

Downloading Data for Technical Support

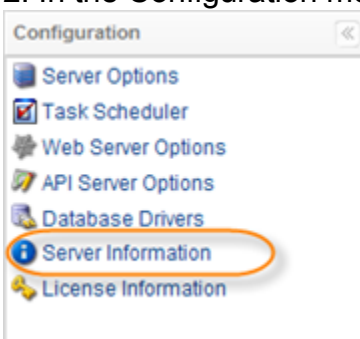
The download logs for tech support option streams a ZIP of the logs directory.

Follow the instructions below to download data for technical support.

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

Standard Edition	Advanced Edition	Enterprise Edition
 <p>Standard Edition Main Menu: Dashboard, Disk Safes, Policy, Recovery Points, Task History, Reporting, Configuration (highlighted).</p>	 <p>Advanced Edition Main Menu: Dashboard, Volumes, Groups, Users, Disk Safes, Policy, Recovery Points, Task History, Configuration (highlighted).</p>	 <p>Enterprise Edition Main Menu: Dashboard, Volumes, Agents, Groups, Users, Disk Safes, Policy, Recovery Points, Task History, Reporting, Configuration (highlighted).</p>

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



3. The "Server Information" window opens.

Server Information

Version	3.14.0 build 15470L
Build Date	Oct 7, 2011 2:34:20 PM

System Details

DCC Start Time	Nov 04, 2011 08:46:08 AM	
DCC Uptime	17 days, 23:14:53	
OS Name	Windows Server 2008 R2	
OS Architecture	amd64	
OS Version	6.1	
Max Configured Heap Memory	989.9 MB	
Processors Detected	1	
Free Physical Memory	260.8 MB	
Total Physical Memory	1023.6 MB	
Heap	Initial	128 MB
	Maximum	989.9 MB
	Committed	125.7 MB
	Used	57.5 MB
Non-Heap	Initial	24.8 MB
	Maximum	304 MB
	Committed	89.7 MB
	Used	89.3 MB

System Logging

Logging Level: INFO


[Download Data for Tech Support](#)

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

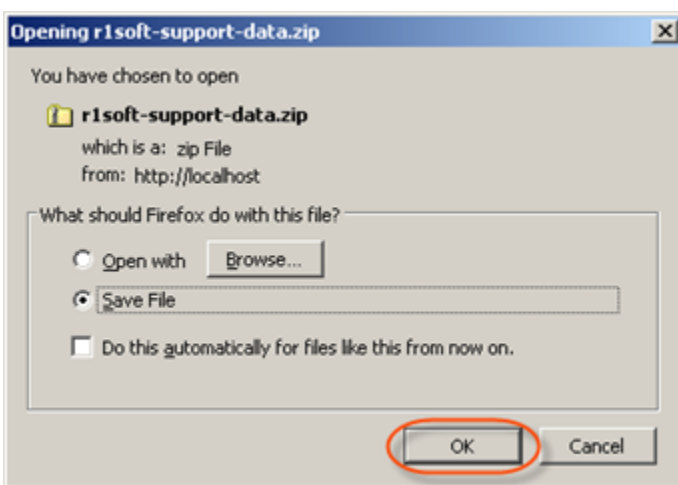
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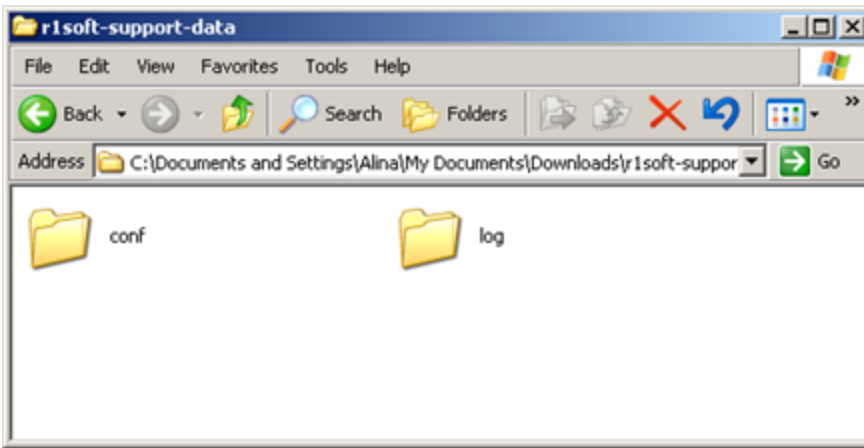
System Logging	
Logging Level	INFO



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.



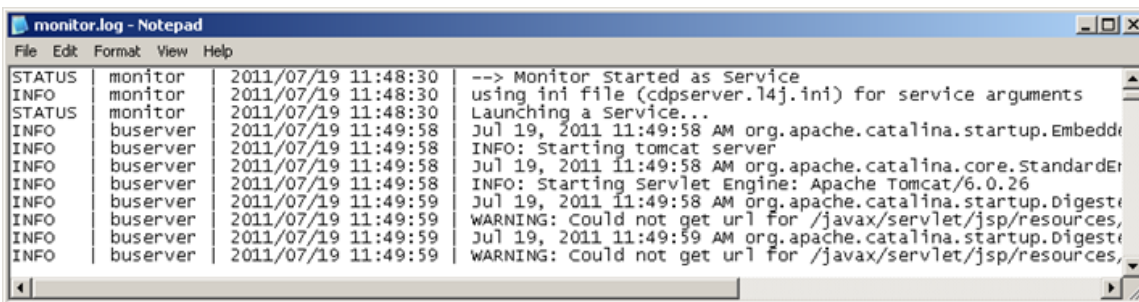
7. The `/logs` directory contains the following files:

- `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.



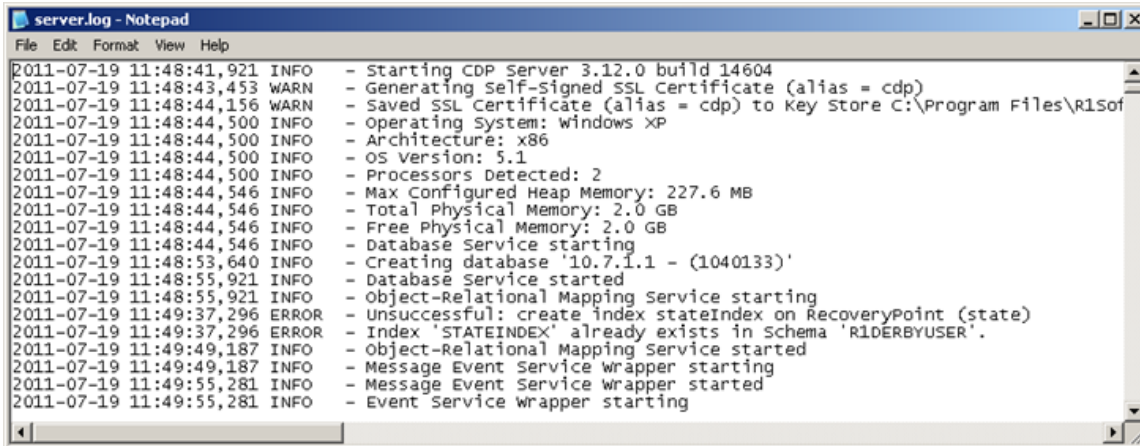
See also [Accessing Log Files](#).

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.



```

server.log - Notepad
File Edit Format View Help
2011-07-19 11:48:41,921 INFO - Starting CDP Server 3.12.0 build 14604
2011-07-19 11:48:43,453 WARN - Generating Self-Signed SSL Certificate (alias = cdp)
2011-07-19 11:48:44,156 WARN - Saved SSL Certificate (alias = cdp) to Key Store C:\Program Files\R1Soft
2011-07-19 11:48:44,500 INFO - Operating System: windows XP
2011-07-19 11:48:44,500 INFO - Architecture: x86
2011-07-19 11:48:44,500 INFO - OS Version: 5.1
2011-07-19 11:48:44,500 INFO - Processors Detected: 2
2011-07-19 11:48:44,546 INFO - Max Configured Heap Memory: 227.6 MB
2011-07-19 11:48:44,546 INFO - Total Physical Memory: 2.0 GB
2011-07-19 11:48:44,546 INFO - Free Physical Memory: 2.0 GB
2011-07-19 11:48:44,546 INFO - Database Service starting
2011-07-19 11:48:53,640 INFO - Creating database '10.7.1.1 - (1040133)
2011-07-19 11:48:55,921 INFO - Database Service started
2011-07-19 11:48:55,921 INFO - Object-Relational Mapping Service starting
2011-07-19 11:49:37,296 ERROR - Unsuccessful: create index stateIndex on RecoveryPoint (state)
2011-07-19 11:49:37,296 ERROR - Index 'STATEINDEX' already exists in Schema 'R1DERBYUSER'.
2011-07-19 11:49:49,187 INFO - Object-Relational Mapping Service started
2011-07-19 11:49:49,187 INFO - Message Event Service Wrapper starting
2011-07-19 11:49:55,281 INFO - Message Event Service Wrapper started
2011-07-19 11:49:55,281 INFO - Event Service Wrapper starting

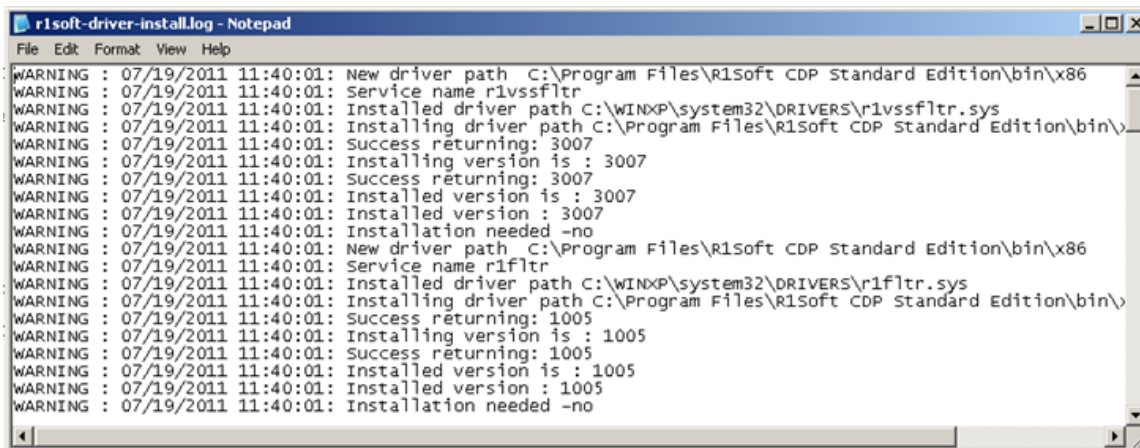
```

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.



```

r1soft-driver-install.log - Notepad
File Edit Format View Help
WARNING : 07/19/2011 11:40:01: New driver path C:\Program Files\R1Soft CDP Standard Edition\bin\x86
WARNING : 07/19/2011 11:40:01: Service name rlvssfltr
WARNING : 07/19/2011 11:40:01: Installed driver path C:\WINXP\system32\DRIVERS\rlvssfltr.sys
WARNING : 07/19/2011 11:40:01: Installing driver path C:\Program Files\R1Soft CDP Standard Edition\bin\
WARNING : 07/19/2011 11:40:01: Success returning: 3007
WARNING : 07/19/2011 11:40:01: Installing version is : 3007
WARNING : 07/19/2011 11:40:01: Success returning: 3007
WARNING : 07/19/2011 11:40:01: Installed version is : 3007
WARNING : 07/19/2011 11:40:01: Installation needed -no
WARNING : 07/19/2011 11:40:01: New driver path C:\Program Files\R1Soft CDP Standard Edition\bin\x86
WARNING : 07/19/2011 11:40:01: Service name r1fltr
WARNING : 07/19/2011 11:40:01: Installed driver path C:\WINXP\system32\DRIVERS\r1fltr.sys
WARNING : 07/19/2011 11:40:01: Installing driver path C:\Program Files\R1Soft CDP Standard Edition\bin\
WARNING : 07/19/2011 11:40:01: Success returning: 1005
WARNING : 07/19/2011 11:40:01: Installing version is : 1005
WARNING : 07/19/2011 11:40:01: Success returning: 1005
WARNING : 07/19/2011 11:40:01: Installed version is : 1005
WARNING : 07/19/2011 11:40:01: Installation needed -no

```

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.pkcs1 - 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.