

DSS010 - Collect on-prem agent verbose log

Last updated by | Vitor Tomaz | Dec 27, 2021 at 5:09 AM PST

1. Go to the directory where local agent was installed
 - for 32-bit agent, default location is C:\Program Files (x86)\Microsoft SQL Data Sync 2.0
 - for 64-bit agent, default location is C:\Program Files\Microsoft SQL Data Sync 2.0
2. Go to the bin directory
3. There is a file called DataSyncLocalAgentHost.exe.config
4. Open the file, and modify <switches> and </trace> sections below inside < system.diagnostics > to be like the following
 (please note that SyncTracer switch does not exist in the original config file)
 (please note that <!-- before <switches> was removed)
 (please note that --> after </trace> was removed)

```
<system.diagnostics>
<!-- Please read *before* turning the tracing on:
Tracing is turned off by default.
Tracing can be turned on by uncommenting the <switches> and <trace> sections below and then restarting t
Trace files are written inside the "logs" folder under the installation folder, so please be sure to hav
Log directory can be changed using steps below:
  a) Replace "..\logs" by the complete path of folder where you wish logs to be written to.
  b) Ensure that service, represented as "NT Service\<service name>" on local machine, has read and writ
Service name looks like "Microsoft SQL Data Sync" in your services.msc plug-in.

Value of SyncAgentTracer controls logging level: 0-off, 4-on.
-->
<switches>
  <add name="SyncAgentTracer" value="4" />
  <add name="SyncTracer" value="4" />
</switches>
<trace autoflush="true" indentsize="4">
  <listeners>
    <add name="myListener" type="Microsoft.SqlAzureDataSync.ClientLogging.DSSClientTraceListener, Microso
    <remove name="Default" />
  </listeners>
</trace>
</system.diagnostics>
```

5. Restart the "Microsoft SQL Data Sync 2.0" windows service from "view local service"
6. Trigger a sync or other operation which failed **and wait for the sync/operation to fail/complete**
7. Go to logs directory under the installation folder, zip the log file and send to us.

After the problem is fixed, you should revert the changes to avoid filling the disk with log files by:

1. Comment the < switches > and </ trace > sections like:

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2. Restart the "Microsoft SQL Data Sync 2.0" windows service from "view local service"

How good have you found this content?

