

Appendix B: Installation Log Files

This section discusses the log files of different components installed in your environment. Log files record almost everything - user operations, errors, and much more, and are used by Technical Support as first-hand information to troubleshoot the reported problems. Therefore, it is important not to modify any of the log files. The default location of the log files for various components are mentioned in the table below:

Component	Directory	Log File
RiskVision Server (Application Server, Web Server, and Database Server (MySQL))	The folder where the installer is running.	install.log
	The folder where the upgrade is running	upgrade.log
	%AGILIANCE_HOME%\install\toolbox\bin	upgradedb.log
RiskVision Job Manager	%AGILIANCE_HOME%\Services\RC\logs	agiliance.log
		wrapper.log
RiskVision MySQL	%AGILIANCE_HOME%\MySQL\logs	agiliance.errors
RiskVision Apache	%AGILIANCE_HOME%\apache2\logs	access.log
		error.log
		https_access_YYYY_MM_DD.log
		https_error.log
	mod_jk.log	
	%AGILIANCE_HOME%\backup_apache2\logs	rewrite.log
RiskVision Tomcat	%AGILIANCE_HOME%\Tomcat\logs	agiliance.log
		catalina.log
		commons-daemon.YYYY-mmdd.log
		hibernate.log
		host-manager.YYYY-mm-dd.log
		localhost.YYYY-mm-dd.log
		manager.YYYY-mm-dd.log
		pdpererror.log
		tomcat8-stderr.YYYY-mm-dd.-log
		tomcat8-stdout.YYYY-mm-dd.-log
		error.log
JasperReports Server	%JASPER_HOME%\	installation.log
	%JASPER_HOME%\Agiliance\scripts\	install.log
		initdb.log
		output.log
JasperReports Server Tomcat	%JASPER_HOME%\apache-tomcat\webapps\jasperserver-pro\WEB-INF\logs	jasperserver.log

	%JASPER_HOME%\apache-tomcat\logs	jasperreportstomcatstderr_YYYYMMDD.log
		jasperreportstomcatstdout_YYYYMMDD.log
		commons-daemon.YYYYMMDD.log
RiskVision connectors	%AGILIANCE_HOME%\logs	agiliance_.log