



Getting Outpost logs for troubleshooting

Contents

- 1 Outpost Logging 1
 - 1.1 Introduction 1
 - 1.2 Process Steps 2
 - 1.3 Outpost Logs 3
 - 1.3.1 File naming 3
 - 1.3.2 Log file controls 3
 - 1.3.3 session log 4
 - 1.3.4 transaction log 4
 - 1.3.5 trace log 5
 - 1.3.6 event log 6

1 Outpost Logging

1.1 Introduction

There are times when Outpost just does not behave like it should, particularly when interacting with the BBS. When this happens, it is usually caused by one of the following:

1. Outpost Configuration. There is a problem with one of the settings for the TNC or BBS.
2. BBS behavior. This is a new BBS or the sysop configured the BBS to behave differently from what is expected.
3. Operator error. There is something that the operator is doing that throws the error.

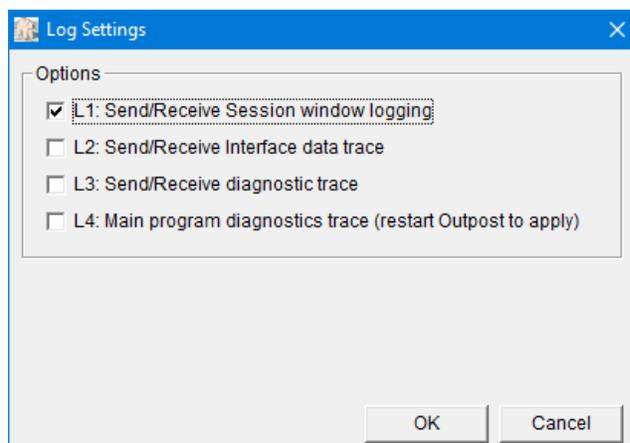
In almost all cases, the Outpost logs can help point to the problem by looking at the transaction that occurred, and the Outpost author needs to see them. Logging is the same whether you are connecting to the BBS by an RF connection, Telnet, or AGWPE.

Retrieving the logs is a very straight forward process; this **How_To** explains how to find the logs that you may be requested to send in.

1.2 Process Steps

1. From Outpost, select **Tools > Log Settings**
2. Check L1: ...
3. Click **OK**
4. From Outpost, **Press Send/Receive**.
5. Wait for the session to end
6. If the session hangs or you are beyond the problem, and then press **Abort** on the Session Manager form

NOTE: Unless requested, there is no need to send the other logs to KN6PE.

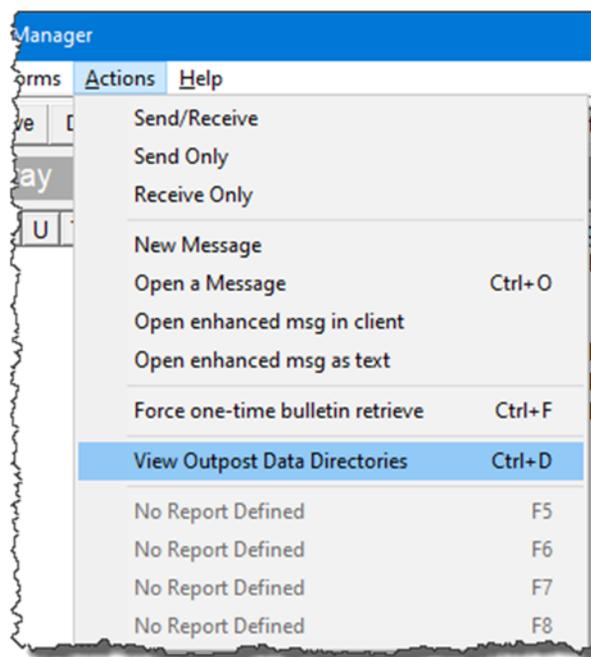


7. Back on Outpost main form, **Actions > View Outpost data directory**

8. Navigate to the logs directory
9. Find these 2 files...
 - a. logs/sessionymmdd.log
 - b. logs/transactionymmdd.log

Make sure you pick the date for the session that you just ran.

10. Copy these two files to your email and send them to KN6PE.



1.3 Outpost Logs

1.3.1 File naming

Outpost produces different types of logs that help with different situations. All logs are named:

<log_type><yymmdd>.log

where <log_type> [session | transaction | trace | Opdirect | event]

<yymmdd> 2 digit year, month, and date that the log was created

1.3.2 Log file controls

The Log Settings form (Tools > Log Settings) controls which logs are created:

Tools > Log Settings	File created	Description
{don't care}	session<yymmdd>.log	This log is created regardless of the other Log settings. It is a summary of the general events that occur during a send/receive session.
L1: Send/Receive Session window logging	transaction<yymmdd>.log	Copy of the send/receive session window
L2: Send/receive interface data trace	trace<yymmdd>.log	Hex dump of the interaction between Outpost and the BBS.
L3: Send/Receive diagnostic trace	session<yymmdd>.log	Standard session log content with additional program internal data for program logic troubleshooting.
L4: Main program diagnostics trace	event<yymmdd>.log	Dump of the Outpost initialization sequence and derived data.

Opdirect.exe	File created	Description
This log is created whenever Opdirect.exe is scheduled to run.	Opdirect<yymmdd>.log	Captures the exchange between Outpost addons when passing a message to Outpost.

1.3.3 session log

This log is a summary of the general events that occur during a send/receive session. It is a great way to see how different configuration options were set and how Outpost responded. In this example, the log shows that K6KP connected to a Winlink BBS by a telnet connection (Using...). The rest of the log shows the sequence of processes that Outpost performed.

```
-----  
14-Mar 10:15:22: Outpost/Opsessn v3.3.0 c80: TNC Session # 861  
-----  
14-Mar 10:15:22: Using Call Sign K6KP  
14-Mar 10:15:22: Using TNC setup TELNET_WL2K_CMS  
14-Mar 10:15:22: Using BBS setup Winlink  
14-Mar 10:15:23: TCPIP: interface status=Connected  
14-Mar 10:15:23: TelnetLogon: Logging on to the BBS as user K6KP  
14-Mar 10:15:26: TelnetLogon: Connected to WINLINK  
14-Mar 10:15:26: BbsConnect: Connected to WINLINK as user K6KP  
14-Mar 10:15:26: BbsConnect: BBS is Winlink 2000  
14-Mar 10:15:26: BbsDeleteMsgs: Done  
14-Mar 10:15:26: BbsSendMsgs: Done  
14-Mar 10:15:26: BbsSendMsgs: Done  
14-Mar 10:15:27: BBSGetMsgs: Done  
14-Mar 10:15:27: BbsSendMsgs: Done  
14-Mar 10:15:29: BbsDisconnect: BBS Session closed  
14-Mar 10:15:30: TCPIP: Interface status=Closed
```

1.3.4 transaction log

This log shows all the details for a send/receive session and is the one that usually points out the problem. If enabled, this log can be generated at the same time as the session log. This log essentially captures all the details that are presented in the Send/Receive form.

```
-----  
14-Mar 10:15:22: Outpost/Opsessn v3.3.0 c80: TNC Session # 861  
-----  
TCPIP: Connecting to the Network Interface... connected!  
  
Callsign :  
K6KP  
Password :  
*****  
[WL2K-5.0-B2FWIHJM$]  
;PQ: 02866244  
CMS>  
[OUTPOST-3.3.80]  
;PR: 02011901  
LM  
No pending messages found...  
CMS>  
B  
Disconnecting...  
TCPIP: Disconnecting from the TCPIP Interface... Closed
```

This log is useful to confirm that the interaction between Outpost and the BBS is as expected. If you ever want to go back and see what happened, take a look at some of your own transaction logs.

1.3.5 trace log

This log is a hex dump of the transaction and is used for low level protocol troubleshooting. This is used very rarely these days since most of the protocol and line terminator problems have been worked out.

```
-----  
21-Jul 15:51:39: Outpost v3.3.0 c65: TNC Session # 775  
-----
```

```
Telnet Recd=  
Callsign :
```

```
Telnet Recd= 0D 43 61 6C 6C 73 69 67 6E 20 3A 0D  
Telnet Sent=KN6PE  
Telnet Sent= 4B 4E 36 50 45 0D 0A  
Telnet Recd=Password :
```

```
Telnet Recd= 50 61 73 73 77 6F 72 64 20 3A 0D  
Telnet Sent=cmstelnet  
Telnet Sent= 63 6D 73 74 65 6C 6E 65 74 0D 0A  
Telnet Recd=[WL2K-5.0-B2FWIHJM$]
```

```
Telnet Recd= 5B 57 4C 32 4B 2D 35 2E 30 2D 42 32 46 57 49 48 4A 4D 24 5D 0D  
Telnet Recd=;PQ: 13597971
```

```
Telnet Recd= 3B 50 51 3A 20 31 33 35 39 37 39 37 31 0D  
Telnet Recd=CMS>
```

```
Telnet Recd= 43 4D 53 3E 0D  
Telnet Sent=[OUTPOST-3.3.65]  
;PR: 62305149  
Telnet Sent= 5B 4F 55 54 50 4F 53 54 2D 33 2E 33 2E 36 35 5D 0D 0A 3B 50 52 3A 20 36 32 33 30 35  
31 34 39 0D 0A  
Telnet Recd=;PM: KN6PE D1T3M0RJ28VU 1426 W3QA@winlink.org US THIRD-PARTY MESSAGES  
RULES NOW ARE ENFORCED BY CMS  
:  
--snip – snip – snip –
```

1.3.6 event log

This is another troubleshooting log that is modified when strange Windows system behavior occurs. The last update was for dealing with a printer initialization problem.

```
-----  
21-Jan 13:59:07: Outpost v3.4.0 c20: Event Trace  
21-Jan 13:59:07: Load: Profile = Outpost  
21-Jan 13:59:07: Load: initialize memory map  
21-Jan 13:59:07: Load: initialize program classes  
21-Jan 13:59:08: Load: initialize Splash  
21-Jan 13:59:08: Load: reset message DB  
21-Jan 13:59:08: Load: initialize form geometry  
21-Jan 13:59:08: Load.StartupProgram: state=START  
21-Jan 13:59:08: Load.StartupProgram: initialize SR Process  
21-Jan 13:59:08: Load.StartupProgram: initialize spooler  
21-Jan 13:59:08: Load.StartupProgram: initialize directories  
21-Jan 13:59:08: Load.StartupProgram: initialize Send/Receive Process  
21-Jan 13:59:08: Load.StartupProgram: initialize Ics309clb  
21-Jan 13:59:09: Load: initialize message listing  
21-Jan 13:59:09: Load: check Ics309clb  
21-Jan 13:59:09: Load: check StationID  
21-Jan 13:59:09: Load: initialize Opdirect  
21-Jan 13:59:09: Load: initialize Most Recently Used list  
21-Jan 13:59:09: Load: initialize Addons  
21-Jan 13:59:09: Load: check TimeCheck  
21-Jan 13:59:09: Load: check Opsessn  
21-Jan 13:59:09: Load: check Opnote  
21-Jan 13:59:09: Load: check TimeCheck  
21-Jan 13:59:10: Load: initialize Profile Management  
21-Jan 13:59:10: Load: PrintersFound = 13, Err=0  
21-Jan 13:59:10: Load: PrintersExist = True, Err=0  
21-Jan 13:59:11: Load: PrintersName = Microsoft XPS Document Writer, Err=0  
21-Jan 13:59:11: Load: PrintersOrient = Portrait, Err=0  
21-Jan 13:59:11: Load: PrintersCopies = 1, Err=0  
21-Jan 13:59:11: Load: PrintersDuplex = 0, Err=0
```

The only time you would need to turn this on is if you get a troubleshooting copy of the program from KN6PE and you are asked to turn this log in.