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

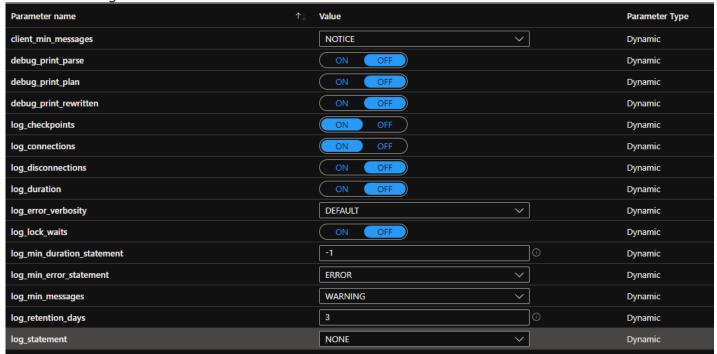
Last updated by | Pedro Acevedo | Oct 8, 2021 at 10:54 AM PDT

#### 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:



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: <a href="https://docs.microsoft.com/en-us/azure/postgresql/concepts-server-logs#access-log-files">https://docs.microsoft.com/en-us/azure/postgresql/concepts-server-logs#access-log-files</a>

### **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