

How to Enable Level 5 Tracing

<https://campus.barracuda.com/doc/46208589/>

This article refers to the Barracuda ArchiveOne version 7.3 and higher.

Use the steps in this article during troubleshooting if directed to do so by your Barracuda Networks Support representative.

Step 1. Set the Tracing level

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=** to **Trace=0**
4. Add a new line: **TraceLevel=5**
5. Add a new line: **TraceMode=Flushed**
6. Save and close the file.
7. Open the Microsoft Services console (**services.msc**) and restart the **ArchiveOne Service**.

Step 2. Reproduce the Error

Rerun the process to reproduce the error.

Step 3. Collect and Submit Log Files

1. Browse to the **Logs** folder, by default: **\\<ConfigurationServer>\Add-ins\AOnePol\Logs** where **\\<ConfigurationServer>** is the Configuration Server name.
2. Zip the folders required from the **logs** directory, and email the ZIP file to your Support representative or upload the file to the FTP location provided by your support representative.

Your support representative will review the logs to determine the root cause of the issue and determine a resolution.

Step 4. 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=0** to **Trace=1**
4. Delete the line: **TraceLevel=5**
5. Delete the line: **TraceMode=Flushed**
6. Save and close the file.
7. Open the Microsoft Services console (**services.msc**) and restart the **ArchiveOne Service**.

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