

XpoLog Support Portal

The XpoLog support portal is accessible via the XpoLog > Settings > About menu item, by clicking the Open XpoLog Center Support Portal link. Only users associated with the Administrators group can open the portal. The portal enables system administrators to view systems logs, change logging level, review the general configuration that XpoLog uses, track real time activity, and manage all the data that XpoLog stores. This information is viewable in several sections, by selecting from the dropdown list the following options: Basic Information, Activity Information, Data Information, Site Statistics, Actions, and Advanced Settings.

Use of this portal should be permitted only to trained system administrators.

In case XpoLog runs with several cluster nodes, it is possible to view/manage each node's information separately by selecting the required node in the combo-box on top of the screen, or using the default option that includes all information from all nodes.

To open the XpoLog Support portal:

1. Click the XpoLog tab.
The XpoLog Manager opens.
2. Click the **Settings > About** menu item.
The About XpoLog Center console opens.
3. Click the **Open XpoLog Center Support Portal** link.
The XpoLog Support portal opens.

Basic Information

The Basic Information section of the XpoLog Support portal includes two tabs:

- **System Logs** – Displays a table of all system logs, and their general information including **Name**, **Size**, **Last Modified**, **Number of Files**, and **Logging Level**. In this tab, Administrators can view a log, change its logging level, and export a log by selecting the log in the table, and clicking the relevant button (**View**, **Export**, **Export Light**, or **Change Logging Level**). It is also possible to add a system log (by clicking the **Add XpoLog System Logs** button), export all system logs (by clicking the **Export All Information** button), or export light all information (by clicking the **Export All Light** button).
- **System Information** – General information on XpoLog such as version and build, time zone, used JAVA, and more.

To open the Basic Information section:

- In the XpoLog Support portal, in the header bar dropdown list, select **Basic Information**.
The Basic Information section opens.

Activity Information

The Activity Information section of the XpoLog Support portal includes five tabs:

- **Processes** – Displays a table of all active processes in XpoLog (indexing, reports, dashboard analysis, monitors, etc.). Administrators can stop a process during its operation by selecting the process, and then clicking the **Stop** button.
Note: Stopping a process during its operation might affect users that expect different results.
- **Threads** – Displays a table of all active threads and their stack traces (JAVA 1.5+) in XpoLog. Administrators can interrupt a thread during its operation by selecting it and clicking the **Interrupt** button.
Note: Interrupting a thread during its operation might affect users that expect different results.
- **SSH Connections** – Displays a table of all active SSH connections in XpoLog. Administrators can terminate a connection during its operation by selecting it and clicking the **Terminate** button.
Note: Terminating a connection during its operation might affect users that expect different results.
- **Jobs** – Displays a table of all active jobs and their statuses. Administrators can stop a job during its operation by selecting the job, and then clicking the **Stop** button.
Note: Stopping a job during its operation might affect users that expect different results.
- **HTTP Sessions** – Displays an HTTP Sessions table, which presents all open clients (browsers) to XpoLog. Administrators can destroy a session by selecting it and clicking the **Destroy** button.
Note: Destroying a session might affect users that expect different results.

To open the Activity Information section:

- In the XpoLog Support portal, in the header bar dropdown list, select **Activity Information**.
The Activity Information section opens.

Data Information

The Data Information section of the XpoLog Support portal includes six tabs:

- **Indexing** – Displays a table of all logs and their index status and details. Administrators can delete a log's index or re-index it by selecting the log and clicking the **Delete** or **Reindex** button, respectively.
- **Monitors** – Displays a table of all monitors and their details. Administrators can delete a monitor or reset its reference by selecting the monitor and clicking the **Delete Monitor** or **Reset Monitor** button, respectively.
- **Reports** – Displays a table of all reports and their details. Administrators can delete a report, delete all report results, or delete part of a report's result by selecting the report and clicking the **Delete Report**, **Delete All Report Results**, or **Delete Part of a Report Results** button, respectively.
- **Analytics Logs** – Displays an Analytics table of all logs analysis details. Administrators can delete a log analysis by selecting it, and then clicking the **Delete Data** button.
Note: Stopping a job during its operation might affect users that expect different results.
- **Analytics Hosts** – Displays an Analytics table of all hosts analysis details. Administrators can delete a host analysis by selecting it, and then clicking the **Delete Data** button.
- **Collections** – Displays a collections table of all collections details. Administrators may delete a collection or collected data of a collection by selecting it and clicking the right option.

To open the Data Information section:

- In the XpoLog Support portal, in the header bar dropdown list, select **Data Information**.
The Data Information section opens

Site Statistics

Site Statistics presents a summary of the total logs, logs volume, and index status at the **Applications**, **Folders**, and **Logs** levels. It is possible to schedule the statistics report to be sent by email as HTML or CSV, periodically.

Advanced Settings

The Advanced Settings section of the XpoLog Support portal includes three tabs:

- **Properties** – **It is highly recommended NOT to change any property under Advanced Settings without consulting XpoLog Support.** Changes of properties may result in significant change in system behavior and results..
- **Jobs Groups** –
- **Resource Manager** – The resource manager determines the maximal allowed number of threads that can work in parallel per operation in XpoLog.

A restart of XpoLog may be required for changes made in the Advanced Settings section to take effect .

To open the Advanced Settings section:

- In the XpoLog Support portal, in the header bar dropdown list, select **Advanced Settings**.
The Advanced Settings section opens.