

Location and description of Barracuda RMM Log Files

<https://campus.barracuda.com/doc/93200972/>

During troubleshooting, technical support may ask for the Log files for Barracuda RMM. Here are the locations of the Log files as well as a description of their use.

You can also utilize the Support Diagnostics feature from the **Configuration > System Settings > Support Diagnostics** page to collect OM application and setup logs with just a few clicks and then download a single zip from the SC.

However, if the OM is in a bad state the collection from Service Center might fail, but the tool can still be invaluable when running manually as it will combine most of the application and setup logs for Onsite Manager, Device Manager, and Service Center. **It does not yet collect the logs for Mwus.**

Barracuda RMM Installation log files

The installation log files for all Barracuda RMM products are located in the following folder regardless of the systems architecture: C:\Program Files\Level Platforms\LPISetupLogs

Barracuda RMM Onsite Manager and Device manager log files

| Barracuda RMM 12 SP4 and beyond | C:\Program Files (x86)\Barracuda RMM\Onsite Manager\Logs |
|---|--|
| Barracuda RMM before 12 SP4 or upgraded from earlier versions | C:\Program Files (x86)\Level Platforms\Onsite Manager\Logs |
| Log file | Contains |
| TraceExpertSystem.txt | Contains log output from the MWExpertSystem service. This covers service startup, shutdown, monitoring, and other service activity. |
| UpdateServices.txt (Onsite Manager Only) | Contains activity pertaining to MWUS (Integrated patch management) such as patch metadata synchronization, and device check-in activity. |
| OMNetworkServiceTrace.txt (Onsite Manager Only) | Contains OMNetworkService activity pertaining to remote access connection activity. |

| | |
|---|--|
| Lighttpd_access.log Lighttpd_error.log (Onsite Managers storing patches locally) | These logs track access and error activity for the lighttpd.exe used for hosting the local patch cache on Onsite Managers. |
| com.*.txt | These logs contain activity pertaining to service modules with the Service Module name in place of the *. IE: com.avg.hyperv.txt |

Barracuda RMM Service Center log files

The log files for Service Center are located in the following folder assuming the default installation path is used: C:\Program Files (x86)\Level Platforms\Service Center\Logs.

| Log file | Contains |
|---|---|
| SCMonitor.txt | Contains information pertaining to the SCMonitor service and other system-wide operations of a particular service center environment. Essentially anything not specific to a VAR will be contained in the SCMonitor.txt log. This log also contains information pertaining to the startup and shutdown of the Service Center Monitor (SCMonitor) service. |
| DefaultVarLog.txt or VarnameVarLog.txt | Contains information regarding changes or activities contained within a specific VAR in a service center environment whether hosted or on-premise. Essentially anything activities occurring within an SCData_varname database will be logged in the DefaultVarLog.txt or VarLog associated to a particular VAR. This log also contains information pertaining to VAR initialization. |
| SCMessagingLog.txt | Contains information related to communications with the SCMessaging site in IIS. Remote Access connection activity will be contained in SCMessaging to name an example. |
| SCWebLog.txt | Contains information and messages related to the Service Center web page. User Interface errors for example will likely appear in the SCWeb.txt log |
| PatchMetaDataSyncManagerLog.txt | Contains activity pertaining to Patch Metadata synchronization and failures. |
| DefaultVar_com.*.txt | Contains activity related to individual service module plugins that may be loaded in a service center VAR. The log file name will contain the Service Module name in place of the *. IE: DefaultVar_com.avg.hypervLog.txt |

To run the MWDiagnosticCollector on an Onsite Manager or Device Manager

If you require the logs to be sent to Support, please visit <https://campus.barracuda.com/product/ISBKB/doc/93199704/collecting-logs-for-barracuda-rmm-support/>

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