



Log File Locations for SynapSense Software

Applies to:	SynapSense log files
Objective:	This document describes the location and naming convention used for log files related to SynapSense software. If these files are requested from a SynapSense resource, this document will facilitate the customer in finding the correct log files as needed.
Pre-Requisites:	This document is based on an installation of SynapSense software versions from 6.5.0 and later.

Performing the Procedure

The logfiles below are organized first by the server (Environmental Server or Active Control server), then by each SynapSense software component.

Some log files may have a number attached to it (for example: server.1.log, server.2.log). This is due to a size limit placed on the log file for easier access. After the size of a log file gets to be over 100mb, it renames itself to server.1.log and creates a new server.log file). Depending on the software, this can happen up to 10 times, totaling a potential max size of 10 files at 100MB each (1GB in total size).

NOTE: For the sake of consistency, this document assumes that all software was installed in the default locations on the C:\ drive. If the software was installed on a drive other than C:\, please substitute the appropriate drive letter in the proceeding sections.

Environmental Server Log File Locations

SynapSense Web Console

The main logfile for Web Console is in the following folder:

C:\Program Files\SynapSense\jboss-as-7.1.1.Final\standalone\log\server.log

- This log file contains information about the running of the JBoss webserver, hosting the SynapSense Web Console application.

SynapSense Device Manager

The main logfile for the Device Manager is in the following folder:

C:\Program Files\SynapSense\SynapDM\logs\dm.log

- This log file contains communications information about the data that is being brought into the SynapSense software (potentially from wireless sensor network/WSN devices, Modbus devices, BACnet devices, etc.).

SynapSense Live Imaging

The main logfile used for LiveImaging is in the following folder:

C:\Program Files\SynapSense\SynapViz\logs\li.log

- This logfile contains the information related to the generation of LiveImaging color maps.

SynapSense MapSense

The main logfile used for MapSense is in the following folder:

C:\Program Files\SynapSense\MapSense [<version>]\logs\mapsense.log

When the MapSense user does not have access permissions to the primary folder, the main log may be created in the following backup folder:

C:\ProgramData\MapSense\logs\mapsense.log

- This logfile contains information related to running the MapSense application (exports/floorplan updates, hardware information, etc.).

Active Control Server Log File Locations

For customers who have SynapSense Active Control, logs are internal to each of the Active Control Appliances and are not directly accessible. The logs must be downloaded via the appliance internal support web page. The following process must be performed on each appliance to gather all logs:

1. Open a web browser and navigate to the IP address of the appliance [Insert IP address].
2. In the Support section, click on the link "Download Support Package".
3. When prompted, save the ZIP file locally.
4. Once the download completes, extract the ZIP file to reveal the log files.

SynapSense Active Control

Active Control has several log files rather than a single main log, depending on the information being logged.

Crash.log

This logfile contains information regarding internal process that have crashed.

Error.log

This logfile contains error messages regarding the Active Control system and algorithm processing.

Info.log

This logfile contains informational messages regarding the Active Control system and algorithm processing.

Debug.log

This logfile contains debug messages regarding the internal working of Active Control and is typically only useful to engineering to resolve issues.

Sasl.log

This logfile contains information specific to the Erlang processes.

Pa.log

This logfile contains information specific to the BACnet communications.