Monitoring DataSync Agent logs

Fluorine

Perspectium DataSync Agents generate log messages in the **logs** directory that is created upon installation of the Agent. To view logs for your Agent, open the **perspectium.log** file within the **logs** directory.

Log messages to monitor

Here are some examples of log messages that might appear within your **perspectium.log** file that indicate potential errors with your DataSync Agent:

Error type	Sample log message(s)	Suggested action
Connection timeout	2019-07-11 11:15:54.064 ERROR - main - Replicator - new connection attempt to target: https://example.perspectium.net as user: example password length: 10 failed: com.perspectium.api.MessageBusException: Send Error: Connect to example.perspectium.net:443 [example.perspectium.net] failed: Connection timed out: connect, GET https://example.net/customerstatus HTTP/1.1	Check your network connection and that your Agent has outbound access through your organization's firewall. Also, check that your **<message_connection>** URL is correct.
Invalid credentials	2019-07-11 11:21:35.854 ERROR - main - Replicator - new connection attempt to target: https://ofc.example.net:4443/ as user: admin12 password length: 10 failed: com.perspectium.api.MessageBusException: Send Error: Unexpected response status: 401 reason: , GET https://ofc.example.net:4443//customerstatus HTTP/1.1 (Please check that your queue exists and that your credentials are correct)	Check that your username, password, and queue name are correct.
Database primary key error	2019-07-11 11:27:49.778 ERROR - main - Scheduler - java.lang.IllegalStateException: Unable to locate the database entry using task defined type: randomsql	Check that the database that you're trying to update exists.
Database connection error	2019-07-11 11:32:12.745 WARN - main - TaskDatabase - The TCP/IP connection to the host localhost, port 1411 has failed. Error: "Connection refused: connect. Verify the connection properties. Make sure that an instance of SQL Server is running on the host and accepting TCP/IP connections at the port. Make sure that TCP connections to the port are not blocked by a firewall.".	Check your network connection and that your Agent has outbound access through your organization's firewall. Also, check that your database port and name are correct.
Database login error	2019-07-11 11:29:43.223 ERROR - main - SQLDataSource - Error: Cannot create PoolableConnectionFactory (Login failed for user 'exampleuser'. ClientConnectionId: 98e4b368-e34d-47f8-9019-19a2f6d66715)	Check that your database username and password are correct.
Invalid decryption key	2019-07-11 11:37:03.935 ERROR - test_temporal_subscribe - SubscriberTask - Subscriber Error: com.perspectium.replicator.SubscribeException: Failed to decrypt message, make sure the shared secret keys match!	Check that your decryption key is correct (i.e. matches the key as used to encrypt the data in your source instance such as ServiceNow).
Invalid agent.xml format	2019-07-11 11:39:25.392 ERROR - main - Replicator - (stderr) [Fatal Error] :27:12: The element type "random" must be terminated by the matching end-tag "</random>". 2019-07-11 11:39:25.392 ERROR - main - Replicator - Error parsing null 2019-07-11 11:41:37.659 ERROR - main - Replicator - message_connection configuration directive is missing!	Validate that your **agent.xml** file is formatted correctly. Also, check that your **agent.xml** is configured correctly.

Similar topics

- DataSync for ServiceNow manual setup
- DataSync for ServiceNow Agent
- Get started with the DataSync for ServiceNow Agent
- Install the DataSync for ServiceNow Agent
- Start/stop the DataSync for ServiceNow Agent

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