

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.AssetType 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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