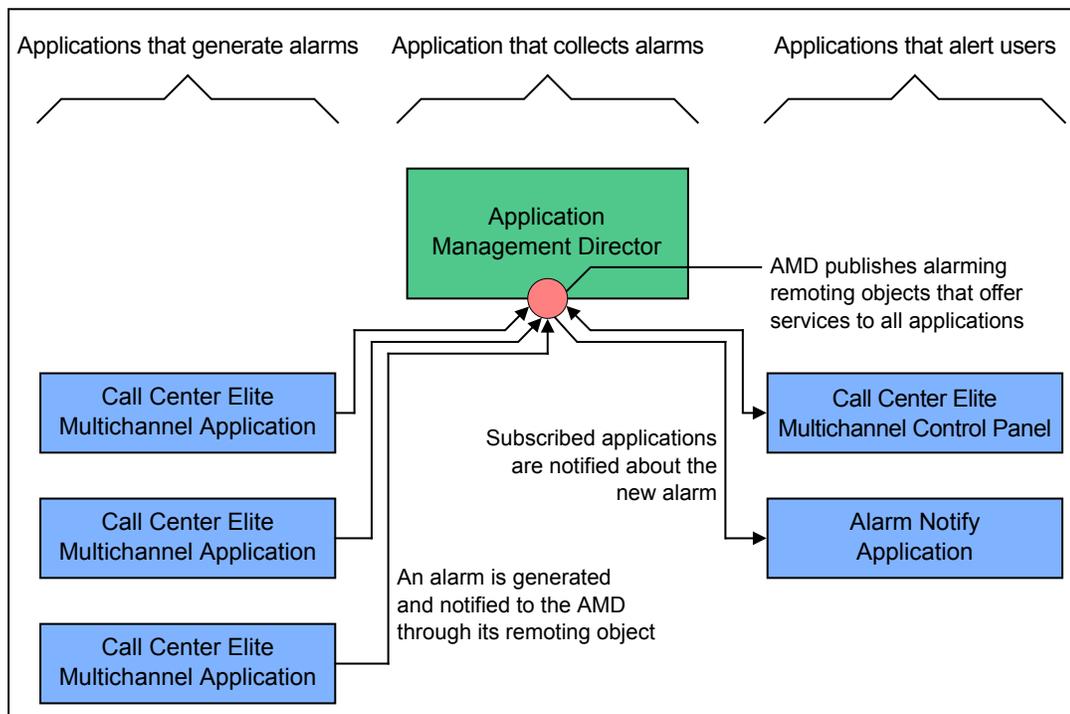
# Chapter 3: Alerting and Alarming

## Alerting and Alarming feature

Application Management Director (AMD) and Call Center Elite Multichannel Control Panel work together to manage Call Center Elite Multichannel applications from a central point. Call Center Elite Multichannel applications can register themselves with AMD and you can manage the applications through Call Center Elite Multichannel Control Panel.

Currently, License Director, Media Director, and some aspects of XML Server support the Alerting and Alarming feature.

The following diagram depicts the architecture of the Alerting and Alarming feature.



The Alerting and Alarming feature involves the following types of applications:

**Applications that generate alarms:** Call Center Elite Multichannel applications that generate alarms or state change notifications when a change occurs in the working state of the application. For example, License Director, Media Director, and XML Server.

**Application that collects alarms:** AMD that receives alarms from Call Center Elite Multichannel applications.

**Applications that alert users:** Call Center Elite Multichannel Control Panel and other applications that receive alarms from AMD and relay the alarm information to an appropriate person who can view and work on the alarms. For example, a system administrator. Customers can develop any Alarm Notify application which subscribes to these alarms using the .NET remoting interface of AMD.

**\* Note:**

- The term Alarming covers the information that an application provides when a change occurs in the working state of the application. For example, XML Server sends an alarm when a link to XML Server disconnects or reconnects.
- The term Alerting covers the process by which the change in operational state is notified to the appropriate entity. A service that Call Center Elite Multichannel services offer to the Call Center Elite Multichannel feature pack is called as an Alerting service.

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## Alarms and notifications

### Alarms

An alarm informs the Call Center Elite Multichannel administrator that the condition occurred within the application is abnormal and requires investigation. Alarms remain in the alarming application and Application Management Director (AMD) until the administrator resolves the alarms or the originating application stops.

### Notifications

A notification is a way by which an alarming application can indicate that a state change has occurred to the Call Center Elite Multichannel administrator. A state change occurs in the normal operation of the alarming application and does not require resolution. For example, stopping or starting of a service. AMD stores the notifications until the internal list reaches the configured limit.

**\* Note:**

A notification can be the precursor to an alarm event, but a notification and an alarm need not be related.

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## Using alarms and notifications

### Procedure

1. Start Call Center Elite Multichannel Control Panel.
2. In the left pane, expand the **Alarms And Notifications** node.

3. Expand the **Alarms** node and perform one of the following steps:
  - To view information about active alarms:
    - a. Click the **Active** node.  
The system displays the list of active alarms in the **Summary** tab in the right pane.
    - b. Click an alarm to view the detailed information about the alarm.
    - c. Right-click an alarm and click **Select application**.  
In the left pane, the system selects the server node that has generated the alarm.
  - To view information about resolved alarms:
    - a. Click the **Resolved** node.  
The system displays the list of resolved alarms in the **Summary** tab in the right pane.
    - b. Click an alarm to view the detailed information about the alarm.
    - c. Right-click an alarm and click **Select application**.  
In the left pane, the system selects the server node that has generated the alarm.
4. Perform the following steps to view information about the notifications:
  - a. Click the **Notifications** node.  
The system displays the list of notifications in the **Summary** tab in the right pane.
  - b. Click a notification to view the detailed information about the notification.
  - c. Right-click a notification and click **Select application**.  
In the left pane, the system selects the server node that has generated the notification.

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## Supported alarms and notifications

This section lists and describes the alarms and notifications that are supported by the Call Center Elite Multichannel applications, such as License Director, Media Director, and XML Server.

### License Director alarms

The following table lists and describes the alarms supported by License Director:

Name	Description
License Exhausted	This alarm is raised when the maximum number of licenses for the license type (Voice, Multimedia, or MSCRM) are issued and no more licenses can be given to the clients.  To resolve this alarm, you must purchase a large number of licenses of the same type and install the licenses to WebLM Server.
License Expired	This alarm is raised when the current license type (Voice, Multimedia, or MSCRM) expires.

*Table continues...*

Name	Description
	To resolve this alarm, you must get a new license of the same type and install the license to WebLM Server.
WebLM Connection Error	This alarm is raised when the configured WebLM URL is invalid, WebLM service is down, or WebLM Server is not installed with a proper license file.  To resolve this alarm, you must check that the WebLM service is up and running with proper license file and WebLM is reachable from License Director.

## License Director notifications

The following table lists and describes the notifications supported by License Director:

Name	Description
Service Started	This notification is sent when the License Director service starts.
Service Stopping	This notification is sent when the License Director service stops.

## Media Director alarms

The following table lists and describes the alarms supported by Media Director:

Name	Description
XML Link Down	Media Director generates this alarm when the connection from Media Director to XML Server fails or cannot be established. Successive unsuccessful attempts to reestablish the connection update the Last Attempt Date/Time and Retry Count variables.  To resolve this alarm, you must check the XML Server configuration and ensure that the XML service is running. Before resolving this alarm, you must first resolve outstanding alarms that exist for XML Server.
License Director Link Down	Media Director generates this alarm when the connection from Media Director to License Director fails or cannot be established.  To resolve this alarm, you must check the License Director configuration and ensure that the License Director service is running. Before resolving this alarm, you must first resolve outstanding alarms that exist for License Director.
No Free Licenses	Media Director generates this alarm when a client attempting to connect to Media Director is denied because of no free licenses available with License Director. This alarm exists until a client manages to connect successfully. Media Director does not raise this alarm if the connection to License Director is down. Successive unsuccessful attempts by clients to connect to Media Director update the Last Occurred Date/Time variable.  To resolve this alarm, you must purchase a large number of licenses of the same type and install the licenses to License Director.
Device Monitor Failure	Media Director generates this alarm when it fails to monitor a specified device. Media Director generates a separate alarm for each device that it fails to monitor. This alarm exists until the attempt to monitor the device succeeds, the device is removed from the configuration, or the XML Server link fails. Media Director does

*Table continues...*

Name	Description
	<p>not raise this alarm if the connection to XML Server is not established. Successive unsuccessful attempts by Media Director to monitor the specified device update the Last attempt and Retry Count variables.</p> <p>To resolve this alarm, you must check that the device is correct, exists in Communication Manager, and is added to the AES security database.</p>
Make Call Failure	<p>Media Director generates this alarm when the attempt to originate a call from a specified device fails. Media Director generates a separate alarm for each device that fails to originate a call. This alarm exists until the first call is successfully originated. Successive unsuccessful attempts to originate a call update the alarm details in the AMD.</p> <p>To resolve this alarm, you must check the Media Director configuration and Avaya Aura® Communication Manager.</p>

## Media Director notifications

The following table lists and describes the notifications supported by Media Director.

Name	Description
Service Started	This notification is sent when the Media Director service starts.
Service Stopping	This notification is sent when the Media Director service stops.
Queue Added	This notification is sent when a new queue is added to Media Director through the management interface.
Queue Removed	This notification is sent when a queue is removed from Media Director through the management interface.

## XML Server alarms

The following table lists and describes the alarms supported by XML Server:

Name	Description
TServer Link Down	<p>XML Server generates this alarm when the connection from Media Director to AES TServer fails or cannot be established. This alarm exists until a successful connection establishes.</p> <p>To resolve this alarm, you must check that the TServer details are correct and AES Server is running.</p>
TServer Login Failure	<p>XML Server generates this alarm when XML Server connects to a specified AES TServer, but login link fails or cannot be established. This alarm exists until a successful connection establishes.</p> <p>To resolve this alarm, you must check that the TServer details are correct and AES Server is running.</p>
License Director Link Down	XML Server generates this alarm when the connection from XML Server to License Director fails or cannot be established. This alarm exists until a successful connection establishes.

*Table continues...*

Name	Description
	To resolve this alarm, you must check the License Director configuration and ensure that the License Director service is running. Before resolving this alarm, you must first resolve outstanding alarms that exist for License Director.
Name Service Failed	XML Server generates this alarm when Name Service is unavailable.  To resolve this alarm, you must check the License Director configuration and ensure that the License Director service is running. Before resolving this alarm, you must first resolve outstanding alarms that exist for License Director.

## XML Server notifications

The following table lists and describes the notifications supported by XML Server.

Name	Description
Service Started	This notification is sent when the XML service starts.
Service Stopping	This notification is sent when the XML service stops.
TServer Link Up	This notification is sent when the specified link to Avaya AES Server successfully establishes.

# Chapter 4: Installation

For installation instructions, see *Installing Avaya Aura® Call Center Elite Multichannel*.

In addition to the standard installation steps, this document explains:

- How to use command line parameters during installation to dictate where configuration information is retrieved.
- How to change the source of configuration from the local .ini file to Configuration Server if an application is already installed.
- How to automatically install an application using a set of predefined selection options.

You can download *Installing Avaya Aura® Call Center Elite Multichannel* from the Avaya Support website: <http://support.avaya.com>.

# Chapter 5: Administration

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## Configuring Application Management Director

### Procedure

1. Click **Start > Run**.
2. In the Run dialog box, type `services.msc`.
3. Click **OK**.
4. Stop the **AS Application Management Director** service.
5. Go to `C:\Program Files (x86)\Avaya\Avaya Aura CC Elite Multichannel\Server\Application Management Director`.
6. Open the `ASApplicationManagementDirector.ini` file in a text editor, such as Notepad.
7. Edit the information in the following sections:
  - [\[Service Plug In Host\]](#) on page 20
  - [\[Error Logging\]](#) on page 21
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**\* Note:**

Do not change section names or parameter names.

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### [Service Plug In Host]

Name	Description
Service Display Name	The text that displays for this service in the Name column of the Microsoft Windows Services screen.

*Table continues...*

Name	Description
	The default value is AS Application Management Director.
Service Command Line	Leave this parameter blank. By default, Service Host Plug-in sources its configuration data from the same working folder that contains the application executable.
Service Description	The text that displays for this service under the Description column of the Microsoft Windows Services screen. The default value is CC Elite Multichannel Application Management Director. Part of the Avaya Aura® Customer Experience Management Suite.
Service Startup State	A value that determines the state of the service on installation. 0 = Disabled, 1 = Manual, 2 = Automatic.

## [Error Logging]

Name	Description
Error Log Level	A value that determines which level of error detail must be saved in the log file. For a list of error logging levels, see <a href="#">Error logging</a> on page 24.
Error Log File Path	The location where you want to store the error log files. By default, this parameter is blank. If you do not set a value for this parameter, the error log files are stored to the current working folder of the application. The current working folder is the folder where the executable file of the application is stored.
Maximum Error Log File Size KB	<p>The maximum amount of information that an error log file must store before the system archives the log file and creates a new file. The default value for this parameter is 1000 KB. The minimum size that you can set for an error log file is 100 KB.</p> <p>If a log file reaches the specified maximum size limit, it overrides the previously archived log file. If you select the diagnostic testing error log level in Error Log Level, the system creates a new file with a new name every time the log file reaches the specified maximum size limit.</p>
Error Log File Extension	The extension of error log files for the application. Extension refers to part of the file name and the file type extension, such as log. The application automatically precedes the default extension with the day of the week when it creates the error logs.

*Table continues...*

Name	Description
Error Log Mode	A value that indicate the logging mode. The following are the available logging modes: <ul style="list-style-type: none"> <li>• 1 - Enables Classic Logging</li> <li>• 2 - Enables TTrace Logging</li> <li>• 3 - Enables both the logging modes</li> </ul> The default value is 3.
Error Log TTrace Host	The host name of TTrace Server.
Error Log TTrace Port	The port number to access TTrace Server.
Error Log Use Old Log Format	A value that instructs the system to store the log in the new Avaya Common Logging format or the old logging format.

## [Application Management Service]

Name	Description
Multicast IP	The IP address that is used for multicasting between applications. When an application starts, the application joins this multicast address and receives packet information from the Application Management Director (AMD). The default Multicast IP address is 239.29.9.67.
Multicast Port	The port number that is used for multicasting between applications. The default port number is 29075.
Enable Multicast	A value that determines whether multicasting is used to locate AMD. True=enabled, False=disabled. The default value is True.
Application Management Director URL List	The URLs that you can use to find the AMD set up in your Call Center Elite Multichannel server. The URLs are used if multicasting is disabled. The URLs are separated by commas and have the format, IP address: port number, IP address: port number.
Management Object URL	A URL that Call Center Elite Multichannel Control Panel uses to connect to the remote management object. The URL must have the format, channeltype:// fullyqualifiedcomputername:port/uri.  If the entry is empty, a default URL is automatically created.

## [Client Connections]

Name	Description
IP Address	The local IP address for accepting the incoming client connections.
IP Port	The local IP port for accepting the incoming client connections.
Enable Multicast	A value that determines whether multicasting of the connection information is enabled. True = enabled, False = disabled.
Enable Trace	A value that determines whether information is logged to a log file. True=enabled, False = disabled.
Broadcast Interval In Seconds	The time, in seconds, that specifies how frequently the connection information multicasts.
Multicast IP	The IP address used for multicasting the connection information. The default IP address is 239.29.9.67.
Multicast Port	The port number used for multicasting the connection information.
Receive Buffer Length	The buffer size for the incoming messages. The default value is 20000.

## [Plug In Assembly List]

The Plug In Assembly List section lists all loadable generic plug-ins. Each entry has the format `Friendly name=Plug-in section name`, for example, `Application Management Director Plug in = Application Management Director`. The plug-in section name points to the section and is the same as the section in the file that contains configuration data for the plug-in.

## [Application Management Director]

Name	Description
Assembly File Name	The name of the plug-in file to be loaded. If the plug-in does not specify or locate in the default file path, which is common to the host application, you can use the <code>ASApplicationManagementDirectorPlugin.dll</code> file as plug in.
Application Management Director URL	The URL for Application Management Director. The URL has the format, <code>gtcp://</code>

*Table continues...*

Name	Description
	192.168.10.201:29074/ ApplicationManagementDirector.rem.
Multicast IP	The IP address that is used for multicasting between applications. When an application starts, it joins this multicast address and receives packet information from the Application Management Director. The default Multicast IP address is 239.29.9.67.
Multicast Port	The port number that is used for multicasting between applications. The default port number is 29075.
Update Interval Seconds	The interval between multicast broadcasts. The default value is 10 seconds.
Plugin ID	A globally unique identifier (GUID) that identifies this plug-in.
Enable Multicast	A value that determines whether multicasting of the connection information is enabled. True = enabled, False = disabled.

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## [Server Identifier]

Name	Description
Server Instance Friendly Name	A name that you want to display for the application within Call Center Elite Multichannel Control Panel.
Server Instance ID	A unique identifier for the server application. The identifier is created automatically when the application runs for the first time.
Server Instance Type	An ID that other applications use to determine the type of component the application is communicating with.

---

## Error logging

An agent logs the error information related to its operations in a series of log files. The agent creates a new log file for each day of the week. The name of the error log file specifies the application and the day of the week. For example: `MonACRS.log`.

When a log file reaches the size limit specified in the configuration, the log file is archived and the system creates a new log file.

**\* Note:**

The archive stores only one log file. If a log file reaches the specified maximum size limit, it overrides the previously archived log file.

The logging level retrieved from the application configuration data determines the type of error in error log.

The levels of error logging are:

- 0. No error logging takes place.
- 1. Logs fatal, major, and minor errors and trace information.
- 2. Logs fatal, major, and minor errors.
- 4. Logs fatal and major errors.
- 8. Logs fatal errors only.

Each log file records the selected logging level, date, time, location, and description of every error that occurs.

Error log files are automatically saved into the current working folder of the application. The current working folder is the folder where the executable file of the application is stored.

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## Diagnostic testing error logging

Diagnostic testing error logging is another error log level. Using this error logging level, you can create log files that do not override each other when the file size reaches the specified maximum size limit. This logging level is for diagnostic purpose only and is achieved by adding 128 to one of the logging level values specified in the levels of error logging.

For example, if you specify Error Log Level = 129, the system creates new error log files continuously. The new error log files contain fatal, major, and minor errors and trace information.

Each file has a unique name based on the date (year, month, and day) and time (hours, minutes, and seconds) when the file is created.

For example, `YYYYMMDDHHMMSSASMediaDirector.log`.

YYYY = Year	MM = Month	DD = Day
HH = Hour	MM = Minute	SS = Second

**⚠ Warning:**

To prevent a multitude of log files affecting your available disk space, you must use this error logging level only for short duration while carrying out diagnostic testing.

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