

Search and Retrieval Websites Logging

<https://campus.barracuda.com/doc/46206148/>

When troubleshooting issues with ArchiveOne for Exchange websites, you may need to collect log files from the server(s) hosting the ArchiveOne for [Exchange websites](#).

Step 1. Enable Logging

You may be advised to set logging for a specific web service. Complete the following steps on each web server hosting the websites based on the installed version.

Version 7.3 or Higher

The Search & Retrieval websites log at the level set in the ArchiveOne Admin console:

1. Open the ArchiveOne Admin console.
2. Right-click the **Status** node, and click **Configure**.
3. Click the **Diagnostics** tab, and from the drop-down menu, click **Advanced**.
4. On each web server, recycle the application pool named **ArchiveOne** from IIS Manager to bring the setting into effect. Now reproduce the error.

There may be instances where you are advised by Support to directly set the log level in the Local Configuration Store (LCS) on each web server. This can be done as follows:

1. On each web server, browse to the LCS in
C:\ProgramData\Barracuda\ArchiveOne\LocalConfigurationStore.
2. Open the **System_Web.ini** file in Notepad.
3. Edit the line **Trace=** to **Trace=2**.
4. Save and close the file.
5. In IIS Manager, recycle the application pool **Archive One** to affect the change.
6. Once logging is set on all web server(s), you can now reproduce the error.

Version 7.0 - 7.2

1. Navigate to the installation directory, by default: **C:\Program Files (x86)\Barracuda\Web**
2. Open the web service subfolder where you want to enable tracing. For example, to enable logging of the AOneSearch website, browse to: **C:\Program Files (x86)\Barracuda\Web\AOneSearch**
3. Open the **nlog.config** file in Notepad.
4. Find the line:

```
<logger name="*" minlevel="Info" writeTo="file"></logger>
```

5. Edit the **minlevel** value to **Trace**:

```
<logger name="*" minlevel="Trace" writeTo="file"></logger>
```

6. Save and close the file.
7. In IIS Manager, recycle the application pool **Archive One** to affect the change.
8. Once logging is set on all web server(s), you can reproduce the error.

Version 6.6 or Earlier

1. Navigate to **C:\inetpub\wwwroot**.
2. Open the web service subfolder where you want to enable tracing. For example, to enable logging of the AOneSearch website, browse to: **C:\inetpub\wwwroot\AOneSearch**
3. Open the **nlog.config** file in Notepad.
4. Find the line:

```
<logger name="*" minlevel="Info" writeTo="file"></logger>
```
5. Edit the **minlevel** value to **Trace**:

```
<logger name="*" minlevel="Trace" writeTo="file"></logger>
```
6. Save and close the file.
7. In IIS Manager, recycle the application pool **Archive One** to affect the change.
8. Once logging is set on all web server(s), you can reproduce the error.

Step 2. Send Logs

Once the error is reproduced, gather and send the logs to Barracuda Networks Technical Support.

Version 7.0 or Higher

1. On the web server, navigate to: **C:\Program Files (x86)\Barracuda\Archive One\WebLogs**
2. Locate the log files generated that day from the **Date Modified** timestamp, or the log that corresponds with the website where you turned on logging, for example: **AOneSearch.log**
3. Zip the collected log files, and email them to your Barracuda support representative.

Version 6.6 or Earlier

1. On the web server, navigate to: **C:\Program Files (x86)\C2C Systems\Archive One\WebLogs**
2. Locate the log files generated that day from the **Date Modified** timestamp, or the log that corresponds with the website where you turned on logging, for example: **AOneSearch.log**
3. Zip the collected log files, and email them to your Barracuda support representative.

Step 3. Disable Logging

Once the error is reproduced, gather and send logs to Barracuda Networks Technical Support.

Version 7.3 or Higher

The Search & Retrieval websites log at the level set in the ArchiveOne Admin console:

1. Open the ArchiveOne Admin console.
2. Right-click the **Status** node, and click **Configure**.
3. Click the **Diagnostics** tab, and from the drop-down menu, click **Standard** or **None**.

If you were advised to make the change in the LCS, revert this to its previous value:

1. On each web server, browse to the LCS in
C:\ProgramData\Barracuda\ArchiveOne\LocalConfigurationStore.
2. Open the **System_Web.ini** file in Notepad.
3. Edit the line **Trace=2** to its previous value, e.g. **Trace=1**.
4. Save and close the file.

Version 7.0 - 7.2

1. Navigate to the installation directory, by default: **C:\Program Files (x86)\Barracuda\Web**
2. Open the web service subfolder where you want to disable tracing.
3. Open the **nlog.config** file in Notepad.
4. Find the line:
<logger name="*" minlevel="Trace" writeTo="file"></logger>
5. Edit the **minlevel** value to **Info**:
<logger name="*" minlevel="Info" writeTo="file"></logger>
6. Save and close the file.
7. In IIS Manager, recycle the application pool **Archive One** to affect the change.

Version 6.0 to 6.6

1. Navigate to the installation directory, by default: **C:\inetpub\wwwroot**
2. Open the web service subfolder where you want to disable tracing.
3. Open the **nlog.config** file in Notepad.
4. Find the line:
<logger name="*" minlevel="Trace" writeTo="file"></logger>
5. Edit the **minlevel** value to **Info**:

<logger name="*" minlevel="Info" writeTo="file"></logger>

6. Save and close the file.

7. In IIS Manager, recycle the application pool **Archive One** to affect the change.

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