

Server logs (.log) are not generating in the Azure Portal-->server log tab

Last updated by | Pedro Acevedo | Oct 8, 2021 at 10:54 AM PDT

Issue

Server logs won't show in the Azure Portal

Investigation/Analysis

- [Download server parameters](#)
- Ensure that parameter logging_collector is ON. This parameter is ON by default, but Cx might have disabled it at some point.
- Ensure that related logging parameters are set up according to the Cx's logging requirements. By default are the following:

Parameter name	Value	Parameter Type
client_min_messages	NOTICE	Dynamic
debug_print_parse	ON OFF	Dynamic
debug_print_plan	ON OFF	Dynamic
debug_print_rewritten	ON OFF	Dynamic
log_checkpoints	ON OFF	Dynamic
log_connections	ON OFF	Dynamic
log_disconnections	ON OFF	Dynamic
log_duration	ON OFF	Dynamic
log_error_verbosity	DEFAULT	Dynamic
log_lock_waits	ON OFF	Dynamic
log_min_duration_statement	-1 ⓘ	Dynamic
log_min_error_statement	ERROR	Dynamic
log_min_messages	WARNING	Dynamic
log_retention_days	3 ⓘ	Dynamic
log_statement	NONE	Dynamic

- For log_statement they need to choose whether they want to log DDL, MOD or ALL statements.

Mitigation

Have customer enable logging_collector

More Information

In single server logging_collector needs to be ON for the server logs to be captured. This parameter is static and changing it requires a server restart. As per documentation, it is ok to turn it off if you have diagnostic settings set up to avoid overhead in performance: <https://docs.microsoft.com/en-us/azure/postgresql/concepts-server-logs#access-log-files>

Root Cause Classification

Cases resolved by this TSG should be coded to the following root cause: /Root Cause: PostgreSQL Single Server/Monitoring and Alerting/Audit logs/Incorrect configuration