How to clear logs from the server ?

1. stop the servers whose logs you want to delete .

**Note: Make sure you shutdown the services of the server in the below mentioned order .**

* Secondary servers(normal servers , background servers )
* Primary servers (loadbalancer server, always close the lb server in the end if you fail to do so then secondary servers can face some issues )

1. For doing the above step , go to putty> enter the host> username>password.
2. Type smstop command in the directory “/opt/stars/int/sm941/RUN/” , in the same order as mentioned above.
3. After stopping the services , go to the directory “opt/stars/int/sm941/Logs” , now delete the logs you want to delete .
4. After deleting the logs , restart the services in the following order:

* Primary servers.
* Secondary Servers.

1. Type smstart command for starting the service manager.

ORDER SHOULD ALWAYS BE :

LB>BG>NORMAL(FOR restarting the SM)

NORMAL>BG>LB(FOR shutting down the SM)

Note: if the server is not shutting down i.e until this message is not popping up

“

No HP Service Manager Processes Running

No HP Service Manager IPC Resources in use

”

That means ur server has not shut down (don’t go for the message –“sussesful shutdown”)

If smstop is not working try doing it forcefully –f

Smstop –f

Note: license file is stored in RUN folder

Note:

When you restart the services with command “smstart” the do check if the services are running or not

Found 6 HP Service Manager processes running

No HP Service Manager IPC Message Queues in use

Found 1 IPC Shared Memory IDs in use

Found 1 IPC Semaphores in use

How to fetch logs from service manager?

1. There are 2 ways to do so :
2. By directly setting the parameters in the sm.ini file of the server (do this if there are only 2-3 servers , or if you know server used.)

* In web client , You can check which server is used by going to the status .
* Check your operator name .
* Check the server / host id mentioned for it .
* You will get to know the host id.
* For windows , you can directly log in with host Id .

1. Now you can directly set the parameters for the corresponding server/ host Id . Parameters can be :

* rtm-This sets the level of logs which will be produced by the sm .More the level more detailed logs will be produced.
* Debugdbquery-This parameter causes the HP Service Manager server to write database queries, timings, and results information that exceed the time threshold you specify in this parameter value to the log file.

VALUE :Number of seconds or 999 for a full query debug.

* Debughttp-This parameter causes the HP Service Manager server to write HTTP SOAP requests and responses to the following log files.>logs\sm.log>RUN\HTTP.log

VALUES:0(DISABLE),1(ENABLE)

2.By directly executing following command in the RUN folder to start a session:

**sm -httpPort:abcde -debughttp:1 –debugdbquery:999 –rtm:3 –logs:/log.txt**

**Note:**

pecial parameters: bg  
Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's OS command prompt.  
Parameter  
bg  
Description  
This parameter causes the Service Manager server to mark all background process as SYSTEM processes.  
Valid if set from  
server's OS command prompt  
Initialization file (sm.ini)  
Requires restart of Service Manager server?  
No  
Default value  
None  
Possible values  
None  
Example usage  
Command line: sm -httpPort:13080 -bg  
Initialization file: bg  
  
  
2) Parameter: rtm  
Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's OS command prompt.  
Parameter : rtm  
Description  
This parameter causes the Service Manager server to write Response Time Monitor (RTM) performance statistics to the log file.  
Valid if set from  
server's OS command prompt  
Initialization file (sm.ini)  
Requires restart of Service Manager server?  
No  
Default value  
None  
Possible values  
Logging level  
• 2 (Displays the response and transaction times)  
• 3 (Displays the information from rtm:2 and also provides a panel by panel trace of the RAD application)  
• 4 (Displays the information from rtm:2 and rtm:3 and also provides details about the usage of each RAD operator and command panel for the transaction)  
• 5 (Displays the same information as rtm:4)  
Example usage  
Command line: sm -httpPort:13080 -rtm:2  
Initialization file: rtm:2  
  
  
  
3) Parameter: debugdbquery  
Startup parameters change the behavior of the HP Service Manager server. You can always set a startup parameter from the server's OS command prompt.  
Parameter  
debugdbquery  
Description  
This parameter causes the Service Manager server to write database queries, timings, and results information that exceed the time threshold you specify in this parameter value to the log file.  
Valid if set from  
server's OS command prompt  
Initialization file (sm.ini)  
Requires restart of Service Manager server?  
No  
Default value  
None  
Possible values  
Number of seconds or 999 for a full query debug.  
Example usage  
Command line: sm -httpPort:13080 -debugdbquery  
Initialization file: debugdbquery