Logs UDS Enterprise

version 3.5

www.udsenterprise.com

UDS-Server 2
UDS Tunnel 4
UDS Client - Windows 5
UDS Client - Linux 5
UDS Actor - Windows 5
UDS Actor - Linux 6
Logs in UDS administration 6
UDS server configuration wizard 9
About VirtualCable 10

This document will describe information for administrators about all the important logs found in the different components of a UDS environment.

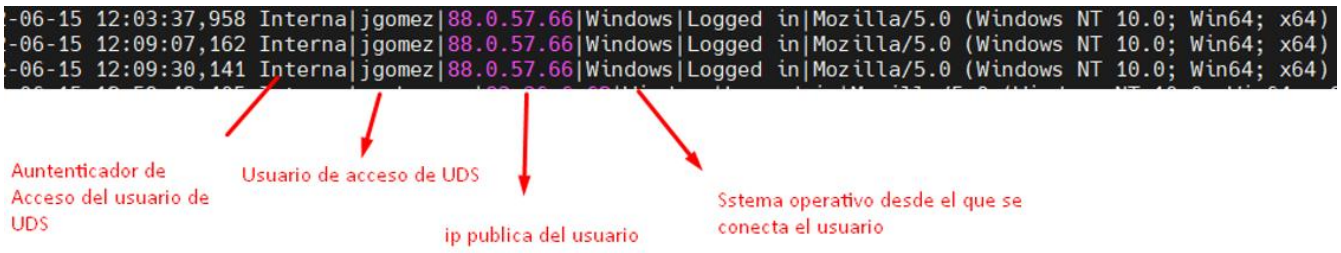
UDS-Server

The logs of the UDS Server component are found in the path /var/server/log

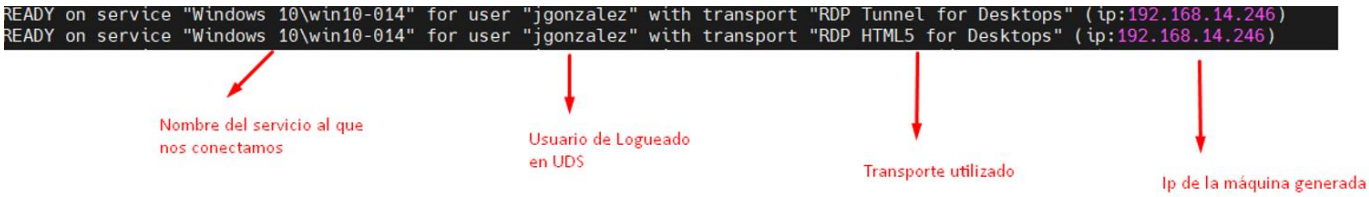
```
root@uds:~# cd /var/server/log/
root@uds:/var/server/log# ls
auth.log  services.log  sql.log  trace.log  uds.log  use.log  workers.log
root@uds:/var/server/log#
```

Next, each one of them is detailed:

- **auth.log**
  - In this log we can see the users who have been validated on the platform, their IP address and the machine from which they connected.



- **sql.log**
  - Here we can see all the changes that are made in the UDS Enterprise database. These changes are generally made during the installation or update of UDS Enterprise.
- **trace.log**
  - In this log we can see data on user access to services: the name of the service, the UDS user requesting it, the transport used and the IP of the machine.



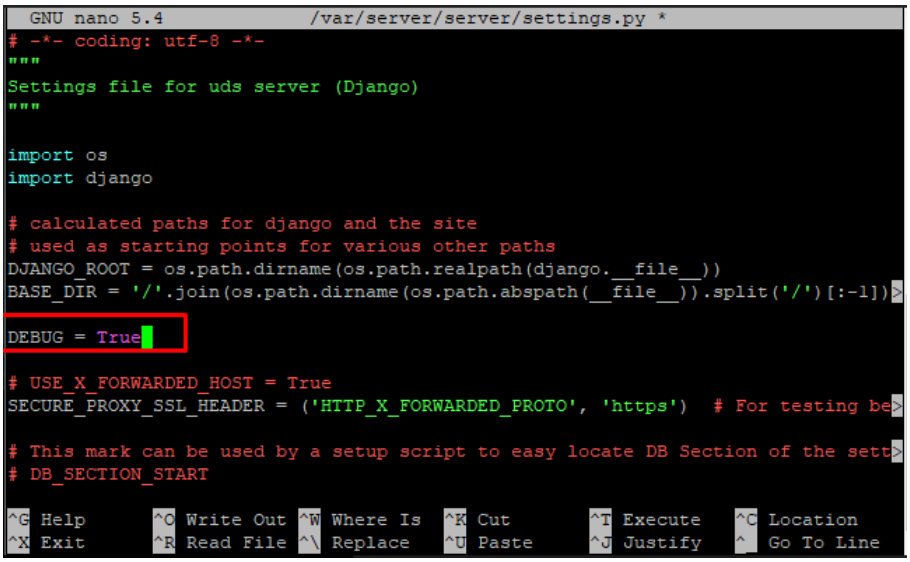
- **uds.log**
  - This log is the main one of the system, in which we can see all the information related to the connections made by the server and the errors that may appear.

- **use.log**
  - In this log we can see more data on user access to services: the time, the day of login and logout, the name or IP of the connection client computer, the user and authenticator, the name of the service, the pool of services to which it belongs, etc…

- **workers.log**
  - In this log we can see the internal tasks performed by the UDS Server machine: self-cleaning tasks, scheduled tasks, check the cache, etc...

A process that can be carried out on the UDS server, in order to generate more information in the logs, is to enable **DEBUG mode**.

To put the logs of the UDS Server component in debug mode, we will have to access the server, edit the file **/var/server/server/settings.py** and in the DEBUG section set it to "**True"**.



It is important to disable it (reset the DEBUG parameter to "False") once the necessary logs have been obtained, since it generates many logs, blocks memory and, in short, can cause storage and performance problems on the server.

To apply the changes and to generate logs in Debug mode, it will be necessary to restart the server or the services: uds (restarts the backend part) and udsweb (restarts the frontend part).

In addition to the specific logs of the UDS elements, it is also important to take into account the log of the web server used by UDS, which is NGINX. The web server logs are stored in the path: **/var/log/nginx/**

```
root@uds:/var/log# cd nginx/
root@uds:/var/log/nginx# ls
access.log  access.log.1  access.log.2.gz  access.log.3.gz  access.log.4.gz  error.log  error.log.1  error.log.2.gz
root@uds:/var/log/nginx#
```

- **access.log**
  - In this log we can find valuable information about the accesses of third-party elements (such as SAML authenticators, Opengnsys, etc...) and accesses to the web portal (including the administration interface).

```
root@uds:/var/log/nginx# tail -f /var/log/nginx/access.log
[redacted] - - [29/Aug/2022:12:40:08 +0200] "/uds/res/modern/main-es2015.js" 200 217129 "Mozilla/5.0 (X11; Linux armv7l
[redacted] irefox/78.0"
[redacted] - - [29/Aug/2022:12:40:11 +0200] "/uds/res/modern/img/udsicon.png" 200 6649 "Mozilla/5.0 (X11; Linux armv7l;
[redacted] irefox/78.0"
[redacted] - - [29/Aug/2022:12:40:11 +0200] "/uds/res/modern/img/login-img.png" 200 5718 "Mozilla/5.0 (X11; Linux armv7
[redacted] Firefox/78.0"
[redacted] - - [29/Aug/2022:12:40:11 +0200] "/uds/res/modern/fonts/roboto-v20-vietnamese_latin-ext_latin_greek-ext_gree
[redacted]lar.woff2" 200 51116 "Mozilla/5.0 (X11; Linux armv7l; rv:78.0) Gecko/20100101 Firefox/78.0"
[redacted] - - [29/Aug/2022:12:40:11 +0200] "/uds/res/modern/fonts/roboto-v20-vietnamese_latin-ext_latin_greek-ext_gree
[redacted] woff2" 200 51400 "Mozilla/5.0 (X11; Linux armv7l; rv:78.0) Gecko/20100101 Firefox/78.0"
[redacted] - - [29/Aug/2022:12:40:11 +0200] "/uds/res/modern/fonts/MaterialIcons-Regular.woff2" 200 44300 "Mozilla/5.0
[redacted] Gecko/20100101 Firefox/78.0"
[redacted] - - [29/Aug/2022:12:40:11 +0200] "/uds/res/modern/img/favicon.png" 200 2172 "Mozilla/5.0 (X11; Linux armv7l;
[redacted]efox/78.0"
[redacted] - - [29/Aug/2022:12:42:59 +0200] "/" 403 9 "-"
[redacted] - - [29/Aug/2022:13:05:22 +0200] "/robots.txt" 403 9 "Mozilla/5.0 (compatible; YandexBot/3.0; +http://yandex.
[redacted] - - [29/Aug/2022:13:05:26 +0200] "/" 403 9 "Mozilla/5.0 (compatible; YandexBot/3.0; +http://yandex.com/bots)"
```

NOTE: with the command tail -f /var/log/nginx/access.log we can easily see the information in real time

UDS Tunnel

One of the UDS Tunneler logs can be found in the path **/var/log/Syslog**

In it, in addition to the OS records themselves, we can find information on the tunneled connections made by UDS, such as the user's public IP, the machine's IP, the port through which we access the service, etc...

```
Jun 16 11:13:11 tunnel35 UDSTunnel[527]: INFO - CONNECTION from 79.148[redacted]
Jun 16 11:13:12 tunnel35 UDSTunnel[720]: INFO - CONNECT FROM 79.148.0.[redacted]
Jun 16 11:13:12 tunnel35 UDSTunnel[720]: INFO - COMMAND: TEST
Jun 16 11:13:12 tunnel35 UDSTunnel[720]: INFO - TERMINATED 79.148.[redacted]
Jun 16 11:13:12 tunnel35 UDSTunnel[527]: INFO - CONNECTION from 79.148[redacted]
Jun 16 11:13:12 tunnel35 UDSTunnel[721]: INFO - CONNECT FROM 79.148.0.[redacted]
Jun 16 11:13:12 tunnel35 UDSTunnel[721]: INFO - OPEN TUNNEL FROM 79.14[redacted] to 192.168.14.246:3389
```

In the path **/var/log/tomcat9/catalina.out** we will find another log file where we can see everything related to HTML5 connections.

UDS Client - Windows

The log file of the UDS Client component can be found in the user's temporary folder (%temp%).

In this log we can view any error that has occurred in the connection client when we make the connection to services published in UDS.

UDS Client - Linux

The log file of the UDS Client component can be found in the user's home folder:

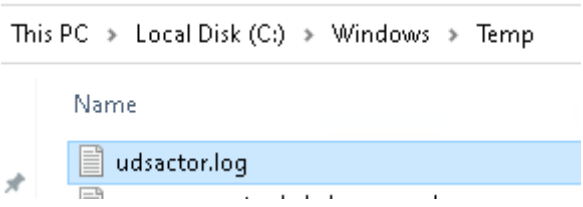
```
user@user-virtual-machine:~$ ls
Descargas   Escritorio  Música      Público        Vídeos
Documentos  Imágenes    Plantillas  udsclient.log
user@user-virtual-machine:~$
```

In this log we can view any error that has occurred in the connection client when we make the connection to services published in UDS.

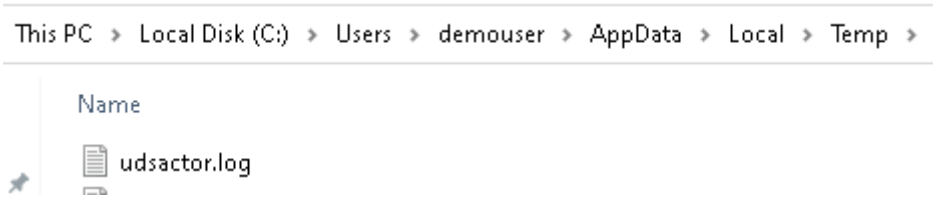
UDS Actor - Windows

The UDS Actor component in a Windows OS will offer us two different logs, one related to the service in charge of configuring the virtual desktop (change of name, domain inclusion, machine status, etc…) and another related to the control of the session of the user accessing the desktop.

The log in charge of service preparation tasks is generated in the Windows temporary folder: C:\Windows\Temp



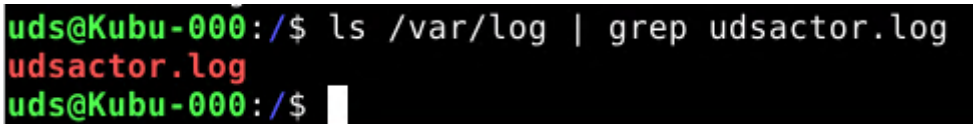
The log in charge of the control tasks of a user's session is generated in the temporary folder of the user's profile: C:\Users*username*\AppData\Local\Temp (%temp%)



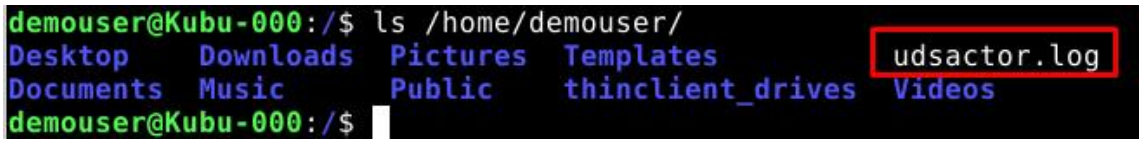
UDS Actor - Linux

The UDS Actor component in a Linux OS will offer us two different logs, one related to the service in charge of configuring the virtual desktop (name change, connectivity, machine status, etc…) and another related to session control of the user accessing the desktop.

The log in charge of service preparation tasks is generated in the /var/log/ folder



The log in charge of a user's session control tasks is generated in the user's home folder:

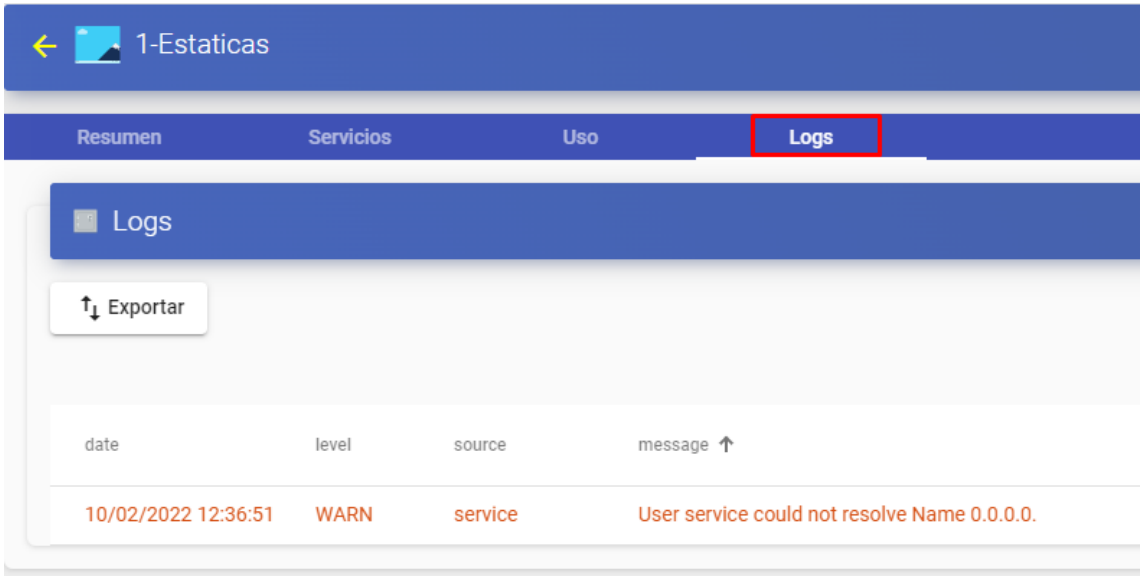


Logs in UDS administration

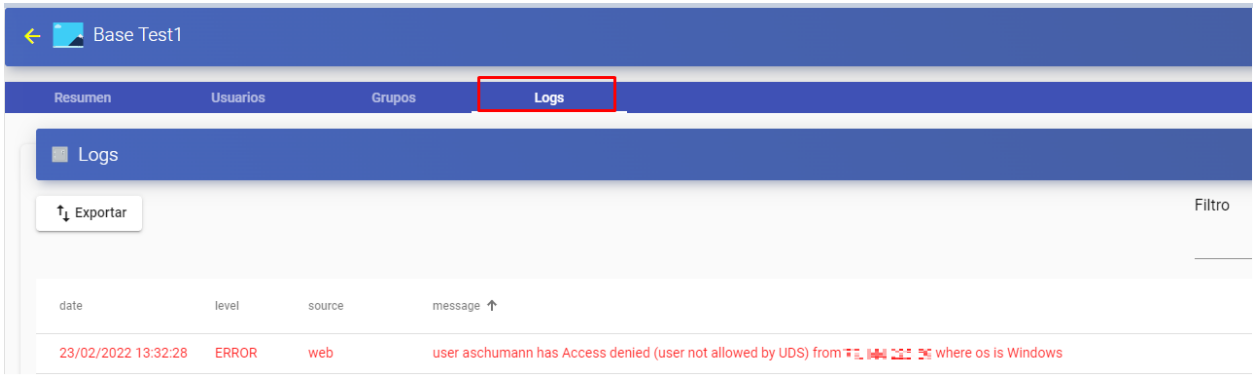
From the UDS Enterprise administration you can get additional information on the different configurable sections and services.

Here are some examples:

- **Service Providers**: In the service providers configured in UDS we can find the "Logs" section, which can provide us with information about possible errors.

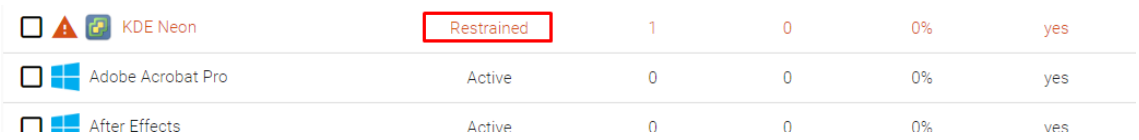


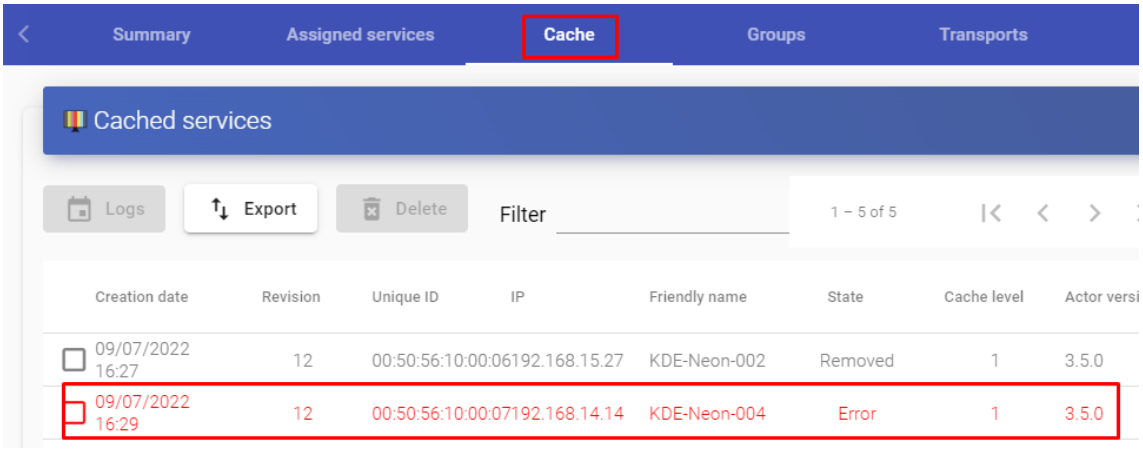
- **Authenticators**: In the authenticators configured in UDS Enterprise we can find a "Logs" section that can provide us with information such as the user who has accessed or the OS from which it is accessed, etc.



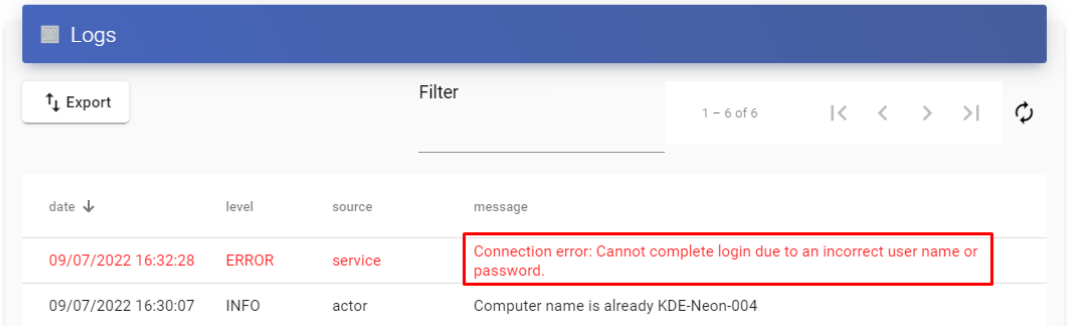
- **service pools**: In the service pools created in UDS Enterprise there is a "Logs" section where you can view all the changes made to said pool and the user who made said change.

Within our service pool we can also access the logs of each deployed machine, as can be seen in the following image (for example, if you have a restricted service, you can see the reason here)





Logs of

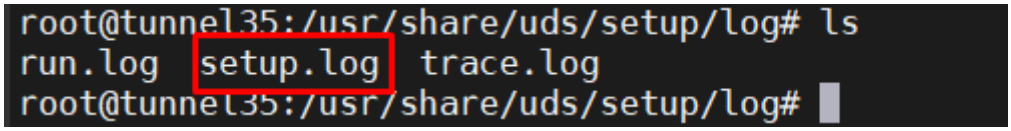


From here we can see the reason for the service restriction.

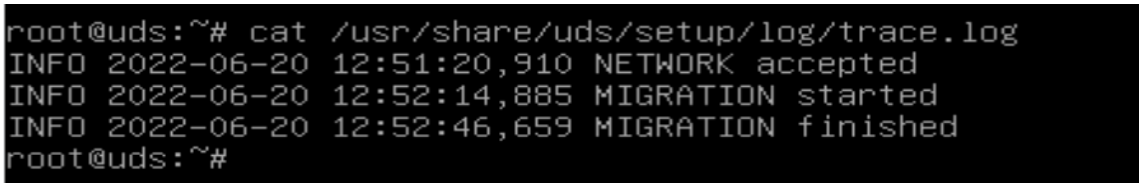
UDS server configuration wizard

In the event of an error in the web configuration wizard of the appliances, both in the UDS Server and in the UDS Tunneler, in the file: **usr/share/uds/setup/log/setup.log** we can find more information about what may be happening.

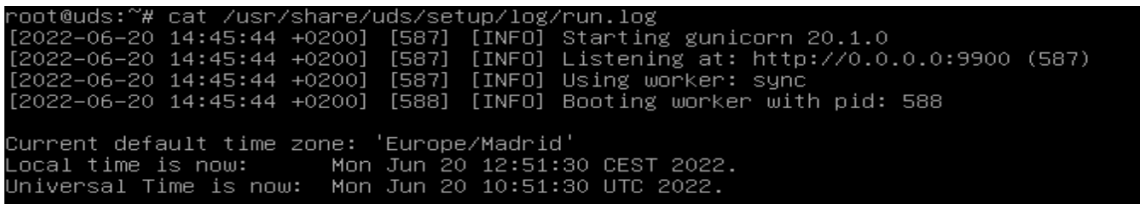
In addition, in the **trace.log** and **run.log** files we can also find information about the UDS setup



In the following capture of the trace.log log you can see, for example, the correct connection with the database server.



In this capture of the run.log log you can see, for example, the correct configuration of the selected time zone.



About VirtualCable

VirtualCable markets UDS Enterprise through a subscription model, including support and updates, depending on the number of users.

In addition, VirtualCable offers professional services to install and configure UDS Enterprise and other virtualization technologies.

For more information visit http://www.udsenterprise.comor send us an email to info@udsenterprise.