How to Enable Advanced Tracing

https://campus.barracuda.com/doc/46205865/

Enable Advanced tracing to capture trace logs which allows you to reset the trace level.

Enable Advanced Tracing through the ArchiveOne Console

Step 1. Set the Tracing Level to Advanced

1. On the Archive server, open the ArchiveOne Admin console.
    1. If the Admin console won't launch, see the section below for how to manually enable tracing.
2. Verify that no policies are currently running:
    1. Right-click **Policies**, and click **View Status**.
    2. If any policies are running, click **Stop** to terminate the policies.
3. Once all policies are stopped, close the **Status** window.
4. Right-click **Status**, and click **Configure**.
5. Click the **Diagnostics** tab.
6. Change the trace level in the drop-down menu to **Advanced**.
7. Click **OK** and close the ArchiveOne Admin console.
8. Open the Microsoft Service console (**services.msc**), and restart **ArchiveOne Service**.

Recreate the technical issue to reproduce the error.

Step 2. Gather the Log Files

Once you have recreated the issue or reproduced the error, gather the log files using the following steps:

1. On the Archive server, open the ArchiveOne Admin console.
2. Right-click **Status**, and click **Configure**.
3. Click the **Diagnostics** tab, and click **Upload Logs**.
4. Enter your Barracuda Networks Support case number in the **Case Number** and select the appropriate time span to upload. If you have recently reproduced the issue, select **Last 6 hrs**.
    1. If you don't know your case reference number, contact Barracuda Networks Support.
5. Click Upload. The log files will be zipped and uploaded to Barracuda. Once completed, you will receive confirmation and should advise your Support representative that the logs are now available.
6. Zip the saved log file if necessary, and email the trace file to your Support representative or upload the file to the FTP location provided by your Support representative.

Step 3. Reset the Tracing Level to Standard

You can now reset logging back to Standard level as follows:

1. On the Archive server, open the ArchiveOne Admin console.
2. Right-click **Status**, and click **Configure**.
3. Click the **Diagnostics** tab.
4. Change the trace level in the drop-down menu to **Standard**.
5. Click **OK** and close the ArchiveOne Admin console.
6. Open the Microsoft Service console (**services.msc**).
7. Restart **ArchiveOne Service** to bring the new log level into effect.

Manually Enable Advanced Tracing

If you are unable to open the ArchiveOne Admin console, you can manually enable advanced tracing using the steps in this section.

ArchiveOne Version 7.3 and Higher

Step 1. Edit the Local Configuration Store

1. On the Archive server, browse to the Local Configuration Store in **C:\ProgramData\Barracuda\ArchiveOne\LocalConfigurationStore**
2. Open the file **Service.ini** in a text editor such as Notepad.
3. Edit the line **Trace=1** to **Trace=2.**
4. Save and close the file.
5. Open the Microsoft Services console (**services.msc**) and restart the **ArchiveOne Service**.

Step 2. Gather the log files

Once you have recreated the issue or reproduced the error, gather the log files using the following steps:

1. Browse to the **Logs** directory in the **Add-ins** share: **\\localhost\Add-ins\AOnePol\Logs**
2. Open the folder for the service having the problem (e.g for the ArchiveOne Service open the **AOnePolService** folder).
3. Right-click the most recently generated folder, and click **Send to > Compressed (zipped) folder**.
4. If you also require the ArchiveOne admin console logging, browse to: **C:\Program Files (x86)\Barracuda\ArchiveOne\logs\AOnePolSnap** and make a copy of the file **AOnePolSnap.log**.
5. Email the zipped logs folder and the copied **AOnePolSnap.log** file to your Barracuda Networks Support representative, or upload them to the FTP location provided by your Support representative.

Step 3. Reset the Tracing Level to Standard

1. On the Archive server, browse to the Local Configuration Store in
   C:\ProgramData\Barracuda\ArchiveOne\LocalConfigurationStore
2. Open the file **Service.ini** in a text editor such as Notepad.
3. Edit the line **Trace=2** to **Trace=1.**
4. Save and close the file.
5. Open the Microsoft Services console (**services.msc**) and restart the **ArchiveOne Service**.

ArchiveOne Version 7.2 and Earlier

The procedure described in this section involves editing the Windows machine registry. Using the Registry Editor incorrectly can cause serious, system-wide problems that may require reinstallation of Windows. Barracuda cannot guarantee that any problems resulting from the use of Registry Editor can be solved. Use this tool at your own risk. It is highly recommended that you create a backup of the registry before making any changes.

Step 1. Run regedit

1. On the Archive server, type `services.msc` in the **Start Search** box, and press **Enter**.
2. In the **Services** window, right-click **ArchiveOne Service**, and click **Stop**.
3. Run `regedit` to open the Registry Editor.
4. Browse to the following
   location: **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\AOnePolService\Parameters**
5. Double-click the **REG_DWORD** key **Trace**, and change the value to **2**.
6. Close the Registry Editor.
7. Open the Microsoft Services console (**services.msc**) and restart the **ArchiveOne Service**.

Step 2. Gather the Log Files

Once you have recreated the issue or reproduced the error, gather the log files using the following steps:

1. Browse to the folder: **\\<*configuration_servername*>\Add-ins\AOnePol\Logs**
2. Open the folder for the service having the porblem and right-click the latest folder, and click **Send to > Compressed (zipped) folder**.
3. On the Archive server, browse to the ArchiveOne installation directory, by default: **C:\Program Files (x86)\Barracuda\Archive One**
4. Make a copy of the file **AOnePolSnap.log**.
5. Email the zipped log folder and copied **AOnePolSnap.log** file to your Barracuda Networks Technical Support representative, or upload them to the FTP location provided by your Support representative.

Step 3. Reset the Tracing Level to Standard

Use the following steps to reset the tracing level to Standard:

1. On the Archive server, run `regedit` to open the Registry Editor.
2. Browse to the following location: **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\AOnePolService\ Parameters**
3. Double-click the **REG_DWORD** key **Trace**, and change the value to **1**.
4. Close the Registry Editor.
5. Open the Microsoft Services console (**services.msc**) and restart **ArchiveOne Service**.

Your support representative will review the log files to determine the root cause of why the ArchiveOne Admin console fails to open, and determine a resolution.