**Goliath Support Logs**

This article was updated to support v12.0.2 and newer of Goliath Performance Monitor.

With Goliath there are two type of logs that assist the Support Team with troubleshooting, server logs and agent logs. The server logs are enabled by default and log all actions to disk that the Goliath Server is processing. The agent logs are not enabled by default and need to be turned on in order to log all actions to disk that the Goliath Agent is processing.

The following articles reviews how to enable and gather the Goliath Server & Agent Logs.

1. [Goliath Server Logs](https://support.goliathtechnologies.com/hc/en-us/articles/360024500534-Goliath-Support-Logs#h_9ae8dd0f-e667-4b66-9817-0b4888563b20)
   1. [Confirm Server Logging is Enabled](https://support.goliathtechnologies.com/hc/en-us/articles/360024500534-Goliath-Support-Logs#h_01GB3CJD6JPPBCCA4H7E21A5Y5)
   2. [Automated Server Log Collection](https://support.goliathtechnologies.com/hc/en-us/articles/360024500534-Goliath-Support-Logs#h_01GB3CJKTKG1G2RK11Y49KGBS5)
   3. [Manual Server Log Collection](https://support.goliathtechnologies.com/hc/en-us/articles/360024500534-Goliath-Support-Logs#h_f1dfa656-51d5-45d9-9e44-310174f7a1fd)
2. [Goliath Agent Logs](https://support.goliathtechnologies.com/hc/en-us/articles/360024500534-Goliath-Support-Logs#h_a2972278-2501-4fbf-adfa-d1b185af8119)
   1. [Enable & Gather Windows Agent Logs](https://support.goliathtechnologies.com/hc/en-us/articles/360024500534-Goliath-Support-Logs#h_01GB3CJ5Y44QDEVGHFVMDH0VVC)
   2. [Enable Linux Agent Logs](https://support.goliathtechnologies.com/hc/en-us/articles/360024500534-Goliath-Support-Logs#h_58b6fc13-8da1-4395-8645-3334b6743284)

**Goliath Server Logs**

**Confirm Server Logging is Enabled**

The below steps will walk you through how to confirm that server logging is enabled. If you know that logging is enabled already, please continue to the next section.

1. Connect to the Goliath web console
2. Click the **Settings** link in the top right-hand corner of the technology
3. Under the **Tools & Logs** section, select the **Server Logs** option
4. Confirm that the checkbox in the bottom right corner labeled **Log to Disk** is checked.
   1. If it is not, please check it. This will start the server logging from this point forward. If you are experiencing support related issues you may need to wait for the issue to occur again until logs can be collected & sent to the support team.

**Automated Server Log Collection**

The below steps will walk you through how to upload your Goliath Server logs to the Goliath Support Team. Please note, this process requires that the Goliath Server has internet access and Windows Powershell v5.0 or newer installed. If either of these requirements are not possible to meet at this time, please see the [Manual Server Log Collection](https://support.goliathtechnologies.com/hc/en-us/articles/360024500534-Goliath-Support-Logs#h_f1dfa656-51d5-45d9-9e44-310174f7a1fd) section and request an alternative support upload link.

1. Connect to the Goliath web console
2. Click the **Settings** link in the top right-hand corner of the technology
3. Under the **Licensing & Support** section, select the **Contact Support** option
4. A new pane will appear, click the link for **Upload Logs**
5. You will receive a notification within the product that the Support Log Upload has started.
   1. Within 5-10mins you should then receive another notification that **Log Upload Succeeded** or **Log Upload Failed**
      1. If successful, please update your Support Ticket letting your agent know that the logs have been uploaded.
      2. If failed, most likely or no more prereqs were not met. Please follow the details in the [Manual Server Log Collection](https://support.goliathtechnologies.com/hc/en-us/articles/360024500534-Goliath-Support-Logs#h_f1dfa656-51d5-45d9-9e44-310174f7a1fd) and request an alternative upload link from your Support Agent.

**Manual Server Log Collection**

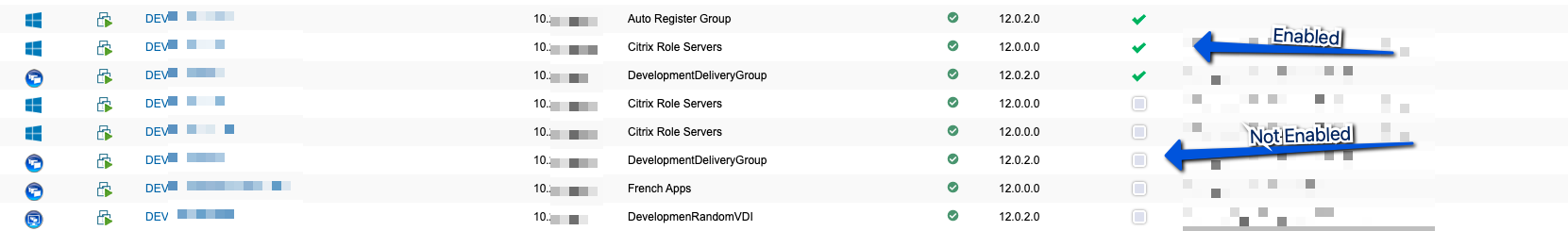
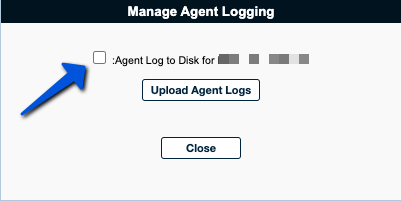
The below steps will walk you through how to manually gather the server logs.

1. Connect to the Goliath Server (RDP or Console Session)
2. Open **Windows File Explorer** and navigate to the **Bin** directory within the Goliath install directory
   1. The default location is either **C:\Program Files (x86)\MonitorIT\Bin** or **C:\Program Files\MonitorIT\Bin**
      1. if you changed the drive in which Goliath was installed, please replace “C” with the appropriate drive letter
3. Sort the folder by the date modified column to bring the **most recent items to the top**
4. Retrieve the files labeled **MonitorITServ\*.log, GoliathServer.dmp, and GPMServer.log\***
   1. Also, the most recent log file is named MonitorITServer.log while older logs are named MonitorITServer\_MMDDYY\_hhmmss.log. It is important to look at the date & times included in the log file name as the support engineer may ask for the latest 1-3 hours of logs.
5. Please zip the file all of the files together and name the folder **OrganizationName-Ticket#**
   1. For example, **Walmart-1265**
6. Upload the requested logs to link provided or directly to the support ticket.

**Goliath Agent Logs**

**Enable & Gather Windows Agent Logs**

The below steps will walk you through how to enable & gather agent logs.

1. Open the Goliath web console
2. Click the **Configure** tab and the **Inventory** sub-page will automatically load
3. If Logging is already enabled on the specific machine(s), please skip to step 5.
   1. To tell if agent logging is already enabled, in the **Log** column look to see if there is a a green check mark for the machine(s) in question. If there is not, please proceed to the next step.
   2. 
4. If Logging is not already enabled, you will see a grey check box. To enable agent logging:
   1. Click the check box and a popup will appear
   2. Select the check box for **Agent Log to Disk**
      1. 
   3. Select **Close** to finish the enablement
   4. Now that agent logging is enabled, please wait 30-60 minutes before continuing, or until the support event occurs again
      1. Please note, depending on the support ticket the support engineer may request that you restart the MonitorIT Agent Service on this machine before proceeding as well
5. When ready to gather the logs, click on the check mark for the agent(s) you have been collecting data for
6. Click the button for **Upload Agent Logs**
   1. Please note, this upload is from the agent location to the Goliath Server
7. The logs will be located on the Goliath Server at **C:\Program Files (x86)\MonitorIT\AgentLogs** or **C:\Program Files\MonitorIT\AgentLogs**, depending on your Goliath version
   1. Inside that directory the logs are organized by machine name
8. Please zip the file all of the files together and name the folder **OrganizationName-Ticket#**
   1. For example, “Walmart-1265”
9. Upload the requested logs to link provided or directly to the support ticket.

**If you need to manually enable the Agent Logs**:

1. Ensure the logging has been enabled via the UI (above)
2. RDP to the machine where logging needs to be turned on
3. Stop the **MonitorIT Agent Service** on the the machine where logging needs to be turned on
4. Run **regedit**
   1. If running agent version 11.9.x or older:
      1. go to HKLM\Software\Wow6432Node\BreakoutTechnologies\MonitorIT\Agent
   2. If running agent version 12.x or newer:
      1. go to HKLM\Software\BreakoutTechnologies\MonitorIT\Agent
5. Change the **DiskLogging** field to be **ON**, case sensitive
6. Start the **MonitorIT Agent Service**
7. Let logging run for the amount of time recommended by Goliath Support
   1. Proceed to next section to manually collect the agent logs

**If you need to manually collect the Agent Log files:**

1. Agent Logs must be enabled before you will be able to collect them. (See steps above)
2. On the machine that has the Goliath Agent installed, navigate to the **C:\Program Files\MonitorIT** folder.
3. The logs will have a filename that matches **MonitorITAgent\*.log**
4. Please zip the file all of the files together and name the folder **OrganizationName-Ticket#**
   1. For example, **Walmart-1265**
5. Upload the requested logs to link provided or directly to the support ticket.

**Enable Linux Agent Logs**

The agent logging commands are to be performed by first stopping the agent and then restarting it with the additional commands for logging.

**Stop the Agent**

java -cp /opt/monitorit/MonitorITAgentStart.jar AgentStart -s GOLIATHIPAddress –shutdown

**Start the agent with Logging**:

Note: There are a couple of commands you can use to specify the behavior, all of which must appear before the "&”:

1. Start the agent using the following as a base:

nohup /FullyQualifiedPathToTheInstalledJava/bin/java -cp MonitorITAgentStart.jar AgentStart -s GOLIATHIPAddress -p 8282 &

2. Specify how the logging options:

* Choose where the log files will go
  + "-l /folder/folder" which tells the agent where to put the log files. By default, this is "/var/log"
  + Specify the logging level: "-logging" which turns on normal logging, or "-debug" which turns on more verbose logging.