

MediaGateway Logs

12/29/2023 10:07 am EST



If the issue involves other parts of the system, we will need all the logs and supporting information from those as well. For example, if the problem involves the Broker and the MediaGateway, we will need logs from both.

Debug Flag

While the logs may contain some useful information in normal conditions, there is extended logging that provides even more depth. Because of the amount of data, it is probably not needed to have this flag on all the time but it should be turned on long enough to reproduce and capture the event. You will need to add -x to both the Console and Service to start this logging.

MediaGateway Local Logs

Media Gateway will log both in the database and to a local file. The local file provides the most in-depth information. It is logged in a new file each day. The path is typically C:\Users\{user}\AppData\Local\Temp if running under a user or C:\Windows\Temp if running as a service.



MediaGateway_Service_Log_yyyymmdd.log

MediaGateway App Log

This is the same as what is sent to Manitou System Logs. For this, you have to set the Windows environment variables. This can be done by going to settings and searching for Environment. You will get the following dialog boxes.

MediaGateway Configuration File

To understand what the customer has set up in Media Gateway and the possible implications of their setup, we need to get a copy of their exact config file. This can be brought into our environment so we can see what they are using. The typical path is C:\ProgramData\Bold Technologies Ltd\MediaGateway



MediaConfig.xml

MediaGateway System Logs

This is needed if the Media Gateway App Log is not available we will need the system logs from the database. The best is to use the following query. It could adjusted to follow time or expand the result set. It will have to be changed to the correct day table.

```
SELECT * FROM SYSLOGdd where APPTYPE = 42 order by ID
```

General Information

- Connector/Data Map in question
- Time of the Event
- If they are running in StandAlone mode instead of Console/Service configuration
- Error string to search for when looking in logs
- What changes were made in the system
- Clear description of the problem AND what the expected result should be in a good condition.