



LISTSERV Maestro Admin Tech Doc 14

Remote Log Access

May 26, 2014 | © L-Soft Sweden AB
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This document is a LISTSERV Maestro Admin Tech Doc. Each admin tech doc documents a certain facet of the LISTSERV Maestro administration on a technical level. This document is number 14 of the collection of admin tech docs and explains the topic "Remote Log Access".

Last updated for LISTSERV Maestro 6.0-1 on May 26, 2014. The information in this document also applies to later LISTSERV Maestro versions, unless a newer version of the document supersedes it.

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1 Remote Log Access

The three main LISTSERV Maestro components all write their own log files. These files can be found in the “logs” subfolder of each component’s home folder inside of the installation folder.

However, in some situations the administrator does not have access to these folders, but still wants to access the log files.

To solve this, LISTSERV Maestro offers remote log file access. The remote access allows an administrator do download the log files from the server, directly in the web-browser.

Before you can access the log files of a component, you first have to configure the component for remote log access. To do so, edit the INI-file of the component and add the following entry:

```
RemoteAdminPassword=PASSWORD
```

where you replace “PASSWORD” with a password only known to authorized administrators (though for security reasons you should **not** use your normal admin password from the Administration Hub!).

(Note: Since the password will later be used as a parameter in a URL, you should only use URL-safe characters in the password, e.g. you are on the safe side if you only use alphanumeric characters.)

Remember that you have to add this entry to **each** component’s INI file, e.g. to `lui.ini`, `hub.ini` and `tracker.ini`. If you do not add the entry to one of the INI files, then you will not be able to access the log files of that component (but you will still be able to access logs of the other components where you have added the entry).

To disable remote log access, simply remove the entry from the INI file(s) or comment it out.

Whenever you add, change, remove or out-comment this entry, the change will be effective **immediately**, e.g. you do **not** have to restart the component!

Once you have configured the component(s) for remote log access, you can access their log files from any web-browser on any computer that has HTTP access to the component in question. You only need to know the “PASSWORD” you configured in the INI file(s) and the day of the log file you want to access (for normal log files) or the backup-ID (for backup log files):

- To view a **Maestro User Interface** log file, access the following URL:
`http://HOST:PORT/lui/downloadLog`
- To view an **Administration Hub** log file, access the following URL:
`http://HOST:PORT/hub/downloadLog`
- To view a **Maestro Tracker** log file, access the following URL:
`http://HOST:PORT/trk/downloadLog`
- To view a **Backup** log file, access the following URL:
`http://HOST:PORT/hub/downloadLog?pw=PASSWORD&backup=BACKUPID`

where you replace:

“HOST” with the host name of the server running the component you want to access.

“PORT” with the HTTP-port on that server (“:PORT” can be left out if the HTTP-port is “80”),

On the page that is displayed, enter the remote admin password that you have configured in the INI-file (see above) into the "Password" field and click **[Apply]**.

If you enter only the password, then the displayed log file will be the one of the current day. If you want to see a log file of a different day, enter the date of the day you want to view into the first "Date" field (leave the second "Date" field empty). If you want to see the log files of a range of days all at once, enter the date of the first day in the first "Date" field and the date of the last day in the second "Date" field. (For all date input, use the format "YYYYMMDD", where "YYYY" is the year with 4 digits, "MM" is the month with 2 digits and "DD" is the day of the month with 2 digits.) Each time you change a date setting, click **[Apply]** to make it effective.

You can also enter a text into the "Search String" field (and click **[Apply]**). This will have the effect, that all occurrences of this string in the log file will be highlighted and all log entries which do not contain the search string will be initially hidden so that you can concentrate on the log entries that contain the search string. The hidden areas are marked with a little "+" symbol at the left margin. Click the "+" to unfold a hidden part and make it visible again. The left margin will then show a ruler with "-" symbols at the top and the bottom of the unfolded area. Click on the ruler or the "-" symbols to hide the area again.

Note: If you need to provide the log file to a 3rd party (for example to L-Soft support), then you can use the **"Save as plain text"** link at the bottom right of the page to download and save the backup file in its plain text format. Please supply this plain text log file to L-Soft support if necessary (i.e. please do **not** simply do a copy & paste from the browser and do also **not** a "Save As..." of the log-viewing page, as this would also mean that all the additional HTML data used for formatting the log-view would be included).

If you access the log file of the Administration Hub component, then the page also has an additional field "Backup ID". You can use this field to access one of the backup logs of the HUB: Enter the backup-ID of the backup for which you want to view the log and make sure that the two "Date" fields are empty (as long as the "Date" fields contain a value, the "Backup ID" is ignored and the standard log is retrieved). Then click **[Apply]**.

Initially, the page displays the backup log with all the backup details hidden and only the general information visible. As explained above, the hidden parts are marked with a little "+" symbol at the left margin and can be unfolded for viewing. Once unfolded, they can also be hidden again.

The backup-ID is a sequence of digits and letters and is unique for each backup. You can find the information about which ID a given backup has by looking at the normal HUB log file: At the backup start-time you will find an entry like "BackupMaster starts backup (Backup ID: xxxxxxx)" where "xxxxxx" is the backup-ID that you need to enter in the above "Backup ID" field.