

Work with system logs

Why is this lesson important to you?

- As the system administrator, you must be familiar with:
 - The logs available to monitor IBM FileNet Content Manager environments.
 - How to monitor the content and size of the logs.
 - How to archive log files.
 - How to enable/disable trace logging for troubleshooting.

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Unit objectives

- Monitor system logs
- Enable/disable trace logging for troubleshooting

Content Platform Engine System Logs

- Content Platform Engine produces several log files during normal operation.
 - Primary troubleshooting tool for the administrator:
 - p8_server_error.log
 - pesvr_system.log
 - p8_server_trace.log
- You must monitor these log files to do the following tasks:
 - Become familiar with normal log entries.
 - Observe changes in behavior that might indicate a problem.
 - Ensure that log files have enough space for growth.

Location of logs

- Default location:
 - WebSphere Application Server:
 - install_root/profiles/profile_name/FileNet/server_instance_name
 - Example:
 - C:\Program Files\IBM\WebSphere\AppServer\profiles\AppSrv01\FileNet\server1
 - WebLogic Server:
 - bea/user_projects/domains/domain_name/FileNet/AdminServer
 - JBoss Application Server:
 - jboss_install/jboss-as/bin/FileNet/server_instance_name
- File location can be configured.
- System log location is shown in the CE Ping page.
- In a clustered environment, the Content Platform Engine log files exist on each server.
 - Located in the server_instance_name under the current working directory of the deployed application.

Web application server logs

- Each web application server generates its own logs.
- WebSphere
 - Location: install_root/profiles/profile_name/logs/server_name
 - Logs:
 - SystemOut.log
 - SystemErr.log
 - startServer.log
 - stopServer.log
- WebLogic
 - Location:
 - oracle_home/admin/domain_name/aserver/servers/AdminServer/logs
 - Logs:
 - AdminServer.log
 - access.log
 - Base_domain.log
- JBoss
 - Location: install_root/server/server_name/log
 - Server.log

Trace logs

- Trace logs are used for troubleshooting particular problems.
- Often requested by a support representative.
- Content Platform Engine trace logging:
 - Use Administration Console for Content Platform Engine to configure trace logging
 - Configure at Domain level or site level
- Web application server trace logging
 - Configure level of detail
- Disable trace logging when you no longer need it.
 - Trace logs can grow quickly and impact system performance and disk space.

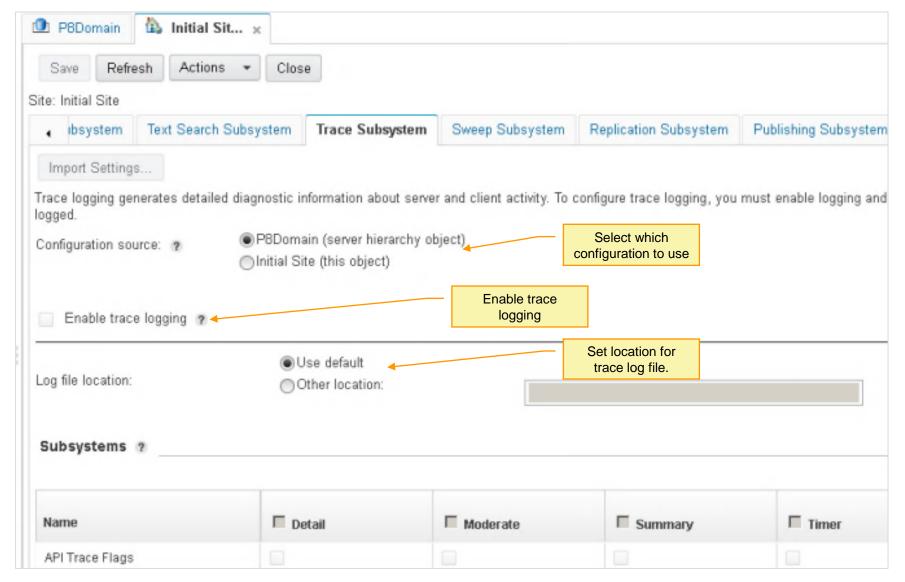


Trace subsystem – domain level configuration

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Trace Subsystem – site level configuration



Guidelines: Monitor log files

- Establish a baseline: Know what to expect.
 - Observe normal log activity so that you can identify changes.
- Monitor logs regularly (daily).
 - Watch for new error messages.
 - Watch for any change in error log size.
 - Example: 1 log file is normally 64 KB, and on one day it is 100 KB.
- Increase monitoring after any system changes.
 - Example: Patches applied
- Keep records of normal comparison logs.
 - Keep representative usage time intervals for each month.
 - After a year, keep representative time intervals for each year.

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Unit summary

- Monitor system logs
- Enable/disable trace logging for troubleshooting

Exercise: Work with system logs

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Exercise introduction

- Archive and view system logs
- Configure trace logging

