

Logs, Logs, and More Logs

By Janet Smith

Log files are a very valuable tool when troubleshooting problems. Often, our BASIS Technical Support analysts ask customers for the log(s) associated with a particular problem. A common response is “Just where are the log files and which ones should I send?”

This article is a brief guide to understanding, finding, and configuring log files.

Q Does the BBJ install under Windows create an install log? Where is it located?

A The BBJ installation creates, in its install directory, a plain text log file that lists installed files and notes any errors. This file name is **BBj_#.#.#_InstallLog.log**, where #.#.# represents the product version number.

Q I noticed the BBJ install directory contains a log directory with several log files. Do these indicate any problems?

A BBJ automatically creates this log directory and its individual logs files during normal operations. These file names, such as **AdminServer.log.2005-01-20.0**, contains a creation date. BBJ creates a new log every day. Using the Enterprise Manager, the user defines the number of logs the system stores before deleting the oldest log, which provides a sliding view of historical data without using too much disk space. Under normal operating conditions, these logs may not be of great value but they are frequently very helpful to Tech Support when troubleshooting an issue.

Q Can I change the location of these log files or any other settings?

A Yes, you can change the location, as well as such settings as the maximum log size and log file rotation frequency. Occasionally, our Technical Support analyst may ask you to change the debug levels for some of the logs. Make these changes in **Log Files And Levels** (see **Figure 1**) by right clicking on the **Logging** folder in the Enterprise Manager and selecting **Set Logging Info**. For more information about changing settings, see: www.basis.com/onlinedocs/documentation/index.htm#<id=21.

You can also view various logs through the Enterprise Manager. First, expand the Logging folder, then expand the desired folder to display the individual logs, and finally select the specific log(s) to view its contents (see **Figure 2**). As an alternative, you can open and view any log file using a text editor.

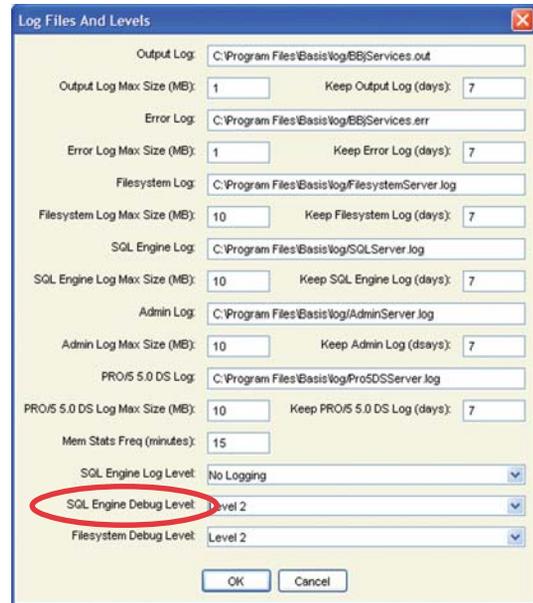


Figure 1. Change debug levels.

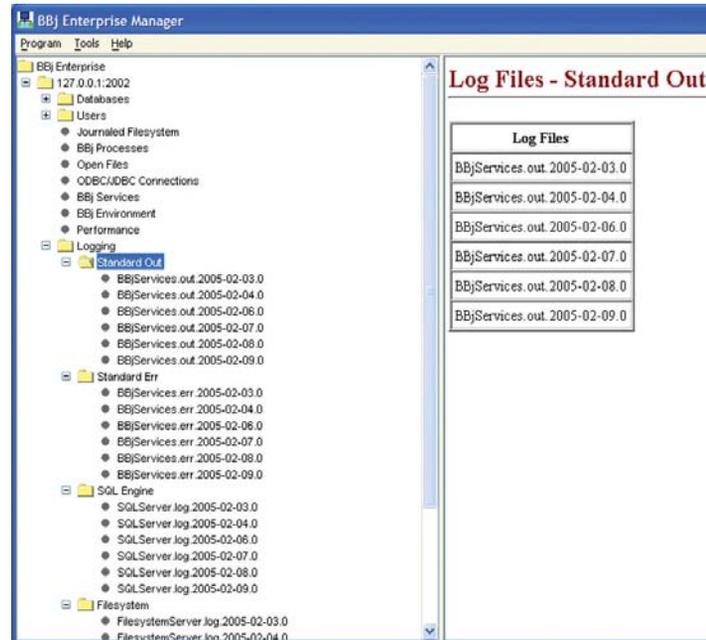


Figure 2. View log files.

Q I noticed a Mem Stats Freq setting in the Log Files And Levels configuration. What is the purpose of this setting?

A BBJ writes a memory stamp to the **BBjServices.out.[date].# log** that monitors memory usage. The **Mem Stats Freq (minutes)** setting controls the frequency that BBJ writes the memory stamp to this log. To see a graph of this usage, click on **Memory Usage** within Enterprise Manager. For additional information on memory, go to the Advantage article: www.basis.com/advantage/mag-v7n2/language.html.



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Q When Tech Support asks me to “get a thread dump,” what is it and how do I get it?

A This log contains information about the threads and processes currently running and can be a very helpful troubleshooting tool. To generate the thread dump, go to the setup screen by double-clicking **BBj Environment** and selecting **Dump JVM Threads** (Figure 3). BBj then writes the thread dump information into the `BBjServices.err.[date].# log file.` 

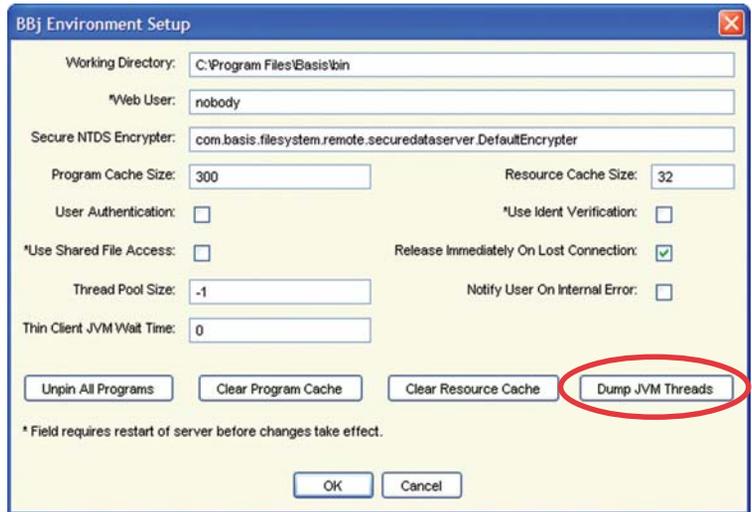


Figure 3. “Get” dump threads.

