

# tsm File Paths

Certain tsm commands read files from or write files to default locations. These default locations are determined by `basefilepath` variables defined for each command. You can use tsm to view the current value of the variables, and to change the locations.

## NetworkService system account

In some organizations, security policies are implemented that restrict file access from system accounts, such as the NetworkService account. If you change tsm file paths, then you should verify that the NetworkService system account has full permission (with permissions inheritance enabled) to the resulting path. In addition, if you change a file path that was originally in the `*\\data\\tabsvc\\*` path, you must maintain the NetworkService permissions to the original path. This permission must be maintained because the NetworkService system account handles operations by Tableau Server Administration Controller, Tableau Server Client File Service, and Tableau Server Coordination Service.

## Default locations for files

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During the `tsm maintenance backup`, `restore`, `send-logs`, and `ziplogs` processes, and the `tsm sites export` and `tsm sites import` processes, [Tableau Server] uses default locations for the files created or used by these commands.

For details on disk space requirements for backing up Tableau Server, see [Disk Space Usage for Backup](#).

By default:

- tsm maintenance commands:
  - backup---The backup `.tsbak` file is created in a temporary location in the data directory on the initial node and then saved in:

```
`<install drive>:<install\path>\data\tabsvc\files\backups`
```

By default this is:

```
`C:\ProgramData\Tableau\Tableau Server\data\tabsvc\files\backups`
```

But if you installed Tableau to a non-default location this will be different. For example, if you installed to `D:\Tableau Server`` the backup will be saved in:

```
`D:\Tableau Server\data\tabsvc\files\backups`
```

**\*\*Note:\*\*** The tsm maintenance backup command does not support Microsoft Windows UNC (Universal Naming Convention) file paths, also known as `"network paths"` (`\\\\<computer name>\\<folder>\\<file name>`) as the path to the location where backup files are written. Instead, use local file system paths (`<drive letter>:\\<folder name>\\<file name>`).

- restore---The restore process restores a backup file from:

```
`<install drive>:<install\path>\data\tabsvc\files\backups`
```

By default this is:

```
`C:\ProgramData\Tableau\Tableau Server\data\tabsvc\files\backups`
```

But if you installed Tableau to a non-default location this will be different. For example, if you installed to

```
`D:\Tableau Server` the restore process will use a backup in:
```

```
`D:\Tableau Server\data\tabsvc\files\backups`
```

- send-logs---The send-logs sends the logs file from:

```
`<install drive>:<install\path>\data\tabsvc\files\backups`
```

By default this is:

```
`C:\ProgramData\Tableau\Tableau Server\data\tabsvc\files\backups`
```

But if you installed Tableau to a non-default location this will be different. For example, if you installed to

```
`D:\Tableau Server` the send-logs process will sent log files from:
```

```
`D:\Tableau Server\data\tabsvc\files\backups`
```

- ziplogs---The ziplogs file is generated in:

```
`<install drive>:<install\path>\data\tabsvc\files\log-archives`
```

By default this is:

```
`C:\ProgramData\Tableau\Tableau Server\data\tabsvc\files\log-archives`
```

But if you installed Tableau to a non-default location this will be different. For example, if you installed to

```
`D:\Tableau Server` the ziplogs file is generated in:
```

```
`D:\Tableau Server\data\tabsvc\files\log-archives`
```

- tsm sites

- export---The export .zip file is generated to the following directory:

```
`<install drive>:<install\path>\data\tabsvc\files\siteexports`
```

By default this is:

```
`C:\ProgramData\Tableau\Tableau Server\data\tabsvc\files\siteexports`
```

But if you installed Tableau to a non-default location this will be different. For example, if you installed to

```
`D:\Tableau Server` the export .zip file is generated in:
```

```
`D:\Tableau Server\data\tabsvc\files\siteexports`
```

- import---During the import process, Tableau Server looks for files in:

```
`<install drive>:<install\path>\data\tabsvc\files\siteimports`
```

By default this is:

```
`C:\ProgramData\Tableau\Tableau Server\data\tabsvc\files\siteimports`
```

But if you installed Tableau to a non-default location this will be different. For example, if you installed to

```
`D:\Tableau Server` the import process looks for files in:
```

```
`D:\Tableau Server\data\tabsvc\files\siteimports`
```

## Get the current file location

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You can see the current file location for a specific command using `tsm configuration get`:

- For tsm maintenance commands:

- backup, restore, and send-logs:

```
tsm configuration get -k basefilepath.backuprestore
```

- ziplogs:

```
tsm configuration get -k basefilepath.log_archive
```

- For tsm sites commands:

- export

```
tsm configuration get -k basefilepath.site_export.exports
```

- import

```
tsm configuration get -k basefilepath.site_import.exports
```

## Change the current file location

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You can change the expected file locations using the `tsm configuration set` command to update the `basefilepath` variables. For details about specific base file paths, see [tsm configuration set Options](#).

Changing a `basefilepath` variable does not move existing files from the original directory to the new directory. If you want existing backup, restore, log files, or site export or import files to reside in the new directory you specify, you must move them manually. You are responsible for creating the new location and for setting the correct permissions to allow tsm access to any files that will be placed there, and to the directory structure containing those files.

The `tsm maintenance backup` command assembles the backup in a temporary location in the data directory before saving the backup file to the location specified by the `basefilepath.backuprestore` variable. Changing the `basefilepath` does not impact where the `tsm maintenance backup` command assembles the backup file.

- For tsm maintenance commands:
  - To change the backup, restore, or send-logs directory, run the following command:

```
tsm configuration set -k basefilepath.backuprestore -v "<drive>:\new\directory\path"
```

- To change the ziplogs directory:

```
tsm configuration set -k basefilepath.log_archive -v "<drive>:\new\directory\path"
```

- For tsm sites commands:

- To change the sites export directory:

```
tsm configuration set -k basefilepath.site_export.exports -v "<drive>:\new\directory\path"
```

- To change the sites import directory:

```
tsm configuration set -k basefilepath.site_import.exports -v "<drive>:\new\directory\path"
```

After you change a default file location you need to do the following:

1. Apply pending changes:

```
tsm pending-changes apply
```

If the pending changes require a server restart, the `pending-changes apply` command will display a prompt to let you know a restart will occur. This prompt displays even if the server is stopped, but in that case there is no restart. You can suppress the prompt using the `--ignore-prompt` option, but this does not change the restart behavior. If the changes do not require a restart, the changes are applied without a prompt. For more information, see [tsm pending-changes apply](#).

2. Stop Tableau Server:

```
tsm stop
```

3. Restart the TSM Controller:

```
net stop tabadmincontroller_0
```

```
net start tabadmincontroller_0
```

4. Wait several minutes for the controller to restart. You can confirm the controller has restarted with this command:

```
tsm status -v
```

When you can run that command and the Tableau Server Administration Controller is listed as 'running' the controller has restarted.

5. Start Tableau Server:

```
tsm start
```