



Finding Tarantella logs and using 'tarantella query' to view them.

Keywords

tta tarantella support procedure problem webtop call questions information version error java express II enterprise 1.4 1.41 1.x webtop issue service request howto troubleshoot diagnose messages log logs errors statistics diagnostic query archive status info emulator print connections printing unlicensed licences licence unlicensed licenses license server logfiles files

Release

Tarantella Enterprise II 1.41
Tarantella Express 1.41
Tarantella 1.4, 1.41
Tarantella Security Pack 1.4

Problem

I need to find and view logfiles to troubleshoot a Tarantella issue.

Solution

Tarantella (TTA) logfiles are stored by default in:

```
/var/tarantella/log
```

There are two types of TTA logfiles:

- Diagnostic logfiles contain short, coded diagnostic messages that TTA outputs at key stages in its operation. You can use these to track how far TTA progresses before an error occurs, to help find where a problem lies. The names contain the process ID of the TTA process that is being logged.
- Error logs contain error messages that are longer and more helpful than diagnostic messages. Error logs may suggest possible causes of the problem and solution. The names contain "error.log".

Note: When TTA is installed or uninstalled, an additional temporary logfile is created in /tmp, called "ttainst.log" or "ttauninstall.log". Problems with installing or uninstalling may be analyzed here. On UnixWare 7, these files will not exist after the next reboot of the server.

All log files can be examined using a text editor. You must be logged into the UNIX host as root. The 'tarantella query' command can be convenient for viewing commonly needed logs, as well as viewing several logs with one command.

tarantella query

To examine the following TTA logs use the "tarantella query" command. The full path to this command is:

```
/opt/tarantella/bin/tarantella query
```

Running tarantella query with no flags shows you a list of logfiles that exist on your server. Note: Arguments are prefaced by two dashes ("--"), not one.

- all Displays all the info (the default).
- server Displays current TTA server status info including when the server was last started and stopped. (error.log)
- conns Displays the maximum number of simultaneous connections to the TTA server. Note that this figure is reset when the TTA server exits.
- log [all | server | xpe | tpe | print]
 Displays a particular error log:
 - all displays all the error logs (the default)
 - server displays the TTA server error log
 - xpe displays the X emulator error log (xpe_error.log)
 - tpe displays the character emulator error log (tpe_error.log)
 - print displays the printing error logs (ptd_error.log and ppe_error.log)
- unlicensed Displays details of any license infringements since the TTA logs were last archived, by default, weekly. (unlicensed.log) This option should only be used on a primary or standalone TTA server.
- quiet Disallows display of progress messages. Use this with the option you choose. For example:
 - all --quiet

The logs are:

unlicensed.log

License infringements since the TTA logs were last archived.

error.log

Problems that affect all users: the TTA server unexpectedly stopping, or no licenses being granted, for instance. TTA server general error messages.

sslID.log

Why users may be having trouble with SSL connections if the TTA Security Pack is installed. ID is the PID of the SSL daemon running on the UNIX host.

statusID.log

Performance of the status server, which coordinates processes, routing messages and general server housekeeping. ID is the PID of the TTA status server running on the UNIX host.

smID.log

When particular users logged in and out of TTA, and the protocol engines TTA started for them. ID is the PID of the session manager, which handles suspending and resuming sessions when users log in and out of TTA, and starting protocol engines as required, running on the UNIX host.

aeID.log

How a user's TTA username was resolved into a UNIX username when they logged into TTA, and whether a license was available at that time. ID is the PID of the ASAD engine running on the UNIX host. The ASAD engine provides info from the TTA datastore.

xpe_error.log

Why users may be having trouble running X and Windows applications. Errors from X protocol engines. This is the link between an X or Windows application running on an application server, and the display engine that shows it to the user.

xpe_logID.log

Events that took place while an X or Windows application was running. There's one xpe_logID.log file for each user who has used an X protocol engine. ID is the PID of a protocol engine running on the UNIX host.

tpe_error.log

Why users may be having trouble running applications on the application server. Errors from character protocol engines. These are the link between a character application running on an application server, and the display engine that shows it to the user.

tpe_logID.log

Events that took place while a character application was running. ID is the PID of a character protocol engine running on the UNIX host. There is one tpe_logID.log file for each user who has used a character protocol engine.

execpe_error.log

Why users may be having trouble running applications on application servers. Errors from an execution protocol engine. This connects to an application server and runs the desired application.

execpe_logID.log

Which connection method was used to connect to an application server and whether that connection was a success or not. If the connection was not a success, the messages in this file will help you determine which part of the connection process caused the problem. ID is the PID of an execution protocol engine running on the UNIX host. There is one execpe_logID.log file for each user who has used an execution protocol engine.

ppe_error.log

Why users may be having trouble printing from applications using TTA. Errors from print protocol engines. This sends printing status info, for example, whether the TTA printing system is paused or not, to users' webtops. A new one starts whenever a user prints from an application using TTA.

ppe_logID.log

Events that took place while a user was printing with TTA. ID is the PID of a print protocol engine running on the UNIX host. There is one ppe_logID.log file for each user who has printed using TTA.

ptd_error.log

Why users may be having trouble printing from applications using TTA. Errors from the print transfer daemon. This coordinates the TTA printing system for a particular TTA server or array.

ptd_logID.log

Events that took place while a user was printing with TTA. ID is the PID of the print transfer daemon running on a UNIX host. If you are using an array of TTA servers, the print transfer daemon runs on the primary TTA server. One print transfer daemon serves all the servers in the array. Standalone servers have one print transfer daemon each.

wpe_error.log

Why users may be having trouble using the TTA Native Client to access TTA. Errors from webtop protocol engines. These retrieve, from the TTA server, the info needed to display a user's webtop on the TTA Native Client. It also keeps the icons on these webtops up-to-date, for example, by displaying the cog icon to indicate running applications. A new one starts whenever a user logs into TTA with the TTA Native Client. If nobody uses the TTA Native Client, none are used.

wpe_logID.log

How TTA kept the icons on a user's webtop up-to-date after they logged into TTA with the TTA Native Client. ID is the PID of a webtop protocol engine running on the UNIX host. There's one wpe_logID.log file for each user who has used a webtop protocol engine.

ssh_error.log

Why users may be having trouble running applications if you are using SSH (Secure Shell). This is a package that lets you execute commands on network hosts securely.

ssh_logID.log

How a user's SSH connection behaved. ID is the PID of the SSH daemon running on the UNIX host. There is one ssh_logID.log file for each SSH daemon used.

Notes

Do not delete any logfiles. To empty logs to free up disk space, first use the "tarantella archive" command to archive the logs, then delete the archive. Archiving the logs compresses them and moves them to a numbered subdirectory of the log directory. The higher the subdirectory number, the older the archive. Thus, the most recently archived log files are in subdirectory 1. Logs can be moved and deleted with the server up and running.

You will need to uncompress an archived logfile before you can view it. In each subdirectory, a file called "summary.txt" contains the results of running the tarantella query command at the time of the archive.

Although it may be a separate system, the application server is often the same physical system as the TTA server.

See Also

[Technical Article 110868](#), "Information to gather when troubleshooting a Tarantella issue."

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