EI Log Configuration

Friday, October 13, 2017   2:52 PM

1. Find the qcConfigFile.properties file under installation path of ALM such as "C:\Program Files\HPE\ALM\ALM\conf\qcConfigFile.properties"
2. Open the qcConfigFile.properties and get the deployment path of ALM such as

```
dbType=oracle
dbaPassword=QCC:g6ckfkgv/mCWr8pu+I1j0w2pv9vSS2lFv/mqDsM/nl
dbaUser=QCC:++9CCF68LvXO3fJbbPi3mg==
deploymentPath=C:\\QCData\\HP\\ALM
httpPort=8080
initString=INI:ODnK2CAyJe/S6BmyEaZrY91/oNYnhTx2nFTolkE7mb
installMTours=false
```

3. Open the log4j.properties under the deployment path such as "C:\QCDATA\HP\ALM\webapps\qcbin\WEB-INF\classes\log4j.properties"
4. Add CXF and EI configuration in the log4j.properties as below

   #Settings for CXF
   log4j.logger.org.apache.cxf = DEBUG, CONSOLE, QcLogAppender, QCRollingFileAppender
   log4j.logger.org.apache.ws = DEBUG, CONSOLE, QcLogAppender, QCRollingFileAppender
   #Settings for EI
   log4j.logger.com.hp.ei = DEBUG, CONSOLE, QcLogAppender, QCRollingFileAppender
   log4j.logger.com.hp.erp = DEBUG, CONSOLE, QcLogAppender, QCRollingFileAppender

   com.hpe.spi
   com.mercury.td
   com.sap.document

5. Change the layout of QCRollingFileAppender to make log more readable
   Before
   log4j.appender.QCRollingFileAppender=org.apache.log4j.RollingFileAppender
   log4j.appender.QCRollingFileAppender.File=${java.io.tmpdir}/QCServer.log
   log4j.appender.QCRollingFileAppender.MaxFileSize=1000KB
   log4j.appender.QCRollingFileAppender.MaxBackupIndex=5
   log4j.appender.QCRollingFileAppender.layout=org.apache.log4j.xml.XMLLayout
   After modification
   log4j.appender.QCRollingFileAppender=org.apache.log4j.RollingFileAppender
   log4j.appender.QCRollingFileAppender.File=${java.io.tmpdir}/QCServer.log
   log4j.appender.QCRollingFileAppender.MaxFileSize=1000KB
   log4j.appender.QCRollingFileAppender.MaxBackupIndex=10
   log4j.appender.QCRollingFileAppender.layout=org.apache.log4j.PatternLayout
   log4j.appender.QCRollingFileAppender.layout.ConversionPattern=%-d{MMM dd HH:mm:ss} %-5p %m%n
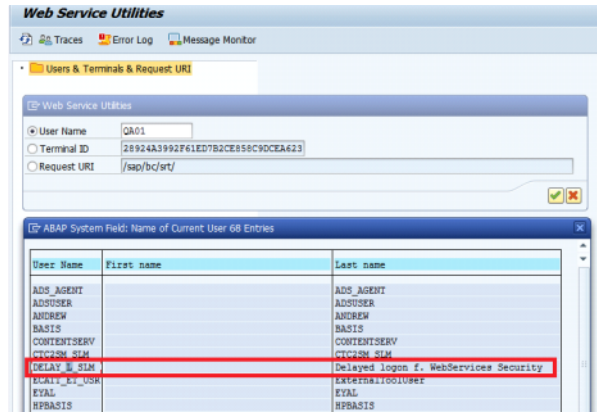
   Attached log4j.properties as a reference
6. Restart the ALM server
7. Get the QcServer.log under the system temp folder. If we still can't get correct QcServer.log, please directly use absolute path for this log. E.g.
   log4j.appender.QCRollingFileAppender.File=C:\\Log\\QCServer.log
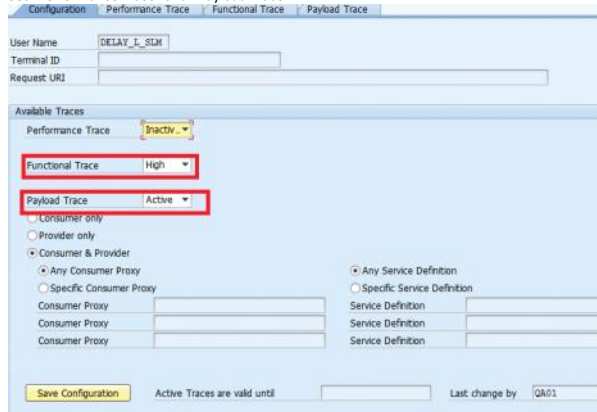8. Restart the ALM server and collect logs.

I attached a hotfix (com.zip_). Please apply it in the classes folder of the customer's ALM server deploy path (Normally to be C:\ProgramData\HP\ALM\webapps\qcbin\WEB-INF\classes).
It'll be like "...\classes\com\hp\erp\ei\client\sm\blueprint\SMBlueprintIntegrationWrapper.class"
Please make sure to restart ALM server before the verification. If the same issue still reproduces, please send me the logs.

Solman Log Configuration
1. In Sap Logon, type "srt_util"
2. Add "delay_logon user"

3. Set "Performance Trace" and "Payload Trace"

4. Trace the log in "Payload Trace" tab