



**Snell
Advanced
Media**

User Manual

RollCall LogServer

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1. Introduction

The RollCall LogServer collects logging information from units on a RollCall network, keeping a running log file of every event received. It maintains a current status file for every configured unit, which allows the LogViewer program to display the log information. Additional monitoring applications, such as the RollMap Schematic Viewer, can also access this log information.

The LogServer connects to the RollCall network via IP. The LogServer has the ability to defer logs. The LogServer is configured using the LogServer Configurator.

2. Open the LogServer Configurator

When the LogServer is installed, a shortcut to the LogServer Configurator is created in the Windows program list on the Start menu and a LogServer icon () is placed in the notification area of the Windows taskbar.

To open the Configurator, do one of the following:

- Click **Start > All Programs > SAM > RollCall > LogServer Configuration**.
- Double-click on the LogServer icon in the notification area.

The Configurator displays.

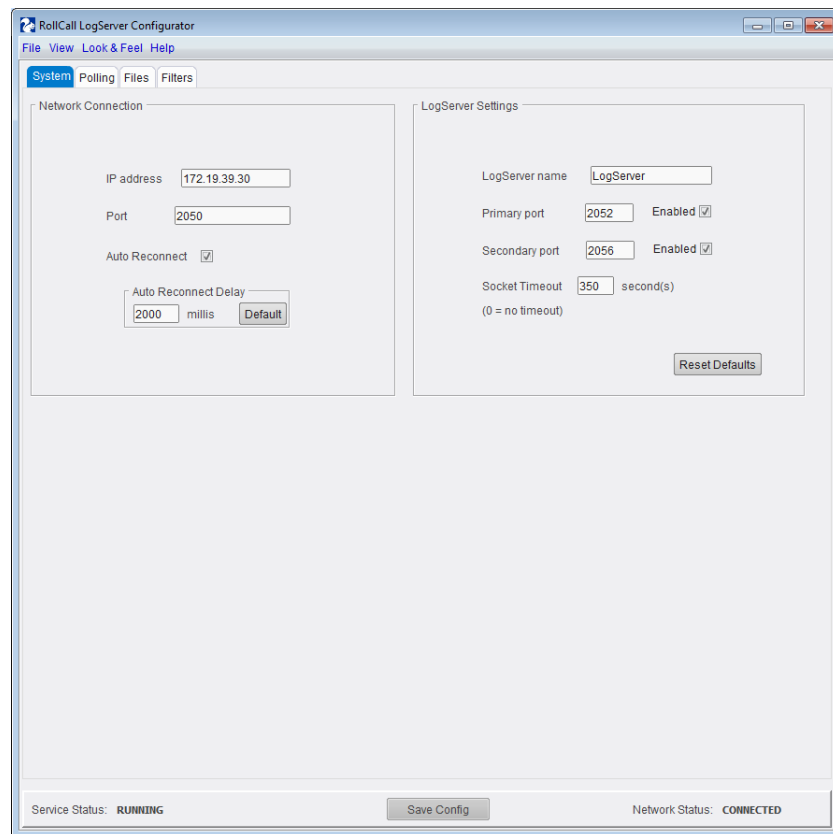


Figure 1 LogServer Configurator

2.1 Configurator Menu Bar

2.1.1 File Menu

Start Service/Stop Service	Toggles between starting and stopping the LogServer Service, depending on the current state.
Minimise to System Tray	Hides the Configurator from view. The Configurator can be resumed by clicking on the LogServer icon in the notification area of the Windows taskbar.
Save Config	Saves any changes made to the settings within the Configurator.
Exit	Exits the LogServer Configurator.
Note: Exiting the Configurator does not stop the LogServer Service, if it is running.	

2.1.2 View Menu

Output Window	Toggles the Output Window On and Off. The default is Off.
Note: The Output Window is only available on the System screen.	

2.1.3 Look & Feel Menu

Dark Theme	A light text on dark background color scheme.
Bright Theme	A dark text on light background color scheme.

Note: Changing the color scheme displays a dialog prompting for the application to be restarted.

2.1.4 Help Menu

User Manual	Opens a pdf file of the LogServer User manual.
About	Displays information about LogServer.

2.2 Configurator Interface

The RollCall LogServer Configurator user interface is organized into tabs that group similar configuration options.

- The settings on the **System** tab configure the LogServer's Network Connection, and the LogServer Settings. For more information, See System on page 7.
- The settings on the **Polling** tab specify the general polling behavior of the LogServer and the units that will be polled for log information. For more information, See Polling on page 9.
- The settings on the **Files** tab specify the locations of the configuration files required by the LogServer. For more information, See Files on page 10.
- The settings on the **Filters** tab allow the LogServer to defer the processing of specific log messages. For more information, See Filters on page 13.

3. Starting and Stopping LogServer

The LogServer Service runs as a Windows service. By default, it is configured to start automatically when the computer is started.

Note: Configure the LogServer before starting the service for the first time. Once configured, the Configurator does not need to display for the LogServer Service to start.

Right-click on the icon in the notification area of the Windows taskbar to display the following menu:

Show LogServer Configurator	Opens the LogServer Configurator
Hide LogServer Configurator	Closes the LogServer Configurator
Exit LogServer Configurator	Exits the LogServer Configurator
Start LogServer Service	Starts the LogServer Service. The icon in the notification area displays with blue background  .
Stop LogServer Service	Stops the LogServer Service. The icon in the notification area displays with a red background  .

When the LogServer Configurator is running, the LogServer Service status is reported at the bottom of the screen, as either **RUNNING** or **NOT RUNNING**. This is updated every 30 seconds; therefore, a delay of up to, but not more than, 30 seconds may occur before a status change displays.

Alternatively:

- Start, stop, or restart the LogServer from the Windows Computer Management (Services) screen, where it is listed as **RollCall LogServer32**.

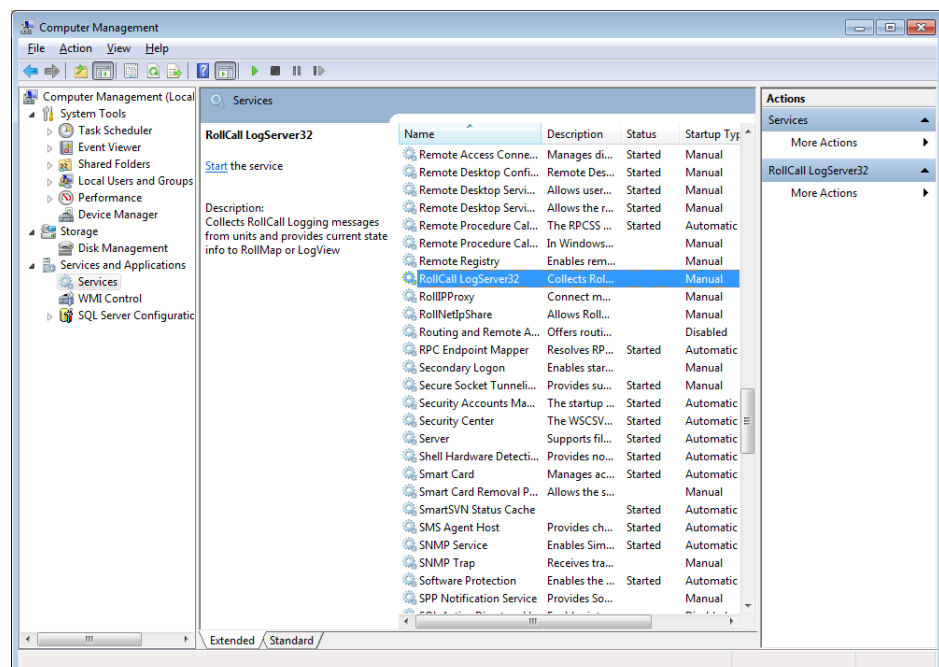


Figure 2 Starting and Stopping LogServer

4. LogServer Configurator Tabs

4.1 System

- Click the **System** tab to view and edit the Network Connection and LogServer Settings.

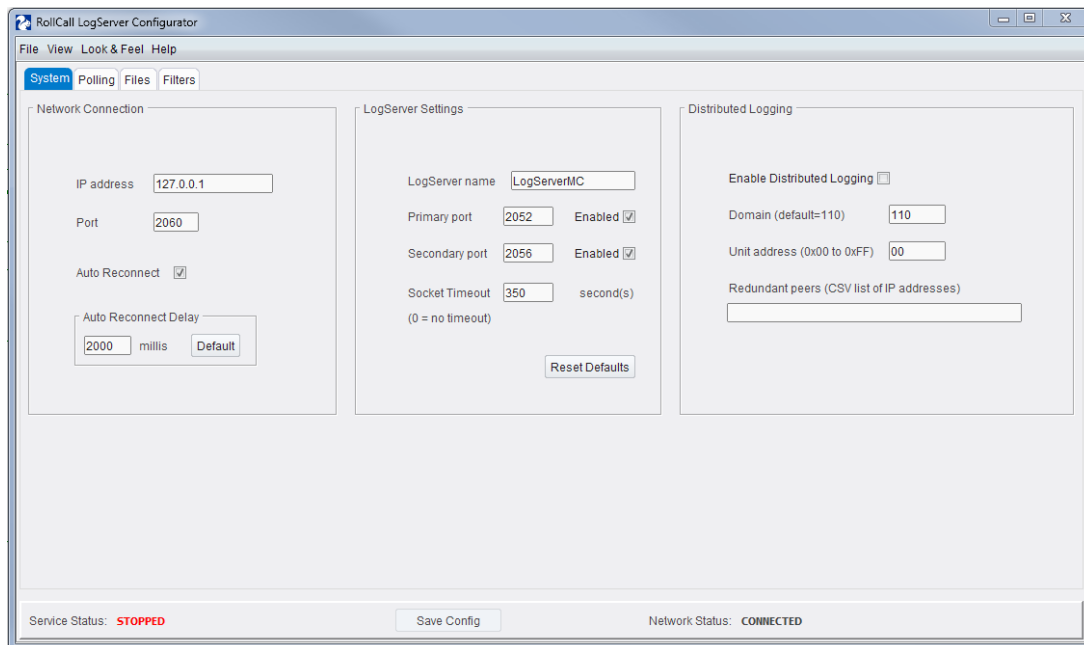


Figure 3 System Tab

4.1.1 Network Connection

The Network Connection settings specify the RollCall network to which the LogServer is connected.

IP Address	The IP address of the RollCall Network This address must present the RollCall Network over IP. This may be the address of a RollCall Proxy, an IP enabled Gateway, or a RollNet IP share.
Port	Specifies the communication port through which communication to the RollCall network is made. The default port is 2050.
Auto Reconnect	In the event of failure, the network connection will be retried. The default setting for this feature is on.
Auto Reconnect Delay	The delay in milliseconds between each retry attempt. The range is 0 to 15000 ms. Default value is 2000 ms.

4.1.2 LogServer Settings

The LogServer Settings specify:

LogServer Name	The name of the LogServer, as it is displayed by RollMap, RollView, or the RollCall Control Panel. By default this is LogServer, but it can be changed to more easily identify the LogServer. For example, in an installation where more than one LogServer exists.
Primary Port	The primary server IP port is bi-directional. All log data received by the server is sent to all clients on this port, and the clients can also write log data back to the server. This port is used by RollMap and other vendor applications to monitor events within the RollCall network.
Secondary Port	The secondary (write-only) IP port is used by applications that need to write new log data to the server, but have no need to receive changes or any other log data from the server. The port is used by RollSNMP and any other devices to write data to the log server.
Socket Timeout (in seconds)	Defines a timeout period, in seconds. Both Primary and Secondary ports will close when they have been idle for the duration set for the timeout. Setting the timeout to 0 (zero) will set the ports so that they do not timeout.

- After entering the LogServer details, click **Save Config**. The LogServer is stopped and restarted when these changes are applied.

4.1.3 Distributed Logging

This feature allows multiple RollCall Log Servers for redundancy.

Enable Distributed Logging	As the tick box suggests, this enables the Distributed Logging feature.
Domain	This sets the Domain value, the range is from 1 - 232 and is set to default at "110".
Unit Address	This parameter allows the user to set the Unit Address, because each log server must have different Unit Addresses. Default is "00"
Redundant Peers	This allows the user to input the IP address for each Log Server.

4.1.4 Output Window

The lower portion of the LogServer Configurator window displays informational messages pertaining to the operation of the LogServer.

Note: This window displays only if enabled from the View menu.

To toggle the Output window on and off:

- Click on the View menu, and click on Output window.

4.2 Polling

- Click the Polling tab to access the LogServer Polling settings.

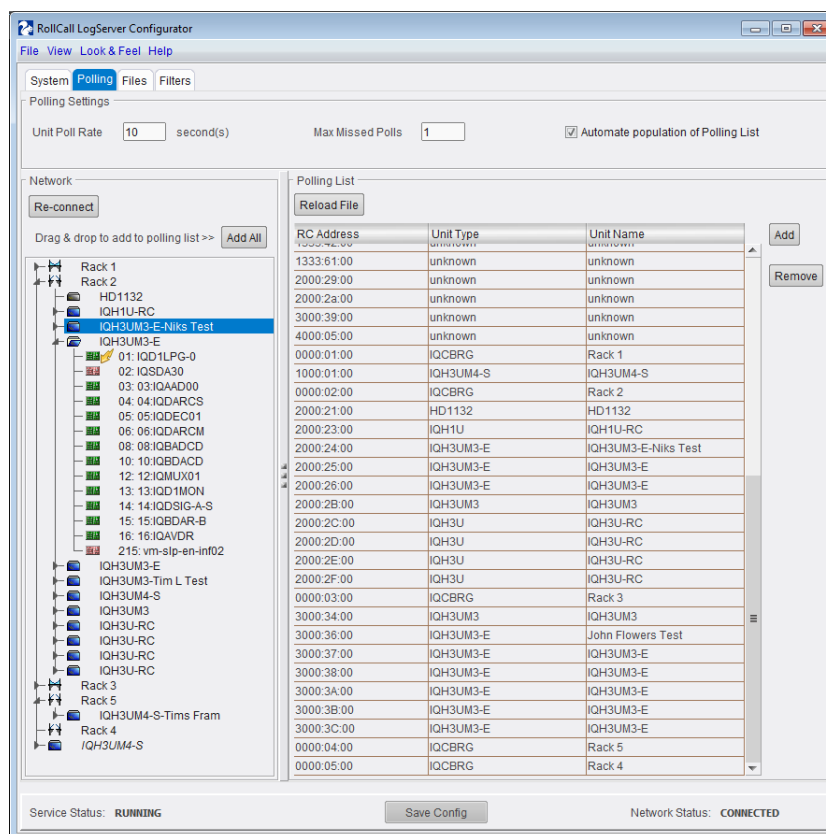


Figure 4 Polling Tab

4.2.1 Polling settings

The Polling settings section on the Polling tab specifies the general polling behavior of the LogServer.

To configure the Polling settings, specify the following information:

- Unit Poll Rate** The minimum time interval, in seconds, at which the specified units are polled for log information. The default is every 10 seconds.
- Max Missed Polls** The number of failed polls, at the specified unit poll rate, that must occur before a unit is declared lost. The default is one failed poll.
- The time taken for the LogServer to declare a unit lost is equal to the maximum number of missed polls, plus one, multiplied by the unit poll rate.
- Automate population of Polling List** Select this option to automatically populate the polling list from the available units on the specified RollCall network. By default, this option is disabled.

Note: Units added to the polling list by this option are not visible in the list until the `pollinglist.xml` is reloaded.

4.2.2 Network and Polling List

The Network section on the Polling tab displays the current RollCall network, and the Polling List contains a list of the units that are monitored by the LogServer. The LogServer can be configured to poll several units, and the LogViewer and RollMap applications can be configured to view the whole list or subsets of it.

The Network list is automatically updated to display the units currently on the RollCall network (for example, as units are added or removed from the network). However, if the network is not available when the LogServer is started, the Network list is not updated until the Re-connect button is clicked, or if the network connection is set to Auto Reconnect.

To add a unit to the polling list, do one of the following:

- From the network list on the left, drag and drop a unit into the Polling List on the right.
- Click **Add All**, to automatically add all suitable units found in the Network list to the Polling list. Units are defined as ending in:00.
- Click **Add** and then type a unit address in the RC Address field.

To remove a unit from the polling list:

- Click on the unit name in the list, then click **Remove**.
Select multiple units by using Shift + click or Ctrl + click.
- After populating the polling list, click **Save Config**. The LogServer is stopped and restarted when these changes are applied.

4.3 Files

- Click on the **File** tab for information about the LogServer configuration files, Current Status file, and the Running Log file.

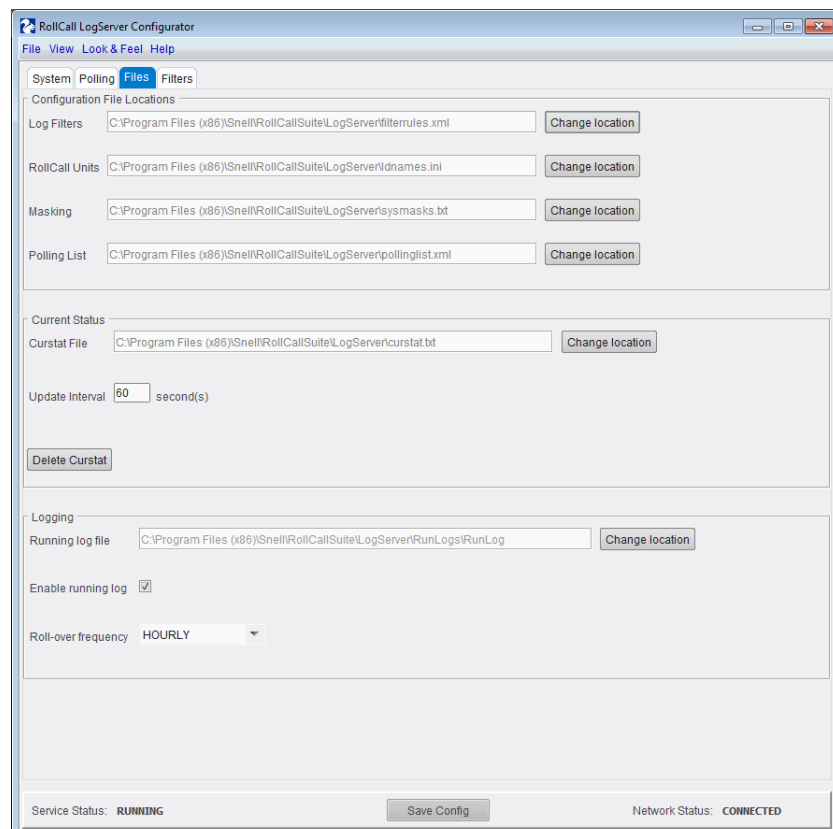


Figure 5 Files Tab

1. To reset all file locations to the default values, click **Reset Defaults**.
2. After completing changes to the file locations, click **Save Config**. The LogServer is stopped and restarted when these changes are applied.

4.3.1 Log Filters

The log filters file contains information about the log deferral settings, which are specified on the Filters tab.

The default name of the log filters file is `filterrules.xml`, which is located in the LogServer installation directory.

- Click **Change location** to specify a different path to the log filters configuration file.
- Click **Reload** to load a new log filters configuration file, or to reload the existing one if it has been changed outside of the Configurator.

4.3.2 RollCall Units

The `idnames.ini` file contains the unit type values that are used in the Unit Type field on the Filters tab. The default location of this file is the LogServer installation directory. The current location of the file is displayed in the text field.

- Click **Change location** to specify a different path to the RollCall Units configuration file.

4.3.3 Masking

The `sysmasks.txt` file is the centralized mask file used by the LogServer. Log client programs such as RollMap V3 support this feature. The default location of this file is the LogServer installation directory. The current location of the file displays in the text field.

- Click **Change location** to specify a different path to the Masking configuration file.

4.3.4 Polling List

The `pollinglist.xml` file contains the units that have been added to the LogServer's polling list. The default location of this file is the LogServer installation directory. The current location of the file displays in the text field.

- Click **Change location** to specify a different path to the Polling List configuration file.
- Click **Reload** to reload the `pollinglist.xml` file. Note that if the Automate population of Polling List option has been selected on the Polling tab, any units that have been added automatically are not visible in the Polling list until the `pollinglist.xml` file is reloaded.

4.3.5 Current Status File

The current status file lists all units and modules and their current logging fields.

The default name of the current status file is `curstat.txt`, which is located in the LogServer installation directory. To allow viewing by multiple networked PCs the file should be located in a directory visible to all.

The current path to the current status file displays in the text field.

- Click **Change location** to specify a different path to the current status file.

If current status file updates are enabled, specify the interval, in seconds, at which they will occur. If **0** (zero) is entered, no Current Status file is generated. The default interval is 60 seconds.

- To clear the contents of the current status file, click **Delete Curstat** and then click **Yes** in the dialog box that displays.

This is useful if modules are permanently removed from the network.

4.3.6 Running Log

The running log file contains a history of all log messages that the LogServer receives and generates. When enabled, all messages are appended to this file. By default, this file is named `logoutput . log`. The default location of this file is ...\

- Click **Change location** to specify a different path to the running log file.

The Roll-over frequency specifies how often a new running log file will be created.

NONE The running log file is not rolled-over at any specific time interval. When the file size reaches 5MB, the existing file is renamed. The following example illustrates how the running log files are renamed, where the name of the running log file is `logoutput.log`.

When `logoutput . log` reaches 5MB. It is renamed `logoutput . log1` and a new `logoutput . log` file is created.

When the new `logoutput . log` file reaches 5MB, it is renamed `logoutput . log1` and the existing `logoutput . log1` file is renamed `logoutput . log2`.

This pattern continues until the following files exist:

```
logoutput . log
logoutput . log1
logoutput . log2
logoutput . log3
logoutput . log4
logoutput . log5
```

At this point, when the `logoutput . log` file reaches 5MB, `logoutput . log5` is deleted, a new `logoutput . log` is created, and all of the other files numbers increment by one.

WEEKLY
MONTHLY
DAILY
HOURLY
MINUTELY

The running log file is rolled-over at the specified time interval and the old file is renamed with a timestamp.

4.3.7 LogServer Configuration File

The `logserver32conf.xml` file is the LogServer's main configuration file. It holds the configuration options that determine how the LogServer functions.

It is located in the LogServer installation directory and must not be moved.

4.3.8 LogServer Debug File

The `ls32debug.txt` file contains information that can be used by SAM support to determine the source of LogServer problems.

It is located in the LogServer installation directory and must not be moved.

4.4 Filters

- Click on the **Filters** tab for the settings to allow the LogServer to defer the processing of specific log messages.

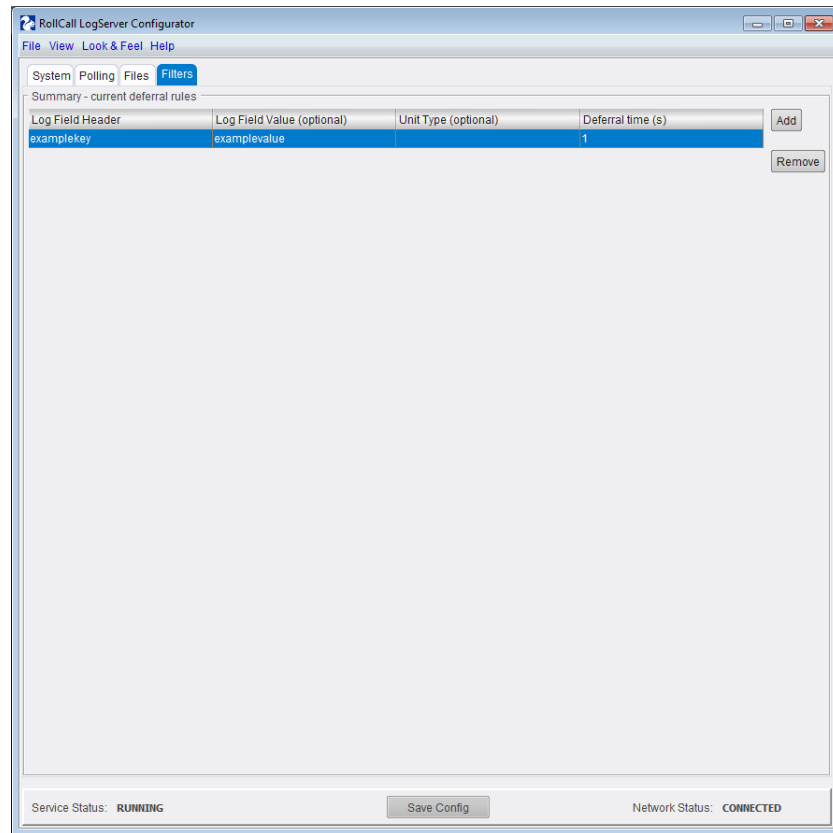


Figure 6 Filters Tab

This can be useful if a log field from a unit is rapidly cycling between two values. By deferring the log, it will remain constant until the value stabilizes.

For example, if a unit is cycling once every two seconds between INPUT=OK and INPUT=LOST. If INPUT=OK is deferred for five seconds, the unit will show as INPUT=LOST until INPUT=OK for five seconds without change.

- To set a log deferral, click **Add** and then specify the following information:

Log Field Header	The log key to match against. (In the example, INPUT).
Log Field Value (optional)	A specific log value to match against.
Unit Type (optional)	The type of unit for which to apply the deferral. If no value is specified, the deferral is applied to all units.
Deferral time	The time, in seconds, to defer the log.

- To remove a deferral rule, select it in the Summary list, and then click **Remove**.
- After completing the changes, click **Save Config**. The LogServer is stopped and restarted when these changes are applied.

5. Troubleshooting

5.1 Older Versions of the LogServer

Before attempting to run the LogServer, ensure that no previous versions of the LogServer are running.

It is recommended that all previous LogServer installations are uninstalled.

5.2 TCP Ports

Before running the LogServer, it is recommended that you verify that TCP ports 2052 and 2056 are not assigned to any other applications.

To check TCP port usage:

1. Open a command prompt window.
2. At the command prompt, type:
`netstat -a`

This displays all current connections and listening ports.

Alternatively, the `netstat -b` command, which lists all of the executables using each listening port can be used.

If one of the ports required by the LogServer is already assigned, the LogServer will stop.

5.3 Incorrect Operation

If the RollMap or LogViewer applications do not show all logs, ensure that all units connected to the LogServer use the same LogServer name throughout and that there is not another PC also operating a LogServer.