VIRTUAL CABLE

UDS Enterpise 4.0 Logs

Index

INTRODUCCIÓN

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

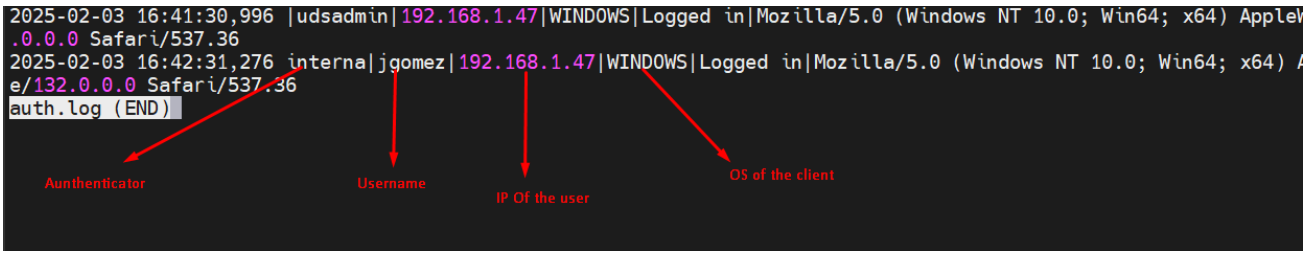
UDS-Server

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

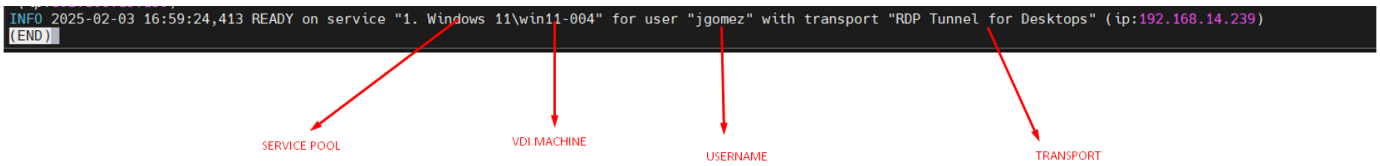
```
root@broker-400:/var/log/uds# ls
auth.log  operations.log  services.log  sql.log  trace.log  uds.log  use.log  workers.log
root@broker-400:/var/log/uds#
```

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...

```
11:58:12,799 login|uds00000026|192.168.0.10|85.57.180.134:DESKTOP-8A786N9|valonso@Interna|UDS_valonso|rds00000026|Proxmox GUI
12:38:58,134 logout|uds00000026|192.168.0.10|85.57.180.134:DESKTOP-8A786N9|valonso@Interna|UDS_valonso|rds00000026|Proxmox GUI
00:38:00,563 login|52:54:00:00:03:27|192.168.14.239|67.86.136.230:67.86.136.230|demo@Interna|demouser|win11-004|1. Windows 11
```

- **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...
- **Operations.log**
  - In this log we will find all the tasks that the UDS platform sends to the hypervisor and in the event that there is an error in it we will also be able to view it.

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] refox/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

To see the main information of the UDS Tunneler connections we can use the following command:

journalctl -xe -t UDSTunnel

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...

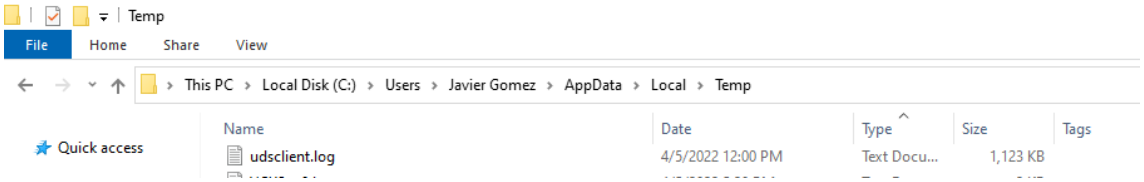
```
Feb 03 16:59:26 tunnel-400 UDSTunnel[754]: INFO - CONNECT (62D3EFA0592D0) FROM 213.99.210.198:55210 (TLSv1.3/TLS_AES_256_GCM_SHA384)
Feb 03 16:59:26 tunnel-400 UDSTunnel[754]: INFO - OPEN TUNNEL (62D3EFA0592D0) FROM 213.99.210.198:55210 to 192.168.14.239:3389
Feb 03 17:09:34 tunnel-400 UDSTunnel[754]: INFO - TERMINATED (62D3EFA0592D0) 213.99.210.198:55210 to 192.168.14.239:3389, s:329596, r:2959100, t:608

root@tunnel-400:~# journalctl -xe -t UDSTunnel
```

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:

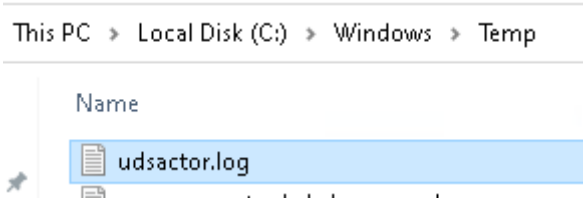
```
user@user-virtual-machine:~$ ls
Descargas   Escritorio  Música      Público     Vídeos
Documentos  Imágenes    Plantillas  udsclient.log
user@user-virtual-machine:~$
```

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.

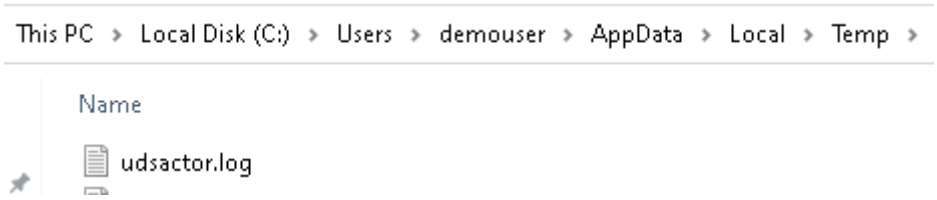
UDS Actor – Windows

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



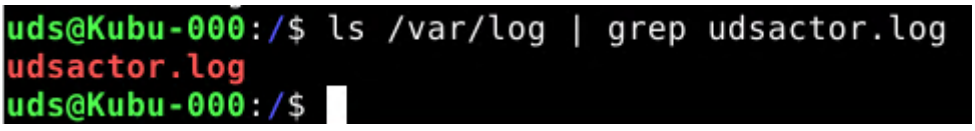
The log in charge of the control tasks of a user's session is generated in the temporary folder of the user's profile: C:\Users*username*\AppData\Local\Temp (%temp%)



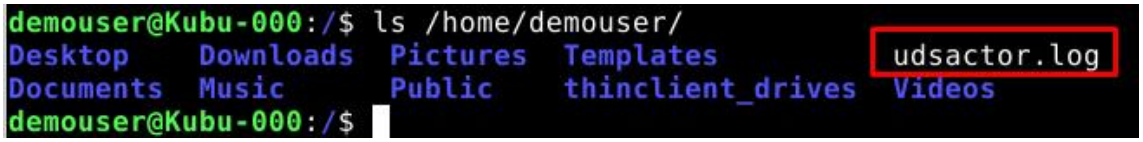
UDS Actor - Linux

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:

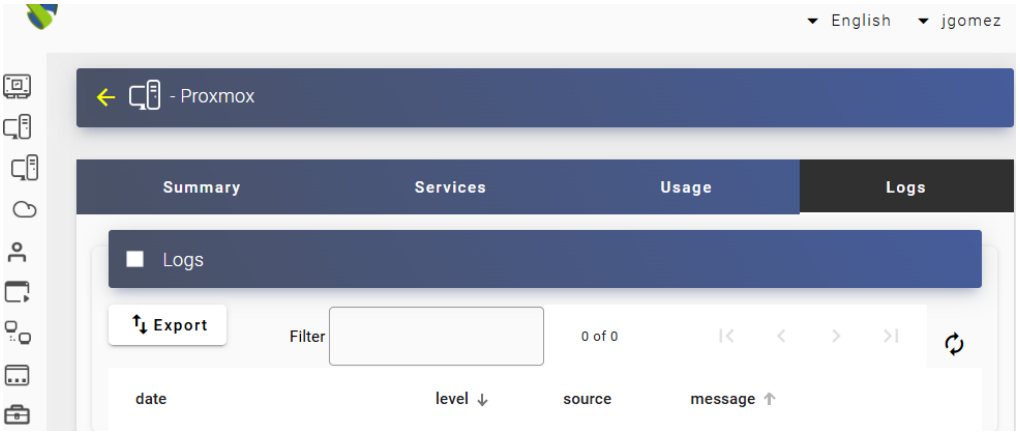


Logs in UDS administration

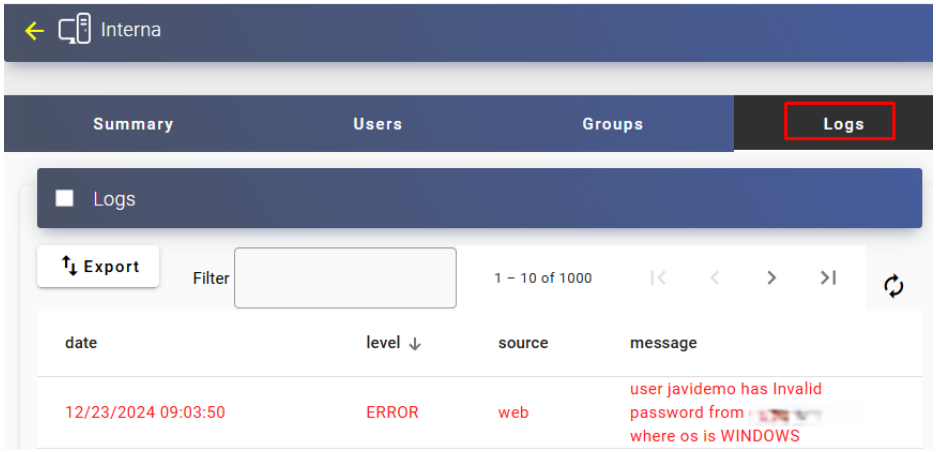
From the UDS Enterprise administration you can get additional information on the different configurable sections and services.

Here are some examples:

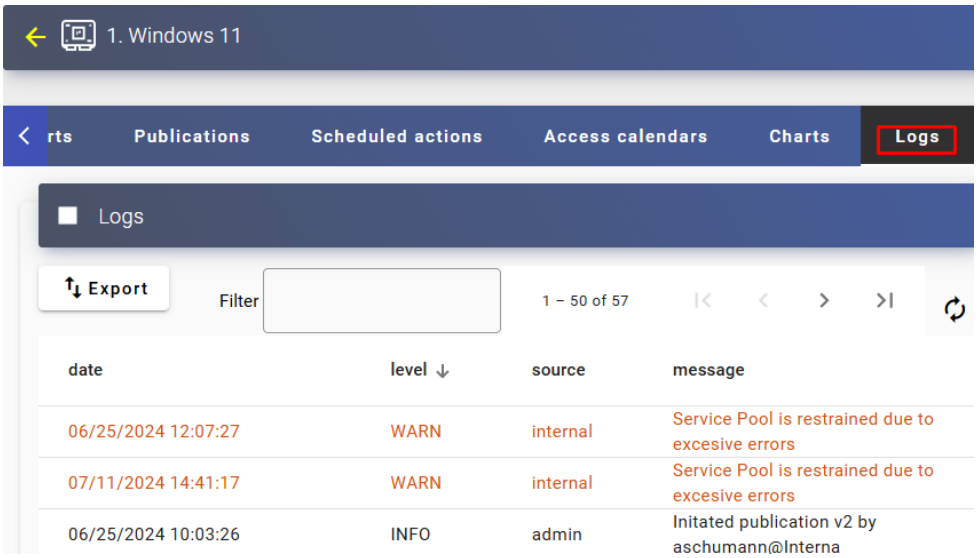
- **Service Providers**: In the service providers configured in UDS we can find the "Logs" section, which can provide us with information about possible errors.



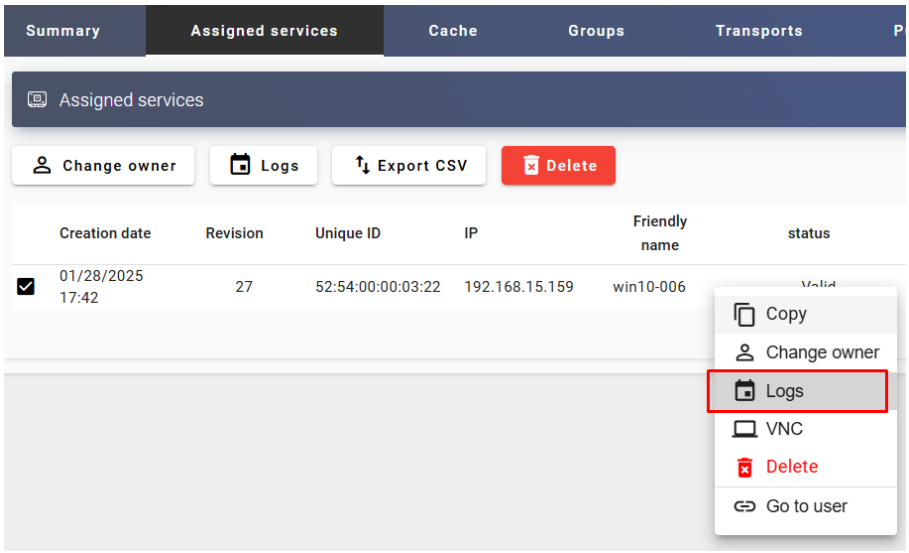
- **Authenticators**: In the authenticators configured in UDS Enterprise we can find a "Logs" section that can provide us with information such as the user who has accessed or the OS from which it is accessed, etc.



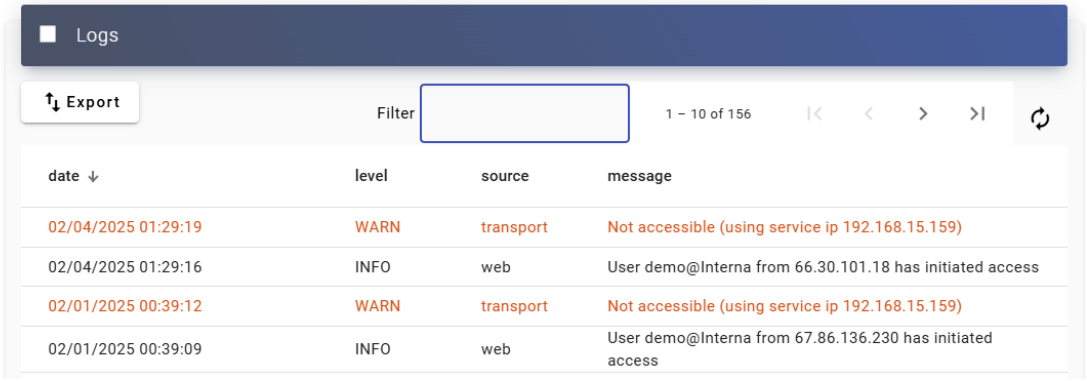
- **service pools**: In the service pools created in UDS Enterprise there is a "Logs" section where you can view all the changes made to said pool and the user who made said change.



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

```
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.

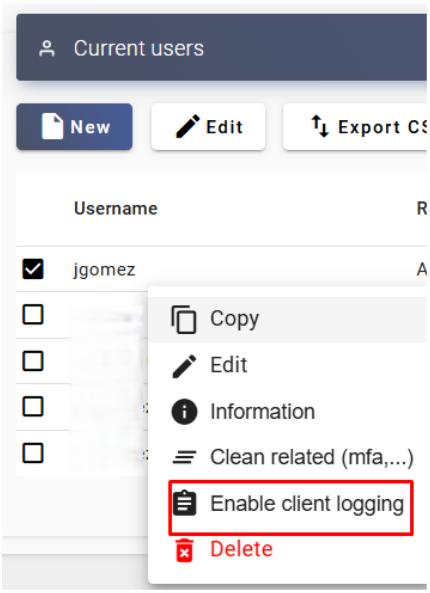
```
root@uds:~# cat /usr/share/uds/setup/log/run.log
[2022-06-20 14:45:44 +0200] [587] [INFO] Starting gunicorn 20.1.0
[2022-06-20 14:45:44 +0200] [587] [INFO] Listening at: http://0.0.0.0:9900 (587)
[2022-06-20 14:45:44 +0200] [587] [INFO] Using worker: sync
[2022-06-20 14:45:44 +0200] [588] [INFO]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

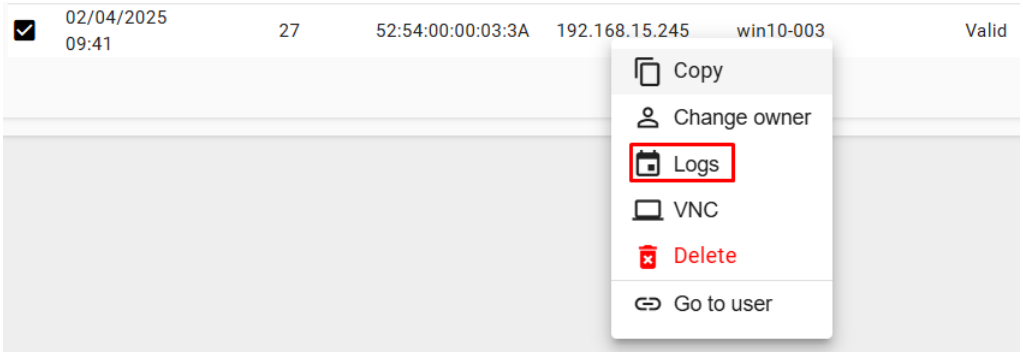
Logs of the UDS Client on theAdministración

One of the new functionalities added in this version 4.0 is the possibility of activating UDS Client logs so that they can be viewed within the log of the Service being used.

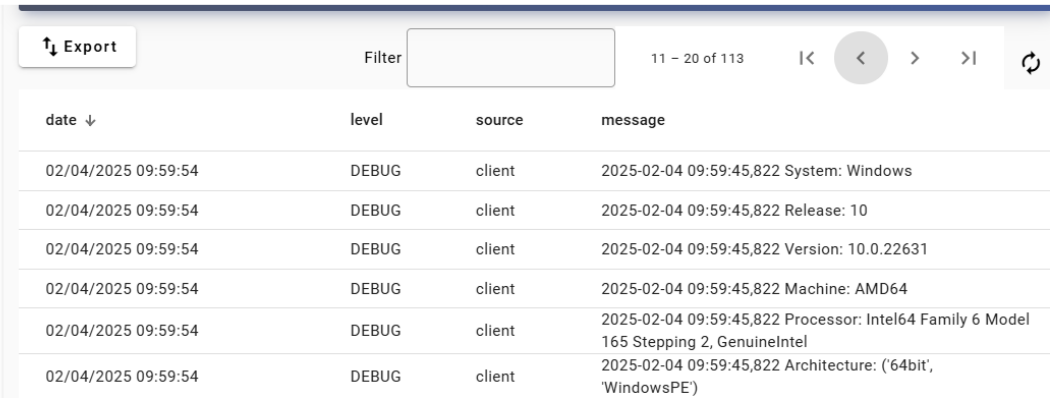
This will be activated on the User, inside the authenticator:



By accessing the Service Pool and choosing the user's service, we will be able to access its logs.



Logs of



UDS ENTERPRISE, THE SOFTWARE VDI OF VIRTUAL CABLE

About UDS Enterprise

UDS Enterprise is a new software concept for creating a **fully customized virtualization** platform **for the workplace**. It provides **secure 24x7 access** from **any location and device** to all applications and software of an organization or educational center.

It allows you to combine Windows and Linux **desktop and application virtualization** in a single console, as well **as remote access** to Windows, Linux and macOS computers. Its Open Source base guarantees **compatibility with any third-party technology**. It can be deployed on premise, in a public, private, hybrid or **multicloud**. You can even combine several environments at the same time and perform automatic and **intelligent overflows** to optimize performance and efficiency. All with a **single subscription**.

About Virtual Cable

Virtual Cable is a company specialized in the digital **transformation of the workplace**. The company develops, supports and markets UDS Enterprise. It has recently been recognized as an **IDC Innovator in Virtual Client Computing** worldwide. Its team of experts has designed digital **workplace solutions** (**VDI, vApp and remote access to physical computers**) 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 years in virtualization technologies. **Everyday millions of Windows and Linux virtual desktops** are deployed with UDS Enterprise around the world.