

# Configuration GetLogsClient



## Administration manual for system providers

6/1/2022

### Product line Neo, version 7.x

The described functions can be used with the following ASC products:

EVOIP<sup>neo</sup>

EVOLUTION<sup>neo</sup> / XXL / eco

EVO<sup>flex</sup> (country-specific)

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## 2 Introduction

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### 2 Introduction

GetLogsClient is an application which enables you to compile log files in an archive.

The archive to be created is configured on the basis of the definition of scenarios, modules, and categories. The term module is used synonym for the available applications such as AIP server, EnterpriseCore, FileMan. To create an archive, the selected modules are compiled in a scenario. When defining a scenario, categories can be defined. Categories serve to distinguish the files which will be collected for the archive such as log files or configuration files.

You will find the program in the installation directory of the Neo software in *ASC\ASC Product Suite\scripts*.

## 3

## Menu bar

The menu bar includes the following menus:

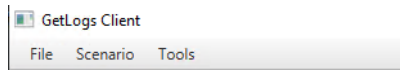


Fig. 1: Menu bar

### File

In the menu item *File*, you can *save archives* or *close the client*.

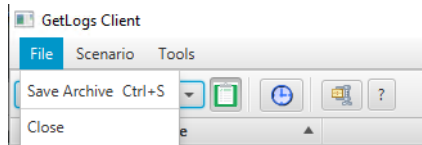


Fig. 2: Menu item File

### Scenario

In the menu item *Scenario*, you can create, open and save a new scenario or save it under a different name. Scenarios that you have created yourself can be changed or deleted.

Predefined default scenarios cannot be changed or deleted.

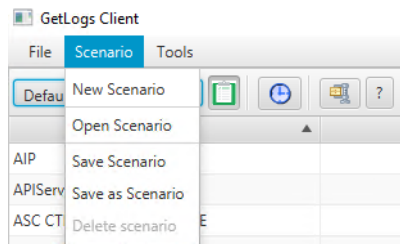


Fig. 3: Menu item Scenario

### Tools

In the menu item *Tools*, you can define or customize the conditions for scenarios you have created yourself.

The following menus are available:

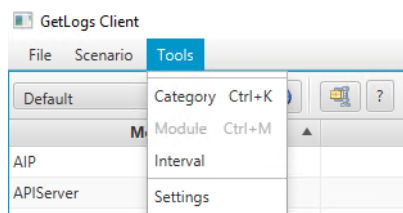


Fig. 4: Menu item Tools

- Category  
*In this menu, you can define the type of the files, e. g. logs, data or conf.*
- Module  
*In this menu, you can select the application, e. g. AIP, EC, etc.*
- Interval  
*In this menu, you can select the interval, e. g. None, Customized or Default Interval for Today*
- Settings  
*In this menu, you can select the language for the client and configure the connection data for the FTP server.*

The toolbar offers the following functions:

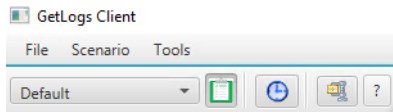


Fig. 5: Toolbar

In the drop-down list *Default*, you can select a predefined scenario and execute it.

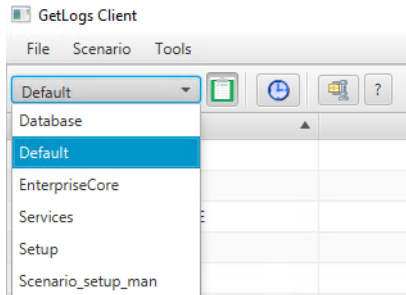


Fig. 6: Toolbar Scenario drop-down list

By clicking on the icon *Default scenario*, you can define the selected scenario as default.

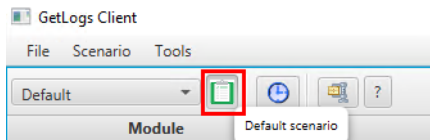


Fig. 7: Toolbar icon Default scenario

By clicking on the icon *Period of time*, you can configure the period of time of the log files which are supposed to be saved in the ZIP file.



Fig. 8: Toolbar icon Period

By clicking on the icon *Create archive*, you can configure the path where the ZIP file is supposed to be saved and start archiving.

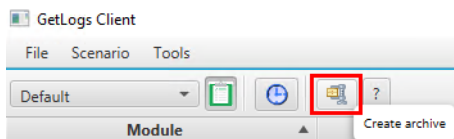


Fig. 9: Toolbar icon Create archive

By clicking on the *question mark* icon, you can open the online help.

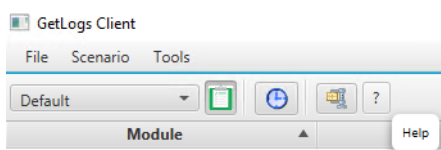


Fig. 10: Toolbar icon Question mark

## 5

## Configuration

To be able to use the program to its full potential, configure it as follows in the operating system:

1. Open the *Windows Explorer*.
2. Enter *GetLogsClient* in the search field. The search starts automatically.
3. Right-click on the search result *GetLogsClient.exe*.  
⇒ A context menu appears.
4. Click on *Properties* in the context menu.
5. Click on the tab *Compatibility*.

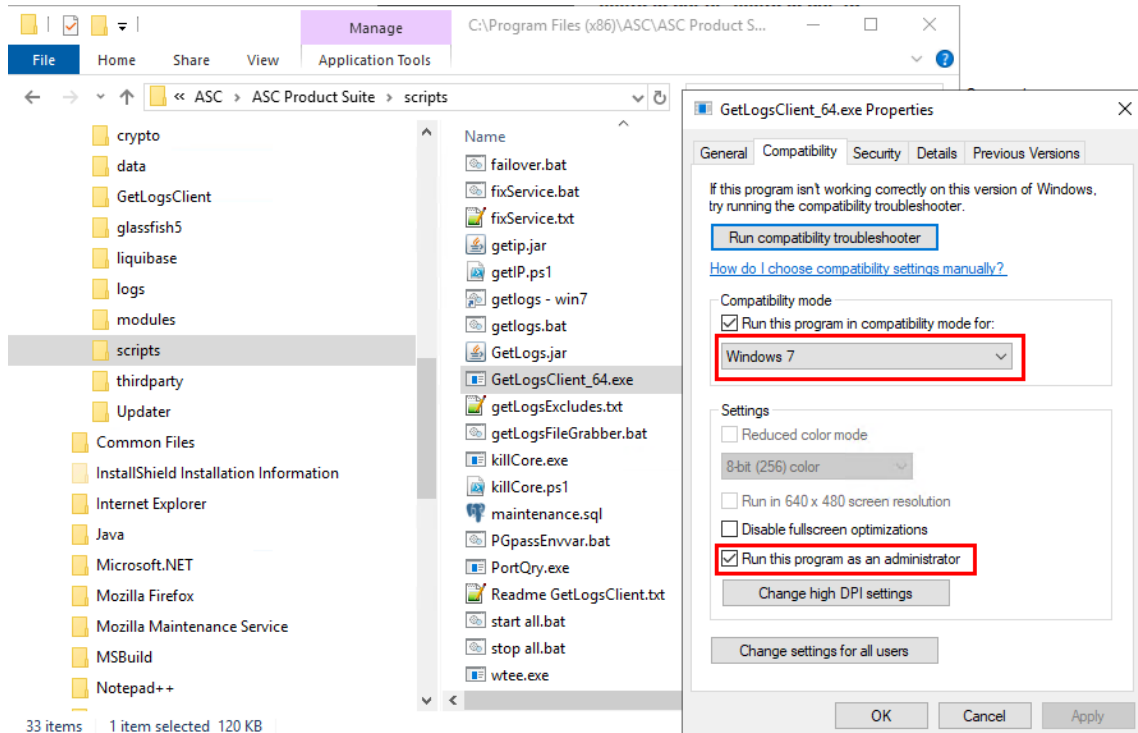


Fig. 11: Configure properties of the client

6. Activate the check box *Run this program in compatibility mode for:*.
7. In the drop-down list *Run this program in compatibility mode for:*, select the option *Windows Vista* or *Windows 7*.
8. Activate the check box *Run this program as an administrator*.
9. Click on the button *OK* to save the settings and to close the window.



## Create new scenario

The predefined scenarios can only be used in their original; it is not possible to change them. If you would like to customize a scenario, you must create a new one.

1. To do so, select the menu item *Scenario > New Scenario* in the menu bar.

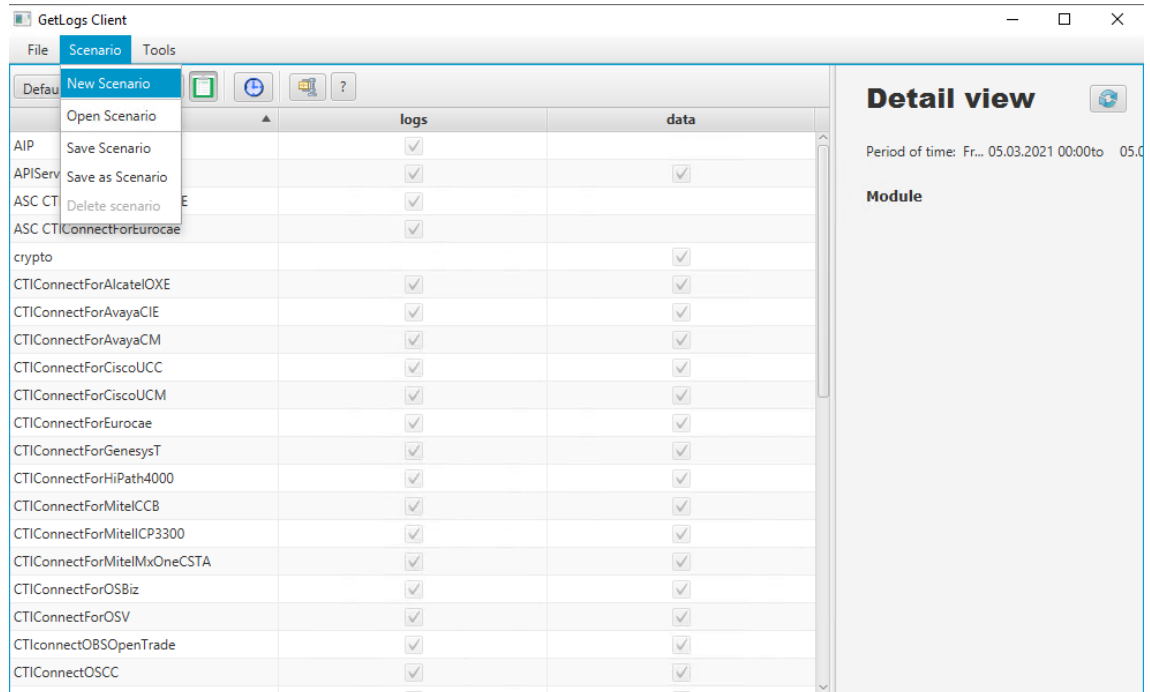


Fig. 12: Create scenario

2. Select the menu item *Scenario > New Scenario* in the menu bar.
3. Select a name for the scenario and save it.  
The example is called *Scenario\_Manuals*.
4. Click on the button **Save**.

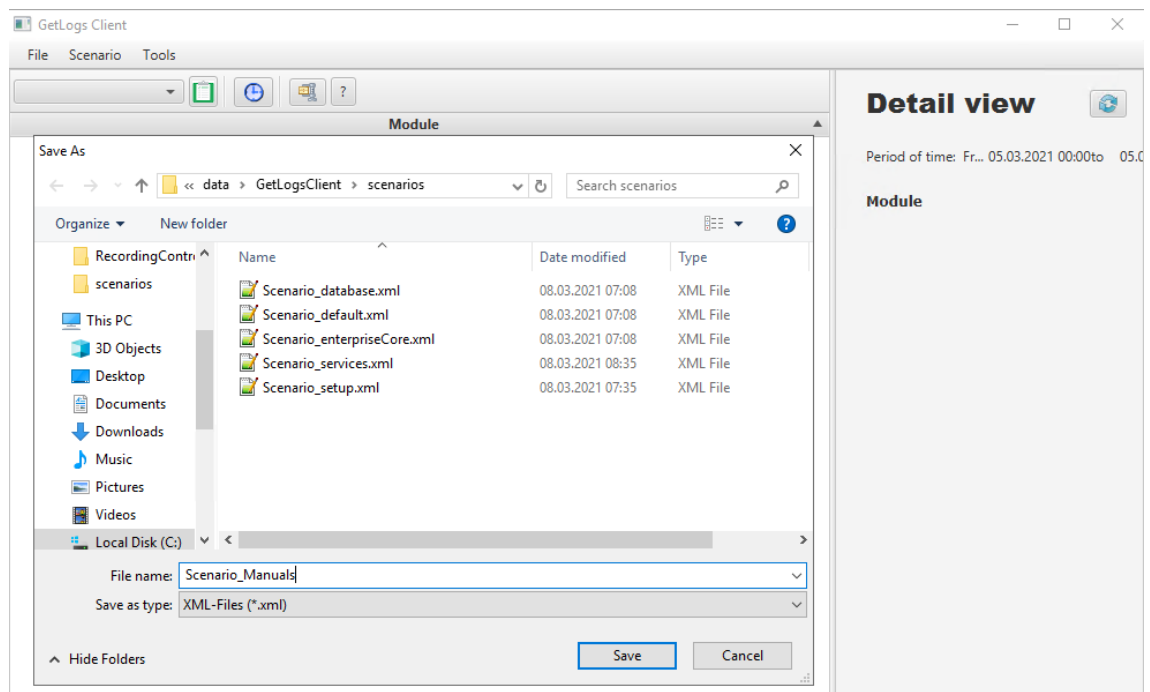


Fig. 13: Create scenario - Save as

Within a scenario, you can define the modules or applications from which you would like to extract the log files.

5. Select the menu item *Tools > Module* to open the dialog to create a module.

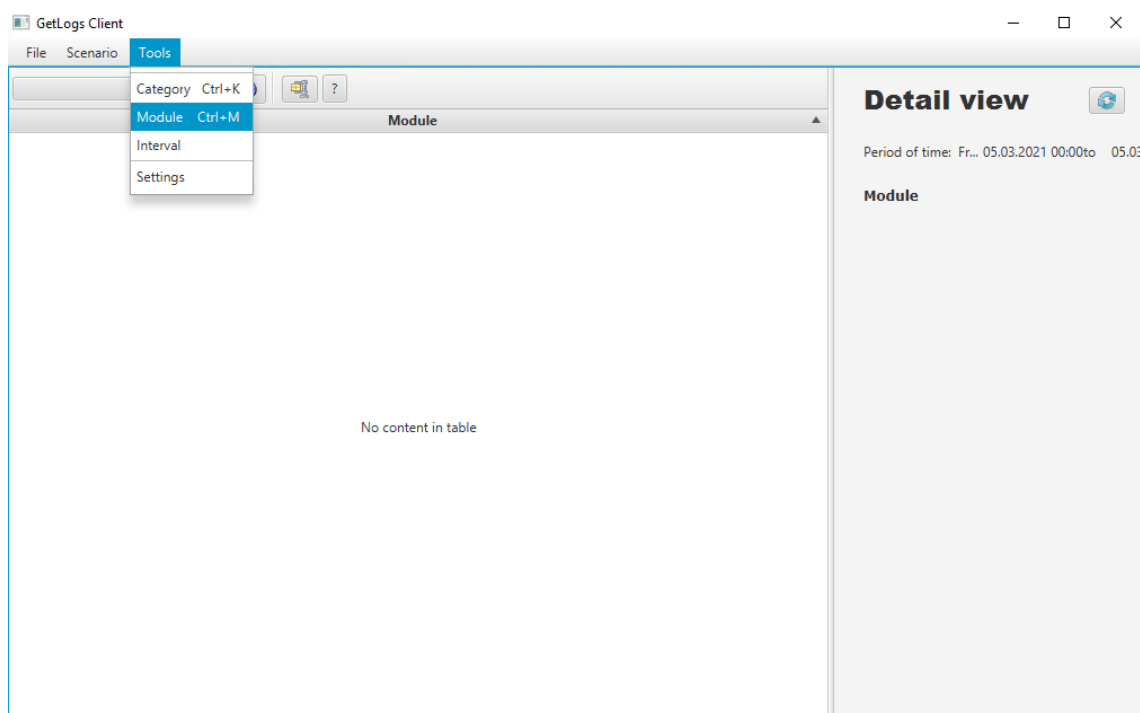


Fig. 14: Create scenario - Create modules

6. Right-click on the plus icon and select the menu item *Create new module*.

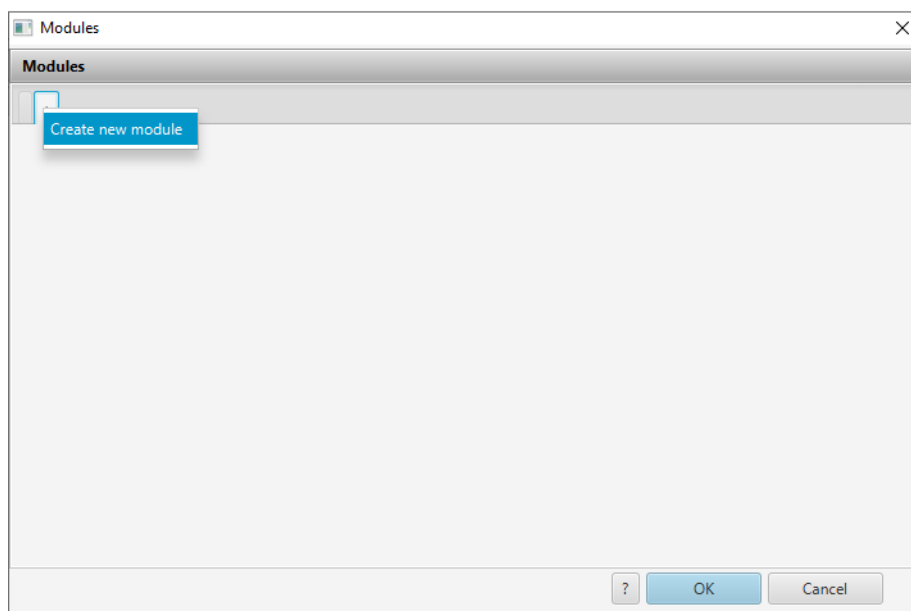


Fig. 15: Create scenario - Create new module

7. In the following dialog, enter the name of the module or application and click on the button **OK**.

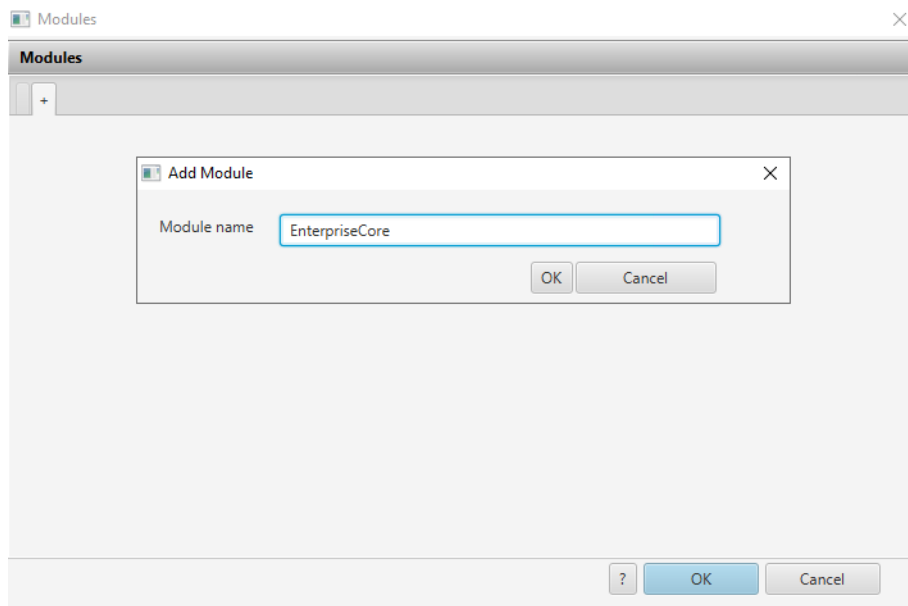


Fig. 16: Create scenario - enter module name

8. Under the group field *Modules*, the group field *Categories* appears.
9. Right-click on the plus icon and select the menu item *Add category*.

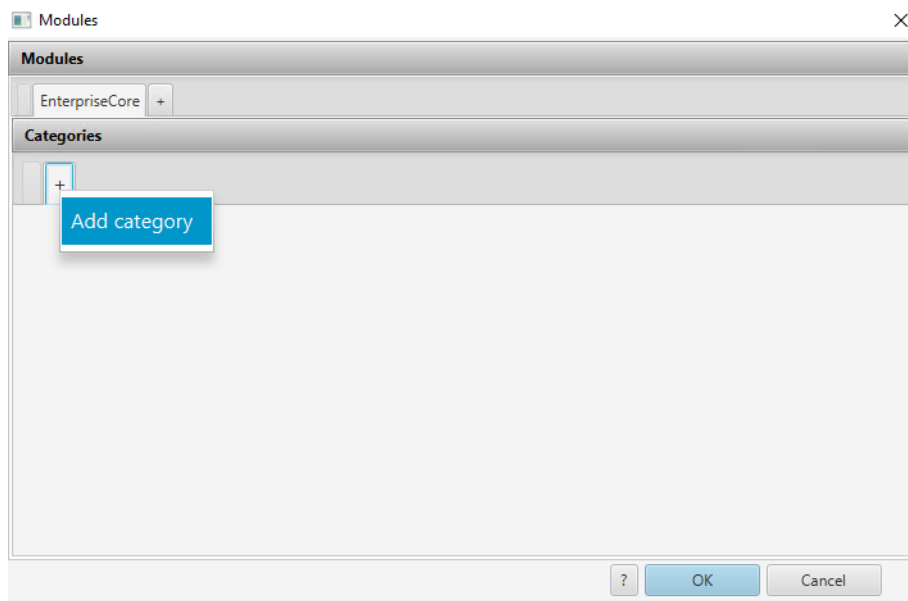


Fig. 17: Create scenario - add category

10. In the dialog, select a corresponding category from the list of available categories.

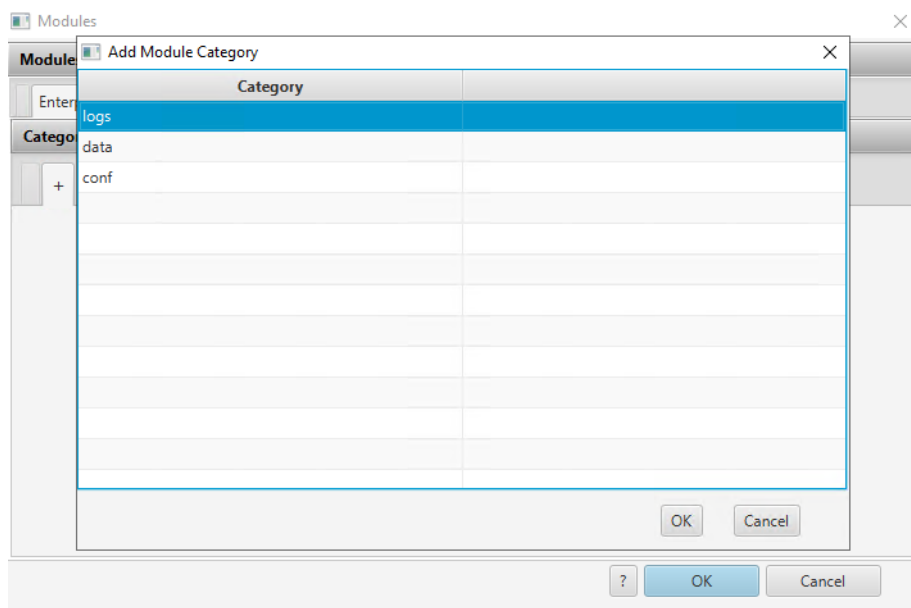


Fig. 18: Create scenario - select category

11. Click on the button **OK**.  
⇒ The category appears in the Modules dialog in the group field **Category**.
12. Under the group field **Categories**, the group field **Filter criteria** appears.
13. Click on the button **Add**.
14. Enter a corresponding name for the filter criterion.

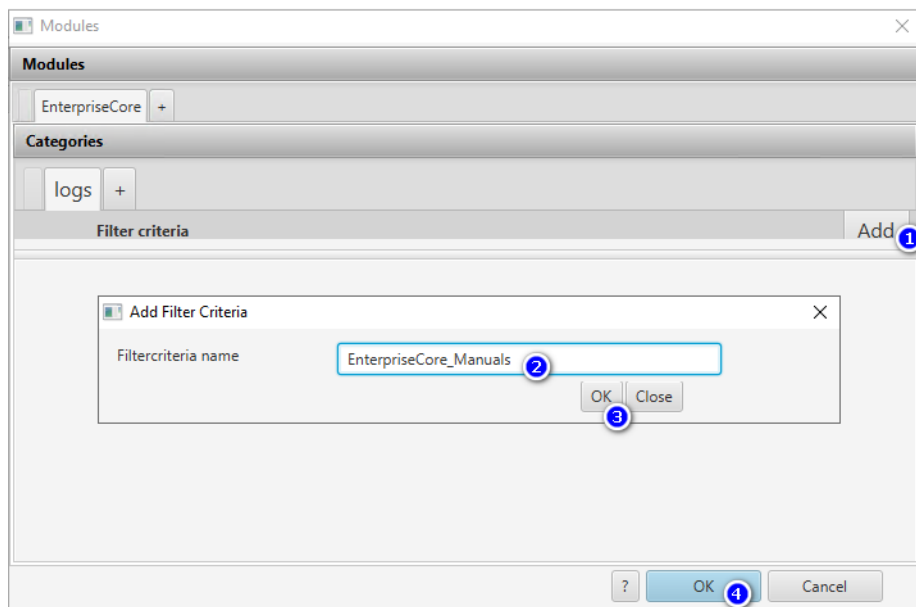


Fig. 19: Create scenario - filter

15. Click on the button **OK** to confirm the name.  
⇒ The dialog for entering the path opens.

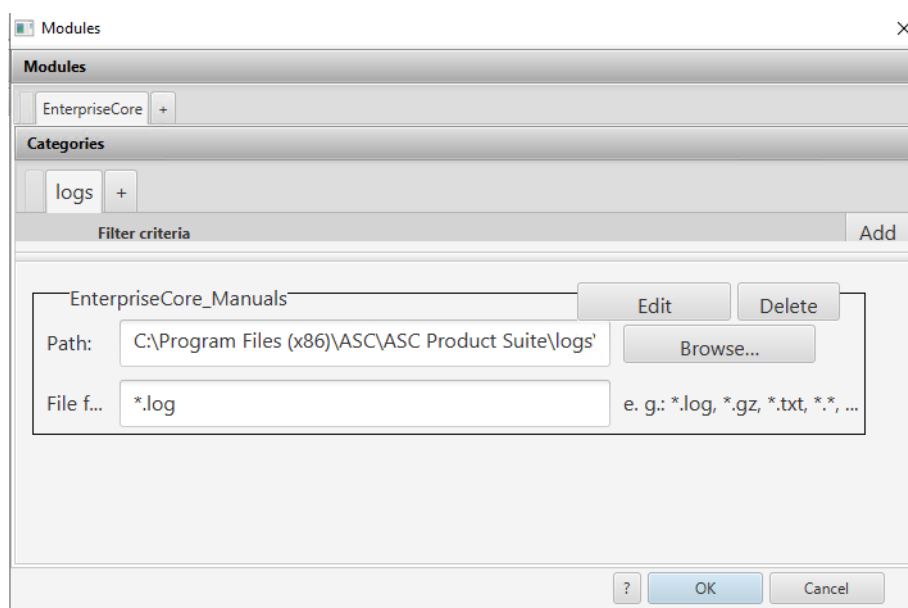


Fig. 20: Create scenario

16. Next to the field *Path*, click on the button *Browse* to select the directory from which the files are supposed to be extracted and zipped.
17. In the entry field *File*, enter the file type you would like to extract.
18. Click on the button *OK* to save the settings.
19. By clicking on the icon *Default scenario* in the toolbar, you can define your customized scenario as default.

## Create GetLogs archive

You can create archives by means of the predefined scenarios or by using your customized scenario.

1. In the toolbar, select the scenario you would like to use for archiving.

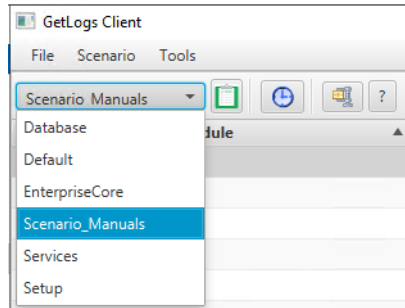


Fig. 21: Select scenario

2. Click on the icon *Period of time* to configure the period of time relevant for the log files.

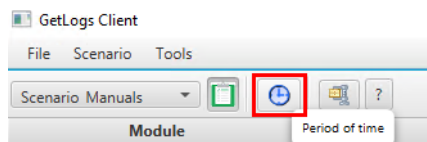


Fig. 22: Open dialog for period of time

3. Select a corresponding interval.

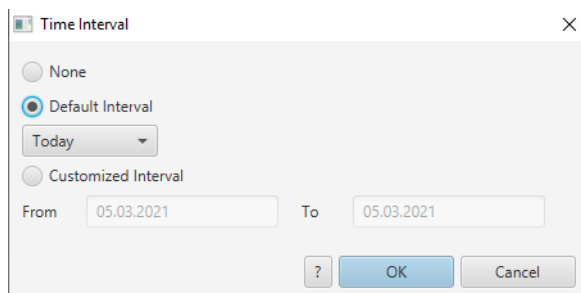


Fig. 23: Configure interval

<input type="radio"/> None	If you do not configure an interval, all available log files will be extracted.
<input checked="" type="radio"/> Default Interval	<p>The following options are available as default interval: Select the corresponding value from the drop-down list.</p> <ul style="list-style-type: none"> <li>• <i>Today</i></li> <li>• <i>Yesterday</i></li> <li>• <i>This Week</i></li> <li>• <i>This Month</i></li> </ul> <p>The default setting is <i>Today</i>.</p>
<input type="radio"/> Customized Interval	Activate the radio button if you would like to comprise an interval on a certain date. Subsequently, the date entry fields <i>From</i> and <i>To</i> become active. Enter the date in the format <i>dd.mm.yyyy</i> .

4. Click on the button *OK* to close the dialog.
5. Select the module in the main view for which you would like to create the archive.

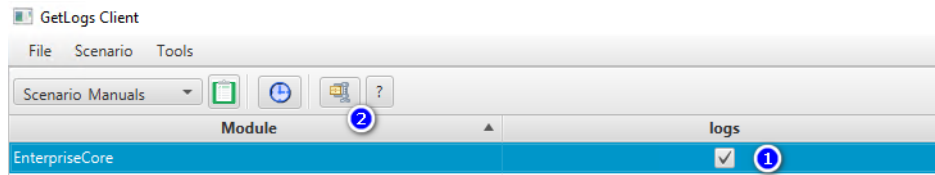


Fig. 24: Create archive - activate category

6. Activate the check box for the category, e. g. *logs*. *In image (1)*
7. Click on the icon *Create archive* in the toolbar. *In image (2)*  
⇒ The dialog Archiving opens.

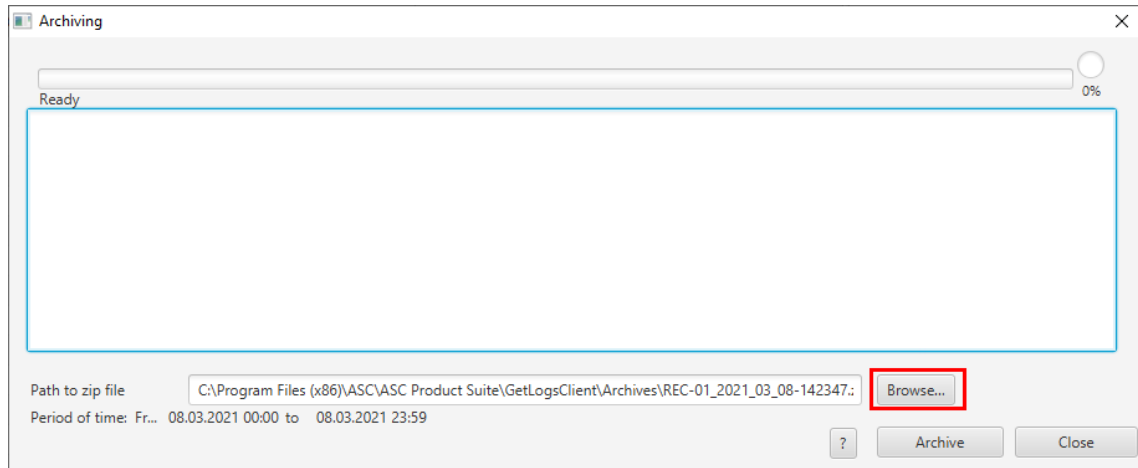


Fig. 25: Create archive - dialog Archiving

8. Click on the button *Browse* to select the path where the ZIP files are supposed to be saved. For information about configuring the connection to an FTP server see [chapter "Settings"](#), p. 19.

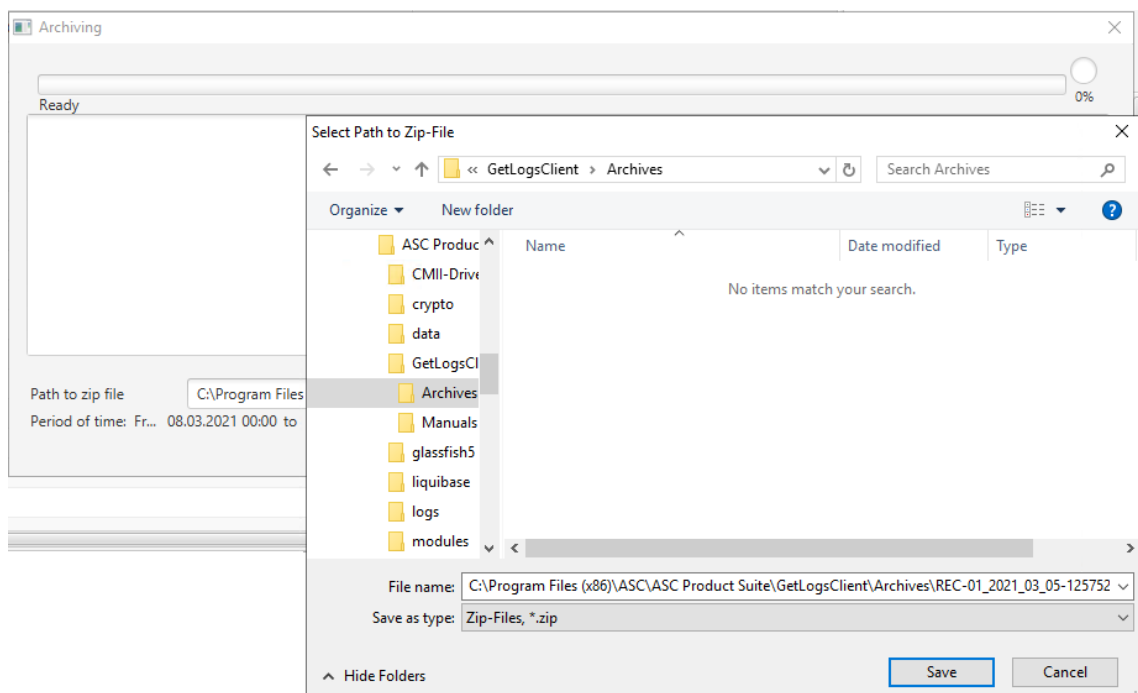


Fig. 26: Select path for archives

9. Click on the button *Save* to close the window and return to the Archiving dialog.
10. In the dialog *Archiving*, click on the button *Archive*.

⇒ Archiving in process. The process can take several minutes.

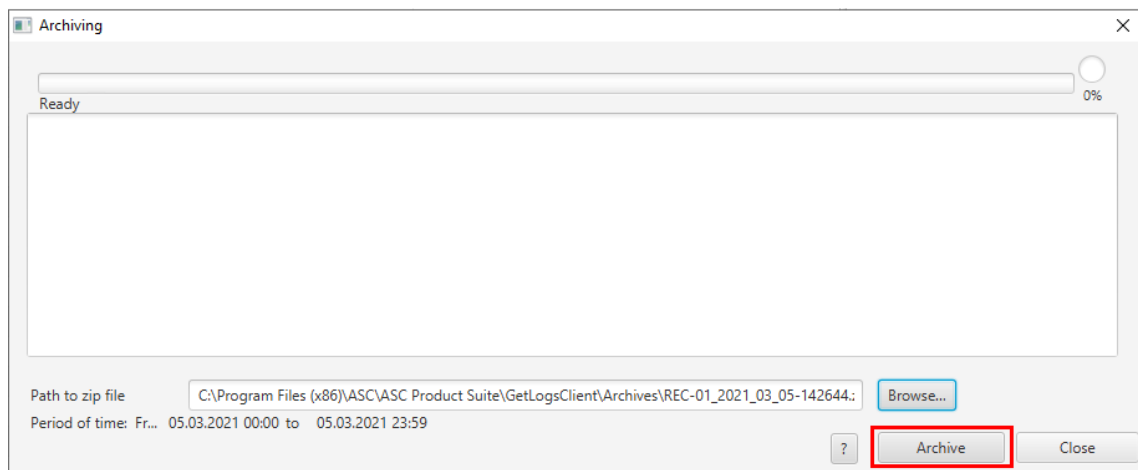


Fig. 27: Start archiving

11. Wait until a success message appears.

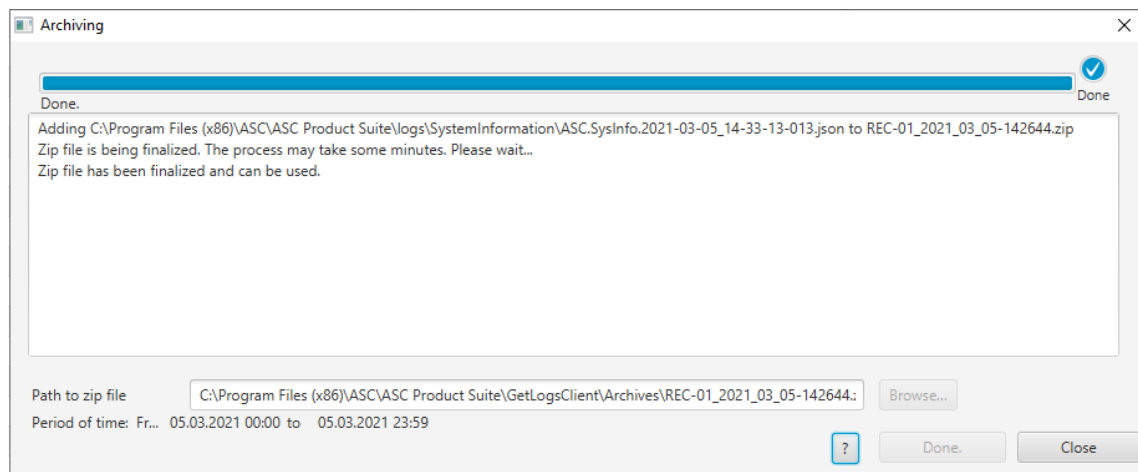


Fig. 28: Archiving completed

12. Click on the button *Close* to close the dialog.

13. The ZIP file can be found in the configured path.

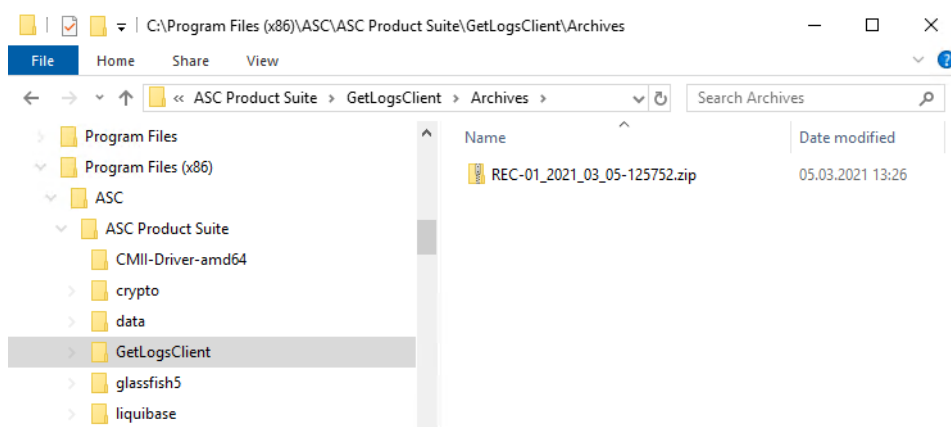


Fig. 29: Path to ZIP file



## 8 Tools to customize scenarios

In this menu, you can configure the following areas:

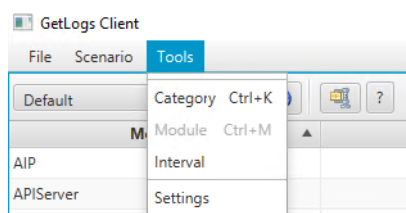


Fig. 30: Menu item Tools

### 8.1 Categories

In this menu, you can select or add the file types that you would like to extract with this scenario.

The following file types are available by default:

- *logs*
- *data*
- *conf*

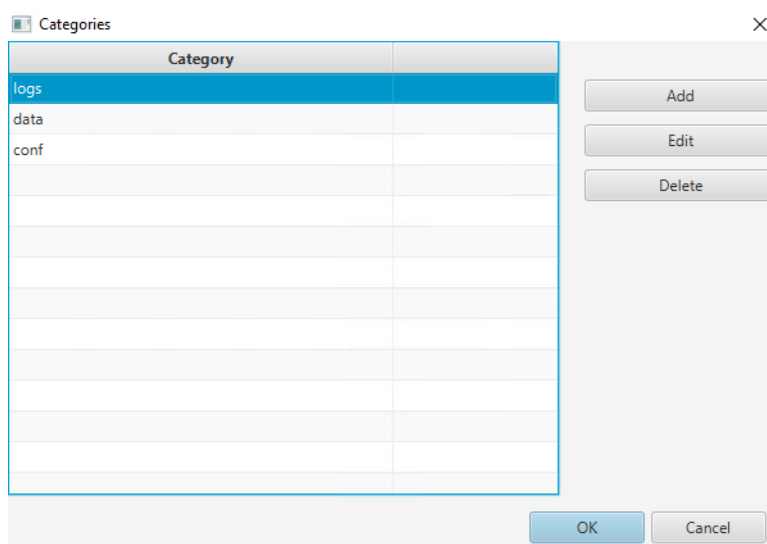


Fig. 31: Menu Categories

<b>Add</b>	Click on the button <i>Add</i> to add a new category. Enter a corresponding name for the files that you would like to extract.
<b>Edit</b>	If you would like to rename an existing category, select the entry in the list and click on the button <i>Edit</i> .
<b>Delete</b>	If you would like to delete a category, select the respective entry in the list and click on the button <i>Delete</i> .

1. Click on the button *OK* to confirm the entries and to close the dialog.

### 8.2 Module

This menu item is not active unless you have selected a scenario that you have created yourself.

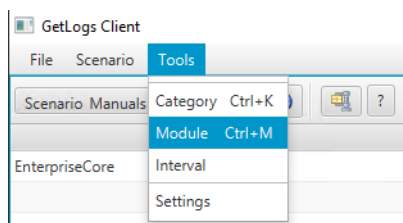


Fig. 32: Module dialog

In this menu, you can configure the following:

- In the group field *Modules*, configure the application from which you would like to extract log files.
- In the group field *Categories*, select the file type you would like to extract.
- In the group field *Filter criteria*, enter the path where the files that you would like to extract are located.

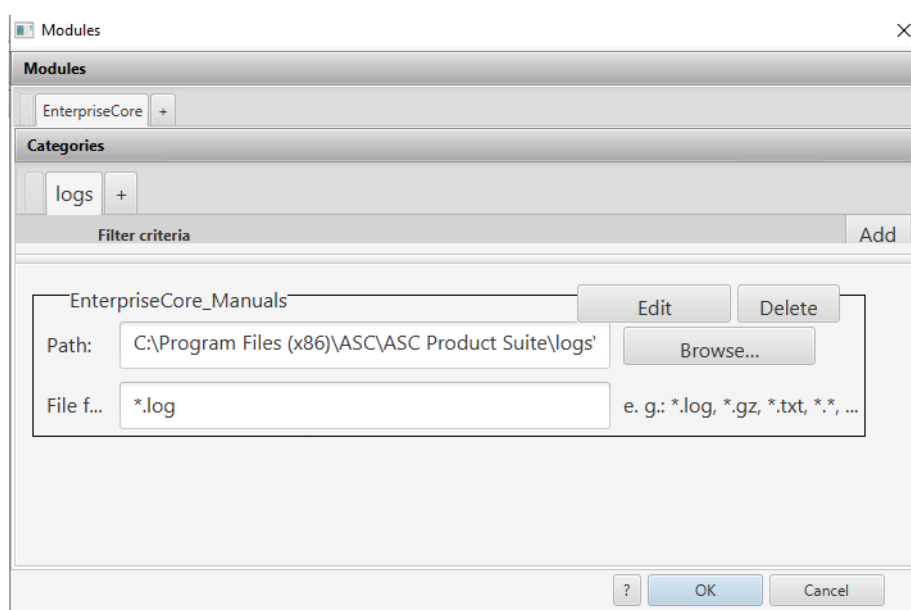


Fig. 33: Module dialog

For more information about the configuration see [chapter "Create new scenario", p. 9](#).

### 8.3 Time Interval

In this module, you can configure the period of time during which log files are supposed to be extracted.

The following options are available:

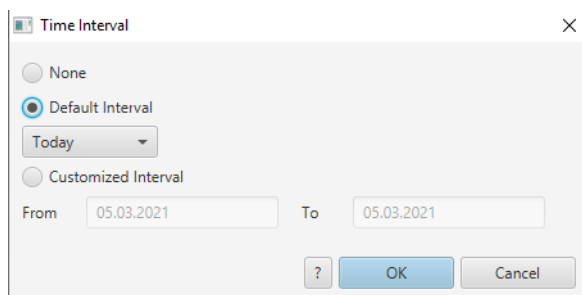


Fig. 34: Menu item Time Interval

Activate the radio button for the corresponding interval:

<input type="radio"/> None	If you do not configure an interval, all available log files will be extracted.
<input checked="" type="radio"/> Default Interval	<p>The following options are available as default interval: Select the corresponding value from the drop-down list.</p> <ul style="list-style-type: none"> <li>• <i>Today</i></li> <li>• <i>Yesterday</i></li> <li>• <i>This Week</i></li> <li>• <i>This Month</i></li> </ul> <p>The default setting is <i>Today</i>.</p>
<input type="radio"/> Customized Interval	Activate the radio button if you would like to comprise an interval on a certain date. Subsequently, the date entry fields <i>From</i> and <i>To</i> become active. Enter the date in the format <i>dd.mm.yyyy</i> .

1. Click on the button *OK* to confirm the entries and to close the dialog.

## 8.4 Settings

In this menu item, you can configure the settings of the client.

### Tab General

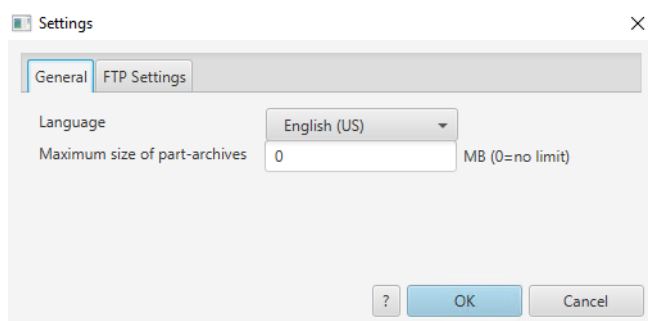


Fig. 35: Settings - tab General - Select language

1. From the drop-down list, select the language for the GUI text of your client.
2. In the entry field *Maximum size of part-archives*, you can limit the size of the archives in MB. The existing files are then distributed among several part-archives.

### Tab FTP Settings

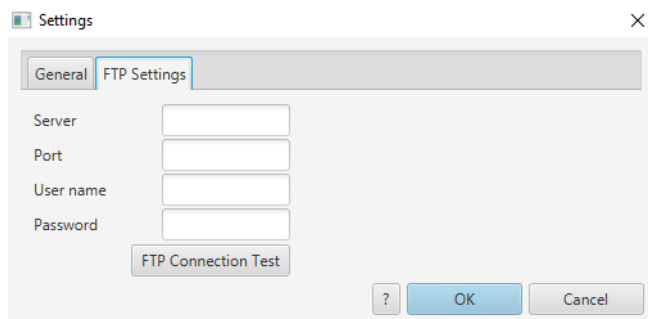


Fig. 36: Settings - Tab FTP Settings

1. Enter the connection data to the FTP server.

Server	Enter the IP address of the FTP server.
Port	Enter the communication port.

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User name	Enter the user name required to authenticate on the FTP server.
Password	Enter the password required to authenticate on the FTP server.

- 
2. By clicking on the button *FTP Connection Test*, you can check the connection and authentication.
3. Click on the button *OK* to save the entries and to close the dialog.

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