Title :
How to trace a background process in Service Manager
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Summary :
The procedure for tracing a background process has changed between ServiceCenter and Service Manager. You are no longer able to add debug parameters to the info.startup (Background Processor Initialization Registry) Record as described in previous articles for ServiceCenter in order to trace a background process. Instead, you must manually issue a command which will enable tracing. This article will cover the new procedure.
How to trace a background process in Service Manager (SM)

The procedure for tracing a background process has changed from ServiceCenter (SC) to SM.

The debug parameters can no longer be added to the info.startup (Background Processor Initialization Registry) record as it was in ServiceCenter. Instead, you must manually issue a command which will enable tracing. This article will cover the new procedure.

*Please note, there are other methods of tracing in Service Manager. For example, enabling tracing parameters in the sm.ini file would achieve tracing your background processes, however it should also be noted that enabling tracing parameters in the sm.ini file will trace all processes rather than ONLY Background processes. The method described in this article will only trace background processes.
Solution

Step-By-Step Instructions:

1) Ensure that the Service Manager Server is running.
2) Ensure that the Background process you are attempting to trace is **NOT** running.
3) From your Windows OS, click Start > Run > "enter the text "cmd" > Enter
4) Navigate to your Service Manager RUN Directory
5) Once you're in the Service Manager RUN Directory, issue **ONE** of the following commands (depen ding on which background process you are attempting to trace):

***NOTE: Please do not copy/paste this command. Instead, please type the command in manua lly.**

The following command is for the **agent** background process:

sm -bg scheduler agent 30 1 -RTM:3 -debugdbquery:999 -log:agent.log

The following command is for the **alert** background process:

sm -bg scheduler alert 60 1 -RTM:3 -debugdbquery:999 -log:alert.log

The following command is for the **availability** background process:

sm -bg scheduler availability 60 1 -RTM:3 -debugdbquery:999 -log:availability.log

The following command is for the **change** background process:

sm -bg scheduler change 60 1 -RTM:3 -debugdbquery:999 -log:change.log

The following command is for the **contract** background process:
sm -bg scheduler contract 60 1 -RTM:3 -debugdbquery:999 -log:contract.log

The following command is for the **event** background process:
sm -bg scheduler event 60 1 -RTM:3 -debugdbquery:999 -log:event.log

The following command is for the **gie** background process:
sm -bg scheduler gie 60 1 -RTM:3 -debugdbquery:999 -log:gie.log

The following command is for the **inactive** background process:
sm -bg scheduler inactive 60 1 -RTM:3 -debugdbquery:999 -log:inactive.log

The following command is for the **KMUpdate** background process:
sm -bg scheduler KMUpdate 60 1 -RTM:3 -debugdbquery:999 -log:KMUpdate.log

The following command is for the **linker** background process:
sm -bg scheduler linker 60 1 -RTM:3 -debugdbquery:999 -log:linker.log

The following command is for the **lister** background process:
sm -bg scheduler lister 60 1 -RTM:3 -debugdbquery:999 -log:lister.log

The following command is for the **marquee** background process:
sm -bg scheduler marquee 60 1 -RTM:3 -debugdbquery:999 -log:marquee.log

The following command is for the **ocm** background process:
sm -bg scheduler ocm 60 1 -RTM:3 -debugdbquery:999 -log:ocm.log

The following command is for the **despooler** background process:
sm -bg scheduler despooler 60 1 -RTM:3 -debugdbquery:999 -log:despooler.log

The following command is for the **problem** background process:
sm -bg scheduler problem 60 1 -RTM:3 -debugdbquery:999 -log:problem.log

The following command is for the **report** background process:
sm -bg scheduler report 60 1 -RTM:3 -debugdbquery:999 -log:report.log

The following command is for the **scautod** background process:
sm -bg scheduler scautod 60 1 -RTM:3 -debugdbquery:999 -log:scautod.log

The following command is for the **scemail** background process:

sm -bg scheduler scemail 60 1 -RTM:3 -debugdbquery:999 -log:scemail.log

The following command is for the **sla** background process:

sm -bg scheduler sla 60 1 -RTM:3 -debugdbquery:999 -log:sla.log

6) Let it run until you notice the problem you're attempting to trace
7) Navigate to your Service Manager RUN Directory.

You should see a file in there named "xxxxxxxx.log" where xxxxxxxx represents the log file name spec ified after the -log: parameter i.e -log:sla.log . Please send this file to Support for review.