



ARIS

LOGGING

Version 10.0 - Service Release 1
July 2018

Document content not changed since release 10.0.1. It applies to version 10.0.5 without changes.

This document applies to ARIS Version 10.0 and to all subsequent releases.

Specifications contained herein are subject to change and these changes will be reported in subsequent release notes or new editions.

Copyright © 2010 - 2018 Software AG, Darmstadt, Germany and/or Software AG USA Inc., Reston, VA, USA, and/or its subsidiaries and/or its affiliates and/or their licensors.

The name Software AG and all Software AG product names are either trademarks or registered trademarks of Software AG and/or Software AG USA Inc. and/or its subsidiaries and/or its affiliates and/or their licensors. Other company and product names mentioned herein may be trademarks of their respective owners.

Detailed information on trademarks and patents owned by Software AG and/or its subsidiaries is located at <http://softwareag.com/licenses>.

Use of this software is subject to adherence to Software AG's licensing conditions and terms. These terms are part of the product documentation, located at <http://softwareag.com/licenses> and/or in the root installation directory of the licensed product(s).

This software may include portions of third-party products. For third-party copyright notices, license terms, additional rights or restrictions, please refer to "License Texts, Copyright Notices and Disclaimers of Third Party Products". For certain specific third-party license restrictions, please refer to section E of the Legal Notices available under "License Terms and Conditions for Use of Software AG Products / Copyright and Trademark Notices of Software AG Products". These documents are part of the product documentation, located at <http://softwareag.com/licenses> and/or in the root installation directory of the licensed product(s).

Contents

1	Logging.....	1
2	Logging (ARIS Publisher/IT Inventory).....	2

1 Logging

If problems occur during operation, you can use the log files to find and resolve errors. To collect them stop all components to allow free file access to all log files and execute the file <path to server installation directory>\support\collectLogFiles.bat. On Linux systems the file is called collectLogFiles.sh. Make sure that users running these files have read permission for the log files. All ARIS log files will be collected and saved as a ZIP file.

All activities of runnables are recorded in the **log** directories of the server installation directory. If you cannot solve the problems and have a maintenance agreement, please send an error description and the entire contents of the **log** and **config** directories as ZIP files to the ARIS Global Support via Empower

(<http://www2.softwareag.com/corporate/services/support/default.aspx>).

The log files are located in the directory <path to installation directory>\.

- .\server\bin\work\<instanceid>\base\logs\
e.g. C:\SoftwareAG\ARIS<version>\server\bin\work\work_abs_m\base\logs
- .\server\acc\log\
- .\server\logs\
- .\server\bin\log\

The activities considering the download or the start process of ARIS clients are recorded.

Under **%UserProfile%\ARIS<version>\log** and **%temp%** you will find files like **ARISLauncher_<timestamp>.log** or **StartARISFailed_<timestamp>.log**.

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

2 Logging (ARIS Publisher/IT Inventory)

Activities such as imports from IT Inventory, as well as errors are logged in different files depending on the component, e.g. **inventoryImport-<Version.Build>_0.log**. If problems occur during operation, you can use the log files to find and resolve errors. If you cannot solve the problems and have a maintenance agreement, please send an error description and the entire contents of the **log** and **config** directories as ZIP files to the ARIS Global Support via Empower (<http://www2.softwareag.com/corporate/services/support/default.aspx>). The 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**.