



erwin Data Intelligence – DQLabs

User Guide – Collect Logs (Windows, Linux, and DQLabs)

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Contents

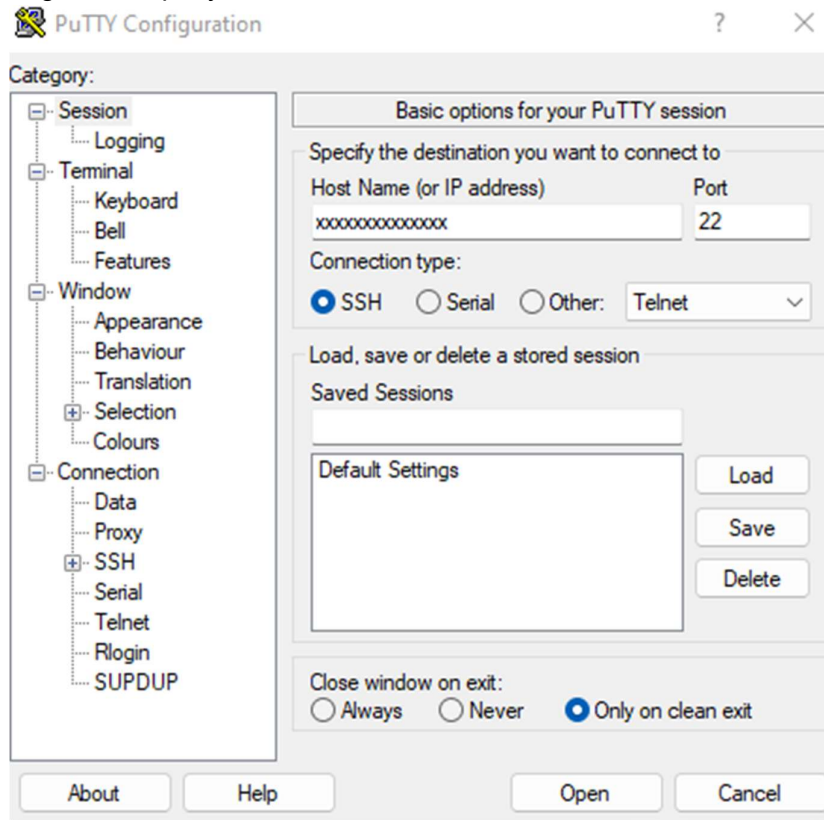
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Steps to Collect Logs from the Linux Server

- Login to the putty



- Collect logs using below mentioned path

- For server logs- `cd /usr/local/DQLABS/checkout-server/logs/error/`

- For library logs- `cd /usr/local/lib/python3.7/dist-packages/dqlabs/logs/error`

```
ubuntu@ip-172-31-21-218:~$ cd /usr/local/DQLABS/checkout-server/logs/error/  
ubuntu@ip-172-31-21-218:/usr/local/DQLABS/checkout-server/logs/error$
```

- Command to open the server and library log file: `tail -f dqlabs_error.log`

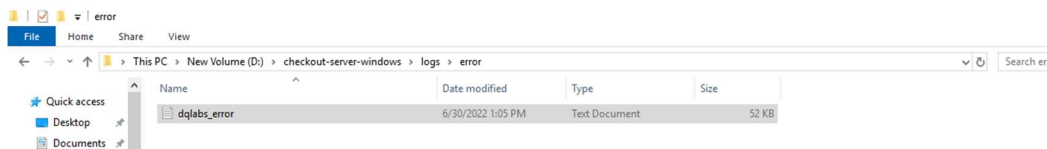
```
ubuntu@ip-172-31-21-218:~$ cd /usr/local/DQLABS/checkout-server/logs/error/  
ubuntu@ip-172-31-21-218:/usr/local/DQLABS/checkout-server/logs/error$ ls  
dqlabs_error.log  
ubuntu@ip-172-31-21-218:/usr/local/DQLABS/checkout-server/logs/error$ tail -f dqlabs_error.log
```

- This is how the error logs looks

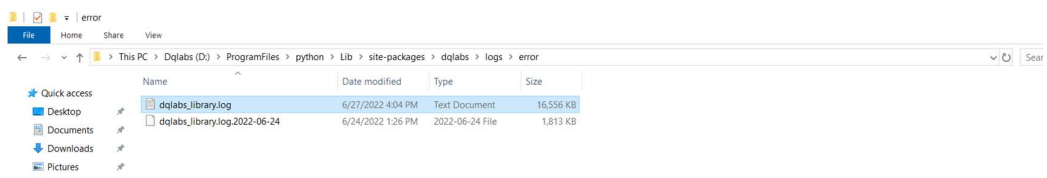
```
ubuntu@ip-172-31-21-218:~$ cd /usr/local/DQLABS/checkout-server/logs/error/
ubuntu@ip-172-31-21-218:/usr/local/DQLABS/checkout-server/logs/error$ ls
dqlabs_error.log
ubuntu@ip-172-31-21-218:/usr/local/DQLABS/checkout-server/logs/error$ tail -f dqlabs_error.log
  File "<frozen schedule.job_scheduler>", line 38, in start_job_scheduler
AttributeError: 'NoneType' object has no attribute 'properties'
2022-06-22 10:59:57,719 [ERROR] : Job Scheduler - Crashed due to - Error 'NoneType' object has no attribute 'properties'
Traceback (most recent call last):
  File "<frozen schedule.job_scheduler>", line 38, in start_job_scheduler
AttributeError: 'NoneType' object has no attribute 'properties'
2022-06-22 11:00:02,844 [ERROR] : Job Scheduler - Crashed due to - Error 'NoneType' object has no attribute 'properties'
Traceback (most recent call last):
  File "<frozen schedule.job_scheduler>", line 38, in start_job_scheduler
AttributeError: 'NoneType' object has no attribute 'properties'
```

Steps to Collect Logs from the Windows Server

- For server log: Open the File Explorer (Windows + E) Navigate to the mentioned path for server log files(Driver -server-checkout-server-windows\logs\error)



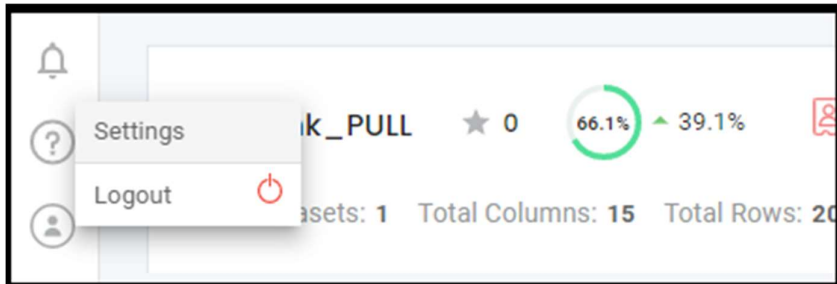
- For library log: Open the File Explorer (Windows + E) Navigate to the mentioned path for Library log files (Driver - library-Programs\Python\Python37\Lib\site-packages\dqlabs\logs\error)



Steps to Collect Logs from DQLabs

Note: Only the super admin/site admin are permitted to download the log files.

- After logging into the platform, Navigate to the settings page > Logging tab.



Settings		
Profile	Organization	System
Configurations	Libraries	Theme
Enrichment	Logging	
Logging		
Error Logging		
File Name	Created Date	Actions
dqlabs_error.log	07-01-2022 03:59	Download
dqlabs_error.log.2022-06-30	06-30-2022 22:30	Download
Info Logging		
File Name	Created Date	Actions
dqlabs_info.log	06-30-2022 13:13	Download
Library Error Logging		
File Name	Created Date	Actions

- In this tab, users are able to find Error Logging, Info Logging and Library Error Logging. Under each section users can download the log files using the download icon provided in Actions.
- Error logging - Server logs.
- Library logging - Error details of jobs.