How to Log SedonaSync v10.0 Errors

Last Modified on 09/16/2024 5:37 pm EDT

When a customer's SedonaSync application is having problems emailing out event processes, SedonaSync can log the error in a file for review. The report will detail the error. This will allow quicker resolution.

How to Log SedonaSync v10.0 errors.

- 1. Login to SedonaSync
- 2. Go to Application settings
- 3. Go to Engine Modules
- 4. There are 10 records that Log errors. We want to write a log for errors in email delivery.
- 5. Go to the Log Level for Email and change the default ERROR settings to INFO

This action will create a file with the description of errors. This will help troubleshoot the email issues. You can use the other Log records with the same method to store errors



The log file can be retrieved by going to the file path shown below

■ SedonaSync ⁻	Admin > Application Settings				
🕼 Event Designer 🛛 👻	Portal Engine Engine Modules Automated Cleanup [Search	h Description			Save
🖵 Monitor 🗸 🗸	Description	i Value	E Modified By	E Last Change	1
Admin M	Default Email Editor Mode	HTML	Admin	9/6/2023, 10:19:12 AM	^
-	Epak File Path	C:\Program Files (x86)\KS\KnowledgeSync\Data	admin	9/9/2020, 9:48:57 AM	
User Accounts 👻	Expiration Time for Cached Database Schema (Minutes)	480	admin	9/9/2020, 9:48:58 AM	
Roles	Inactivity Time in Minutes (Requires portal web application to be restarted)	20	admin	9/9/2020, 9:48:57 AM	
Users	Log Based on Rolling Style	Date	admin	9/9/2020, 9:48:58 AM	
Services 🗸	Log Date Pattern (jyyy/MMdd)	-yyyy-MM-dd	admin	9/9/2020, 9:48:58 AM	
Email Accounts	Log Level for Portal	Error	admin	9/9/2020, 9:48:58 AM	
Webcast Locations	Log Maximum File Size (Megabytes)	20	admin	9/9/2020, 9:48:58 AM	
SSRS Locations	Maximum Number of Backup Log Files to Keep (1001 is to keep all)	7	admin	2/16/2022, 2:04:51 PM	
SMS Accounts	Portal Log File Path	C:\Program Files (x86)\KS\KnowledgeSync\KSLogs\PortalLogs\PubKSPortal.log	admin	9/9/2020, 9:48:57 AM	
Holiday Schedule	Report Files Path	C\Program Files (x86)\KS\KnowledgeSync\Reports	admin	9/9/2020, 9:48:57 AM	
Application Settings	Scripts Path	C\Program Files (x86)\KS\KnowledgeSync\Scripts	admin	9/9/2020, 9:48:57 AM	
Linked Servers	Treat All Emails as Plain Text	False	Admin	9/6/2023, 10:19:12 AM	-
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