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Title:	**Debouts**
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Debouts

Microsoft® Windows® Versions: All

Aloha Products: QuickService, TableService, EDC, BackOffice

Aloha POS Versions 5.0x - Current

Subject: An Overview of Aloha Application Software Debugging Files

Summary

The ALOHA® application software uses debugging-output-files (debouts) to assist in troubleshooting problems related to the system. Virtually every Aloha process writes information to debugging files, and technicians are required to understand the location and content of these files to support the Aloha application software. This document explains what debouts are available, and their purging capabilities.

Information

Debout Names and Locations

Debouts generated by applications on the Front-of-House (FOH) terminals are stored in the terminal's Aloha TMP folder. Debouts generated by applications on the Back-of-House (BOH) file server are stored in the file server's Aloha TMP folder.

The following debouts created by Aloha POS applications:

DB_ERROR.G*nn* - Supplements the Grind debouts when using an RDB. (Aloha versions prior to 5.0.)

DEBACL.*yyyymmdd.nn* - Debugging information for the Aloha Communications Layer on FOH terminals, where *yyyymmdd* is the Date-of-Business (DOB), and *nn* is the terminal number.

DEBACL.SVR - Debugging information for the Aloha Communications Layer on the file server.

DEBOUT.DB - Debugging information from DBUP3 when creating and populating a new SQL database. (Version 5.0 and later.)

DEBOUT.*nn* - Debugging information from IBER.EXE and IBERQS.EXE, where *nn* is the terminal number. (Aloha versions 5.3.20 and lower.)

DEBOUT.*yyyymmdd.nn* - Debugging information from IBER.EXE and IBERQS.EXE, where *yyyymmdd* is the Date-of-Business (DOB), and *nn* is the terminal number. (Aloha versions 5.3.21 and higher)

DEBOUT.CC - Debugging information from Deltrack.exe/Cleanpan.exe.

DEBOUT.DFF - DBFDIFF.EXE debugging information (refer to document ID 6292).

DEBOUT.EDC - EDC and PMS debugging information.

DEBOUT.EOD - Debugging information from the End-of-Day (EOD) process.

DEBOUT.FPM Debugging information from FISCALMGR.EXE.

DEBOUT.G*nn* - Grind process debugging information (The BOH uses the store number *nn* in the file name. It defaults to 01, but SuperSites have

separate Grind debouts for each store.)

DEBOUT.KEY - KEYRENUM.EXE debugging information (refer to document ID 5982)

DEBOUT.NKC - Debugging information for a future network license key.

DEBOUT.PR - PAYRECON.EXE (Payment Reconciliation) debugging information.

DEBOUT.R*nn* - Regrind process debugging information (The BOH uses the store number *nn* in the file name. It defaults to 01, but SuperSites have separate Regrind debouts for each store.)

DEBOUT.RFS - BOH RFS debugging information from .EXE and .DLL

DEBOUT.SPY - Debugging information for Aloha Spy.

DEBOUT.SVR - CTLSVR.EXE (Control Server) debugging information

DEBOUT.TXT - Debugging information for Aloha Manager, associated .DLL, and all other BOH applications not specified in other debout files

DEBOUT.U*nn* - Database upgrade debugging information

DEBOUT.VWR - LOGVIEWER.EXE debugging information

RFSSvr.0*n* - Log from RFSSVR server/service on FOH terminals. *n* is equal to the TERM environment variable

RFSSVR.TXT - RFSSVR debout on non-FOH terminal (BOH fileserver). It is archived to RFSBAK*n*.TXT, as described in RFSBAK*n.xxx*.

RFSBAK*n.xxx* - Debout exceeding the max size or age is renamed. The new name is RFSBAK*n.xxx*, where *xxx* is the original extension of the debout. *n* starts at 2. If the filename already exists, increment *n* until an unused filename is found. Does not delete/overwrite existing files.

SQL_ERR.TXT - While not labeled as a debout file, it contain information regarding an SQL database.

In some cases, BOH debouts might appear in the TMP folder on a FOH terminal. Ignore these files since they may be out of date. Always use the BOH debout files from the file server.

FOH Debouts

Each FOH terminal writes debugging information to a debout file in the local TMP folder that is specific to the terminal. In Aloha versions 5.3.20 and lower, the FOH debouts are labeled using the terminal's ID number. For example, terminal one writes to DEBOUT.01, terminal two writes to

DEBOUT.02, and so on. In Aloha versions 5.3.21 and higher, the FOH debouts are labeled using the DOB and the terminal's ID number. For example, terminal one writes to DEBOUT.*yyyymmdd*.01 (where *yyyy* is the year from the DOB, *mm* is the month from the DOB, and *dd* is the day from the DOB), terminal two writes to DEBOUT.*yyyymmdd*.02, and so on.

In some cases, FOH debouts may appear in the TMP folder on the file server, or a FOH terminal may contain a debout from other terminals. Ignore these files since they may be out of date. Always use the FOH debout file from the terminal it is specific to.

The Master terminal creates a DEBOUT.EOD file with debugging information from the EOD process. The DEBOUT.EOD file is overwritten each time the EOD process starts. The information in DEBOUT.EOD is also stored in the Master terminals debout (DEBOUT.nnn). Refer to document ID 5985.

If Remote File Storage has been enabled, then RFSSVR will write to DEBRFS.YYYYMMDD.0n on FOH terminals, where n is the TERM number of the FOH terminal. This file is renamed by FOH according to the settings in the Aloha.ini, as discussed below.

Aloha Spy writes debugging information to DEBOUT.SPY in the local terminal's TMP folder.

FISCALMGR.EXE (Fiscal Manager) writes debugging information to DEBOUT.FPM in the local terminal's TMP folder.

Payment Reconciliation writes debugging information to DEBOUT.PR in the local terminal's TMP folder.

Radiant Auto Loader (RAL) copies debugging information to Debral.yyyymmdd.nn local terminal's TMP folder.

Setup Application Debouts

SETUPPOS.EXE and SETUPTRM.EXE write debugging information to C:\DEBOUT.SET.

CLF-CSV Format Used for Debouts in Aloha POS Versions 6.1 and Higher

Starting in Aloha POS versions 6.1 and higher, all debouts are written in a CLF-CSV format. This will enable you to import the debouts into third-party software such as Microsoft Excel in order to sort or filter the information in the debouts. The files will remain text files and viewable in Microsoft Notepad, but the information contained in them will be in CLF-CSV format.

Debouts use the following format:

Timestamp, [ThreadID], [SeverityLevel], [ClientID], Message

The SecurityLevels are Severe, Error, Warning, Info, and Status.

Severe occurs when an application fails to operate and shuts down resulting in a severe business operation impact. No workaround is available. An example is 'Wrong Security Key', which causes Aloha to terminate.

Error occurs when the product will operate with limitations that are not critical to the overall operation. An example is an error encountered relating to file input/output operation or missing peripherals, such as printers.

Warning is a minor issue that is possibly related to behavior problems. An example is a communication warning when a terminal is temporarily down.

Info provides general information about the state of the product.

Status is information of special interest to customer support.

The ClientId is the MachineName.ApplicationName of the remote machine connecting to the local RFS Service. This value is only populated when a remote RFSSVR service is connecting to the local service (such as on the file server). MachineName will include the terminal number.

Purging Debouts

In Aloha versions 5.3.20 and lower, IBER.EXE and IBERQS.EXE purge debouts by renaming them during the EOD process every Tuesday night (using the DOB). All debouts are renamed from DEBOUT.* to DEBBAK.* after any previous DEBBAK.* files are deleted. This applies to the debouts on FOH terminals and, if you are using the file server to run both the FOH and BOH on the same computer, the debouts on the file server. For example, DEBOUT.TXT is renamed to DEBBAK.TXT, and DEBOUT.01 is renamed to DEBBAK.01.

In Aloha versions 5.3.21 and higher, IBER.EXE and IBERQS.EXE purge the debouts in accordance to the number of days to keep the debouts, as assigned in Aloha Manager/Maintenance/Store Settings/System/(Aloha Settings in versions 6.3 and lower or Troubleshooting in versions 6.4 and higher). FOH debouts are not renamed to DEBBAK files. If you are using the file server to run both the FOH and BOH on the same computer, the BOH debouts on the file server are still renamed to DEBBAK files during the EOD process every Tuesday night (DOB). For example, DEBOUT.TXT is renamed to DEBBAK.TXT

If you are not running the FOH on your file server, then CTLSVR.EXE (Control Server) controls BOH debout purging. (The FOH debouts are still purged on the FOH terminals by IBER.EXE and

IBERQS.EXE, as explained previously in this document.) Control Server uses the MAXDEBOUTSIZE and MAXDEBOUTDAYS system environment variables to control BOH debout purging.

MAXDEBOUTSIZE renames the debouts to DEBBAK files when they reach a set size. If you do not set the MAXDEBOUTSIZE variable in the system environment variables, it defaults to 8000000 (eight megabytes). When a debout's size exceeds the limit, Control Server renames the debout to DEBBAK2.*. For example, DEBOUT.TXT is renamed to DEBBAK2.TXT, and DEBOUT.G01 is renamed to DEBBAK2.G01. If DEBBAK2.* already exists, then the files are renamed DEBBAK3.* and so on.

MAXDEBOUTDAYS deletes any DEBBAK files (created because of the MAXDEBOUTSIZE variable) that are older than a set number of days. If you do not set the MAXDEBOUTDAYS variable in the system environment variables, then it defaults to 30 (days).

Managing FOH Debout Size

In Aloha POS versions 6.4.19 (and higher), 6.5.13 (and higher), and 6.7.1 (and higher), in order to ensure that debouts with extra debugging do not grow large enough to impact system functionality, Control Server will query the FOH terminals for large debouts. The maximum size is user-configurable via a text box in Aloha Manager/Maintenance/Store Settings/System/Troubleshooting that is labeled 'Maximum FOH debout size (megabytes)'. The default value is 4.

If Control Server finds a debout on a FOH terminal that exceeds the maximum size, then it moves it to the Tmp folder on the file server as a compressed file using the debout's label. For example, Debout.20091007.01 will be Debout.20091007.01.zip on the file server. If the compressed file already exists on the file server, then it will add an A to the file name (Debout.20091007.01a.zip) and move up the alphabet as needed.

You can now use the ARCHIVEDEBOUTS variable in Aloha POS versions 12.3.15 and higher to disable archiving debouts from the terminals to the file server. It defaults to TRUE (enabled), but you can disable archiving by changing the value to FALSE.

Searching Debouts for Trouble

The information in the debouts appears overwhelming at first glance, but the following tips may help:

-        When searching the debouts for errors, look for words like 'error', 'warning', 'fail', or 'fatal'. This helps you concentrate on information regarding the problem.

-        If the site is experiencing network problems, use the NetBIOS error codes explained in document ID 6069 to decipher the information supplied in the debouts. Understanding how the Aloha application software uses NetBIOS (as described in document ID 6045) greatly enhances the user's understanding of debouts.

-        If the site is experiencing problems during the EOD process, refer to document ID 5985 to decipher the checkpoints listed in the debouts.

-        Debouts often use identification numbers when referring to a database. Use document ID 6012 to match the identification numbers to the database.

-        Using the DEBUG flag (refer to document ID 6613) to create extended information in the debouts.

Extended Information

Bracketed Numbers

Some debouts include a string of numbers contained within brackets (for example, [123456789]) at the beginning of each line. The strings refer to the thread ID, which is used to distinguish which thread of a multi-threaded application is writing the information to the debout.

Caveats

In some cases, BOH debouts may appear in the TMP folder on a FOH terminal. Ignore these files since they may be out of date. Always use the BOH debout files from the file server.

In some cases, FOH debouts may appear in the TMP folder on the file server, or a FOH terminal may contain a debout from other terminal. Ignore these files since they may be out of date. Always use the FOH debout file from the terminal it is specific to.

Some processes may generate output prior to having access to the environment variables. In situations where this happens the function is unable to append the entries to the traditional debout in the %IBERDIR%\TMP folder and will instead create or append a DEBOUT.TXT file in the root of the computer's C: drive.

See also:

6613 - Aloha Application Software System Environment Variables

5981 - Windows 9x VNETBIOS.VXD Patch

5985 - EOD Process and Errors

5986 - Grind Process and Errors

5990 - EDC Process

6012 - Aloha Application Software Database Files

6045 - NetBIOS and the Aloha Application Software

6069 - Network Troubleshooting

6109 - Serial Port Error Return Codes

6259 - COM Port Error -1

6260 - COM Port Error -3

6292 - DBFDIFF.EXE

6303 - Network Name Unexpectedly De-registered

6304 - Synchronization of Data Fails

6305 - Failed to Read Error Code