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GVP Troubleshooting Guide

Collecting Logs

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Collecting Logs

Windows Event Viewer

You can access the Windows Event Viewer from Control Panel > Administrative Tools. Some GVP components use the Event Viewer to log application event messages, which can then be accessed by clicking on the application file in the left pane of the Event Viewer GUI. The source of each Event Viewer message is the name of the executable program that is associated with the process that logs the event message.

Processes such as the `pwcallmgr.exe`, `pwproxy.exe`, `resourcemanager.exe`, `ccpccxml.exe`, `CTIConnector.exe`, and `ssg.exe` use the Event Viewer to indicate problems that might occur during startup, before normal logging is available.

In addition, the logging infrastructure used by `pwcallmgr`, `resourcemanager`, and `ccpccxml` might also use the Event Viewer to display special events that are related to GVP logging.

In the Event Viewer GUI, you can modify properties for the application file by clicking the application file > Action menu > Properties. The maximum log file size and filtering options are available through this Properties window. The location of the event file is also displayed.

For this release of GVP, only the Information event type is used by the GVP components.

RH syslog

The default system log file on RHEL is `/var/log/messages`. You must have root privilege to read this file.