Collecting Logs and Troubleshooting

Troubleshooting Guide

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Introduction

This is a step-by-step guide on basic troubleshooting in DocAve, Governance Automation and Compliance Guardian. Collecting the information described in the following sections prior to filling a ticket with AvePoint's Support Team will help expedite your request. These detailed instructions will guide you through the process, as well as give you basic steps on how to troubleshoot an issue on your own.
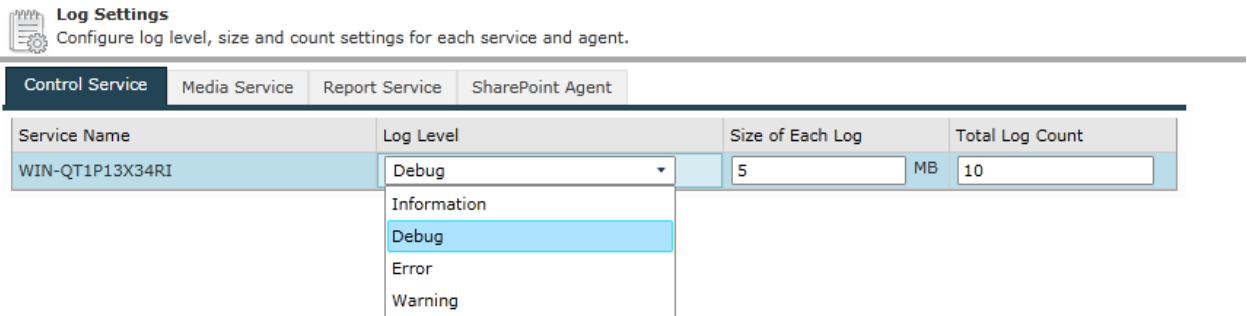
Before Filing a Support Ticket

Before you file a support ticket, collect the following details:

- The DocAve version you are currently using.

- The SharePoint version you are currently using.

- A brief description of the issue you are experiencing.

- Relevant screenshots of the issue.

- Screenshot of the plan or service/policy within DocAve, Governance Automation, or Compliance Guardian. Include:

    o Plan scope

    o Plan settings/configurations

    o Service and Policy configurations (Governance Automation only)

- Set your Setting Log Settings to DebugSetting Log Settings to Debug.

Setting Log Settings to Debug

AvePoint recommends that you set the level to **Debug** before troubleshooting, as this provides more detail on events and processes. The **Debug** log level also contains all of the logs from Information, Warning, and Error levels.

1. Open DocAve Manager and navigate to **Control Panel** > **Log Manager**.

2. Select **Log Settings**. Make sure **Control Service**, **Media Service**, **Report Service**, and the **SharePoint Agent** are all set to **Debug**. If this is not the case, select each applicable element, then select **Debug** from the **Log Level** drop-down list. Select **OK** to save the settings.

Log Settings
Configure log level, size and count settings for each service and agent.

| Control Service | Media Service | Report Service | SharePoint Agent |

Service Name	Log Level	Size of Each Log	Total Log Count
WIN-QT1P13X34RI	Debug ▾	5 MB	10
	Information		
	Debug		
	Error		
	Warning		

3. Once the log levels are set, try to reproduce the issue.

Collecting Job Report and Logs through DocAve GUI

1. Navigate to **Job Monitor**.

2. You can filter jobs by **Date Range** or **Module**.

3. Select the checkbox next to the jobs you want to collect the logs for and select **Download**.

4. Select the **TXT** format. A pop-up window appears. Select **OK**.

5. Return to the **Log Manager**.

6. Click **Collect** to download the logs.

7. In the Job Monitor, click the latest Log Manager plan, and select **View Details**.

8. Finally, click **Download** to receive the report as a .zip file.

If the logs cannot be collected through the DocAve GUI for any reason, you can manually collect the logs. For details, refer to Manually Collecting Logs.

Also note that if the job failed, there may be no Job Report to collect, but the start and stop times of the job should help pin-point the exceptions in the logs.

Manually Collecting Logs

Refer to this section on how to manually collect logs in DocAve, Governance Automation and Compliance Guardian.

Collecting Logs in DocAve

Complete the following steps to manually collect logs in DocAve.

1. From the server that the DocAve Manager is installed on, zip-up the directories applicable to the services you have installed:

    a. …\AvePoint\DocAve6\Manager\Control\Logs as **Control.zip**

    b. …\AvePoint\DocAve6\Manager\Media\Logs as **Media.zip**

    c. …\AvePoint\DocAve6\Manager\Report\Logs as **Report.zip**

2. Compress all the files gathered from the DocAve Manager server into one zip file and name it **ManagerLogs.zip**. Then, compress all the files into one zip file and name it **DocAveLogs.zip**.

To manually collect DocAve Agent logs, complete the following steps:

1. Navigate to the directory *…\AvePoint\DocAve6\Agent\Logs*.

2. Save this folder as a zip file and name it **<Host Name>.zip**

3. Repeat Steps 1 and 2 for each Agent server.

Collecting Logs in Governance Automation

Governance Automation logs must be manually collected. The logs can be found on the servers where Governance Automation is installed. To manually collect the Governance Automation logs, complete the following step:

1. Navigate to the directory *…Program Files\AvePoint\GovernanceAutomation\Logs*.

2. Save this folder as a zip file and name it **GovernanceAutomationLogs.zip**.

Collecting Logs in Compliance Guardian

Compliance Guardian Log Manager allows you to manage logs of all of the Compliance Guardian services.

1. Navigate to **Control Panel** > **Log Manager**.

2. Select **Collect** on the ribbon to begin collecting logs for the selected services or agents.

3. To receive an email notification containing the report, select an email notification profile in the drop-down list or select **New Notification**.

To manually collect Compliance Guardian Control Service logs, complete the following steps:

1. Navigate to directory *…Program Files\AvePoint\Compliance Guardian\Manager\Control\Logs.*

2. Save this folder as a zip file and called it **ComplianceGuardianLogs.zip**.

To manually collect Compliance Guardian Agent logs, complete the following steps:

1. Navigate to directory *….Program Files\AvePoint\Compliance Guardian\Agent\Logs*.

2. Save this folder as a zip file and name it **<Host Name>.zip**

3. Repeat Steps 1 and 2 for each Agent server.

Analyzing the Log Information

To determine if the log information you just collected includes the relevant details on your issue:

- Determine when the issue occurred. You may be able to see the error or issue in the Job Report (Collecting Job Report and Logs through DocAve GUI). Additionally, within the Manager, Agent, or Governance Automation logs, you can search the **Job ID** within this timeframe and identify any abnormalities. Also note that if the job failed, there may be no Job Report to collect, but the start and stop times of the job should help pin-point the exceptions in the logs.

- With the log levels set to **Debug**, the issue will contain **Debug**, **Info**, **Warning**, and **Error** log entries. Warning and Error log entries contain vital information pertaining to the root cause of the issue, while Debug and Info log entries contain information on all other tasks the process is performing.

- If relevant information pertaining to the problematic job is not contained within the logs, the job will need to be rerun for the issue to be reproduced. Once the issue is reproduced, fresh logging information can then be reviewed and collected.

To confirm which logs to view first, below you can find what type of information can be viewed within each of the log sets.

DocAve Control logs

- Connections to the DocAve Agents
- Initiating and closing DocAve jobs

DocAve Agent logs

- All tasks performed during a DocAve job or Governance Automation request

Governance Automation logs

- Connections to the DocAve Agents
- Workflow information of the Governance Automation services
- Initiating and closing of Governance Automation requests

Compliance Guardian Control logs

- Connections to the Compliance Guardian Agents
- Initiating and closing of Compliance Guardian jobs

Compliance Guardian Agent logs

- All tasks performed throughout the duration of a Compliance Guardian job

How to File a Support Ticket

To better track your inquiries, we ask that all new support and license requests be opened through our website: https://www.avepoint.com/support/open-a-support-ticket/. For updates or inquiries on any existing cases, please feel free to continue to email us at Support@AvePoint.com. To provide you with immediate assistance with critical issues, we ask that you call our Support hotline using the numbers below or on our website (http://www.avepoint.com/support/).

- From United States/Canada: Call toll-free at 800-661-6588 (Option 2)

- From Australia: +61 3 9005 8484

- From United Kingdom: +44 (0) 207 421 5199

- All other international callers please dial: +1-201-793-1111 (Option 2)

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