



ARIS

LOGGING

Version 10.0 - Service Release 3

December 2017

Document content not changed since release 10.0.1. It applies to version 10.0.3 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.

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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. 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**.