

Where are the Log files of the GP10 Application?

Introduction

In GuardPoint10 there is not one log file per day as in GuardPointPro.

There is just one "Log.txt" file per service.

The size limit is 2MB for each log type.

Location

Log file for the AcsNMService: C:\ProgramData\ACS\NM\log.txt

Log file for the AcsServer: C:\Program Files (x86)\GuardPoint10\AcsServer\log.txt

Log file for the AcsWatchDog: C:\ProgramData\ACS\AcsWatchDog\Log.txt

Log file for the AcsSuprema: C:\Program Files (x86)\GuardPoint10\NM\Suprema\log.txt

Log file for the GUI: C:\Program Data\ACS\GUI\Log.txt.

To display the Program Data folder, go to Control Panel > Search area:

type "Folder" > File Explorer Options > Show hidden files and folders > View > Advanced settings > Hidden files and folders:

Show hidden files, folders, and drives > Apply > OK.

Notes:

The GUI is not installed under Program Files (x86) to avoid issue with Administrator right permission.

But the NMService and the AcsServer are installed with Administrator rights.

It is possible to open the Log file with the "Notepad++" software.

All the log files are copied in the LOG table of the "AC8Journal" database.

It is possible to see the LOG table via the SQL Studio or via the "Log4View" software: open the Database: Server "." > "AC8Journal" Database > Database Table "Log" and press "Read Columns" > OK.

The LOG table in the database is cleaned every day in order to keep 100K lines maxi.

In the "Options/System & SQL" screen of GuardPoint10, there are System Log Levels options that allow to define the log level of each service.

For example, the level "Error" allow to write the errors only, the "Debug" level will write all the information.

Log file of the Installation setup

It is possible to write logs during the GuardPoint10 installation setup.

To do so:

Open the Windows Explorer and go to the folder of the setup file

Press shift + right click with the mouse and choose "Open PowerShell window here"

Type ".\GuardPoint10.1.30.1.exe -l log.txt" [or equivalent GP10 .exe name]

The setup will start and the logs will be written in the log.txt file in the same folder.