How to obtain KOP log files

This guide shows you how to obtain the KOP log files.

KOP dumps activity logs to several locations. In case you need to collect log files (for example, to send them to Kiuwan Technical Support), you can obtain them through **Sysadmin Console**.

Sysadmin Console is available at ***http://<$KIUWAN_HOST>:<$KIUWAN_PORT>/saas/web/sysadmin***

- System administration user (**sysadmin**) has access to **Sysadmin Console**

Sysadmin console provides access to the **Support** module.

- The support Module allows collecting the most important log files of KOP installation for troubleshooting purposes.
- By clicking on **Extract support data**, you will obtain a zip file with the most relevant log files.

To obtain the KLA analysis logs:

- be sure you know the Analysis Code (for example A-7e3-16bfa17a2f8)
- within the docker server:
  - cd $DIR_PERSISTENT_VOLUME/$KIUWAN_HOST
  - execute next command substituting by your analysis code
    - file=`find . -name *A-7e3-16bfa17a2f8* | awk -F "_" '{ print $2 }'` && find . -name $file-decrypted.zip
  - above command will display the relative path to KLA logs for that analysis, for example:
    - ./KiuwanCentralWorkingDirectory/sources/kiuwanadmin-2/reports/ws-7e3-10cb1bf12cbc2b-decrypted.zip

Related articles

- How to change passwords after KOP container is built
- How to obtain KOP log files
- How to check status and manage KOP services
- How to change email configuration
- How to make changes to KOP configuration