

Logging



Please note

In the most support cases custo med GmbH will need the custo diagnostic client logs, the custo diagnostic server logs, the TomCat logs and the MariaDB logs. Ideally please grab all of these logs and ZIP or RAR them. If the compressed size is below 5 MB you can attach them to an eMail. If the size is larger than your eMail provider can transport please upload them to a cloud service like the "custo med NextCloud" service (available from the Service Provider Area at custo med GmbH WebPage) and send us link.

In every cases please note a hint what is the problem, when the relevant problems occurred and (very important) what is the used custo diagnostic version!

Each component has his own log files. Here you can read where these log files are located:

Component	What is affected	Path/File
TomCat	If the windows service "diagserver" (Displayname: "custo diagnostic server (Apache Tomcat Server) diagserver") does not start.	Path: "C:\Program Files\custo diagnostic server\logs" File: "catalina.<DATE>.log" File: "commons-daemon.<DATE>.log" File: "diagserver-stderr.<DATE>.log" File: "diagserver-stdout.<DATE>.log" File: "host-manager.<DATE>.log" File: "localhost.<DATE>.log" File: "localhost_access_log.<DATE>.txt" File: "manager.<DATE>.log"
MariaDB	If the windows service "diagserverdb" (Displayname: "MariaDB for custo diagnostic server") does not start.	Path: "C:\diagserverdata\mariadb" File: "<COMPUTERNAME>.err"
H2 Database	The H2 Database is an Tomcat integrated database. You will find all logged events in the Tomcat log files.	
MS SQL Database	Problems with Microsoft SQL Server or of the databases inside of the SQL Server you can find in the logging tool of the SQL Server.	
custo diagnostic server	If evaluations are not found, if they cannot be saved, if there are problems exporting evaluations.	Path: "C:\diagserverdata\log" File: "diagserver.log" or outdated and compressed: "diagserver-<DATE>-<TIME>.log.gz"
custo diagnostic client	If the client crashes, there are faults with the device connection or a certain program sequence is disrupted. Activities in the service center are also logged here. Each program (GUI) has his own log file.	Path: "C:\Users\Public\Roaming\customed" File: "<DATE>.<TIME>.customanager.log" File: "<DATE>.<TIME>.servicecenter.log" File: "<DATE>.<TIME>.custodiagnosticclient.log"

Detailed Information

Client

custo diagnostic client (custo manager.exe) and custo Service Center (custoservicecenter.exe) creates on each Start an separated Logfile (Session Logging).

Location: "%PUBLIC%\Roaming\customed\"

File Names: "yyyy-MM-dd.HH-mm-ss.zzz.PID.Application.log" (Example: "2018-01-12.14-31-05.153.6264.customanager.log" or "2018-01-12.14-46-48.960.3924.servicecenter.log")

The Log Files can be viewed with the installed Log Viewer "GamutLogViewer" (Open Source Version, located in "custo diagnostic client\LogViewer"). If custo diagnostic runs the Log Viewer can be started with "Ctrl-Alt-Shift-F12" and shoes the current Log File in real time.

With "Ctrl-Alt-Shift-F10" the Windows Explorer will be opened in the Log File Directory and mark the current Log File.

Additional Settings

Setting	Description	Information
diagclient.custo manager. LogToolPath	Path to the Log File Tool	Default: "..\LogViewer\GamutLogViewer.exe" Here you can setup your own Log File Tool.
diagclient.custo manager. AutoStartLogTool	if "true" the Log File Tool will be started automatically when custo manager is starting	Default: false
diagclient.custo manager. KeepLogFileNumberOfDays	Number of Days to keep the Log Files	Default: 30

Sample of custo diagnostic client Log

```

2018-01-12 14:40:09,395 = DEBUG [724] (projekte\custo manager\source\custo manager.cpp:357) {void __thiscall
CCustomanagerApp::StartupLog(void)} - Starting version 5.0.1 Build 2166
2018-01-12 14:40:09,395 = DEBUG [724] (projekte\custo manager\source\custo manager.cpp:365) {void __thiscall
CCustomanagerApp::StartupLog(void)} - "Terminal" DIAGSRV02 Administrator Windows Version: "8.1" "6.3.9600"
"Windows 8.1"
2018-01-12 14:40:09,426 = DEBUG [724] (module\msconfig\source\ms_configwsident.cpp:174) {void __thiscall
NCONFIG::CwsIdent::Determine(void)} - PC: CZYW6D2
2018-01-12 14:40:09,426 = DEBUG [724] (module\msconfig\source\ms_configwsident.cpp:175) {void __thiscall
NCONFIG::CwsIdent::Determine(void)} - USER: Administrator
2018-01-12 14:40:09,426 = DEBUG [724] (module\qtrestclient\source\curlconnectionmanager.cpp:17) {__thiscall
CurlConnectionManager::CurlConnectionManager(class QObject *)} - CURL Version libcurl/7.54.0 OpenSSL/1.0.2k zlib
/1.2.11 nghttp2/1.22.90
2018-01-12 14:40:09,473 = DEBUG [724] (projekte\custo manager\source\custo manager instance.cpp:289) {bool
__thiscall CCustomanagerApp::TryToConnectToDiagServerAndCheckAPIVersion(void)} - Connected to "http://CH23VG9.
ms-entwicklung.de:8080/diag" API Version: 2
2018-01-12 14:40:09,551 = DEBUG [724] (projekte\custo manager\source\custo manager instance.cpp:148) {int
__thiscall CCustomanagerApp::InitInstance(void)} - Qt says that the program needed 171 ms to show the login
screen.
2018-01-12 14:40:09,582 = TRACE [724] (module\mscontrols\source\msmessagebox.cpp:590) {enum NCONTROLS::
CmsMessageBox::EMessageBoxButtonReturn __thiscall NCONTROLS::CmsMessageBox::RunMessageBox(void)} - MessageBox-
ID: "118-4" ; Caption: "Anmeldung an: CZYW6D2"
2018-01-12 14:40:12,067 = TRACE [724] (module\mscontrols\source\msmessagebox.cpp:1163) {void __thiscall
NCONTROLS::CmsMessageBox::WorkOnButtonClick(unsigned int,long)} - OK
2018-01-12 14:40:12,114 = DEBUG [724] (projekte\custo manager\source\custo manager instance.cpp:157) {int
__thiscall CCustomanagerApp::InitInstance(void)} - From the being, the user needed 2729 ms to login.
2018-01-12 14:40:12,129 = DEBUG [724] (projekte\custo manager\source\custo manager instance.cpp:336) {bool
__thiscall CCustomanagerApp::AfterLoginInitialization(void)} - Server version: "custo diagnostic server master-
281 5.0.1"
2018-01-12 14:40:12,129 = DEBUG [724] (projekte\custo manager\source\custo manager instance.cpp:359) {bool
__thiscall CCustomanagerApp::AfterLoginInitialization(void)} - Licensed for "Stephan Baldauf" Number: 200643
System serial: "6f520d9d-ff5d-4786-9158-b1e016647cbf" License GUID: "29ab411d-3cc1-48ff-8515-defdc4736aef"
2018-01-12 14:40:12,129 = DEBUG [724] (module\msbaseclass\source\directory.cpp:136) {int __cdecl CmsDirectory::
Change(const class QString &,int,int)} - set to current directory: "c:\program files (x86)\custo diagnostic
client\exe\"
2018-01-12 14:40:12,160 = DEBUG [724] (projekte\custo manager\source\benutzer.cpp:31) {bool __thiscall
CCustomanagerApp::OnChangeUser(const class NDiagServer::UserDTO &)} - User change, new user: "SB"
2018-01-12 14:40:12,160 = DEBUG [724] (projekte\custo manager\source\benutzer.cpp:77) {void __thiscall
CCustomanagerApp::OnUserChanged(void)} - User change, new user: "SB"
2018-01-12 14:40:12,160 = TRACE [724] (projekte\custo manager\source\projektsteuerung.cpp:351) {void __thiscall
CCustomanagerApp::CloseAllWindows(void)} - close all windows

```

Server

custo diagnostic server is based on Apache Tomcat . Please refer to the Tomcat Logging functionality at <https://tomcat.apache.org/tomcat-9.0-doc/logging.html>.

Additionally the "diagserver" Application in the Tomcat creates two Logfiles in the starting phase of the application:

"diagserver-stderr.YYYY-MM-DD.log"

"diagserver-stdout.YYYY-MM-DD.log"

After "diagserver" application has started the Log File will be redirected to "diagserverdata\log\diagserver.log".

The custo diagnostic server Log File can also be viewed throught the custo service center (from client side). In the lower Area on the Page "Logging → Configuration" you can find Buttons like "Server Log Files save as ..." and "View Server Log Files in Tool".

"Server Log Files save as ..." : Download and Saves the File to the local File System on the Client.

"View Server Log Files in Tool" : Download the Server Log an opens it into the Log File Tool.

Sample of diagserver Log

```
2018-01-13 12:12:09,741 = INFO [localhost-startStop-2] (AbstractApplicationContext.java:862) {org.
springframework.context.support.AbstractApplicationContext.doClose} - Closing Root WebApplicationContext:
startup date [Fri Jan 12 14:46:50 CET 2018]; root of context hierarchy
2018-01-13 12:12:09,756 = WARN [localhost-startStop-2] (InitDestroyAnnotationBeanPostProcessor.java:161) {org.
springframework.beans.factory.annotation.InitDestroyAnnotationBeanPostProcessor.postProcessBeforeDestruction} -
Invocation of destroy method failed on bean with name 'FTPServer': java.lang.NullPointerException
2018-01-13 12:12:09,772 = INFO [localhost-startStop-2] (ExecutorConfigurationSupport.java:203) {org.
springframework.scheduling.concurrent.ExecutorConfigurationSupport.shutdown} - Shutting down ExecutorService
'DiagSpringScheduler'
2018-01-13 12:12:09,803 = INFO [localhost-startStop-2] (AbstractEntityManagerFactoryBean.java:462) {org.
springframework.orm.jpa.AbstractEntityManagerFactoryBean.destroy} - Closing JPA EntityManagerFactory for
persistence unit 'XBAJpaPersistenceUnit'
2018-01-13 12:13:47,308 = INFO [localhost-startStop-1] (QtTranslationLoader.java:146) {de.customed.diag.
translation.QtTranslationLoader.readFrom} - Reading translations from C:\Program Files\custo diagnostic
server\languages
2018-01-13 12:13:47,511 = INFO [localhost-startStop-1] (QtTranslationLoader.java:146) {de.customed.diag.
translation.QtTranslationLoader.readFrom} - Reading translations from C:\Program Files\custo diagnostic
server\webapps\diag\WEB-INF\classes\languages
2018-01-13 12:13:47,808 = INFO [localhost-startStop-1] (QtTranslationLoader.java:182) {de.customed.diag.
translation.QtTranslationLoader.readFrom} - Read translation for de_DE
2018-01-13 12:13:47,901 = INFO [localhost-startStop-1] (QtTranslationLoader.java:182) {de.customed.diag.
translation.QtTranslationLoader.readFrom} - Read translation for en_US
2018-01-13 12:13:47,917 = INFO [localhost-startStop-1] (QtTranslationLoader.java:182) {de.customed.diag.
translation.QtTranslationLoader.readFrom} - Read translation for es_ES
2018-01-13 12:13:48,651 = INFO [localhost-startStop-1] (ConfigurationServiceImpl.java:278) {de.customed.diag.
config.ConfigurationServiceImpl.setupBeans} - Configuring beans loginServiceImpl, doctorServiceImpl,
dataTransferServiceImpl, ECGStreamServiceImpl, automaticEmergencyECGAssignment, deviceServiceImpl,
diabetesServiceImpl, evaluationServiceImpl, globalConfiguration, worklistServiceImpl, cleanupServiceImpl,
patientVisitServiceImpl, logEntryJPADAO, DICOMServiceImpl, workstationServiceImpl, FTPServer,
licenseServiceImpl, integrationServiceImpl, kybeServiceImpl, accentureWebServiceMain, worklistServer,
logServiceImpl
2018-01-13 12:13:48,651 = INFO [localhost-startStop-1] (ConfigurationServiceImpl.java:326) {de.customed.diag.
config.ConfigurationServiceImpl.configureField} - Configuration for diagserver.dicom.storagecommitment.enabled
is left empty.
2018-01-13 12:13:48,651 = INFO [localhost-startStop-1] (ConfigurationServiceImpl.java:326) {de.customed.diag.
config.ConfigurationServiceImpl.configureField} - Configuration for diagserver.ldap.port is left empty.
2018-01-13 12:13:48,651 = INFO [localhost-startStop-1] (ConfigurationServiceImpl.java:326) {de.customed.diag.
config.ConfigurationServiceImpl.configureField} - Configuration for diagserver.dicom.storagecommitment.port is
left empty.
2018-01-13 12:13:48,698 = ERROR [localhost-startStop-1] (CleanupServiceImpl.java:126) {de.customed.diag.service.
CleanupServiceImpl.setup} - Could not create path for backups
2018-01-13 12:13:48,698 = INFO [localhost-startStop-1] (LicenseServiceImpl.java:166) {de.customed.diag.service.
LicenseServiceImpl.reinitialize} - System serial: effa26b9-1c95-43f6-a282-81ed6016e5a8
2018-01-13 12:13:49,511 = INFO [localhost-startStop-1] (ContextLoader.java:325) {org.springframework.web.
context.ContextLoader.initWebApplicationContext} - Root WebApplicationContext: initialization completed in
14056 ms
2018-01-13 12:13:58,136 = INFO [DiagSpringScheduler-13] (LogServiceImpl.java:162) {de.customed.diag.service.
LogServiceImpl.logStartup_aroundBody0} - custo diagnostic server master-281 Thu Oct 26 12:43:00 CEST 2017
189830e0da48ac6e39000df84a8bd48d155f3ec4 5.0.0
```

