



ProjectDox Log Files

	Log File	Location	Description
1	Web server sites	<ul style="list-style-type: none"> IIS logs windows/system32/logs 	Used to gather error information 500, 404, 403
2	Process incoming email	<ul style="list-style-type: none"> Win2008 path: Program Files (x86)\Avolve\ProjectDox Process Incoming Service win2003 path: Program Files\Avolve\ProjectDox Process Incoming Service Debug.txt in the root of the install 	Used for checking incoming email issues into the system. Not tied to teammail, topic and note or workflow emails that are sent.
3	SMTP logs	<ul style="list-style-type: none"> windows/system32/logs 	Used for checking all email issues in and out of the system
4	ProjectDox Utility service	<ul style="list-style-type: none"> Win2008 path: Program Files (x86)\Avolve\ProjectDox Utility win2003 path: Program Files\Avolve\ProjectDox Utility Debug.txt in the root of the install 	Used for ProjectDox clean up tasks, SSO, workflow sync, JP republish feature and global permissions sync.
5	Job Processor	<ul style="list-style-type: none"> Logs to the netitsvc user profile under %user% Local Settings\Temp\IGC) Logging will need to be turned on from the JobProcessor config. In the root of the installation directory to view the log file. Log file is turned off to save on resources. View the log file on the Job Processor via a browser by typing in http://localhost:7070/logs 	Used for troubleshooting publishing issues
	HeartBeat File	<ul style="list-style-type: none"> Located in the UserFilesPublish directory within the destination folder for each published file. Displays detailed information on the processing of the file including error information. 	Used to troubleshoot Job Processor publishing issues.
6	ProjectDox WCF service	<ul style="list-style-type: none"> Win2008 path: Program Files (x86)\Avolve\ProjectDox WCF Server win2003 path: Program Files\Avolve\ProjectDox WCF Server Debug.txt in the root of the install 	Used to troubleshoot DB connection issues between web, WCF, and Database.
7	ProjectDox Creator service	<ul style="list-style-type: none"> Win2008 path: \Program Files (x86)\Avolve\ProjectDox Project Creator win2003 path: \Program Files\Avolve\ProjectDox Project Creator Debug.txt in the root of the install 	Used to troubleshoot project creation from incoming integration
8	Data Base	<ul style="list-style-type: none"> Data base server event viewer, and MSSQL logs, ProjectDox DB table log reports 	The ProjectDox log reports table holds all transactions completed in the system by ID

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9	ProjectDox Workflow	<ul style="list-style-type: none"> Win2008 path: \Program Files (x86)\Avolve\ProjectDox Workflow Server win2003 path: \Program Files\Avolve\ProjectDox Workflow Server)Debug.txt in the root of the install 	This is used to troubleshoot workflow issues and connectivity problems.
10	ProjectDox License Server	<ul style="list-style-type: none"> Windows Event Viewer, on by default via the Admin, Configuration, Log tab, with LogOutput set to 8 	This is used to troubleshoot Viewer issues and will show any type of base licensing issues that are preventing viewing of the files in Brava
11	ProjectDox	<ul style="list-style-type: none"> Windows Event Viewer – ProjectDox Event Log 	Base ProjectDox application error will display robust information
12	ProjectDox	<ul style="list-style-type: none"> Trace = True, turned on in ProjectDox\web.config file 	While Trace will slow down the application, it is an excellent tool for tracking deeper issues such as configuration in the application
13	ProjectDox Viewer Server	<ul style="list-style-type: none"> Windows Event Viewer 	Detailed Flash viewing errors
14	Lucene Search Engine	<ul style="list-style-type: none"> C:\Program Files (x86)\Avolve\ProjectDox WCF Server\LuceneUITest.exe Debug.txt SearchEngineLog.log 	Search error will display to the screen running this test tool interactively
15	Reports	<ul style="list-style-type: none"> Error will display in the report UI 	