

Accessing Log Files

By default, the log files for CDP on a Linux system are located in:

```
/usr/sbin/r1soft/log
```

Linux customers can watch their server log file using the following command:

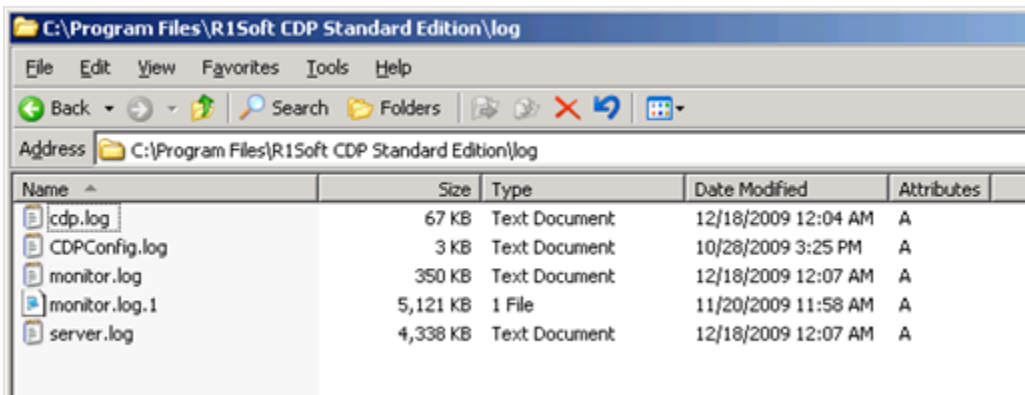
```
tail -f /usr/sbin/r1soft/log/server.log
```

By default, the log files for CDP on a Windows system are located in:

- C:\Program Files\R1Soft CDP Server Standard Edition\log
- C:\Program Files\R1Soft CDP Server Enterprise Edition\log
- C:\Program Files\R1Soft CDP Server Advanced Edition\log

Note

The install directory can be different if selected during installation.



Tip

Windows customers can watch their logs using Wordpad but will need to close and reopen the log file to see the progress.

Note

In spite of the fact that CDP 4.0 operates in different languages, CDP Server internals are hard coded to English. Server log messages are in English as well (some agent OS messages will continue to be sent to the CDP in the Agent server locale)

cdp.log

This log file contains messages from tasks performed by the backup agent. This includes the creation of snapshots and their manipulation. If you are having issues with the backup agent, you should look at this file first.

```

cdp.log - Notepad
File Edit Format View Help
(INFO) (2009-Oct-23 16:15:46) Unable to set default name
(ERROR) (2009-Oct-23 16:15:46) Failed to open control dev
(INFO) (2009-Oct-23 16:15:46) Starting cdp agent 3.3.0 build 8004
(WARN) (2009-Oct-23 16:17:37) Service is shutting down
(INFO) (2009-Oct-23 16:18:19) Unable to set default name
(INFO) (2009-Oct-23 16:18:19) Starting cdp agent 3.3.0 build 8004
(WARN) (2009-Oct-23 16:19:49) Service is shutting down
(INFO) (2009-Oct-23 16:19:53) Unable to set default name
(INFO) (2009-Oct-23 16:19:53) Starting cdp agent 3.3.0 build 8004
(WARN) (2009-Oct-23 16:26:35) generating new RSA private
(WARN) (2009-Oct-23 16:26:36) generating new encryption key
(INFO) (2009-Oct-23 16:26:36) Discovering devices available
(ERROR) (2009-Oct-23 16:26:36) Closing connection: End of
(INFO) (2009-Oct-23 16:41:04) Discovering devices available
(INFO) (2009-Oct-23 16:41:05) Accepting new replication
(INFO) (2009-Oct-23 16:41:05) Excluding All vss writers
(INFO) (2009-Oct-23 16:41:09) Recursively excluding '*.*'
(INFO) (2009-Oct-23 16:41:09) Excluding 'pagefile.sys' files
(INFO) (2009-Oct-23 16:41:09) Excluding 'hiberfil.sys' files
  
```

server.log

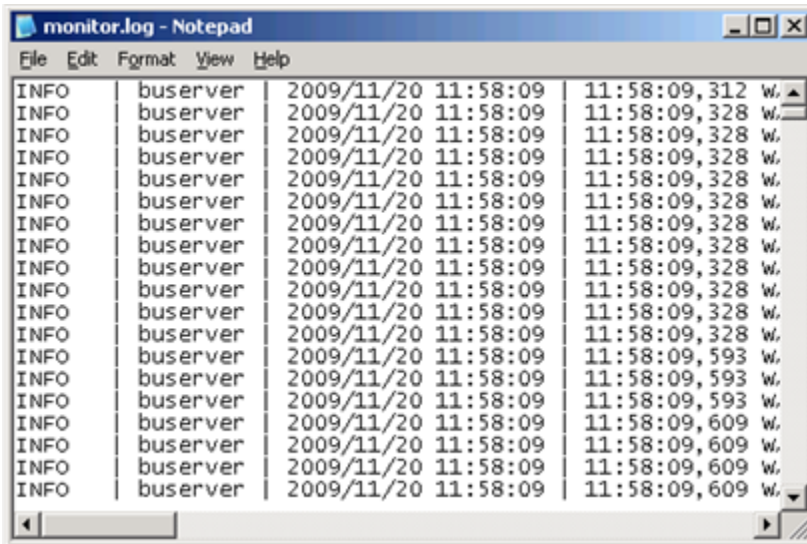
This log file contains messages from the CDP Server. This log file gives detailed information on backup and restore tasks. If there are any warnings or errors during any tasks, they will be reported to this file. If you need more information on any task that was run by the CDP Server, this is the place to look.

```

server.log - Notepad
File Edit Format View Help
16:15:51,765 INFO - Initializing database
16:15:55,218 INFO - Database service started
16:15:55,328 INFO - Object-Relational Mapping Service started
16:15:55,328 INFO - opening disk safes
16:16:03,468 INFO - Disk Safe Service started
16:16:03,578 INFO - Task Scheduler Service started
16:16:07,984 INFO - Initializing Spring root webApplicationContext
16:16:13,312 INFO - Web Server Service started
16:16:13,312 INFO - CDP Server 3.3.0 build 8004 started
16:16:13,328 INFO - Creating default agent
16:16:13,921 INFO - Product STANDARD_SERVER_VER3_TRIAL
16:16:13,921 INFO - License validity(true/false): true
16:16:13,921 INFO - Valid until: 1/21/10 4:00 PM
16:16:13,921 INFO - Allowed number of agents: 1
16:17:38,218 INFO - Shutting down server
16:17:38,250 INFO - Closing Spring root webApplicationContext
16:17:38,296 INFO - Web server service shut down
16:17:38,296 INFO - Task Scheduler service shut down
16:17:38,296 INFO - Closing disk safes
  
```

monitor.log

This log file contains messages from the web GUI and startup/shutdown tasks. This file contains almost all of the server.log. It also includes the startup and shutdown messages along with any web GUI errors. If you have an issue starting up the CDP Server, this is the place to look.



Note

Log files are also available in Task History. See more in [Viewing Log Messages](#).

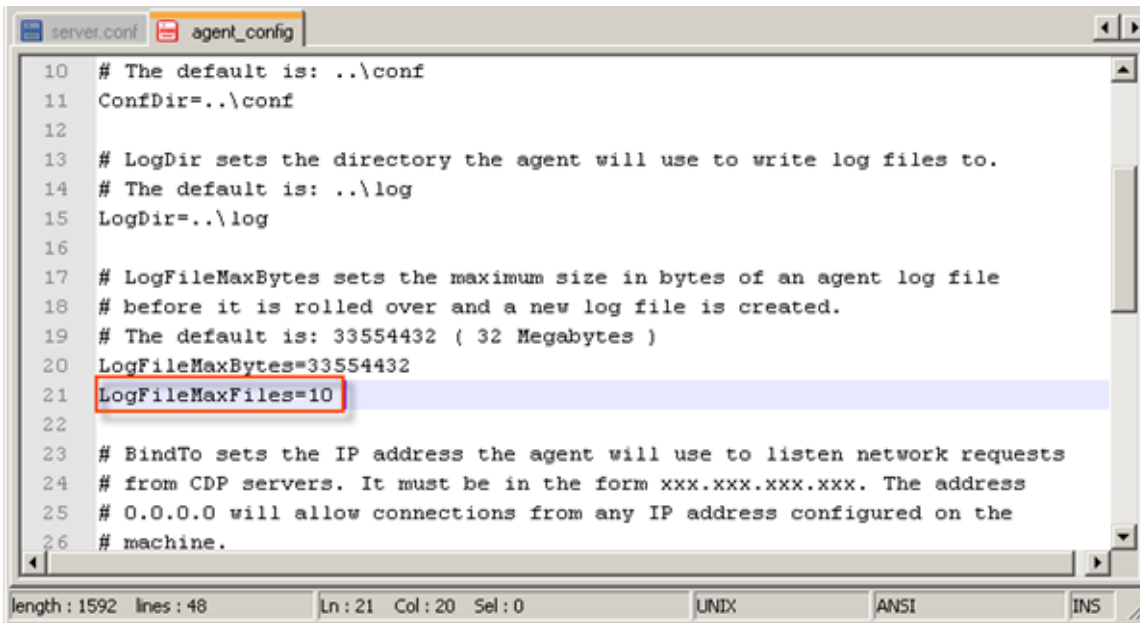
See also [Downloading Data for Technical Support](#).

Limiting Agent Log File Number

To limit Agent log file count, add the "LogFileMaxFiles" option to the Agent configuration.

1. Open the "agent_config" file located in the /conf directory.
2. Add the "LogFileMaxFiles" option with the necessary value, for example "10":

```
LogFileMaxFiles=10
```



```
server.conf agent_config
10 # The default is: ..\conf
11 ConfDir=..\conf
12
13 # LogDir sets the directory the agent will use to write log files to.
14 # The default is: ..\log
15 LogDir=..\log
16
17 # LogFileMaxBytes sets the maximum size in bytes of an agent log file
18 # before it is rolled over and a new log file is created.
19 # The default is: 33554432 ( 32 Megabytes )
20 LogFileMaxBytes=33554432
21 LogFileMaxFiles=10
22
23 # BindTo sets the IP address the agent will use to listen network requests
24 # from CDP servers. It must be in the form xxx.xxx.xxx.xxx. The address
25 # 0.0.0.0 will allow connections from any IP address configured on the
26 # machine.
```

length: 1592 lines: 48 Ln: 21 Col: 20 Sel: 0 UNIX ANSI INS

If the "LogFileMaxFiles" option is set to zero, the Agent rotates log files to the highest unused numeric extension.

If it is set to a number, the Agent rotates files from numeric extensions (0 - (n - 2)). When it reaches (n - 2), it starts back at 0 overwriting the existing files.

3. Then save the configuration file.