

Log file collection

Scripts

- [TWC-Log-Script-Pkg.zip](#)

The [script package](#) contains utilities for gathering and managing log files on your Teamwork Cloud server. These scripts are designed to run from a Linux or Windows Cygwin command line. This package is already included with Admin Tools for 2024x and newer releases.

- **Create log file package**

Use the *getlogfiles.sh* script to create a package of all log files associated with Teamwork Cloud operations. This script will create a TAR archive file containing all the latest logs, as well as some system information. The TAR package can be sent along with your support request to help analyze Teamwork Cloud-related issues.

- **Reset log files**

Sometimes you may need to create a fresh set of log files. Use the *clearlogfiles.sh* script to reset the log files associated with Teamwork Cloud operations. Please make sure all Teamwork Cloud services are stopped before running the script. This script will then rename all the current log files so that new log files can be generated when the Teamwork Cloud services are restarted. Resetting the log files will ensure that the logs will only contain the latest startup information.