
What logs are available to diagnose an issue?

Posted by Erik - 2006/07/11 12:40

**** Applicable to GO-Global version 2.2.x and higher ****

For user connection issues, please review:

If using a Windows client:

C:\Documents and Settings\Username\Local Settings\Temp\GO-Global.log.x

If using a Linux/X client:

\$HOME/.graphon/log/xclient-.log.x

AND on the SERVER:

\$HOME/.graphon/log/\$USER-\$HOSTNAME-leader.log

For user (session) and application startup issues, please review:

\$HOME/.graphon/log/\$USER-\$DISPLAY-session.log

For server startup issues, please review:

\$GOGLOBAL_ROOT/etc/gold-\$HOSTNAME-master.log

For license issues, please review:

1) \$GOGLOBAL_ROOT/etc/license.dat

2) \$/tmp/license.log

NOTES:

* If license.log does not exist, modify the FLEXLM_LOGFILE variable in the "\$GOGLOBAL_ROOT/etc/goglobalux" startup script to reflect a log file, such as:

FLEXLM_LOGFILE=/tmp/license.log

* The default installation path for GO-Global (\$GOGLOBAL_ROOT) is /usr/local/graphon

* In v2.2 and later, log file pathnames are configurable via the masterlog.conf, leaderlog.conf, and sessionlog.conf in \$GOGLOBAL_ROOT/etc. The paths given above are the default configuration.

* Upon request, send the most recent version of the files above to support@graphon.com.

Tip An easy way to collect and send the user session logs is to use the "Problem Report Wizard" available from the client 'Help' menu. This will generate a zip file with all relevant files as well as allow you to provide a problem description.

**** Applicable to GO-Global version 2.1.x ****

For user (session) startup issue, please review:

\$HOME/.graphon/session-logs/goglobal-:.

For server startup issues, please review:

\$GOGLOBAL_ROOT/etc/gold.log

For license issues, please review:

1) \$GOGLOBAL_ROOT/etc/license.dat

2) \$/tmp/license.log

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