# collectLogs.py

This Python script collects logs from a machine on which it is run.

It does two things:

1. Finds the logs of interest based on environment variables and config.ini
2. Selects only the files that have been modified in the last N days

## Logs That It Can Collect

The script can collect the following log types:

* Main logs from Portal, Server, and/or Data Store (in the case of Portal and Data Store, this includes the postgresql logs)
* Service logs from Portal, Server, and/or Data Store
* Tomcat logs from Portal, Server, and/or Data Store
* Webgisdr logs
* Web Adaptor logs
* OS logs from Windows (“Event Viewer”)
* Web server access logs from IIS

## Execution

This tool must be run as local machine administrator privileges.

On first run the tool will create a default config.ini and execute on that file’s default settings. Here is an example of the stdout output:

C:\>"E:\Program Files\ArcGIS\Server\framework\runtime\ArcGIS\bin\Python\Scripts\propy.bat" "collectLogs.py"

### COLLECTION PROCESS BEGINNING ###

Using output directory: C:\temp\collectLogsPy\dannyk.esri.com

Using default configuration file

Configuration file read

Confirmed admin privileges

Collecting logs from Esri software...

Collecting ArcGIS Server logs ...

Collecting OS logs ...

Collecting web server access logs ...

Collecting Web Adaptor logs for arcgis ...

Collecting Web Adaptor logs for server ...

Collecting Portal for ArcGIS logs ...

Collecting ArcGIS Data Store logs ...

### COLLECTION PROCESS COMPLETE! ###

## Outputs

The output of the tool will be a subdirectory named for computer. The log files will be in .zip files within that directory:

A screenshot of a computer

Description automatically generated

## Config.ini

This is the default config.ini file content:

[WhatToCollect]

esrimainlogs = True

webserveraccesslogs = True

oslogs = True

esriservicelogs = True

esritomcatlogs = True

agsconfigstore = True

agsarcgisinputdirectory = True

prtlwebgisdrlogs = True

webadaptorlogs = False

[Filters]

days = 10

[OsPaths]

webserveraccesslogs = C:\inetpub\logs\LogFiles\W3SVC1

oslogs = C:\Windows\System32\winevt\Logs

webadaptors = C:\inetpub\wwwroot\arcgis,C:\inetpub\wwwroot\server

[EsriPathsInEnvironmentVariablesDoNotExist]

agsserver = C:\Program Files\ArcGIS\Server

agsportal = C:\Program Files\ArcGIS\Portal

agsdatastore = C:\Program Files\ArcGIS\DataStore

### WhatToCollect

These are Boolean parameters that control what the tool tries to collect. By default, the tool tries to get everything except the Web Adaptor logs. The tool is intelligent enough to gracefully fail if a component is not present. This means that you don’t need to set prtlwebgisdrlogs to False when you run this on a machine that doesn’t have Portal (or if you are not sure whether there are webadaptor logs).

### Filters

By default the tool will get any files modified within the last 10 days. You can change the number of days if you wish.

### OsPaths

Some paths are not knowable without specific instruction (or confirmation).

webserveraccesslogs is a pretty good default for most IIS installations.

osLogs is also a pretty good default for most Windows systems.

webadaptor, unlike the others, is a comma delimited list of paths. Thus, if you have multiple Web Adaptors on the same machine, you can run this tool one time to gather them all. These paths would need to be customized to reflect the locations of your Web Adaptors. Note also, that it is the physical location of the Web Adaptor virtual directory (not the physical location of the Logs subdirectory within that location).

### EsriPathsInEnvironmentVariablesDoNotExist

The tool will use the environment variables that the Esri GUI installer creates during installation. This tells the script where to find the Esri software logs. If you installed with a method that does not create the environment variables, you can provide the paths to your installation(s) in these parameters.

## Limitations

At present, this tool only works on Windows. It will be enhanced to support Linux.