

FileCloud Debug Log File Locations



FileCloud Server is thoroughly tested during development and before every release.

- However, it is impossible to reproduce every kind of IT environment created by our customers.
- In your unique environment, you may see FileCloud Server perform unexpectedly.
- In a large complex program such as FileCloud Server with many lines of code, it may be difficult to find and resolve an issue.
- Therefore, to help you troubleshoot issues, CodeLathe provides you with the ability to record extra information in logs.
- Your log information can also help us fix any issues you see in a later release.

Starting in FileCloud Server version 19.1, FileCloud Server log files in the scratch folder are now automatically compressed into a zip folder.

- This new auto-archive process is completed by Cron
- As soon as a log file is 30 days old, it is compressed and added to the archive
- This archival process happens automatically and does not require you to configure any special settings.

Which Log File Do You Want to Review?

Windows: <DriveLetter>\xampp\htdocs\scratch\logs\log_YYYY-MM-DD.txt

Example: c:\xampp\htdocs\scratch\logs\log_2013-08-27.txt (Select the latest date)

Linux: /var/www/html/scratch/logs/log_YYYY-MM-DD.txt

Windows: <DriveLetter>\xampp\php\logs\php_error.log

Linux: Only if PHP Error logging is enabled

Windows: <DriveLetter>\xampp\apache\logs\error.log

Linux: /var/logs/apache2/access.log



To use the Sync application to generate files:

1. From *Start* menu, select *FileCloudSync*.
2. From the system tray, right-click the FileCloud icon  and then select *Settings*.
3. On the *Home* page, select the *Help* screen option.
4. Under *Troubleshooting*, click *Save Log File*, note the folder location, and click *OK*.

To manually collect log files:

Windows: %APPDATA%\FileCloudSyncData\client\syncclient.log

Linux: ~/FileCloudSyncData/client/syncclient.log

Mac: ~/FileCloudSyncData/client/syncclient.log

To manually collect a log file:

Windows: %APPDATA%\FileCloudDrive\data\FileCloudDrive.log

To automatically generate a log file:

1. From the system tray, right-click the FileCloud icon .
2. Select *Advanced*, and then *Open Log Folder*.

To manually collect a log file:

Mac: ~/Library/Application Support/Filecloud/macdrive/data/filecloudmacdrive.log

Mac Drive 2: ~/Library/Application Support/FileCloud MacDrive2/data/filecloudmacdrive.log

💡 For more information, you can also [View a Crash Report](#)

Windows: %APPDATA%\FileCloudHelper\cloudntfs.log (or) <DriveLetter>\xampp\FileCloudHelper\cloudntfs.log

Windows: <DriveLetter>\xampp\mongodb\bin\log

Linux: (Ubuntu): /var/log/mongodb/mongod.log



To use the Sync application to generate files:

1. From the system tray, right-click the FileCloud icon  and then select *Settings*.
2. On the *Home* page, select the *Help* screen option.
3. Under *Troubleshooting*, click *Save Log File*, note the folder location, and click *OK*.

To manually collect a log file:

Windows: %APPDATA%\FileCloudServerSyncData\client\syncclient.log

Windows: %APPDATA%\dociq\data

ServerLink Admin portal activity is logged in the FileCloud Server log.
Synchronization activity is logged separately, in **serverlink** folders.

Log locations

The log file paths are:

Windows:

<DriveLetter>\xampp\htdocs\scratch\logs\serverlink\log_YYYY-MM-DD.txt
For example: c:\xampp\htdocs\scratch\logs\serverlink\log_2020-08-27.txt

Linux:

/var/www/html/scratch/logs/serverlink/log_YYYY-MM-DD.txt
For example: /var/www/html/scratch/logs/serverlink/log_2020-08-27.txt

When a log file reaches a maximum size of (1024 * 50 KB by default), a new log file is created with **part#** as a suffix. For example:

 log_2021-04-21.txt	4/21/2021 8:07 AM	Text Document	2 KB
 log_2021-04-21_part1.txt	4/21/2021 8:06 AM	Text Document	631 KB
 log_2021-04-21_part2.txt	4/21/2021 8:06 AM	Text Document	7 KB
 log_2021-04-21_part3.txt	4/21/2021 8:07 AM	Text Document	6 KB

Changing Maximum Log size

You may change the default maximum log size with the TONIDOCLLOUD_SERVERLINK_LIMIT_LOG_FILE_SIZE_KB setting.

To change the maximum log size:

1. Open cloudconfig.php.
 - Windows Location : C:\xampp\htdocs\config\cloudconfig.php
 - Linux Location : /var/www/html/config/cloudconfig.php
2. Add the following.

```
define("TONIDOCLLOUD_SERVERLINK_LIMIT_LOG_FILE_SIZE_KB", 1024 * 50);
```

3. Change the default size of 1024 * 50.

Multitenancy

For multitenancy, each site has a serverlink folder containing sync logs.