software AG

ARIS
LOGGING

VERSION 10.0 - SERVICE RELEASE 16
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software AG

Contents

1   Logging

Setup activities are logged in the files **%temp%\ARIS_install_log** and **%temp%\aris_install_full.log**.

Activities considering the download or the start process of ARIS clients are recorded. Under **%UserProfile%\ARIS<version>\log** and **%temp%** you will find files, such as **ARISLauncher_<timestamp>.log** or **StartARISFailed_<timestamp>.log**.

All activities of runnables are recorded in the **log** directories of the server installation directory.

The log files are located in the directory <path to installation directory>\, such as:

- .\server\bin\work\<instanceid>\base\logs\
  Example: C:\SoftwareAG\ARIS<version>\server\bin\work\work_abs_m\base\logs

- .\server\acc\log\

- .\server\logs\

- .\server\bin\log\

- ARIS Publisher and IT Inventory are no longer supported. If you still use these components, activities such as imports from IT Inventory (ARIS Publisher), as well as errors are logged in different files depending on the component, for example, **inventoryImport-<Version.Build>_0.log**.

  The ARIS Publisher log file names and the logging configuration are defined in the file. <ARIS installation path>/ARIS10.0/server/bin/work/work_businesspublisher_<s, m or l>/base/**logs** and /**conf**.

If problems occur during operation, you can use log files to find and resolve errors.

You can collect ARIS log files in different ways:

- Using the ACC interface (page 2).

- Using the **collect log files** ACC command (page 3). We recommend using this command. Only if the command does not work, use the **collectLogFiles.bat** or **collectLogFiles.sh**.

- Using the **collectLogFiles.bat** or **collectLogFiles.sh** is no longer recommended because all runnables must be stopped before executing the file <path to server installation directory>\support**collectLogFiles.bat**. On Linux systems the file is called **collectLogFiles.sh**. Users running these files require **read** permission for the log files. All collected log files are saved as a ZIP archive.

If you cannot solve the problems and have a maintenance agreement, please send an error description and the ZIP archives containing collected log files as well as the entire contents of the **log** and **config** directories to the ARIS Global Support via Empower (https://www.softwareag.com/corporate/services/support/default).

1.1 ACC interface

You can collect log files using the ACC interface (see **ARIS System Monitoring** manual).

1.1.1 Open ACC interface

The ACC interface provides the ARIS Infrastructure overview and the Health check overview.

To have a clear picture of the states of all runnables, check whether the system works properly. Health checks can be executed instantly to identify possible issues. Use the **Health check schedules** overview to manage the schedules that run health checks automatically. Be aware that permanent monitoring of all nodes has an impact on system performance.

1.1.2 Download log files (ACC interface)

If problems occur during operation, you can use log files to find and resolve errors. You can download zipped log files related to each runnable or you can download all available log files.

Prerequisite

The required nodes were added.

Procedure

1. Open the ACC interface (page 2).

2. Move the slider to **Nodes**. All runnables of each node are listed.

3. If you want to collect all log files of a node, click ⋮ **More > ⬇ Download log files**.

4. If you want to collect log files of a specific runnable, move the mouse pointer to the related row and click ⬇ **Download log files**.

A **ZIP** archive created to be opened or saved.

If you cannot solve the problems and have a maintenance agreement, please send an error description and the ZIP archives containing collected log files as well as the entire contents of the **log** and **config** directories to the ARIS Global Support via Empower (https://www.softwareag.com/corporate/services/support/default).

1.2 ARIS Cloud Controller (ACC)

You can manage log files using ACC (see **ARIS Cloud Controller (ACC) Command-Line Tool** manual).

1.2.1 Collect log files (ACC)

If problems occur during operation, you can use log files to find and resolve errors. You can download zipped log files related to each runnable or you can download all available log files.

Procedure

1. Start ARIS Cloud Controller (ACC).

2. To collect log files, for example related to the **abs_l** runnable and save them in the specified directory, enter: **collect log files for abs_l to C:\logfiles**

   To collect all log files, enter: **collect log files** or **collect logfiles**

   You can use additional parameters. To get information about the usage of ACC commands, enter **help** or **help <command>**.

All log files are stored as a ZIP archive.

If you cannot solve the problems and have a maintenance agreement, please send an error description and the ZIP archives containing collected log files as well as the entire contents of the **log** and **config** directories to the ARIS Global Support via Empower (https://www.softwareag.com/corporate/services/support/default).

1.2.2 Delete log files

Log files may contain private data of ARIS users, such as IP addresses, MAC addresses, or user names. In order to comply with the **G**eneral **D**ata **P**rotection **R**egulation (GDPR), you can collect log files using ACC or the ACC interface, find personal data related to deleted users, and manually delete or anonymize log file entries in source files.

Warning

If you delete log files (page 4), Software AG might no longer be able to support you in order to resolve software problems.

In order to delete all log files, you must stop the related runnables to allow unhindered access to all files. If you do not stop the runnables, some files may be locked and cannot be deleted.

Procedure

1. Start ARIS Cloud Controller (ACC).

2. To delete log files, for example related to the **abs_l** runnable, enter: **delete log files for abs_l**

   To delete all log files, enter: **delete log files** or **delete logfiles**

All log files that are not accessed by a runnable are deleted. Log files that were not deleted are listed.

2 Legal information

2.1 Documentation scope

The information provided describes the settings and features as they were at the time of publishing. Since documentation and software are subject to different production cycles, the description of settings and features may differ from actual settings and features. Information about discrepancies is provided in the Release Notes that accompany the product. Please read the Release Notes and take the information into account when installing, setting up, and using the product.

If you want to install technical and/or business system functions without using the consulting services provided by Software AG, you require extensive knowledge of the system to be installed, its intended purpose, the target systems, and their various dependencies. Due to the number of platforms and interdependent hardware and software configurations, we can describe only specific installations. It is not possible to document all settings and dependencies.

When you combine various technologies, please observe the manufacturers' instructions, particularly announcements concerning releases on their Internet pages. We cannot guarantee proper functioning and installation of approved third-party systems and do not support them. Always follow the instructions provided in the installation manuals of the relevant manufacturers. If you experience difficulties, please contact the relevant manufacturer.

If you need help installing third-party systems, contact your local Software AG sales organization. Please note that this type of manufacturer-specific or customer-specific customization is not covered by the standard Software AG software maintenance agreement and can be performed only on special request and agreement.

2.2 Support

If you have any questions on specific installations that you cannot perform yourself, contact your local Software AG sales organization (https://www.softwareag.com/corporate/company/global/offices/default.html). To get detailed information and support, use our websites.

If you have a valid support contract, you can contact **Global Support ARIS** at: **+800 ARISHELP**. If this number is not supported by your telephone provider, please refer to our Global Support Contact Directory.

ARIS COMMUNITY

Find information, expert articles, issue resolution, videos, and communication with other ARIS users. If you do not yet have an account, register at ARIS Community.

SOFTWARE AG EMPOWER PORTAL

You can find documentation on the Software AG Documentation website (https://empower.softwareag.com/). The site requires credentials for Software AG's Product Support site **Empower**. If you do not yet have an account for **Empower**, send an e-mail to empower@softwareag.com with your name, company, and company e-mail address and request an account.

If you have no account, you can use numerous links on the TECHcommunity website. For any questions, you can find a local or toll-free number for your country in our Global Support Contact Directory and give us a call.

TECHCOMMUNITY

On the **TECHcommunity** website, you can find documentation and other technical information:

- Use the online discussion forums, moderated by Software AG professionals, to ask questions, discuss best practices, and learn how other customers are using Software AG technology.

- Access articles, code samples, demos, and tutorials.

- Find links to external websites that discuss open standards and web technology.

- Access product documentation, if you have **TECHcommunity** credentials. If you do not, you will need to register and specify **Documentation** as an area of interest.

EMPOWER (LOGIN REQUIRED)

If you have an account for **Empower**, use the following sites to find detailed information or get support:

- You can find product information on the Software AG Empower Product Support website.

- To get information about fixes and to read early warnings, technical papers, and knowledge base articles, go to the Knowledge Center.

- Once you have an account, you can open Support Incidents online via the eService section of Empower.

- To submit feature/enhancement requests, get information about product availability, and download products, go to Products.

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Get more information and trainings to learn from your laptop computer, tablet or smartphone. Get the knowledge you need to succeed and make each and every project a success with expert training from Software AG.

If you do not have an account, register as a customer or as a partner.