OLicense-Server Log Format

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Introduction

The OLicense-Server log file contains a log of messages written by OLicense-Server during operation to record information about events that happen on the server, including system events such as server startup and shutdown, and also license requests from clients.

The log file is appending – i.e. previous messages are not overwritten when OLicense-Server is restarted. However, OLicense-Server does start a new log file for each month. The log files are named OL<*YYYYMM*>.log, where <*YYYYMM*> is the four-digit year and two-digit month. For example, messages from December of 2017 will be found in OL201712.log.

General Format

Log file messages are written one per line, and each message typically identifies a single event that occurred on the server. Event messages generally consist of a series of fields separated by semicolons. The general format for an event message is:

```
<type>; ID: <id>; <details>
```

Where:

- <type> is the event type, with format 't#' ('t0', 't1', etc.)
- <id> is the message ID, which starts at zero when the server is started, and is incremented by one for each subsequent message.
- <details> represents a series of fields that provide more information about the event. The specific fields that are shown depend on the event type, and are detailed in the table in the next section.

Event Formats

Event Type	Description	Fields
t0	System event	(varies*)
t1	Successful license request	Lock, Time, User, Host, MatchID, App, Vers, Module, License, LId
t2	Successful license refresh	Lock, Time, LId
t3	Successful license release	Lock, Time, User, Host, ClIds, LId
t4	Failed license request	ErrMarker, Lock, Time, User, Host, ClIds, LKey, App, Vers, Modules, ErrCode, ErrMsg
t5	Failed license request	ErrMarker, Time, LKey, ErrCode, ErrMsg
t6	Failed license refresh	Lock, Time, MatchId, License, Module, LId

** - Typically, system event messages begin with a field describing the system event that occurred, then may have one or more additional fields to provide additional details about the event*

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Field Descriptions

App

```
App: <product_id>
```

Identifies the product that the request is for, e.g. “SimDiff 4 Team”

ClIds

```
ClIds: <client_id_list>
```

Specifies the client ID(s) for the client making the request. Client IDs are separated by a semicolon; also, SimDiff named-user client IDs have a semicolon in the client ID itself. This is something to watch out for when writing a script to parse log file messages.

ErrMarker

```
** Error
```

This field is a simple marker placed at the start of all messages involving a server error (mainly t4 and t5 message types, but sometimes t0 as well). The ErrCode and ErrMsg fields can be used to get the error details.

ErrCode

```
ErrCode: <code>
```

Specifies the error code for the error that occurred, e.g. ‘705’ or ‘711’. The ErrMsg field provides a simple description of what the error code signifies. A list of possible error codes and descriptions is provided at the end of this document.

ErrMsg

```
ErrMsg: <message>
```

A simple description of what the error code signifies

Host

```
Host: <hostname>
```

Indicates the hostname of the machine that submitted the license request

LId

```
LId: <checkout_id>
```

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Identifies the license checkout that the event is associated with. A new LId is generated when a license is first acquired, and any subsequent events for that checkout (e.g. license refresh, license release) will have the same LId.

License

```
License: <license_id>
```

Identifies the license on the server that was used to fulfill a successful license request (the ID will match the ID displayed in the server web interface)

LKey

```
LKey: <mfgr_id>
```

Identifies the manufacturer ID associated with a license request. ENSOFT's current ID is "ensoftcorp-89666d2e@ens1042". However, as a fallback SimDiff may also attempt to resubmit failed license requests with our previous ID, "EnSoftCorp-7343D2EC@19". This fallback attempt may cause an error 709, which can be ignored.

Lock

```
Lock: <lock_code>
```

The lock code identifies the license checkout operation being requested:

- 0: Release the license checkout
- 1: Acquire a license checkout
- 2: Refresh a license checkout
- AutoOff: Fail to refresh an acquired license

MatchID

```
MatchID: <client_id>
```

For a successful license checkout, identifies the client ID that was used to acquire the license

Module

```
Module: <module_name>
```

For a successful license checkout, identifies the module that was acquired (SimDiff only has one module, named 'base')

Modules

```
Modules: <module_name_list>
```

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For a failed license checkout, identifies the modules that were requested (SimDiff only has one module, named ‘base’)

Time

```
Time: yyyy.mm.dd-HH:MM:SS
```

Identifies the date and time of the event (server time, not client time)

User

```
User: <username>
```

Indicates the username of the user account that submitted the license request

Error Codes

The table below summarizes the error codes that might be encountered on a server hosting an ENSOFT license:

ErrCode	ErrMsg	Notes
703	No floating license free	For workgroup float licenses, indicates that a license checkout was denied because of the cap on the number of simultaneous users
705	No licenses available for user/host	Typically occurs when the user is trying to use a version of SimDiff which is too new for the maintenance date in the license file loaded in OLicenseServer. Contact ENSOFT for assistance
706	No licenses available for product	Usually this means that the user chose the wrong product in the license settings, e.g. choosing “SimDiff 4 Team” when the license is for “SimDiff 4 Professional”
707	Invalid date or key mismatch in request	Can occur if there is a date settings mismatch between the server and client
709	No license available for request key	Can ignore for ENSOFT license requests; see LKey field description
710	Server/Database error	It may be necessary to restore the database files; contact ENSOFT support for assistance
711	Group pool fully occupied	For workgroup float licenses, indicates that a new client requested to join the active client pool but was denied due to the pool being full

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