



Logs UDS Enterprise

version 3.5

www.udsenderprise.com



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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.

```
-06-15 12:03:37,958 Interna|jgomez|88.0.57.66|Windows|Logged in|Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
-06-15 12:09:07,162 Interna|jgomez|88.0.57.66|Windows|Logged in|Mozilla/5.0 (Windows NT 10.0; Win64; x64)  
-06-15 12:09:30,141 Interna|jgomez|88.0.57.66|Windows|Logged in|Mozilla/5.0 (Windows NT 10.0; Win64; x64)
```

Autenticador de Acceso del usuario de UDS

Usuario de acceso de UDS

ip publica del usuario

Sstema operativo desde el que se conecta el usuario

- **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.

```
READY on service "Windows 10\win10-014" for user "jgonzalez" with transport "RDP Tunnel for Desktops" (ip:192.168.14.246)  
READY on service "Windows 10\win10-014" for user "jgonzalez" with transport "RDP HTML5 for Desktops" (ip:192.168.14.246)
```

Nombre del servicio al que nos conectamos

Usuario de Logueado en UDS

Transporte utilizado

Ip de la máquina generada

- **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...

```
g# cat use.log
login|00:50:56:10:00:05|192.168.14.17|88.11.11.1:DESKTOP-R1TTE0P|jgomez@Interna|demouser|win10-002|Windows 10
login|00:50:56:10:00:04|192.168.15.62|88.11.11.1:88.11.11.1|jgomez@Interna|demouser|win11-35-001|Windows 11
login|00:50:56:10:00:0B|192.168.14.13|81.11.11.1:43:DESKTOP-8A786N9|valonso@Interna|uds|Ubuntuapps-002|Writer
```

Ip Pública

Usuario de UDS

Aplicación a la que nos conectamos

- **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”**.

```
GNU nano 5.4 /var/server/server/settings.py *
# -*- coding: utf-8 -*-
"""
Settings file for uds server (Django)
"""

import os
import django

# calculated paths for django and the site
# used as starting points for various other paths
DJANGO_ROOT = os.path.dirname(os.path.realpath(django.__file__))
BASE_DIR = os.path.join(os.path.dirname(os.path.abspath(__file__)).split('/')[:-1])

DEBUG = True

# USE_X_FORWARDED_HOST = True
SECURE_PROXY_SSL_HEADER = ('HTTP_X_FORWARDED_PROTO', 'https') # For testing be

# This mark can be used by a setup script to easy locate DB Section of the sett
# DB_SECTION_START

^G Help      ^C Write Out  ^W Where Is   ^K Cut        ^T Execute   ^C Location
^X Exit      ^R Read File  ^N Replace    ^U Paste      ^J Justify   ^_ Go To Line
```

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  
192.168.1.100 - - [29/Aug/2022:12:40:08 +0200] "/uds/res/modern/main-es2015.js" 200 217129 "Mozilla/5.0 (X11; Linux armv7l; rv:78.0) Gecko/20100101 Firefox/78.0"  
192.168.1.100 - - [29/Aug/2022:12:40:11 +0200] "/uds/res/modern/img/udsicon.png" 200 6649 "Mozilla/5.0 (X11; Linux armv7l; rv:78.0) Gecko/20100101 Firefox/78.0"  
192.168.1.100 - - [29/Aug/2022:12:40:11 +0200] "/uds/res/modern/img/login-img.png" 200 5718 "Mozilla/5.0 (X11; Linux armv7l; rv:78.0) Gecko/20100101 Firefox/78.0"  
192.168.1.100 - - [29/Aug/2022:12:40:11 +0200] "/uds/res/modern/fonts/roboto-v20-vietnamese_latin-ext_latin_greek-ext_greek_italic.woff2" 200 51116 "Mozilla/5.0 (X11; Linux armv7l; rv:78.0) Gecko/20100101 Firefox/78.0"  
192.168.1.100 - - [29/Aug/2022:12:40:11 +0200] "/uds/res/modern/fonts/roboto-v20-vietnamese_latin-ext_latin_greek-ext_greek_italic.woff2" 200 51400 "Mozilla/5.0 (X11; Linux armv7l; rv:78.0) Gecko/20100101 Firefox/78.0"  
192.168.1.100 - - [29/Aug/2022:12:40:11 +0200] "/uds/res/modern/fonts/MaterialIcons-Regular.woff2" 200 44300 "Mozilla/5.0 (X11; Linux armv7l; rv:78.0) Gecko/20100101 Firefox/78.0"  
192.168.1.100 - - [29/Aug/2022:12:40:11 +0200] "/uds/res/modern/img/favicon.png" 200 2172 "Mozilla/5.0 (X11; Linux armv7l; rv:78.0) Gecko/20100101 Firefox/78.0"  
192.168.1.100 - - [29/Aug/2022:12:42:59 +0200] "/" 403 9 "-"  
192.168.1.100 - - [29/Aug/2022:13:05:22 +0200] "/robots.txt" 403 9 "Mozilla/5.0 (compatible; YandexBot/3.0; +http://yandex.com/bots)"  
192.168.1.100 - - [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 79.148.0.100 to 192.168.14.246:3389  
Jun 16 11:13:12 tunnel35 UDSTunnel[720]: INFO - CONNECT FROM 79.148.0.100 to 192.168.14.246:3389  
Jun 16 11:13:12 tunnel35 UDSTunnel[720]: INFO - COMMAND: TEST  
Jun 16 11:13:12 tunnel35 UDSTunnel[720]: INFO - TERMINATED 79.148.0.100 to 192.168.14.246:3389  
Jun 16 11:13:12 tunnel35 UDSTunnel[527]: INFO - CONNECTION from 79.148.0.100 to 192.168.14.246:3389  
Jun 16 11:13:12 tunnel35 UDSTunnel[721]: INFO - CONNECT FROM 79.148.0.100 to 192.168.14.246:3389  
Jun 16 11:13:12 tunnel35 UDSTunnel[721]: INFO - OPEN TUNNEL FROM 79.148.0.100 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

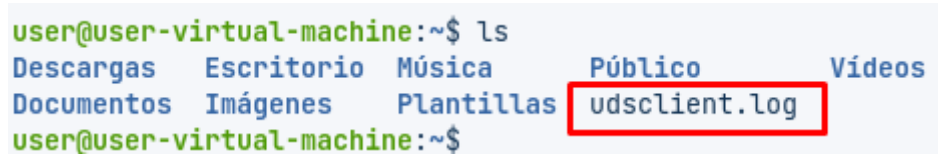
The log file of the UDS Client component can be found in the user's temporary folder (%temp%).



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:

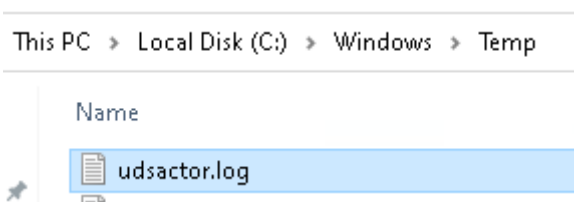


In this log we can view any error that has occurred in the connection client when we make the connection to services published in UDS.

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.

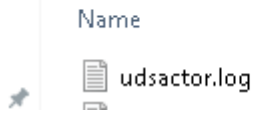
The log in charge of service preparation tasks is generated in the Windows temporary folder: C:\Windows\Temp





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%)

This PC > Local Disk (C:) > Users > demouser > AppData > Local > 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

```
uds@Kubu-000:/$ ls /var/log | grep udsactor.log
udsactor.log
uds@Kubu-000:/$
```

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

```
demouser@Kubu-000:/$ ls /home/demouser/
Desktop  Downloads  Pictures  Templates  udsactor.log
Documents Music      Public   thinclient_drives  Videos
demouser@Kubu-000:/$
```

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.



The screenshot shows the '1-Estaticas' page with a navigation bar containing 'Resumen', 'Servicios', 'Uso', and 'Logs'. The 'Logs' tab is highlighted with a red box. Below the navigation bar is a 'Logs' section with an 'Exportar' button. A table displays log entries with columns for date, level, source, and message.

date	level	source	message ↑
10/02/2022 12:36:51	WARN	service	User service could not resolve Name 0.0.0.0.

- **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.

The screenshot shows the 'Base Test1' page with a navigation bar containing 'Resumen', 'Usuarios', 'Grupos', and 'Logs'. The 'Logs' tab is highlighted with a red box. Below the navigation bar is a 'Logs' section with an 'Exportar' button and a 'Filtro' input field. A table displays log entries with columns for date, level, source, and message.

date	level	source	message ↑
23/02/2022 13:32:28	ERROR	web	user aschumann has Access denied (user not allowed by UDS) from [IP] where os is Windows

- **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.

The screenshot shows the 'Windows 10' page with a navigation bar containing 'Grupos', 'Transportes', 'Publicaciones', 'Acciones programadas', 'Calendarios de acceso', 'Gráficos', and 'Logs'. The 'Logs' tab is highlighted with a red box. Below the navigation bar is a 'Logs' section with an 'Exportar' button, a 'Filtro' input field, and pagination controls. A table displays log entries with columns for date, level, source, and message. Two entries are highlighted with a red box.

date	level	source	message ↑
13/05/2022 13:30:02	INFO	admin	Added group 30@GoogleSAML by aschumann@Interna
04/04/2022 17:36:21	INFO	admin	Added group demo@Interna by jgomez@Interna



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)

<input type="checkbox"/>		KDE Neon	Restrained	1	0	0%	yes
<input type="checkbox"/>		Adobe Acrobat Pro	Active	0	0	0%	yes
<input type="checkbox"/>		After Effects	Active	0	0	0%	yes

Summary Assigned services **Cache** Groups Transports

Cached services

Logs Export Delete Filter 1 - 5 of 5

Creation date	Revision	Unique ID	IP	Friendly name	State	Cache level	Actor version
<input type="checkbox"/> 09/07/2022 16:27	12	00:50:56:10:00:06192.168.15.27		KDE-Neon-002	Removed	1	3.5.0
<input checked="" type="checkbox"/> 09/07/2022 16:29	12	00:50:56:10:00:07192.168.14.14		KDE-Neon-004	Error	1	3.5.0

Logs of

Logs

Export Filter 1 - 6 of 6

date ↓	level	source	message
09/07/2022 16:32:28	ERROR	service	Connection error: Cannot complete login due to an incorrect user name or password.
09/07/2022 16:30:07	INFO	actor	Computer name is already KDE-Neon-004

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

```
root@tunnel35:/usr/share/uds/setup/log# ls
run.log setup.log trace.log
root@tunnel35:/usr/share/uds/setup/log#
```

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

```
root@uds:~# cat /usr/share/uds/setup/log/trace.log
INFO 2022-06-20 12:51:20,910 NETWORK accepted
INFO 2022-06-20 12:52:14,885 MIGRATION started
INFO 2022-06-20 12:52:46,659 MIGRATION finished
root@uds:~#
```

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

```
root@uds:~# cat /usr/share/uds/setup/log/run.log
[2022-06-20 14:45:44 +0200] [587] [INFO] Starting gunicorn 20.1.0
[2022-06-20 14:45:44 +0200] [587] [INFO] Listening at: http://0.0.0.0:9900 (587)
[2022-06-20 14:45:44 +0200] [587] [INFO] Using worker: sync
[2022-06-20 14:45:44 +0200] [588] [INFO] Booting worker with pid: 588

Current default time zone: 'Europe/Madrid'
Local time is now:      Mon Jun 20 12:51:30 CEST 2022.
Universal Time is now:  Mon Jun 20 10:51:30 UTC 2022.
```



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.udsenderprise.com> or send us an email to info@udsenderprise.