

[Tech Note 914](#)

Resetting the Log Record Number in the SMC Logger

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Topic#: 002727

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Introduction

Customers and System Integrators alike will use a development system to configure, test and validate their entire Application setup prior to moving it to the production environment. During the development phase, a lot of testing and troubleshooting occurs. As a result, the System Management Console (SMC) logs get filled with different kinds of messages.

When the system is ready for delivery or commissioning, the previous testing phase and troubleshooting logs will be cleared. The problem is, after purging the SMC Log, the log record number does not revert back to zero. If the log record number ends with a number in the thousands or millions, even after purging the logs, the clean log will still start with that last number.

This *Tech Note* explains how to make the necessary changes to revert the SMC Log record number back to zero. Reverting to zero defines the point at which the system was implemented or installed. Further, it is good practice to revert to a 0 point during a maintenance task, for example each year.

Application Versions

- ArchestrA System Management Console version **0027.0021** (shipped with System Platform 2012 or above)
- Tested with SMC that comes with InTouch 10.1 SP3 P01/Application Server 3.1 SP3 P01
- This tech note should work with versions as early as InTouch 10.0 / Application Server 3.0. However it has *not* been tested against those versions.

Prerequisites

- ArchestrA System Management Console
- You should be familiar with using and doing the following:
 - SMC Logger
 - Stopping and starting services
 - Editing the Windows Registry

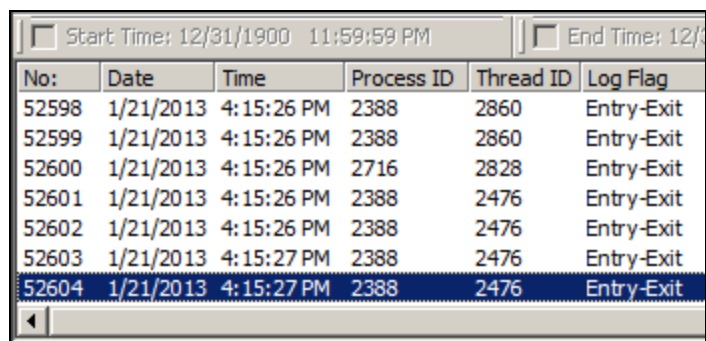
Warning: Serious problems might occur if you modify the registry incorrectly by using Registry Editor or by using another method. These problems might require that you reinstall the operating system. Microsoft or Invensys cannot guarantee that these problems can

be solved. Modify the registry at your own risk.

- Make sure that all the required logs are either exported or backed-up.

Problem Description

The SMC Log record number increases as more information gets written into the log (Figure 1 below).

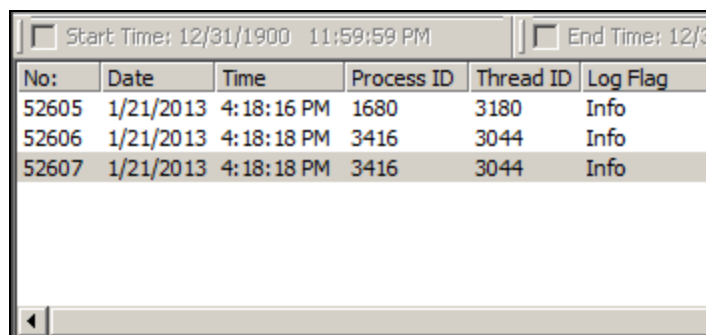


No:	Date	Time	Process ID	Thread ID	Log Flag
52598	1/21/2013	4:15:26 PM	2388	2860	Entry-Exit
52599	1/21/2013	4:15:26 PM	2388	2860	Entry-Exit
52600	1/21/2013	4:15:26 PM	2716	2828	Entry-Exit
52601	1/21/2013	4:15:26 PM	2388	2476	Entry-Exit
52602	1/21/2013	4:15:26 PM	2388	2476	Entry-Exit
52603	1/21/2013	4:15:27 PM	2388	2476	Entry-Exit
52604	1/21/2013	4:15:27 PM	2388	2476	Entry-Exit

FIGURE 1: SMC LOGGER SHOWING THE INCREASING LOG RECORD NUMBER (LEFT COLUMN)

When the logs are purged, the log record number in the cleaned log will start off where it left off previously.

For example, before the SMC Log was purged, the last record was 52604. After purging the log, the record will start with 52605 (Figure 2 below).



No:	Date	Time	Process ID	Thread ID	Log Flag
52605	1/21/2013	4:18:16 PM	1680	3180	Info
52606	1/21/2013	4:18:18 PM	3416	3044	Info
52607	1/21/2013	4:18:18 PM	3416	3044	Info

FIGURE 2: SMC LOG RECORD NUMBER INCREMENTS BY ONE AFTER THE LOG IS PURGED

Resetting the SMC Log Record Number

To reset the SMC Log record number, complete the following steps:

1. Make sure that all the required logs are either exported or backed-up, then purge the SMC log.

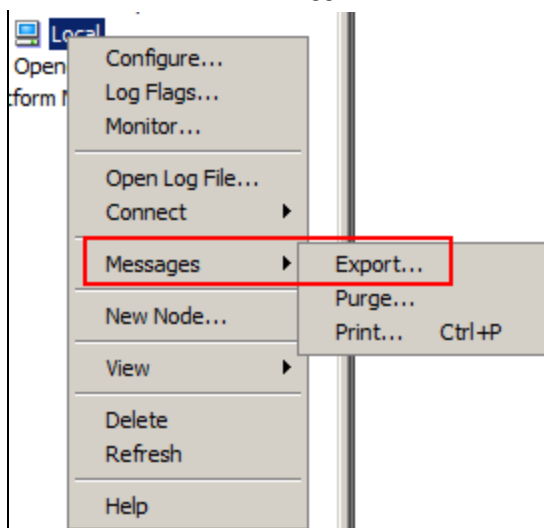


FIGURE 3: EXPORTING THE SMC LOG

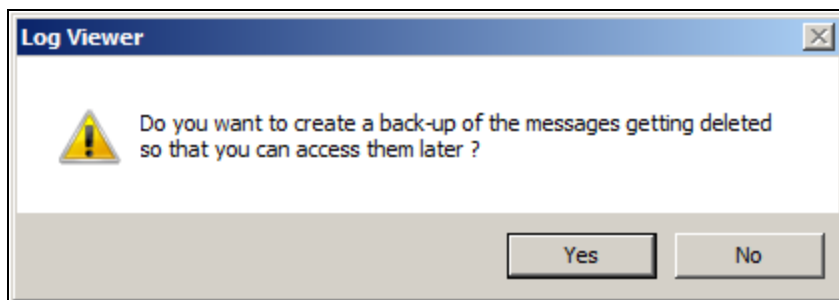


FIGURE 4: BACKING UP THE SMC LOG

2. In Services, stop the **Archestra Logger Service**.

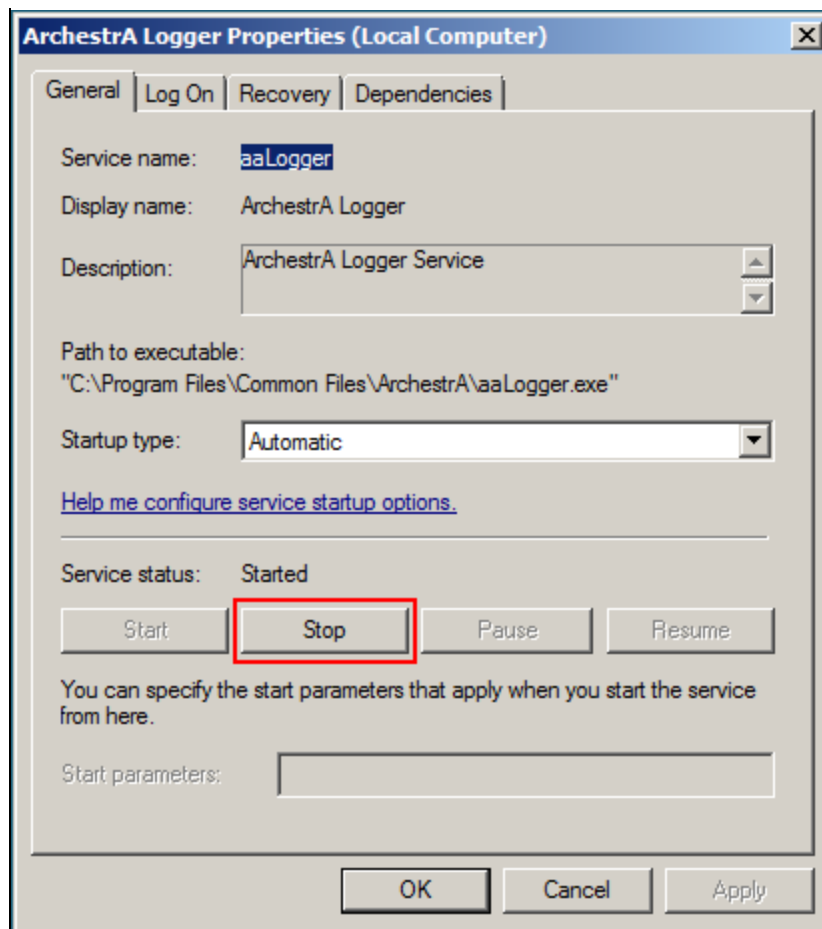


FIGURE 5: STOPPING THE ARCHESTRALOGGER SERVICE

3. Open the Registry Editor (regedit) and look for where the ArchestrA Logger state is saved.
 - For 64-bit OS: **HKLM\SOFTWARE\Wow6432Node\ArchestrA\Framework\Logger\State**
 - For 32-bit OS: **HKLM\SOFTWARE\ArchestrA\Framework\Logger\State**

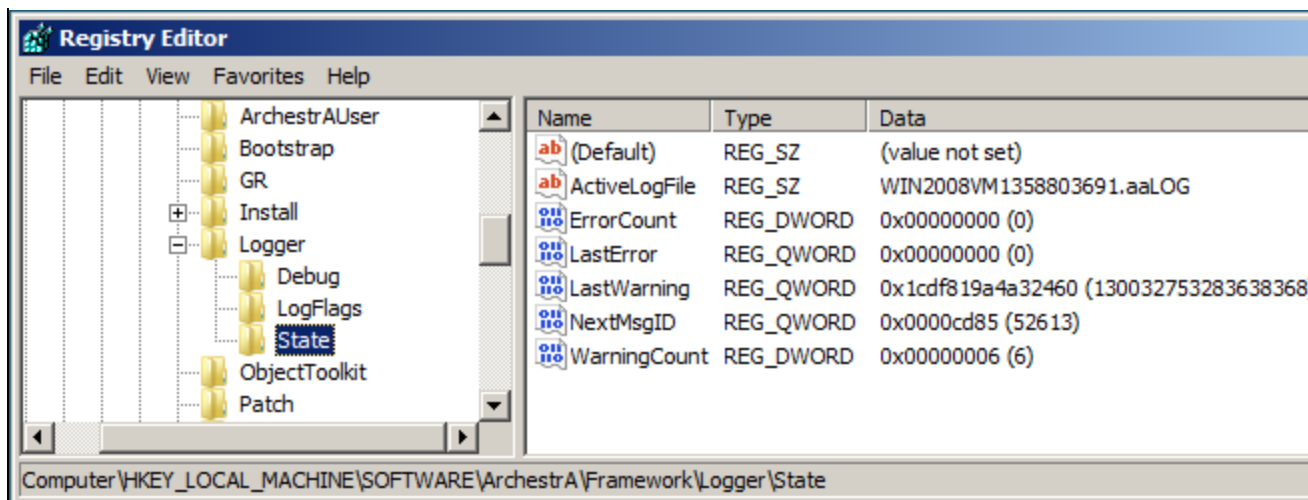


FIGURE 6: REGISTRY KEY FOR THE SMC LOGGER STATE

4. Right-click on **State** and export this key. The export generates a **.REG** file. Give the file any name; for example **LoggerState.REG**.

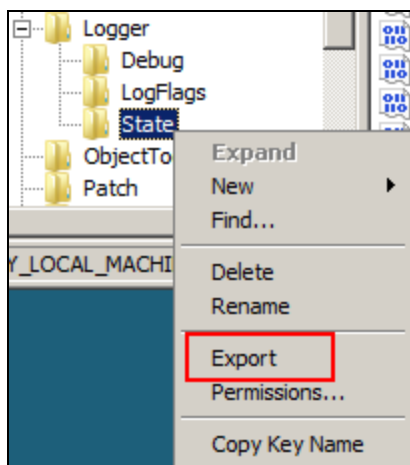


FIGURE 7: EXPORTING THE SMC LOGGER STATE REGISTRY KEY

5. Open the .REG file using Notepad.

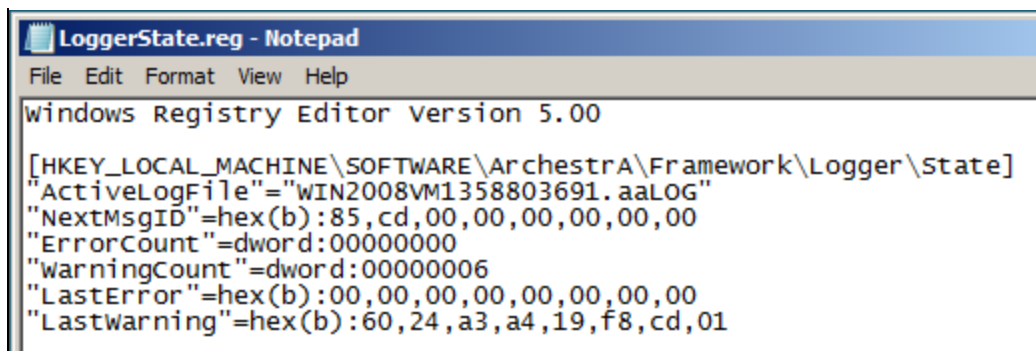


FIGURE 8: EDITING THE EXPORTED REGISTRY FILE IN NOTEPAD

- Blank out the **ActiveLogFile** value and change ALL the other **DWORD / QWORD** values below that to **0** (Figure 9 below).

DO NOT modify the registry path above the **ActiveLogFile** line.

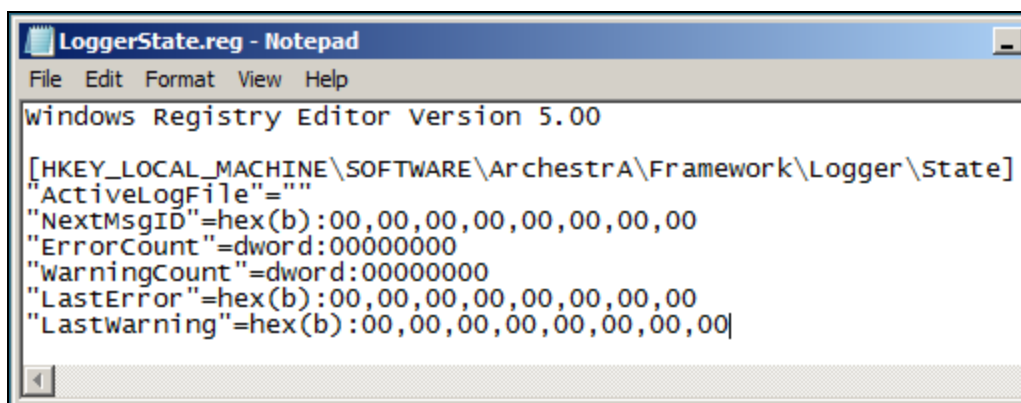


FIGURE 9: EXPORTED REGISTRY FILE EDITED IN NOTEPAD

- Save and close the edited file.
- Merge the edited .REG file back into the registry by double-clicking on the .REG file.
- Click **Yes** to continue.

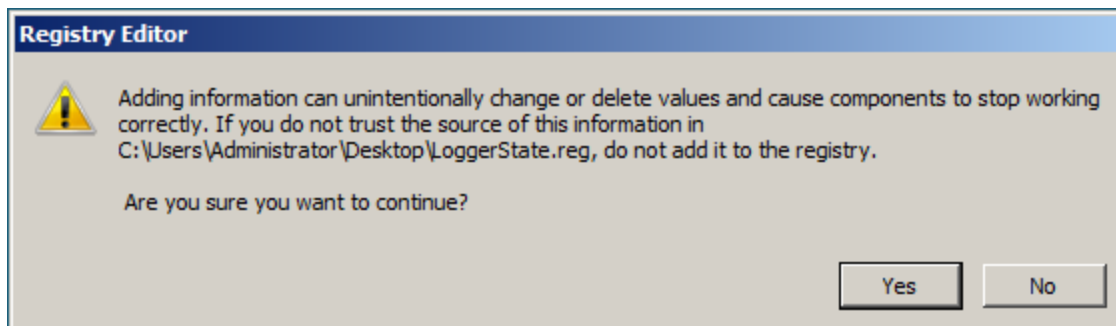


FIGURE 10: REGISTRY EDITOR WARNING MESSAGE WHEN MERGING ENTRIES INTO THE REGISTRY

10. Click **OK** when the operating system notifies you that the new keys and values have been successfully merged (Figure 11 below).

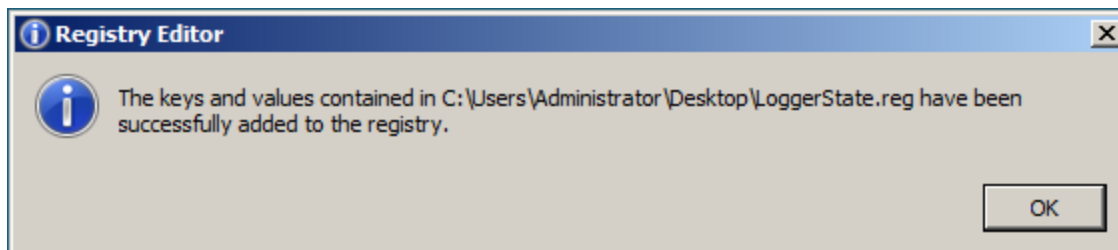


FIGURE 11: INFORMATION MESSAGE (SUCCESS)

11. Delete all the **aaLOG** / **aaLDX** files in the **LogFiles** folder.

Depending on the Operating System, they are located in either of the following folders:

- Newer OS: <ROOTDRIVE>:\ProgramData\Archestra\LogFiles
- Older OS: < ROOTDRIVE >:\Documents and Settings\All Users\Application Data\Archestra\LogFiles

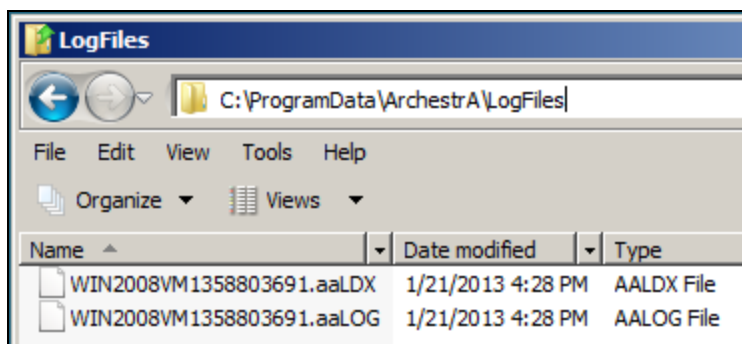


FIGURE 12: ARCHESTRA SMC LOG FILES LOCATION

12. Start the **Archestra Logger Service**.

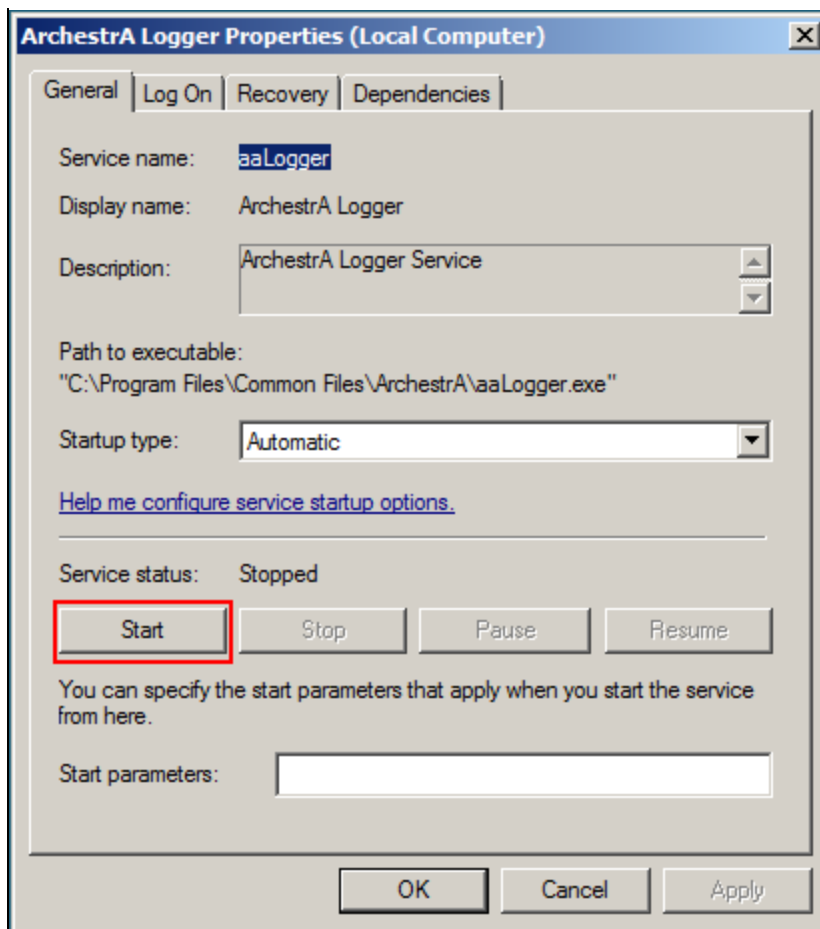


FIGURE 13: START THE ARCHESTR A LOGGER SERVICE

13. The next time you open the SMC Logger, the log record number starts with 0.

No:	Date	Time	Process ID	Thread ID	Log Flag	Component
0	1/21/2013	5:34:09 PM	3440	2520	Info	aaLogger
1	1/21/2013	5:35:52 PM	3872	3952	Info	mmc
2	1/21/2013	5:35:52 PM	3872	2672	Info	mmc
3	1/21/2013	5:35:52 PM	3872	1652	Info	mmc

FIGURE 14: SMC LOGGER RECORD NUMBER STARTS AT ZERO

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