



## Troubleshooting ServiceLink

### Verifying Activity

To verify that ServiceLink is active:

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- Step 1** Log into the Cisco Service Portal as *Admin* and navigate to **ServiceLink**.
  - Step 2** Verify that ServiceLink is up and running. The connection will display as green.  
TES Message Log logs all interactions between Cisco Service Portal and TES.
  - Step 3** Verify the Control Agents are up and running on the **Control Agents** page.  
Service Request task details and messages display in the **View Transaction** page of ServiceLink.
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### Enabling TES Adapter Detail Logging

To enable detail logging:

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- Step 1** Open *standalone-full.xml* to add a log file handler. This file can be located in the following directory:  
C:\CiscoServicePortal\jboss-as-7.1.1.Final\standalone\configuration\

- Step 2** Edit the file as follows:

```
<periodic-rotating-file-handler name="TES_ADAPTER">
  <formatter>
    <pattern-formatter pattern="%d{HH:mm:ss,SSS} %-5p [%c] (%t) %s%E%n"/>
  </formatter>
  <file relative-to="jboss.server.log.dir" path="tes.log"/>
  <suffix value=".yyyy-MM-dd"/>
  <append value="false"/>
</periodic-rotating-file-handler>
```

- Step 3** Add a logger, set the appropriate logging level.

```
<logger category="com.cisco.newscafe.tes" use-parent-handlers="false">
  <level name="DEBUG"/>
  <handlers>
    <handler name="TES_ADAPTER"/>
  </handlers>
</logger>
```

**Step 4** Restart ServiceLink.

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## Viewing Server Logs

To view the server logs:

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- Step 1** Log into the Cisco Service Portal as *Admin* and navigate to the **Administrative** module.
- Step 2** Select the **Utilities** page, select **Request Center/Service Link log file** from the list.
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