How to Increase Logging Level

https://campus.barracuda.com/doc/44434773/

> This article applies to PST Enterprise version 5.2 or higher, except where noted.

When troubleshooting PST Enterprise, Barracuda Networks Support may ask you to increase the website logging level for the PSTEnterprise website log files.

Increase Logging Level Version 5.2 and Higher

1. On the PST Enterprise server, browse to the Local Configuration Store (LCS) in **C:\ProgramData\Barracuda\PSTEnterprise\LocalConfigurationStore**.
2. Open **web.ini** in a text editor such as Notepad.
3. Find the line: **LogLevel=1**
4. To enable advanced logging, edit this line to: **LogLevel=2**
5. Save and close the file.
6. Open Internet Information Services (IIS) Manager.
7. Under Application pools, right-click the **PSTEnterprise** Application Pool, and then select **Recycle**.

The new log level is now in effect and the log files are located in **C:\Program Files (x86)\Barracuda\PSTEnterprise\Logs\Website.** Reproduce the issue and send the generated logs to your Barracuda Networks Support representative for analysis.

Increase Logging Level Version 5.1 and Earlier

1. On the PST Enterprise server, navigate to the PST Enterprise installation directory, by default **C:\Program Files (x86)\Barracuda\PSTEnterprise\Web.**
   - If you are uncertain as to the location of the installation directory, you can browse from IIS Manager and select the Content View option for the PST Enterprise website.
2. Create a backup copy of the file **nlog.config**.
3. Open the file **nlog.config** in an editor such as Notepad.
4. Locate the following lines:
   <logger name="PSTEnterprise" minlevel="Debug" writeTo="LogName"></logger>
   <logger name="PSTProcWebservice" minlevel="Debug" writeTo="PSTProcLogName"></logger>
   <logger name="PSTEnterpriseSelfService" minlevel="Debug" writeTo="LogName"></logger>
   <logger name="PSTEnterpriseCopyService" minlevel="Debug" writeto="File"></logger>
   <logger name="AgentWebservice" minlevel="Debug" writeto="File"></logger>

5. Increase logging for the service as directed by Barracuda Networks Support. For example, to increase the log level for PSTEnterprise, modify the line:
   <logger name="PSTEnterprise" minlevel="**Trace**" writeTo="LogName"></logger>
6. Save the changes to the modified **nlog.config** file.
7. Open Internet Information Services (IIS) Manager.
8. Under Application pools, right-click the **PSTEnterprise** Application Pool, and then select **Recycle**.

The new log level is now in effect and the log files are located in **C:\Program Files (x86)\Barracuda\PSTEnterprise\WebLogs**. Reproduce the issue and send the generated logs to your Barracuda Networks Support representative for analysis.