

# Troubleshooting Appliance Version 2 Files FAQ

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## Troubleshooting Files for Version 2 Appliances

**Please note: this article refers to version 2 appliances, and is no longer being maintained. For information on version 3 and 4 appliances see [Troubleshooting Files FAQ](#)**

Q). What files are useful for troubleshooting

A). The following files are useful. Please find their common locations listed below:

### config.xml

The file config.xml will be located under the following locations

- Swivel 3.9.1 on appliance: /home/swivel/.swivel/conf
- Swivel 3.9.1 on software: USER\_HOME/.swivel/conf. Example Windows 7 c:/users/<username>/.swivel
- Swivel 3.9 or earlier: /usr/local/tomcat/webapps/pinsafe/WEB-INF/conf
- Swivel 3.9 or earlier on software: C:\Program Files\Apache Software Foundation\Tomcat 6.0\webapps\pinsafe\WEB-INF\conf

The config.xml can be saved from the Swivel administration console by selecting Save Configuration.

### filter.xml

- Swivel 3.9.1 on appliance: /home/swivel/.swivel/conf
- Swivel 3.9.1 on software: USER\_HOME/.swivel/conf. Example Windows 7 c:/users/<username>/.swivel
- Swivel 3.9 or earlier: /usr/local/tomcat/webapps/pinsafe/WEB-INF/conf
- Swivel 3.9 or earlier on software: C:\Program Files\Apache Software Foundation\Tomcat 6.0\webapps\pinsafe\WEB-INF\conf

### pinsafe.log and debug.log

- Swivel 3.9.1 on appliance: /home/swivel/.swivel/logs
- Swivel 3.9.1 on software: USER\_HOME/.swivel/logs. Example Windows 7 c:/users/<username>/.swivel
- Swivel 3.9 or earlier: /usr/local/tomcat/webapps/pinsafe/WEB-INF/logs
- Swivel 3.9 or earlier on software: C:\Program Files\Apache Software Foundation\Tomcat 6.0\webapps\pinsafe\WEB-INF\logs

Each file is named pinsafe.log and pinsafe.log.n where n is the log file number, the older the log file, the higher the number. Debug files are called debug.log.n. In newer versions (3.9 and later), they are named pinsafe\_date\_time.log, where *date* and *time* are the date and time of the last entry in the file.

The PINsafe log can be saved from the PINsafe administration console by selecting log viewer, and then save, it saves the current page of logs, view other pages and save to view different logs.

If the PINsafe Administration Console cannot be accessed, then the logs can also be viewed the the [Log Viewer Application](#)

For further debugging information see [Debug how to guide](#)

### backups of pinsafe.log and debug.log

Older logs can be retrieved from the backups located in \backups on appliances. If the backups are stored off server then they can also be viewed.

## Swivel Warning, Error and Fatal log level

This folder contains Swivel log messages for differing error levels: Warning Error Fatal

Appliance: /var/log/swivel

## Tomcat logs

Windows: C:\Program Files\Apache Software Foundation\Tomcat 6.0\logs

Appliance: /var/log/tomcat

The following logs are useful for troubleshooting, the most relevant are listed first:

- catalina
- localhost
- tomcatX-stderr

host-manager

manager

commons-daemon

## server.conf

Windows: C:\Program Files\Apache Software Foundation\Tomcat 6.0\conf

Appliance: /usr/local/apache-tomcat-5.5.20/conf

## MySQL Log

If you are using an A/A appliance possibly with DR and the appliance MySQL Db, the following log files may be of use:

/var/log/mysqld.log

## Messages

Many Appliance OS log messages are stored in the messages file, older versions are sequentially numbered.

/var/log/messages

## Webmin Logs

/var/webmin/miniserv.error

## Retrieving the Files from an Appliance

You can use Webmin to retrieve files ([https://<pinsafe\\_server>:10000](https://<pinsafe_server>:10000)). From the top menu, select Others, then Upload and Download. From the sub-menu select Download from Server. See also [Copying appliance files How to Guide](#)

However, it is often simpler to use a visual SCP tool. The Windows tool we recommend is [WinSCP](#).

## Log files in Appliance backups

Many of the logs are backed up and on the PINsafe appliance are stored by default daily in the /backups folder and are stored daily. Additionally if off site backups are made such as through FTP, these can also be viewed.

## Sending the files to Swivel support

If they are more than 10 Mb in size then they will need to be compressed using winzip or for Unix files `tar -czf logs.tar.gz <log file or folder>`

If they are larger than this, then you can use an file sending service such as [www.yousendit.com](http://www.yousendit.com).