How to set FileWave Server components to debug mode

For troubleshooting purposes, it may be useful to set the FileWave server to debug mode. When troubleshooting issues with the FileWave server, booster, LDAP collection and syncing, as well as Software Update catalog issues, debug logging will give you extra information that may help you or the FileWave support team resolve a technical problem.

Step-by-step guide

In order to set debug logging for fwxserver.log, fwldap.log, fwsu.log:

1. Linux/Mac server - navigate to /usr/local/etc/server.lvl
2. Using a simple "echo 99 > /usr/local/etc/server.lvl" on Mac / Linux, the debug log level can be set. Keep in mind that initially, the file "server.lvl" may be an empty file if you have not set the debug level in the past.

> ℹ️ If you do not see the server.lvl file at the location on your server you are able to create the file on the server in a text editor or with "echo 99 > /usr/local/etc/server.lvl" on macOS and Linux servers.

If you are troubleshooting issues with the FileWave server and need the fwxserver.log to be in debug mode, no restart is required after setting the level in the server.lvl file. If you are troubleshooting an issue with any other process (LDAP, Software update, Booster issues), then you will need to restart the FileWave server services / processes.

Please remember to set the debug log level back to the Standard log level once you have completed troubleshooting the issue at hand.

> ℹ️ The logging levels are as follows:
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> 10 : Standard Log Level
> 99 : Debug Log Level
> 101: Trace Log Level

In order to set debug logging for the django component (filewave_django.log):

1. Linux/Mac server - navigate to /usr/local/filewave/django/filewave/
2. Linux/Mac - edit the settings_custom.py file with the command "vi settings_custom.py" to open the file with the vi editor.
3. Remove the "#" just before "DEBUG = True"
4. Save the file
5. Restart apache with the command "fwcontrol apache restart"

Please remember to set the debug log level back to the normal by adding the hash (#) back to the "DEBUG = True" line. Restart apache again once you have completed troubleshooting the issue at hand.