

How to Obtain Connector ID Key Logs

Overview

This document provides instructions on how to obtain Connector Key (CID Key) debug logs from a machine that may be experiencing issues capturing and uploading metrics to the Stratusphere Hub. There may be any number of reasons for this problem such as the CID Key may not be calling back to the Stratusphere Hub due to IP or DNS resolution or not uploading metrics due to WMI or other issues.

This document is meant for an administrator who understands the Windows desktop environment and has privileges to make certain configuration changes.

Instructions

To Increase Log Level on the Connector ID Key

The CID Key operates at minimal log level to ensure the least amount of space and IO resources are used during normal operations. To troubleshoot problems, we can increase the log level for additional visibility.

1. Log into the Windows desktops that is experiencing issues using credentials that have administrative privileges.
2. Navigate to the Control Panel and open the **Connector ID** applet.
3. In the Connector ID applet, navigate to the **Status** tab. If the Connector ID services are running, click on the **Stop Connector ID** button to stop all Connector ID Key services.
4. Using the Windows **Start** button, navigate to the **Notepad** application, right-click on it and select **Run as Administrator**.
5. In Notepad, click on **File > Open** menu to browse to and open `C:\Program Files\Liquidware Labs\Connector ID\logconfig` file. Change the default **LOGLEVEL: 1** line to **LOGLEVEL: 6**. Save the file. If you have not used Run as Administrator, Windows may NOT allow you to save the changes to the file.
6. Using Windows Explorer, navigate to `C:\Program Files\Liquidware Labs\Connector ID\` folder and delete only the following TXT files. These files will be recreated when the CID Key services are restarted.
 - a. `tntgrd_log.txt`,
 - b. `tntupdsvc_log.txt`,
 - c. `tntuidsvc_log.txt`, and
 - d. `stats.txt`.
7. In the Connector ID control panel applet's **Status** tab, click on **Start Connector ID** button to restart all CID Key services.
8. Please wait for at least 1 or 2 callback intervals to collect enough logs. In most cases, the default callback interval is 60 minutes.
9. After waiting for at least 1 callback interval, use the Connector ID control panel applet to stop CID Key services by clicking on the **Stop Connector ID** button again. Once stopped, please ZIP the following files and send them to your Liquidware Labs contact for analysis:
 - a. `tntgrd_log.txt`,

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- b. `tntupdsvc_log.txt`,
- c. `tntuidsvc_log.txt`,
- d. `SummaryReport.txt`,
- e. `UpdateRequest.txt`, and
- f. `stats.txt`.

10. To reset the Connector ID Log level to normal operational state, please follow the instructions below.

To reset the Log Level on the CID Key

In LOGLEVEL: 6, the CID Key goes into a high verbose configuration to log details of its operations. This takes up a significant amount of disk space and IO resources. To reset it to normal operational state, do the following:

1. Navigate to the Control Panel and open the **Connector ID** applet.
2. In the Connector ID applet, navigate to the **Status** tab. If the CID Key services are running, click on the **Stop Connector ID** button to stop all Connector ID Key services.
3. Using the Windows Start button, navigate to the **Notepad** application, right-click on it and select **Run as Administrator**.
4. In Notepad, click on **File > Open** to browse and open `C:\Program Files\Liquidware Labs\Connector ID\logconfig` file. Change the **LOGLEVEL:** line to **LOGLEVEL: 1**. Save the file. If you have not used Run as Administrator, Windows may NOT allow you to save the changes to the file.
5. This step is optional. Using Windows Explorer, navigate to `C:\Program Files\Liquidware Labs\Connector ID\` folder and delete only the following TXT files. These files will be recreated when the CID Key services are restarted.
 - a. `tntgrd_log.txt`,
 - b. `tntupdsvc_log.txt`,
 - c. `tntuidsvc_log.txt`,
 - d. `*.txt.rotate`, and
 - e. `stats.txt`.
6. In the Connector ID control panel applet's **Status** tab, click on **Start Connector ID** button to restart all CID Key services. This will resume normal operation of the CID Key.