Downloading Data for Technical Support

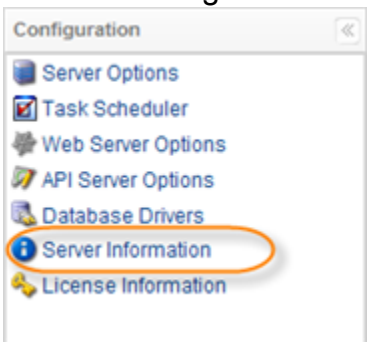
The download logs for tech support option streams a ZIP of the logs directory.

Follow the instructions below to download data for technical support.

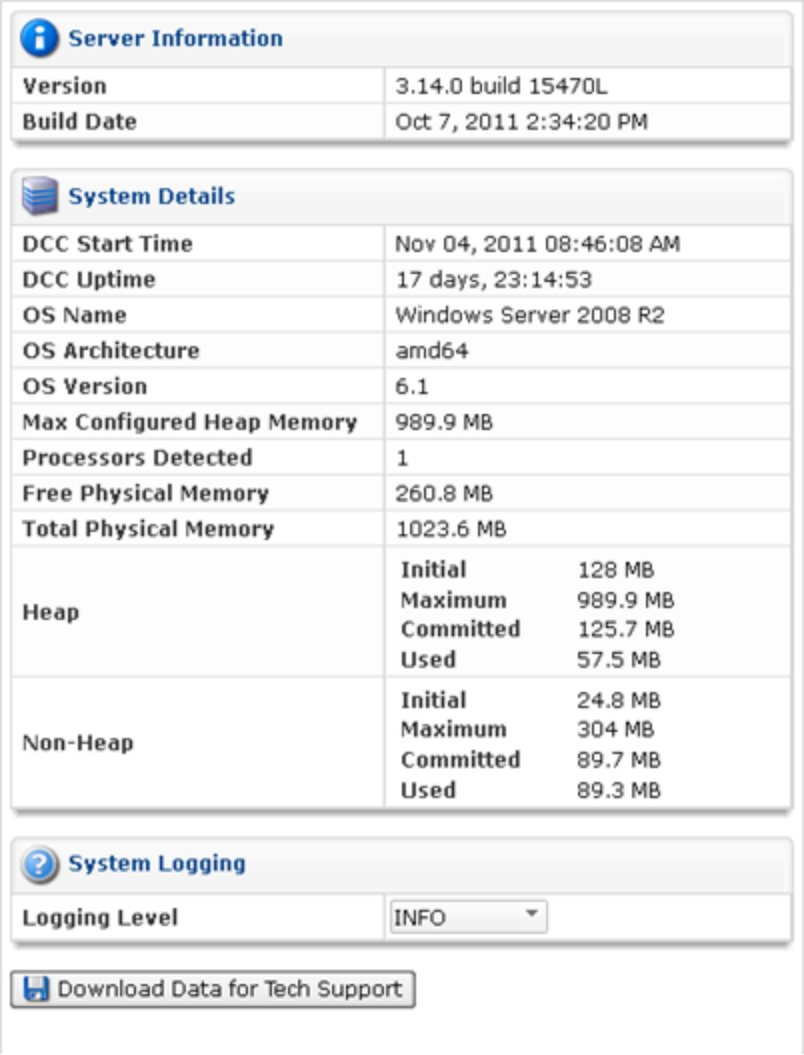
1. Click on "Configuration" in the Main Menu to open the "Configuration" window.



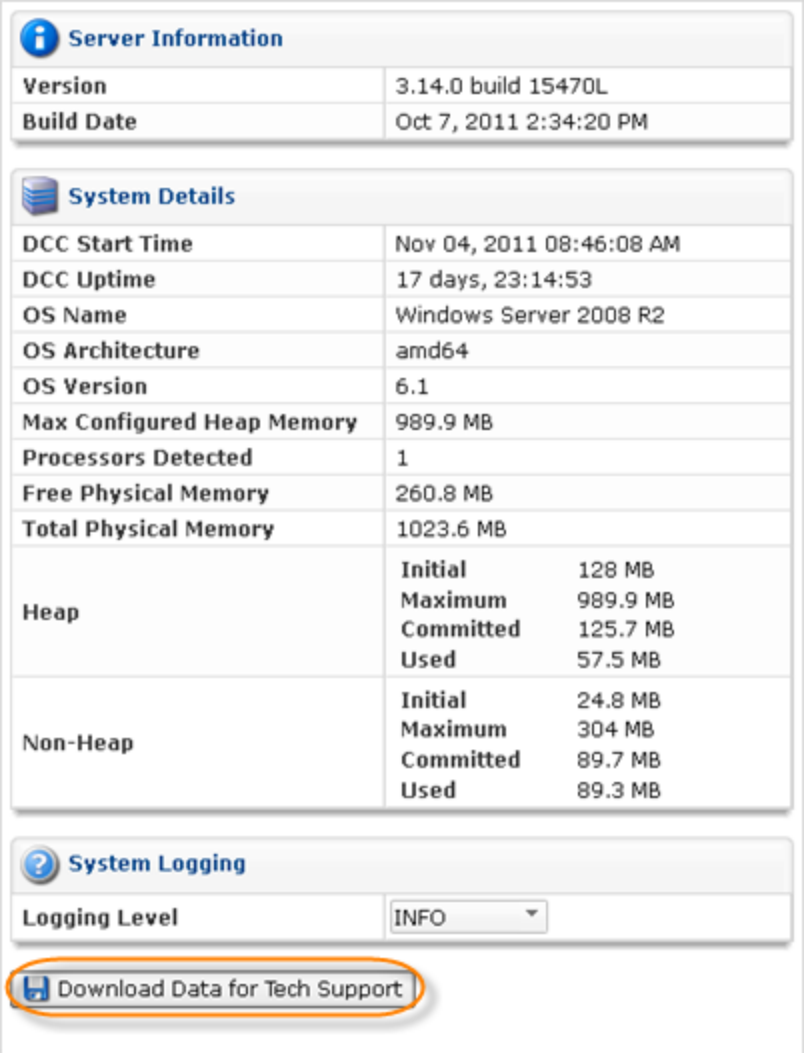
2. In the Configuration menu, click on "Server Information."



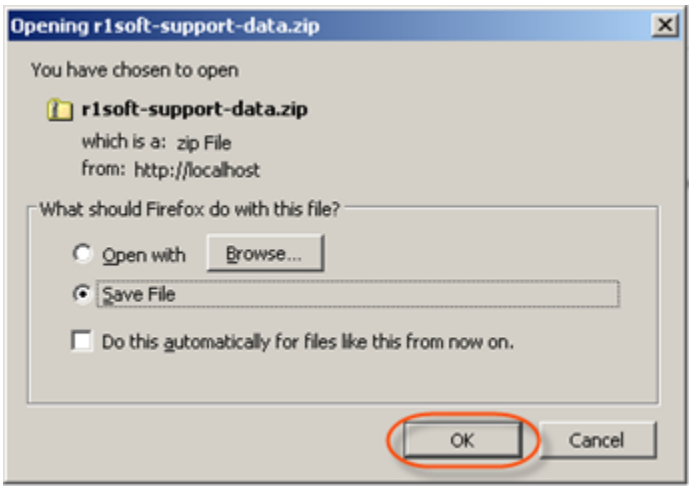
3. The "Server Information" window opens.



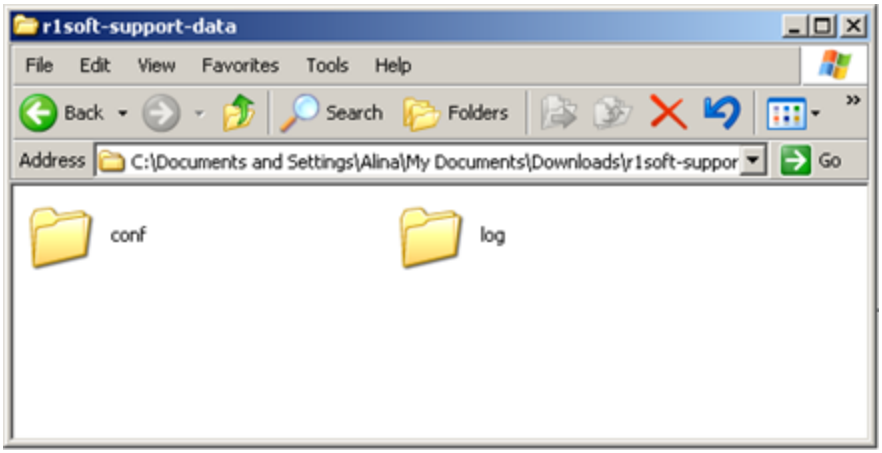
4. Click the "Download Data for Tech Support" button located on the bottom of the page to download logs for tech support.



5. To load and open the "r1soft-support-data.zip" folder, click "OK."



6. Extract files from the loaded .zip file. It contains the /logs and /conf directories.



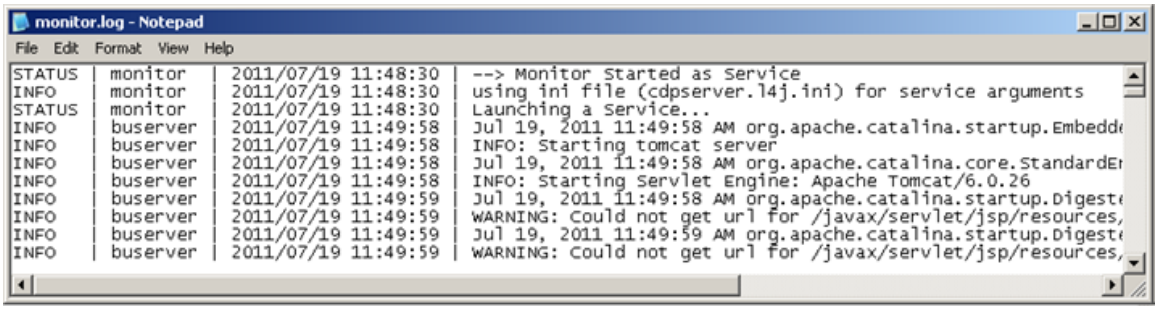
7. The /logs directory contains the following files:

- monitor.log
- server.log
- r1soft-driver-install.log

The "monitor.log" File

This file contains information about log messages from the web GUI and startup/shutdown tasks:

- Level - The level of the log message, for example, INFO.
- Executor - The executor of a process with the log message.
- Date and Time - The date and time when the process was executed.
- Context of a process - The text of a log message.



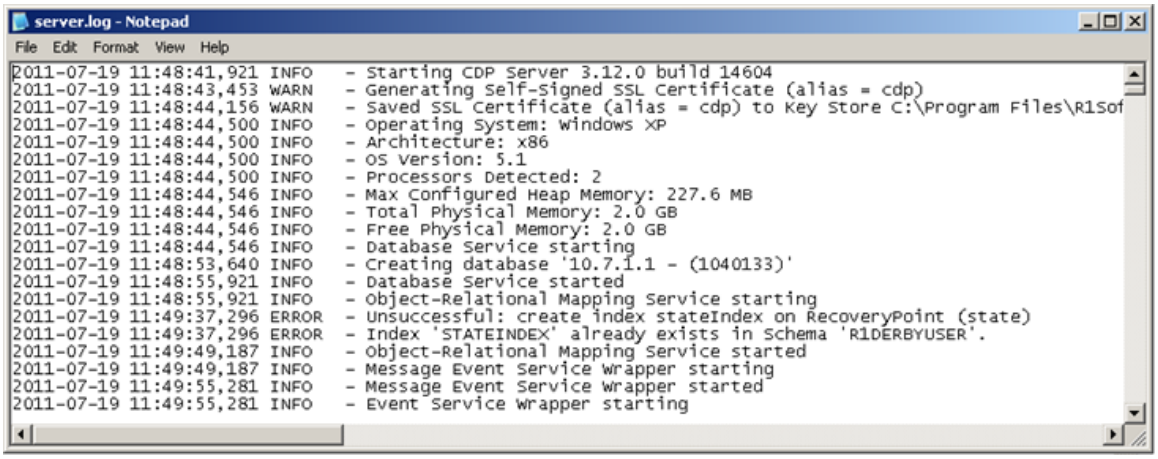
See also Accessing Log Files.

The "server.log" File

This file contains the server log information:

- Date - The date when the process with the log was executed.
- Time - The time when the process with the log was executed.
- Level - The level of the log message, for example, INFO.

- Log message - The text of a log message.

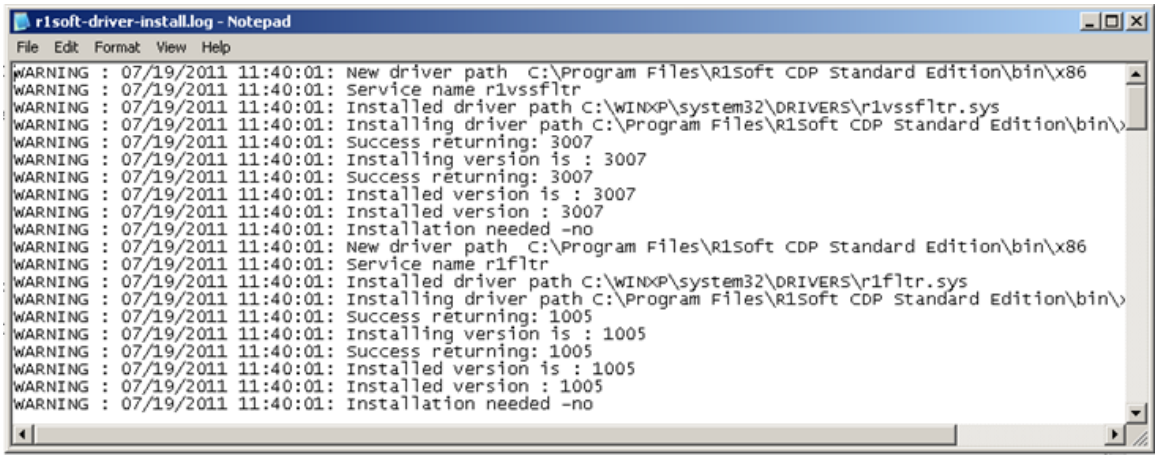


See also Accessing Log Files.

The "r1soft-driver-install.log" File

This file contains the log messages concerned with the R1Soft driver installation.

- Level - The level of the log message, for example, WARNING.
- Date - The date when the process with the log was executed.
- Time - The time when the process with the log was executed.
- Log message - The text of a log message.



8. The /conf directory contains the following files and folders:

- database-drivers
- server.allow
- templates
- acti.keystore - Contains the active key store information.
- activemq.xml - The XML configuration of a ActiveMQ broker.
- agent_config - Contains properties with their descriptions to configure the Agent.

- CDPConfigUtility.xml - Contains the XML CDP configuration.
- comkeystore
- credentials.properties - Contains credential properties with their values.
- global-includes.vm
- keystore
- licence.key - Contains the license key.
- log4j.properties - Contains log4j properties with their values.
- messageEventContext.xml - Contains the XML configuration of a message Event Context.
- messages.properties - Contains the list of message properties and their values.
- messages_en.properties
- r1soft.actif
- r1soft.key - Contains the R1Soft key.
- rsa_priv.pkcsl - Contains the private key.
- rsa_pub.pem - Contains the public key.
- server.conf - Contains the server configurations.
- template.server.properties - Contains the properties of a template server with their values.
- templateActivemq.xml - Contains the configuration of a template ActiveMQ broker.
- trial.key - Contains the trial key.
- web.properties - Contains the list of WEB properties with their values.