

How to Enable ArchiveOne Advanced Discovery Diagnostic Logging

<https://campus.barracuda.com/doc/42048314/>

This article refers to the Barracuda ArchiveOne version 6.5 and higher.

ArchiveOne Advanced Discovery allows you to generate litigation discoveries and data collection across live mailboxes, archived data, and PST data, and to apply legal holds to user mail no matter where it resides. If you encounter loss of connection to the database, you can use the steps described in this article to gather diagnostic logging for review by your ArchiveOne Support representative.

ArchiveOne Version 7.3 and Higher

1. On the ArchiveOne Server, open the ArchiveOne Admin console.
2. On the right-click the **Status** node and select **Configure**.
3. On the **Diagnostics** tab, change the trace level to **Advanced**. Click **OK** and close the ArchiveOne Admin console.
4. Restart the **ArchiveOne Service**. The **Collection Coordinator Service** will also be restarted automatically.
5. Attempt to connect to the Advanced Discovery console to reproduce the error.
6. On the Archive Server, browse to `\\localhost\Add-ins\AOnePol\logs\CollectionCoordinator` and collect the generated **.log** files.
7. Browse to `C:\Program Files (x86)\Barracuda\ArchiveOne\WebLogs\WebAPI` and collect the generated **.log** files.
8. Send a copy of these files to your Support representative for diagnostics.

ArchiveOne Version 7.0 to Version 7.2

1. On the ArchiveOne Server, open the ArchiveOne Admin console.
2. On the right-click the **Status** node and select **Configure**.
3. On the **Diagnostics** tab, change the trace level to **Advanced**. Click **OK** and close the ArchiveOne Admin console.
4. Restart the **ArchiveOne Service**. The **Collection Coordinator Service** will also be restarted automatically.
5. Attempt to connect to the Advanced Discovery console to reproduce the error.
6. On the Archive Server, browse to `\\localhost\Add-ins\AOnePol\logs\CollectionCoordinator` and collect the generated **.log** files.
7. Browse to `C:\Program Files (x86)\Barracuda\ArchiveOne\logs\WebAPI` and collect the generated **.log** files.

8. Send a copy of these files to your Support representative for diagnostics.

ArchiveOne Version 6.6 and Earlier

1. On the ArchiveOne Server, navigate to the ArchiveOne Case Manager installation directory. The default location is **C:\Program Files (x86)\C2C Systems\Archive One\ArchiveOne Case Manager**.
2. In a text editor such as Notepad, open the file **Nlog.config**, and locate the following line:
`logger name="*" minlevel="Info" writeTo="File"`
3. Change the minlevel value to Trace, for example:
`logger name="*" minlevel="Trace" writeTo="File"`
4. Save and close the file to set the new log level.
5. Type `services.msc` in the **Start Search** box, and press **Enter**.
6. In the **Services** window, right-click **ArchiveOne Service**, and click **Restart**.
7. Right-click **ArchiveOne Case Manager Service** and click **Restart**. The new log level will now be set.
8. Attempt to connect to the Advanced Discovery console to reproduce the error.
9. On the ArchiveOne Server, navigate to the **logs** folder. The default location is **C:\Program Files (x86)\C2C Systems\Archive One\logs**.
10. Send a copy of the file **AOneCaseManager.log** to your Support representative for diagnostics.

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