



erwin Data Intelligence – erwin Data Quality

## **User Guide – Collect Logs (Windows, Linux, and erwin Data Quality)**

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## Understanding your Support

Review [support maintenance programs and offerings](#).

## Registering for Support

Access the [erwin support](#) site and click Sign in to register for product support.

## Accessing Technical Support

For your convenience, erwin provides easy access to "One Stop" support for [erwin Data Intelligence \(erwin DI\)](#), and includes the following:

- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- erwin Support policies and guidelines
- Other helpful resources appropriate for your product

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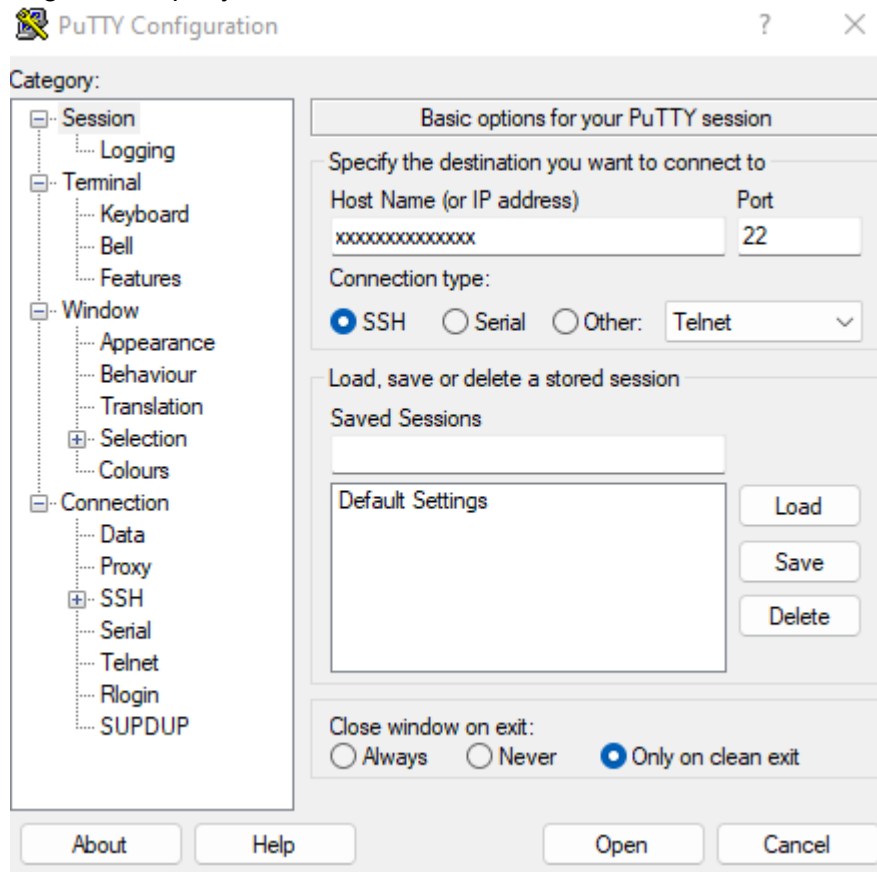
# Contents

Steps to Collect Logs from the Linux Server .....	1
Steps to Collect Logs from the Windows Server.....	2
Steps to Collect Logs from DQLabs .....	3

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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`

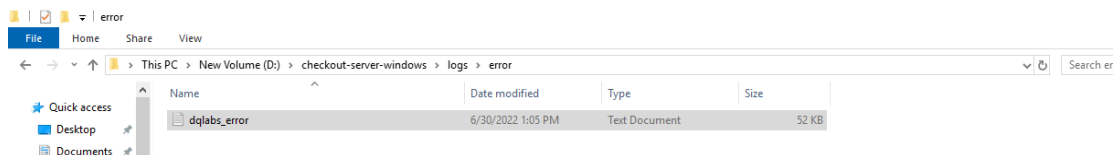
```
ubuntu@ip-172-31-21-218:~$ cd /usr/local/DQLABS/checkout-server/logs/error/  
ubuntu@ip-172-31-21-218:/usr/local/DQLABS/checkout-server/logs/error$ ls  
dqlabs_error.log  
ubuntu@ip-172-31-21-218:/usr/local/DQLABS/checkout-server/logs/error$ tail -f dqlabs_error.log
```

- This is how the error logs looks

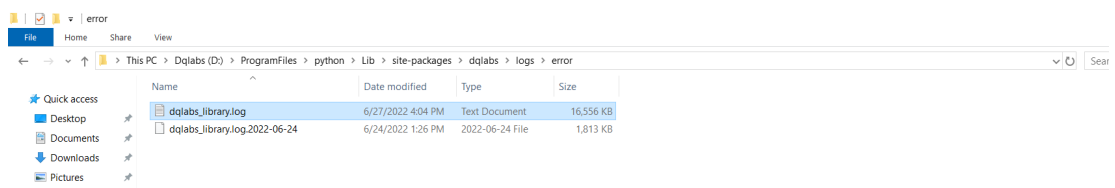
```
ubuntu@ip-172-31-21-218:~$ cd /usr/local/DQLABS/checkout-server/logs/error/
ubuntu@ip-172-31-21-218:/usr/local/DQLABS/checkout-server/logs/error$ ls
dqlabs_error.log
ubuntu@ip-172-31-21-218:/usr/local/DQLABS/checkout-server/logs/error$ tail -f dqlabs_error.log
File "<frozen schedule.job_scheduler>", 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 )



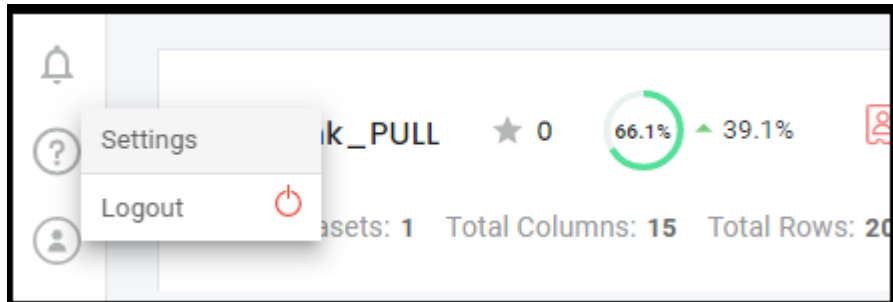
- For library log: Open the File Explorer (Windows + E) Navigate to the mentioned path for Library log files ( Driver - library-Programs\Python\Python37\Lib\site-packages\dqlabs\logs\error )



# 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	
<strong>Logging</strong>		
<strong>Error Logging</strong>		
File Name	Created Date	Actions
dqlabs_error.log	07-01-2022 03:59	<a href="#">Download</a>
dqlabs_error.log 2022-06-30	06-30-2022 22:30	<a href="#">Download</a>
<strong>Info Logging</strong>		
File Name	Created Date	Actions
dqlabs_info.log	06-30-2022 13:13	<a href="#">Download</a>
<strong>Library Error Logging</strong>		
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.