

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.

System Polling Files Filters Network Connection IP address 172.19.39.30 Port 2050 Auto Reconnect Image: Connect Delay Q000 millis Default	LogServer Settings LogServer name LogServer Primary port 2052 Enabled Secondary port 2056 Enabled Socket Timeout 350 second(s) (0 = no timeout) Reset Defaults

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 2.

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**.

File Action View Help							
Normeter Management (Local	O ₂ Services					Actions	-
a 👔 System Tools						Services	
Task Scheduler Task	RollCall LogServer32	Name	Description	Status	Startup Typ ^	More Actions	
Event Viewer Shared Folders		🔍 Remote Access Conne	Manages di	Started	Manual	More Actions	
Shared Folders Marcel Users and Groups	Start the service	🍓 Remote Desktop Confi	Remote Des	Started	Manual	RollCall LogServer32	
Deformance		🧠 Remote Desktop Servi	Allows user	Started	Manual	More Actions	
Device Manager	Description:	🍓 Remote Desktop Servi	Allows the r	Started	Manual		
A Storage	Collects RollCall Logging messages	🍓 Remote Procedure Cal		Started	Automatic		
Disk Management	from units and provides current state info to RollMap or LogView	🌼 Remote Procedure Cal	In Windows		Manual		
Services and Applications	into to noninip or cogrien	🔍 Remote Registry	Enables rem		Manual		
C Services		😩 RollCall LogServer32	Collects Rol		Manual		
WMI Control		🛸 RollIPProxy	Connect m		Manual		
SQL Server Configuratic		🔍 RollNetIpShare	Allows Roll		Manual		
		Routing and Remote A	Offers routi		Disabled		
		🌼 RPC Endpoint Mapper	Resolves RP	Started	Automatic		
		🌼 Secondary Logon	Enables star		Manual		
		🎑 Secure Socket Tunneli	Provides su	Started	Manual		
		Security Accounts Ma	The startup	Started	Automatic		
		Security Center	The WSCSV	Started	Automatic ≡		
		😘 Server	Supports fil	Started	Automatic		
		🖓 Shell Hardware Detecti	Provides no	Started	Automatic		
		🔍 Smart Card	Manages ac	Started	Automatic		
		Smart Card Removal P	Allows the s		Manual		
		🛸 SmartSVN Status Cache		Started	Automatic		
		强 SMS Agent Host	Provides ch	Started	Automatic		
		SNMP Service	Enables Sim	Started	Automatic		
		🔍 SNMP Trap	Receives tra		Manual		
		Software Protection	Enables the	Started	Automatic		
		SPP Notification Service	Provides So		Manual 🖕		
		* · · · · · ·					

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.

RollCall LogServer Configurator		
File View Look & Feel Help		
System Polling Files Filters		
Network Connection	LogServer Settings	
IP address 127.0.0.1	LogServer name LogServerMC Enable Distributed Logging	
Port 2060	Primary port 2052 Enabled 🗹 Domain (default=110) 110	
Auto Reconnect 🕑 Auto Reconnect Delay 2000 millis Default	Secondary port 2056 Enabled I Unit address (0x00 to 0xFF) 00 Socket Timeout 350 second(s) Redundant peers (CSV list of IP addresses (0 = no timeout) Reset Defaults	.)
Service Status: STOPPED	Save Config Network Status: CONNECTED	

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 ${f 0}$ (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.

e View Look & Feel Help						
System Polling Files Filters						
Polling Settings						
Unit Poll Rate 10 second(s)		Max Missed Polls	1	Automate population of Polli	ina List	
		max mibbour one		in rate population on our	ing clot	
Vetwork		Polling List				
Re-connect		Reload File				
Drag & drop to add to polling list >> Add All		RC Address	Unit Type	Unit Name		Add
Rack 1		1333:61:00	unknown	unknown	^	
Rack 1		2000:29:00	unknown	unknown		Remo
HD1132		2000:2a:00	unknown	unknown		
- C IQH1U-RC		3000:39:00	unknown	unknown		
IQH3UM3-E-Niks Test		4000:05:00	unknown	unknown		
		0000:01:00	IQCBRG	Rack 1		
- 🖼 02: IQSDA30		1000:01:00	IQH3UM4-S	IQH3UM4-S		
- 🖼 03: 03:IQAAD00		0000:02:00	IQCBRG	Rack 2		
04: 04: IQDARCS		2000:21:00	HD1132	HD1132		
05: 05: 1QDEC01		2000:23:00	IQH1U	IQH1U-RC		
- 10 08: 08:IQBADCD		2000:24:00	IQH3UM3-E	IQH3UM3-E-Niks Test		
- 10: 10: IQBDACD		2000:25:00	IQH3UM3-E	IQH3UM3-E		
12: 12:1QMUX01	2	2000:26:00	IQH3UM3-E	IQH3UM3-E		
14: 14: IQDSIG-A-S		2000:28:00	IQH3UM3	IQH3UM3		
- 15: 15:IQBDAR-B		2000:2C:00	IQH3U	IQH3U-RC		
- 16: 16: IQAVDR		2000:2D:00	IQH3U	IQH3U-RC		
L IQH3UM3-E		2000:2E:00	IQH3U	IQH3U-RC		
IQH3UM3-Tim L Test		2000:2F:00	IQH3U	IQH3U-RC		
I⊂ IQH3UM4-S		0000:03:00	IQCBRG	Rack 3		
		3000:34:00	IQH3UM3	IQH3UM3	=	
I IQH3U-RC I IQH3U-RC		3000:36:00	IQH3UM3-E	John Flowers Test		
- QH3U-RC		3000:37:00	IQH3UM3-E	IQH3UM3-E		
F QH3U-RC		3000:38:00	IQH3UM3-E	IQH3UM3-E		
Rack 3		3000:3A:00	IQH3UM3-E	IQH3UM3-E		
IQH3UM4-S-Tims Fram		3000:3B:00	IQH3UM3-E	IQH3UM3-E		
-Fi Rack 4		3000:3C:00	IQH3UM3-E	IQH3UM3-E		
- 🖬 IQH3UM4-S		0000:04:00	IQCBRG	Rack 5		
		0000:05:00	IQCBRG	Rack 4		

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.

RollCall Units C Masking C Polling List C Current Status	Locations Program Files (x86)(SnellRollCallSul Program Files (x86)(SnellRollCallSul Program Files (x86)(SnellRollCallSul Program Files (x86)(SnellRollCallSul Program Files (x86)(SnellRollCallSul	te\LogServer\Idn te\LogServer\sys te\LogServer\pol	ames.ini smasks.bt linglist.xml		Change location Change location Change location Change location	 on	
RollCall Units C: Masking C: Polling List C: Current Status Current Status	Program Files (x86)/Snell/RollCallSui Program Files (x86)/Snell/RollCallSui Program Files (x86)/Snell/RollCallSui Program Files (x86)/Snell/RollCallSu	te\LogServer\Idn te\LogServer\sys te\LogServer\pol	ames.ini smasks.bt linglist.xml		Change location Change location Change location	 	
Masking C Polling List C Current Status Curstat File C	Program Files (x86)/Snell/RollCallSui Program Files (x86)/Snell/RollCallSui Program Files (x86)/Snell/RollCallSu	te\LogServer\sys te\LogServer\pol	smasks.txt linglist.xml		Change location	on	
Polling List C: Current Status Curstat File C	Program Files (x86)/Snell/RollCallSul Program Files (x86)/Snell/RollCallSu	te\LogServer\pol	linglistxml		Change location	on	
Current Status	Program Files (x86)\Snell\RollCallSL					on	
Curstat File		uite\LogServer\cu	urstat.bd		Change locati	on	
_		uite\LogServer\ci	urstat.bt		Change locati	on	
Jpdate Interval 6	second(s)						
Logging							
Running log file	C:\Program Files (x86)\Snell\RollC	CallSuite\LogSer	ver\RunLogs\Ru	nLog	Chang	e location	
Enable running lo	V						
Roll-over frequenc	HOURLY						



- 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 $\mathbf{0}$ (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 ...\<installation directory>\log. The current location of the file is displayed in the text field.

• 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.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
MONTHLYThe running log file is rolled-over at the specified time interval and the old
file is renamed with a timestamp.DAILY
HOURLYHOURLY

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.

System Polling Files Fillers Summary - current deferral rules Log Field Header Log Field Value (optional) Unit Type (optional) Deferral time (s) Add examplekey examplexalue Rerr	ile View Look&Feel Help				
Log Field Header Log Field Value (optional) Unit Type (optional) Deferral time (s) Add examplekey examplevalue 1 1 1					
examplekey examplevalue 1					
			Unit Type (optional)		Add
	examplekey	examplevalue		1	
					Rem

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.