

5. Log Files and Investigation v1.0 2023-04-27

FD Download: Since this is a desktop client, we rely on the user providing the log files and additional information. Log Files are written in two directories:

1. `[user.home]/.flightdeck/.logs`: These is the QC application logging
2. `[installation/extraction directory]/configuration`: This is framework logging (mostly in case of unexpected errors)

Users can provide all the QC application logging, along with additional information by running the action *Tools->Collect Information for Support Request*. This will create a text file (the path to it will automatically be copied to the clipboard). The user should provide us with this file. It contains

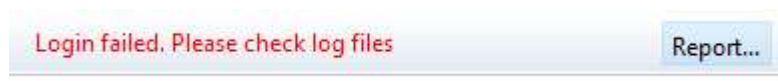
- information about the server (URL, server time, available services and so on),
- information about the client (java version, language, client time, granted permissions and so on),
- content of all QC application logging log files,
- the last 50 requests and respective replies.

FD Web: Log file is written on the server in directory `/apps/log/flightdeck`. Hint: With respective permissions (`system:useCustomConfig` -> only QC user will have this) you can access the *Server* work space (*Main Menu->All Work Spaces->Internal->Server*), which provides a view of the apps directory and allows to read log files.

Investigation:

FD Download: What to do when users cannot login:

A link "Report..." will be shown in the upper right corner of the login dialog:



It opens a dialog with several questions the user can fill in. A file will be generated with the answers and the client's log files which the user should provide (see QC-28605 for more details). In general, there can be many reasons why a user cannot log in using FD Download (proxy settings, firewall, IP whitelisting ...), the questions in this dialog should help to determine whether it is more an issue with that single client or if it is a more general issue (e.g. with the customer's network or something on our side, like something with nginx - in that case, infra team should also be asked to help).

[TBC]