



VIRTUAL
CABLE

Logs UDS Enterprise 3.6



UDS
ENTERPRISE

3.6



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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`

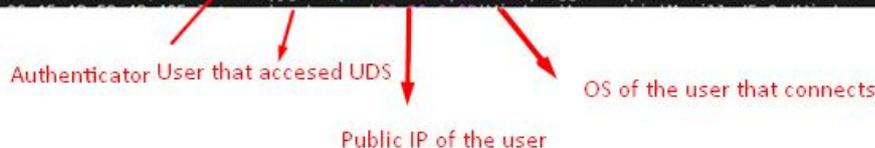
```
root@uds:~# cd /var/server/log/
root@uds:/var/server/log# ls
auth.log services.log sql.log trace.log uds.log use.log workers.log
root@uds:/var/server/log#
```

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)
```



- **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)
```



- **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...

```
# cat use.log
login|00:50:56:10:00:05|192.168.14.17|88.0.0.0:80:DESKTOP-R1TTE0P|jgomez@Interna|demouser|win10-002|Windows 10
login|00:50:56:10:00:04|192.168.15.62|88.0.0.0:80:88.0.0.0:80:88.0.0.0:80:jgomez@Interna|demouser|win11-35-001|Windows 11
login|00:50:56:10:00:08|192.168.14.13|81.0.0.0:443:DESKTOP-8A786N9|valonso@Interna|uds|Ubuntuapps-002|Writer
```

Public ip

UDS user

Application we connect to

- **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...

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
192.168.15.62 - - [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"
192.168.15.62 - - [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"
192.168.15.62 - - [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"
192.168.15.62 - - [29/Aug/2022:12:40:11 +0200] "/uds/res/modern/fonts/roboto-v20-vietnamese_latin-ext_latin_greek-ext_greek-regular.woff2" 200 51116 "Mozilla/5.0 (X11; Linux armv7l; rv:78.0) Gecko/20100101 Firefox/78.0"
192.168.15.62 - - [29/Aug/2022:12:40:11 +0200] "/uds/res/modern/fonts/roboto-v20-vietnamese_latin-ext_latin_greek-ext_greek-woff2" 200 51400 "Mozilla/5.0 (X11; Linux armv7l; rv:78.0) Gecko/20100101 Firefox/78.0"
192.168.15.62 - - [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"
192.168.15.62 - - [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"
192.168.15.62 - - [29/Aug/2022:12:42:59 +0200] "/" 403 9 "-"
192.168.15.62 - - [29/Aug/2022:13:05:22 +0200] "/robots.txt" 403 9 "Mozilla/5.0 (compatible; YandexBot/3.0; +http://yandex.com/bots)"
192.168.15.62 - - [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`

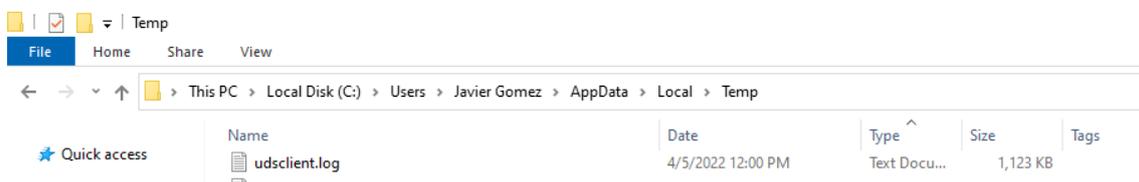
In it, in addition to the OS records themselves, we can find information on the tunneled connections made by UDS, such as the user's public IP, the machine's IP, the port through which we access the service, etc...

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

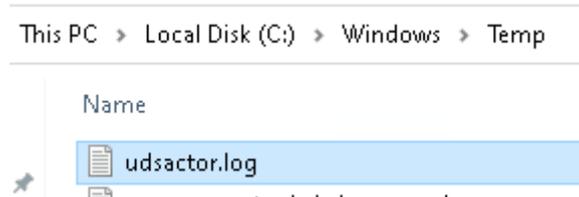
```
user@user-virtual-machine:~$ ls
Descargas  Escritorio  Música      Público      Vídeos
Documentos Imágenes   Plantillas  udsclient.log
```

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

```
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:

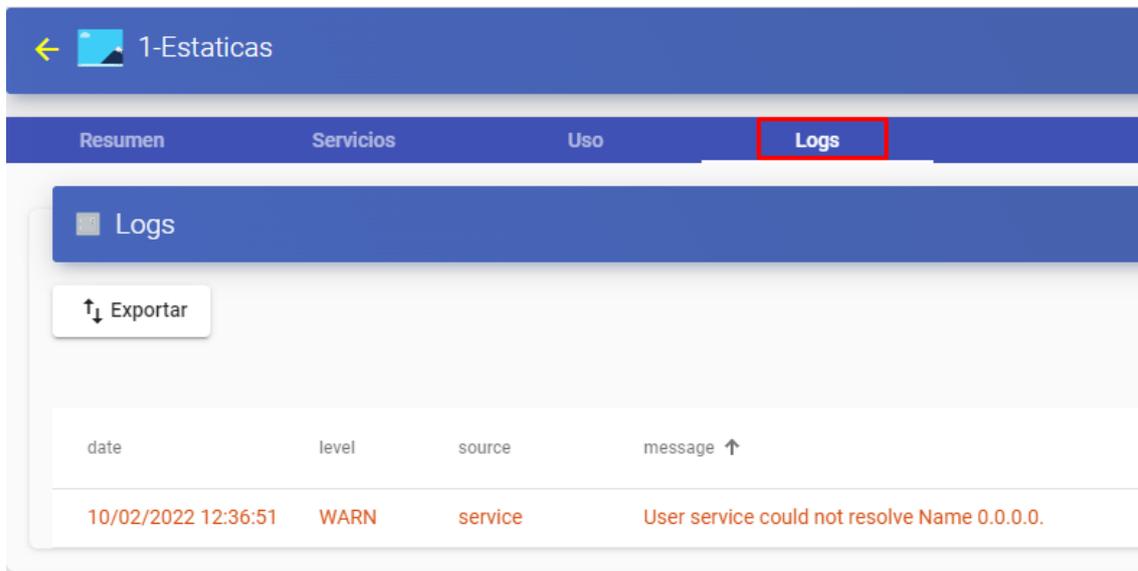
```
demouser@Kubu-000:/$ ls /home/demouser/
Desktop Downloads Pictures Templates udsactor.log
Documents Music Public thinclient_drives Videos
demouser@Kubu-000:/$
```

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:

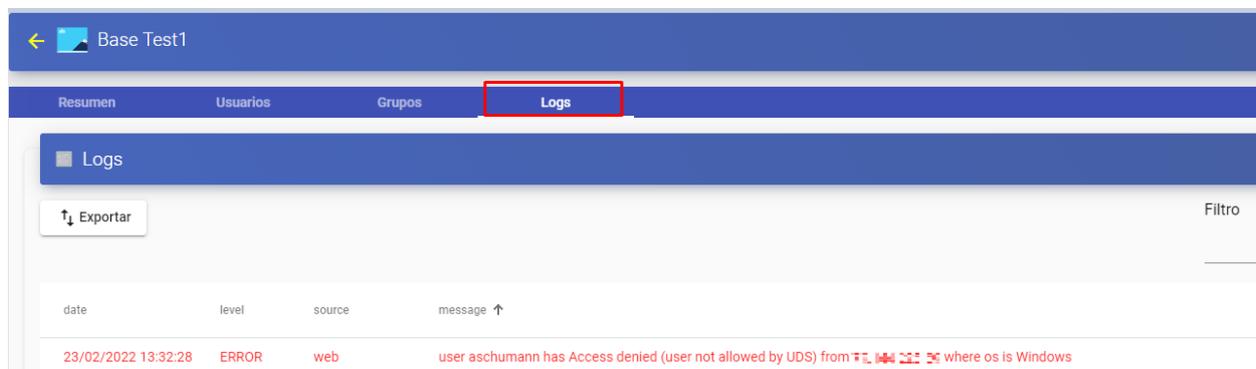
- **Service Providers:** In the service providers configured in UDS we can find the "Logs" section, which can provide us with information about possible errors.



The screenshot shows the '1-Estaticas' configuration page. The 'Logs' tab is selected and highlighted with a red box. Below the tab, there is an 'Exportar' button and a table of log entries.

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' configuration page. The 'Logs' tab is selected and highlighted with a red box. Below the tab, there is an 'Exportar' button, a 'Filtro' input field, and a table of log entries.

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

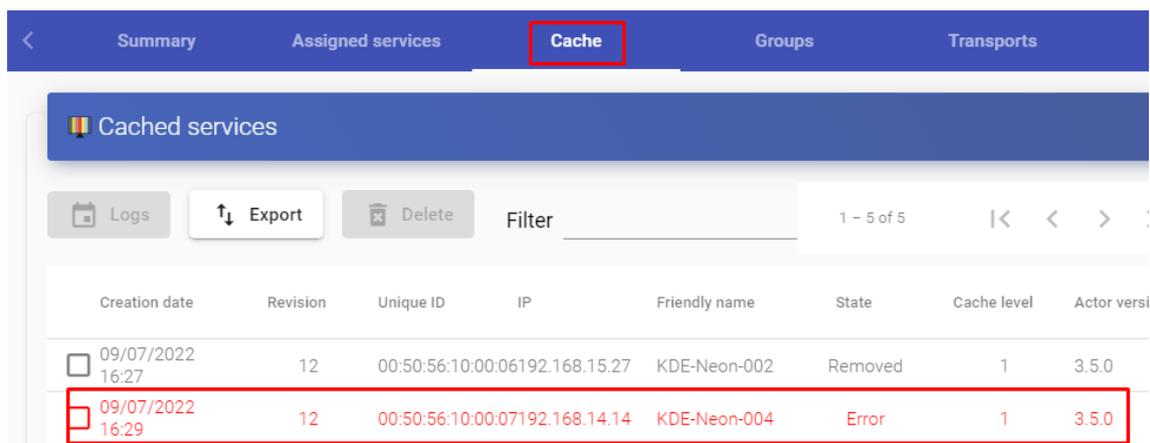
- **service pools:** In the service pools created in UDS Enterprise there is a "Logs" section where you can view all the changes made to said pool and the user who made said change.



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

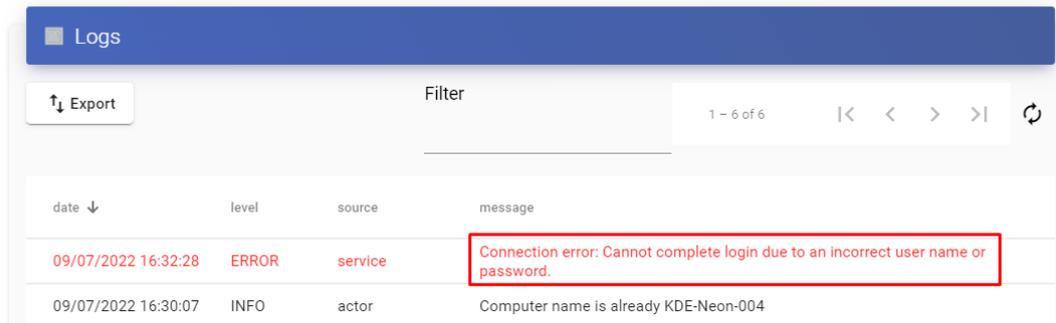
Within our service pool we can also access the logs of each deployed machine, as can be seen in the following image (for example, if you have a restricted service, you can see the reason here)

<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



Creation date	Revision	Unique ID	IP	Friendly name	State	Cache level	Actor versi
09/07/2022 16:27	12	00:50:56:10:00:06192.168.15.27		KDE-Neon-002	Removed	1	3.5.0
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



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

Virtual Cable is a company specialized in the digital transformation of the workplace. The company develops, supports and markets UDS Enterprise. Its team of experts has designed VDI solutions tailored to each sector to provide a unique user experience fully adapted to the needs of each user profile. Virtual Cable professionals have more than 30 years of experience in IT and software development and more than 15 in virtualization technologies. Millions of Windows and Linux virtual desktops with UDS Enterprise are deployed all over the world every day.