

troubleshooting



context

dit document geeft wat troubelshooting info mbt Lansweeper

Scan logging

- goede manier om te zien welke assets worden gescand.
- ativatie: **Configuration > Server Options**
 - **Enable scan logging**
 - **Delete scan logs after 5 days**
- maak een nieuwe rapport aan met onderstaande SQL query:

```
Select Top 1000000 tsysAssetTypes.AssetTypeIcon10 As icon,
tblAssets.AssetID,
tblAssets.AssetName,
tblAssets.Domain,
tsysAssetTypes.AssetTypename As AssetType,
tblAssets.Username,
tblAssets.Userdomain,
tblAssets.IPAddress,
tblScanHistory.ScanTime,
tblScanHistory.ScanServer,
tsysScanningMethods.ScanningMethod,
tblScanHistory.Description As ScanDescription
From tblScanHistory
Inner Join tsysScanningMethods On tsysScanningMethods.ScanningMethodId =
tblScanHistory.ScanningMethodId
Inner Join tblAssets On tblAssets.AssetID = tblScanHistory.AssetId
Inner Join tsysAssetTypes On tsysAssetTypes.AssetType =
tblAssets.AssetType
Order By tblScanHistory.ScanTime Desc
```

configuration changes

- built-in report **Users: Changes made to Lansweeper configuration**
- geeft weer wie/wat/wanneer aan config heeft gewijzigd, met inbegrip van **OldValue** veld!
- kan handig zijn wanneer LS zich vanaf een zekere datum vreemd begon te gedragen.

debugging

Stop the Lansweeper Server service on your Lansweeper server.

```
Open the following file on the server with Notepad or another text editor
and replace this with this: Program Files
(x86)\Lansweeper\Service\Lansweeperservice.exe.config
```

```
<appSettings>
```

```
<add key="debug" value="0"/>
```

```
</appSettings>
```

```
<appSettings>
```

```
<add key="debug" value="1"/>
<add key="LogIpMain" value="7"/>
<add key="LogSnmp" value="7"/>
<add key="LogSsh" value="7"/>
<add key="LogDeviceDuplicates" value="7"/>
```

```
</appSettings> waarde in te vullen, cfr
```

scanning_service_debug_logging_17-09-2019_8_.xlsx

```
Restart the Lansweeper service.
```

```
---generate debug entries--- *****[REPLACE THIS]*****
```

```
Send us Program Files (x86)\Lansweeper\Service\Errorlog.txt, as present on
your Lansweeper server.
```

```
If there are multiple Errorlog.txt.* present, please send us all of
them.
```

```
When you've sent us the Errorlog.txt file, revert
Lansweeperservice.exe.config to its original settings to prevent exponential
growth of your log file.
```

We recommend compressing these files into an archive (zip/rar/7z) prior to sending them to drastically reduce their size.

credentials

Om je toegang tot assets te controlen, heb je enkele LS tools:

- C:\Program Files (x86)\Lansweeper\Actions\testconnection.exe:test verbinding met **Windows** computer
- C:\Program Files (x86)\Lansweeper\Actions\Devicetester.exe: test ververbinding met **SNMP, SSH, SIP**
- C:\Program Files (x86)\Lansweeper\Service\Lansweeper.TestTools.App.exe: **Cloud** apps (AWS,

Azure, InTune, ...)

Open Lansweeper.TestTools.App.exe.config en controleer dat debug op staat!

Scan Exclusions

- als je debug LogScans opzet zal je enkel met **Rescan Asset** de nodige debug output zien. Batch Scanning zal enkel snelle opeenvolging van Add scanning thread en Remove scanning thread geven.

Batch Scanning

Note: lijkt wat voorbij te gaan aan de geldende scanning routine.
zo worden debug opties niet gehonoreerd. (zie: Scan Exclusions)

meer info

voeg hier linken toe naar verdere uitleg

[lansweeper](#)

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