Reviewing System Logs Transcript

In today's course, we will be discussing the importance of reviewing and auditing System Logs. This process is vital when troubleshooting potential system issues along with maintaining data integrity and system security.

We will take a look at the SHOWLOG function and then go over the Boot, Manager's Override, Options Change, and Security Logs.

System Logs are created automatically and can be viewed on screen, printed out or even downloaded to a file.

Some of the Logs generated can even be printed automatically.

You can select to review one on the screen by two different methods.

The first is to type SHOWLOG into the Launch bar of the Eagle Browser and press Enter.

Or, you can open the Utilities menu   and select 'Show Application/System Logs'.

The Log Selection Viewer opens.

Simply double click the Log that you wish to view.

Use the 'Next' and 'Previous' buttons to scroll through the pages of the Report Viewer.

You can Print out a copy by pressing the Print button.

If you would like to generate a PDF document, open the Miscellaneous menu and choose option 7.

You can also turn the data into a flat file or copy to your Windows clipboard. This makes it easy to share the information with anyone that needs to review it.

The Boot Log is very beneficial since it compiles details from various functions.

It can identify when Reports were run and include detailed information such as when the report Started, Finished and from which terminal.

You will also be able to review a list of all reports that generated as part of the End of Day process along with backup start and finish times.

The File Update Manager Error Log, included in the Boot Log, can be especially helpful.

If an error occurs when the System tries to finalize data from a Point of Sale transaction to a supporting file, it records here.

For example, an item was sold at Point of Sale and at some point during the day the SKU was accidentally deleted.

The File Update Manager Error Log would report the Transaction or the Files that were affected.

Another log that management should review is the Override Log.

Dependent on how your Security Roles are assigned, your Point of Sale clerks may be required to obtain a Manager's Override to complete certain transactions.

These security bits are identified with an (MO) in their description.

The Manager's Override Log provides a list of each instance that required a user name and password to complete a process.

If you notice system behavior changing or that a process seems to involve different steps to complete, you will want to review the Options Change Log.

This provides a list of all system options that have been altered.

It shows you how the options were set originally   and what they were changed to.

It also provides the User and the Terminal where the change was made.

Finally, you will need to check the Security Log when using High Security Passwords on your Eagle System.

This file identifies when employees with high-security passwords are enabled, disabled, or changed.

By accessing and reviewing System Logs you can effectively troubleshoot potential issues, maintain your data integrity and oversee the security of your Eagle System.

Management should spend time each month reviewing the Boot Log, , Managers Override Log   , Options Change Log,   and the Security Log.

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Corporate Office	Latin America and Caribbean	Europe, Middle East and Africa	Asia	Australia and New Zealand
804 Las Cimas Parkway	Blvd. Antonio L. Rodriguez #1882 Int.104	No. 1 The Arena	238A Thomson Road #23-06	Suite 2 Level 8,
Austin, TX 78746	Plaza Central, Col. Santa Maria	Downshire Way	Novena Square Tower A	100 Pacific Highway
USA	Monterrey, Nuevo Leon, CP 64650	Bracknell, Berkshire RG12 1PU	Singapore 307684	North Sydney, NSW 2060
Toll Free: +1.888.448.2636	Mexico	United Kingdom	Singapore	Australia
Direct: +1.512.328.2300	Phone: +52.81.1551.7100	Phone: +44.1344.468468	Phone: +65.6333.8121	Phone: +61.2.9927.6200
Fax: +1.512.278.5590	Fax: +52.81.1551.7117	Fax: +44.1344.468010	Fax: +65.6333.8131	Fax: +61.2.9927.6298