Application Note

078

Event logs on PCoIP hosts and zero clients

Teradici processors write log entries to an internal event log, stored in non-volatile memory on the PCoIP device. Information in these event logs can be very useful when troubleshooting and diagnosing problems. This application note describes how to use the Administrative Web Interface (AWI), a PCoIP management tool, to collect event logs from your PCoIP hosts and zero clients.

We recommend that you configure your PCoIP devices to use an NTP server so that event log entries are time-stamped based on NTP time. This makes it easier to match together event logs from different devices. For details, see the section **Configure NTP on the PCoIP host card or zero client.**

This application note also describes how to enable enhanced logging for individual event categories. For details, see **Specify enhanced logging for a single event category**.

Contents

Collect event logs immediately if a problem occurs

On PCoIP devices, information in the event log is overwritten in a circular fashion. In particular, rebooting and connecting a PCoIP device can generate enough new log entries to overwrite the existing event log. This could mean that existing log data is lost before it can be used to diagnose a problem. For this reason, it is essential that you collect event log data *immediately, once you see a problem*.

If the problem relates to imaging performance during a PCoIP session, you must disconnect the session after reproducing the problem and then immediately collect the event log data. When the session is disconnected, useful statistics are written to the event log which can make it easier to diagnose the problem.

Set up event logging

This section describes how to use the Administrative Web Interface (AWI) to collect event logs. You will need to know the IP addresses of your PCoIP host cards and zero clients.
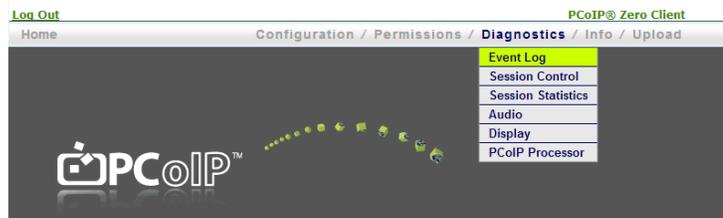
Follow this procedure for both host cards and zero clients.

1. Browse to the IP address of the host card or zero client whose logs you want to collect.

2. When the AWI Log In page displays, enter the password. The default password is *ahkdante*.
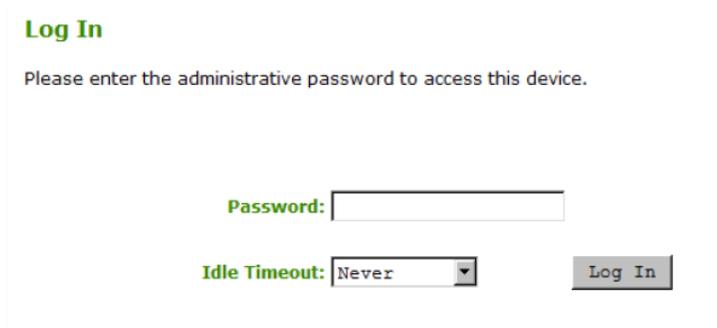
AWI Log In page

3. When the AWI home page displays, select **Diagnostics > Event Log**.

AWI Diagnostics menu

4. When the Event Log page appears, click the **View** button to view the event log contents.

AWI Event Log page

Note: For details about enhanced logging mode, see **Specify enhanced logging for a single event category**.

5. When the event log opens in a new window, press Ctrl+A to select the entire log file contents. Then press Ctrl+C to copy the contents.

Example event log

6. Paste the event log contents to a text file. Then save the file using a descriptive file name such as: dxr4-ip chip1.txt

    Note: If you are sending logs from more than one zero client or host card, include the device serial number in the filename.

    Important! *Always send the complete event log because the critical entries may not necessarily occur at the end of the log!*

7. When you have collected all the log files from the Teradici processors, attach them to an email and send to Amulet Hotkey Support.

    If you are already in discussion with Amulet Hotkey Support about the problem, include the ticket number in the subject line ('AHK…').

Configure NTP on the PCoIP host card or zero client

This section describes how to configure Network Time Protocol (NTP) on a PCoIP host or zero client so that event log entries are time-stamped based on NTP time.

Note: If a PCoIP device is not configured to use NTP, event log entries use a timestamp that specifies the time in days, hours, minutes and seconds since the chip last booted. For example:

`0d,00:01:04>`

Assign an NTP profile

To ensure a consistent NTP configuration across your PCoIP devices, we recommend that you configure an 'NTP' profile in the Teradici Management Console (a profile is a collection of device configuration settings). You can then assign this profile to specific PCoIP groups (a group is a collection of one or more PCoIP hosts or zero clients).

For details about Management Console profiles, see the Teradici *PCoIP Zero Client and Host Administrator Guide*. Amulet Hotkey can provide this manual. In addition, at May 2016 this manual was available on the Downloads page of the Teradici Support web site:

http://techsupport.teradici.com/ics/support/DLSplash.asp?task=download

Specify an NTP host server

Follow these steps:

1. From the AWI home page, select **Configuration > Time**.
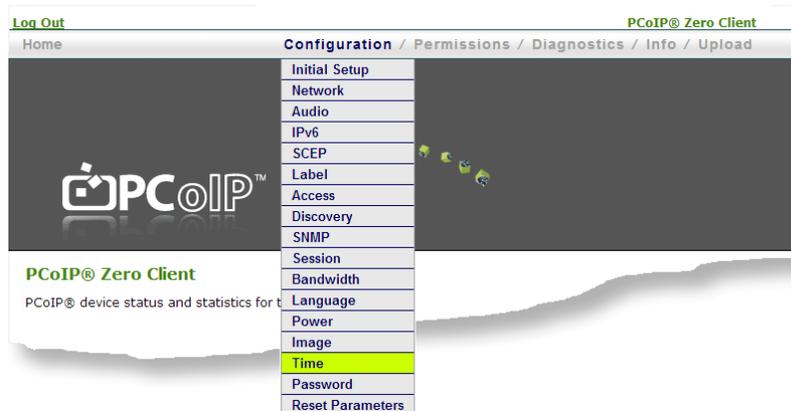
AWI Configuration menu

2. When the Time page displays:

   a. Select the **Enable NTP** checkbox.

   b. Identify the NTP server that the PCoIP host or zero client will contact to determine the current time.

   Set the **Identify NTP Host by** setting to IP address or FQDN. Then enter the NTP host server's IP address or DNS Name as required.

   c. Click **Apply**.

Note: Active Directory domain controllers can be used as NTP hosts in their default configuration. You can also use an external source such as pool.ntp.org, if it is reachable. Consult your network administrator to ensure you use a suitable setting.

Time

Change the local time configuration

Current time: 08/21/2012 13:22:29

Enable NTP: ☑

Identify the NTP host server → Identify NTP Host by: ○ IP address ⦿ FQDN

NTP Host DNS Name: `ad02.demo.local`

NTP Host Port: `123`

NTP Query Interval: `1` `Day(s)`

Time Zone: `(GMT) Greenwich Meant Time: Dublin,Edinburgh,Lisbon,Lon`

Enable Daylight Saving Time: ☑

`Apply` `Cancel`

AWI Time page: In this example, the NTP server is identified by FQDN

3. When the Teradici chip restarts after specifying an NTP server, an entry is written to the device event log similar to this:

   `07/12/2012, 07:19:04> LVL:1 RC: 0 MGMT_TOD :NTP time acquired, uptime = 74 seconds`

   Subsequent log entries will now have the correct date and time.

Specify enhanced logging for a single event category

Since the release of PCoIP firmware 4.2.0, verbose logging is enabled by default and terse logging has been deprecated. It is no longer necessary to explicitly specify the verbose event log filter mode.

However, it is still possible to enable enhanced logging mode for specific event categories. If Amulet Hotkey Technical Support request that you do so, follow these steps:

1. From the AWI home page, select **Diagnostics > Event Log**.

2. In the Event Log page, confirm that the Enable Event Log check box is selected.

3. To enable enhanced logging, select the required event category:

AWI Event Log page: Event categories for enhanced logging mode

How to view event logs on a Teradici soft client (Windows)

1. To review the logs, open the following folder:

   `C:\Users\%username%\AppData\Local\Teradici\ PCoIPClient\logs`

How to view event logs on a Teradici soft client (macOS)

On a Mac computer, PCoIP Software Client log files are located within the user's Home Library folder, which is hidden by default. You can look at log files using one of two methods:

• Display log files with the macOS Console;

• Display log files with a macOS terminal window.

Note: The recommended method to access Home Library files is to use the macOS Console.

Display log files with the macOS Console

1. To open the macOS Console, go to the Applications > Utilities folder, and then double-click Console.

2. In the FILES section of the Log List pane on the left, go to the following folder:

   `~/Library/Logs/Teradici/PCoIPClient`

3. Select the log file to view.

   The contents of the log file display in the main pane.

4. To copy the contents of the log file:
   a) Click anywhere in the log contents.
   b) Select **Edit** > **Select All**.
   c) Select **Edit** > **Copy**.
   d) Paste the contents into an email or text file.

Display log files with a macOS terminal window

1. To open a terminal window, go to the **Applications > Utilities** folder, and then double-click **Terminal**.

2. Navigate to the PCoIP Software Client log folder by typing the following command at the prompt:

   `cd ~/Library/Logs/Teradici/PCoIPClient`

3. Type **ls** to display the list of log files.

4. To view the contents of a log file, use any macOS command-line editor to open it.

Contact us:

Support Center	Telephone	Email
North America	+1 (212) 269 9300	ussupport@amulethotkey.com casupport@amulethotkey.com
Europe	+44 (0)20 7960 2400	eurosupport@amulethotkey.com
Asia Pacific	-	apsupport@amulethotkey.com
Latin America	-	latamsupport@amulethotkey.com

Resources

Visit our resources page for further documentation and downloads,

https://resources.amulethotkey.com/resources.