

# Log files

## Summary

Names and locations of log files created by Tachyon Server, 1E Client, and Tachyon tools.

## Tachyon Setup logs

Tachyon Setup creates a Setup log file for itself and an Install log for each of the components (if used) in the same folder as itself:

- AEInstall.log
- BIInstall.log
- CatalogInstall.log
- SLAInstall.log
- Tachyon.Setup.log
- TachyonInstall.log

### On this page:

- [Tachyon Setup logs](#)
- [Tachyon Server logs](#)
  - [Summary of server log file locations](#)
  - [Logging Levels](#)
- [1E Client logs](#)
- [Software Reclaimer logs](#)
- [Configuration Manager Console Extensions log](#)
- [Tachyon Instruction Management Studio \(TIMS\) log](#)
- [Tachyon Product Pack Deployment Tool log](#)

## Tachyon Server logs

The default location for all Tachyon logs is the folder %ALLUSERSPROFILE%\1E

Subsystem	Component		
<b>Tachyon Master</b>	Tachyon Portal UI and applications (Tachyon)	1E\Tachyon\	Tachyon.Portal.log
	Consumer API	1E\Tachyon\	Tachyon.ConsumerAPI.log
	Coordinator service	1E\Tachyon\	Tachyon.Coordinator.log Tachyon.Instrumentation.log
	Experience application	1E\Tachyon\	Tachyon.Experience.log
<b>Catalog</b>	Catalog UI (CatalogWeb - Admin sync)	1E\Catalog\	Catalog.Integration.UI.log
	Catalog API		
	Catalog Update Service	1E\Catalog\	Catalog.UpdateService.log
<b>SLA</b>	SLA/Platform APIs (Admin, Core External)	1E\Tachyon\	Tachyon.AdminAPI.log
	SLA Platform UI (Platform)	1E\SLA Platform\	Web.log
	SLA Engine	1E\SLA Platform\	Engine.log
	SLA Integrate Services (Connector Manager)	1E\SLA Platform\	1E.SLAPlatformIntegrateAgent.log 1E.SLAPlatformIntegrateManager.log 1E.SLAConnector.<type>_sync.log
	SLA Inventory	n/a	n/a
	SLA Operations Provider (not currently used)	1E\Platform Consumer\	n/a
	SLA databases (Data, Integrate, Shared)	n/a	n/a
<b>BI</b>	MDX API	SQL database	[SLA-BI].[BI].[Event Log]
	Core (Core and Core Internal)	1E\Tachyon\	Tachyon.CoreAPI.log
	Background Channel (Background)	1E\Tachyon\	Tachyon.BackgroundAPI.log

<b>Tachyon Response</b>	Switch(es) (also includes a single Switch Host service)	1E\Tachyon\	Tachyon.Switch_A.log Tachyon.Switch.Host.log
-------------------------	---	-------------	---

Please refer to [Services and NTFS Security](#) if changing the location of log files.

In this version of Tachyon Server, some installers do not support the LOGPATH property and the logs folder is not configurable during installation.

Each component has a configuration file in the Tachyon Server installation folder structure, which contains log configuration details. Defaults are:

- Filepath %ALLUSERSPROFILE%\1E\\ where product is Tachyon, SLA Platform, and Catalog
- Filename as shown in the table above.
- Maximum size 10MB (2MB for Switch logs).
- 2 rollover files numbered 1 to 2 with the rollover number included as n.log (5 rollover files for Switch logs).
- Date and timestamps are UTC to help troubleshooters synchronize logs on systems in different timezones.

Switch logs have the following names:

- The first Switch installed will typically have a log filename **Tachyon.Switch\_A.log**
- Other Switches on the same server will have different letters appended. The letter is derived from the ID in the SwitchConfiguration table, where the letter is modulo 26 of the ID minus 1, for example ID=2 is A and ID=6 is E.
- The log filename will be unique on a server, but there may be the same named log on a different server.
- A Switch will continue to use the same log, unless the SwitchConfiguration table is modified so that a different ID is used.
- If you see a Tachyon.Switch.log without a letter appended, this is a special case where a Switch cannot find its correct configuration, and has fallen back to using the template \* row which has ID=1. In which case you will need to troubleshoot how that happened.
- Rollover logs have numbers appended, for example Tachyon.Switch\_A.1.log, up to a default maximum of 5.

Tachyon server components use the **log4net RollingFileAppender** class. Details can be found in <http://logging.apache.org/log4net>.

## Summary of server log file locations

For any issue, please provide a zip containing log files from the following locations:

- %ALLUSERSPROFILE%\1E\Catalog\\*.log
- %ALLUSERSPROFILE%\1E\Platform Consumers\\*.log
- %ALLUSERSPROFILE%\1E\SLA Platform\\*.log
- %ALLUSERSPROFILE%\1E\Tachyon\\*.log

If you are having licensing issues, please include:

- %ALLUSERSPROFILE%\1E\Licensing\\*

## Logging Levels

The table below describes the logging levels which are configurable for server components.

Value	Description
<b>Error</b>	Only outputs errors. An error is a serious problem, typically requiring operator intervention of some sort to restore full functionality.
<b>Warn</b>	Outputs errors and warnings. A warning indicates a potential problem, where the system can nonetheless function without intervention.
<b>Info</b>	Outputs general information in addition to the errors and warnings. This is the default.
<b>Debug</b>	Outputs debugging information in addition to all the previous levels.
<b>Trace</b>	Outputs the maximum information available. Used only in exceptional circumstances as it will generate huge amounts of logging output.



Logging levels should only be changed from **info** only if requested by 1E Support and reset to **info** after investigation is complete.



The method of configuring logging levels for the Tachyon Switch changed in v3.3 to using the above text values, but retains `-log=0` as the default to mean the same as `-log=info`.

## 1E Client logs

### 1E Client log

The 1E Client log is shared by:

- 1E Client
- Tachyon client features
- Shopping client module (only available on Windows OS)

#### 1E Client logs on Windows

`%ALLUSERSPROFILE%\1E\Client\1E.Client.log` (used by 1E Client and Tachyon features, and Shopping client)

`%ALLUSERSPROFILE%\1E\Client\NomadBranchUninstall-YYYY_MM_HHTMM_HH_SS_000Z.log`

#### 1E Client logs on macOS

`/Library/Logs/1E.Client.Daemon.log` (shows any service start errors)

`/Library/Logs/1E.Client.log` (shows the current operation of the 1E Client)

#### 1E Client logs on other non-Windows platforms

`/var/log/1E/Client/1E.Client.log`

#### Nomad client log

`%ALLUSERSPROFILE%\1E\NomadBranch\LogFiles\NomadBranch.log`

#### WakeUp client log

`%ALLUSERSPROFILE%\1E\Agent\WakeUpAgt.log`

#### Shopping WSA client log

`%ALLUSERSPROFILE%\1E\Client\WSA.log`

By default, Windows resolves `%ALLUSERSPROFILE%` as `C:\ProgramData\`

## Software Reclaimer logs

Every time the Reclaimer runs it will create a local log file of the process it is doing. The location and name of the log file depends on what task the reclaimer is doing.

Task	Logpath	Notes
Optout	<code>C:\Users\{USER}\AppData\Local\Temp\AppClarity.SoftwareReclaimer.log</code>	Optout mode is normally run under user context so that the user can interact with the dialog. This means the log file will be in the users Temp folder within the user profile.
Mandatory	<code>C:\windows\Temp\AppClarity.SoftwareReclaimer.log</code>	Mandatory mode is normally set to run under system context, in order to process reclaim uninstall commands. Therefore, the log file will be under the system temp directory.

Reclaim	<b>C: windows\Temp\AppClarity.SoftwareReclaimer.MSI.log</b>	For a mandatory reclaim, if a reclaim occurs using an MSI then an MSI log file is also created.
---------	---	---

## Configuration Manager Console Extensions log

%ALLUSERSPROFILE%\1E\Tachyon\Tachyon.CmConsole.log

%ALLUSERSPROFILE%\1E\Tachyon\Tachyon.RunInstructionUI.log

## Tachyon Instruction Management Studio (TIMS) log

%ALLUSERSPROFILE%\1E\Tachyon\Tachyon.InstructionManagementStudio.log

## Tachyon Product Pack Deployment Tool log

Tachyon.ProductPackDeploymentTool.log

In the same location as the tool.