

# Dvslogwatch Service Supplemental Information

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## General Information

This document deals with the following topics:

- How to gather log files in the VENICE client software
- How to gather detailed real-time log files manually by using commands

The dvslogwatch service allows you to create log files from the server which detail the actions performed by and with the VENICE server. You may get asked by the DVS service department to send in these files as well as others in case of problems with VENICE. They will be saved at a location of your choice in an archive file.

## VENICE Log Files

In case of problems with the VENICE server you can gather the log files and send them to the DVS service department. There are two ways to perform this:

- You can use the option **Gather logs...** in the menu **Help** of the VENICE client software
- You can gather the logwatch log files (detailed real-time log files) from the VENICE server

### Gathering log files using the menu 'Help'

The menu **Help** in the VENICE client software offers you the option **Gather logs...** to create an archive file containing the log files of the respective VENICE server (see "VENICE Client Software User Guide"). This option captures a rather short period (max. 4 MB) of the current system status. If you need the log files of a longer period of time, use one of the methods as detailed in the following.



Due to the relative short timeframe of logged actions by and with the VENICE server it is recommended to gather log files immediately after a problem with the server has occurred.

### Gathering real-time log files from the dvslogwatch service

If you need detailed real-time data of a longer period of time, you have to gather the logwatch log files which contain approx. 1 GB of data. Perform the following:

- Go to the respective VENICE server where the problem has occurred.
- Open the command shell as root user and enter the following command:

```
/etc/init.d/dvslogwatch collect [filename.zip]
```



You can enter the command either with the parameter `[filename.zip]` or without it. If without the parameter, the file will be named e.g. `/tmp/logwatched_2013-05-03_15-06-01.zip` automatically.

In some cases it is not possible to use the command as detailed above for gathering the log files. This can happen on older VENICE systems. In this case you have to gather the log files manually by performing the following:

- Go to the respective VENICE server where the problem has occurred.

The log files are stored in a folder of the system user which is 'venice' in the VENICE default installation (see variable `<Username>` in the configuration file `/etc/opt/DVS/Venice/Service.conf`).

You now have to change into the directory containing the log files. Proceed with one of the following:

- In case the dvslogwatch service is started as normal system user, open the command shell and enter the following command:

```
cd /home/<USER>/.DVS
```

- In case the dvslogwatch service is started as root user, enter the following command:

```
cd /var/opt/DVS
```

Now you have to create the `*.zip` file.

- Enter the following command:

```
zip -9 -r logwatched_<DATE>.zip logwatched
```

The system will now create a `*.zip` file in the defined directory containing the detailed log files.



The real-time log files are very detailed and thus you should know on which channel the problem occurred and the approximate period of time to restrict the area of logs to be searched.

### Further configurations

In the following you find further commands and parameters to configure the dvslogwatch service settings:

- You can start, stop, restart and query the status of the logwatch service or collect the log files using the command:

```
/etc/init.d/dvslogwatch start|stop|restart|status|collect
```

- You can also configure the start settings of the dvslogwatch service (by default an automatic start is set to on) by editing the configuration file `/etc/init.d/venice` and setting the variable `LOGWATCHAUTOSTART="0"` to off or `LOGWATCHAUTOSTART="1"` to on again.

- If you want to configure the size of the log file, you have to edit the file `/etc/init.d/logwatch` and change the following variables:

```
LOGWATCHARGS1="--maxfiles=20 --maxsize=100"
```

```
LOGWATCHARGS2="--maxfiles=20 --maxsize=100"
```

You can configure the size of the logging ring buffer with the two parameters `maxfiles` and `maxsize`. The standard setting is 20 files and 100 MB, afterwards the files will be overwritten. If you want to e.g. double it, enter e.g. 20 and 200 in the parameter fields.