

Access ENS Logs via Log Insight

ENS uses Log Insight for ENS application log aggregation.

The integration is complete in the following environments:

1. Staging
2. QE
3. Virginia - Production
4. Tokyo - Production
5. Frankfurt - Production
6. UK - Production

Quick Guide To get access to Log Insight

1. Complete the training:

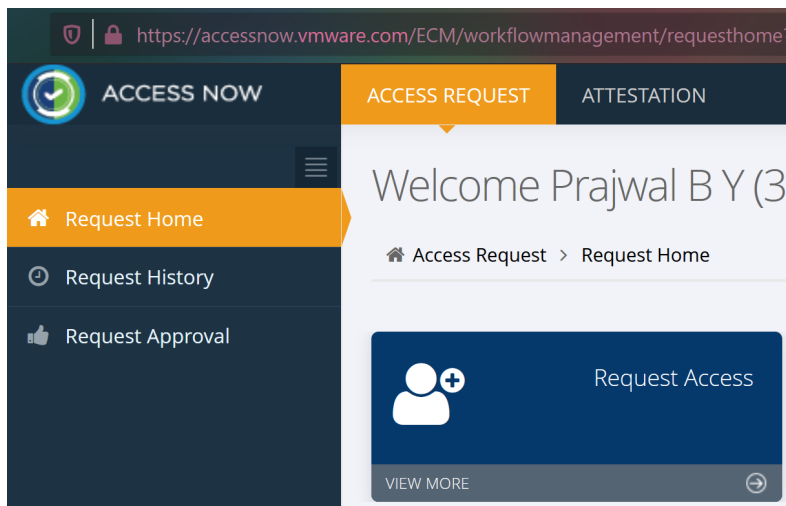
https://vmware.sabacloud.com/Saba/Web_spf/NA1PRD0121/common/ledetail/cours000000000004500

Please note the training is mandatory before raising a request via Access Now, any requests without the training completion certificate will not be approved.

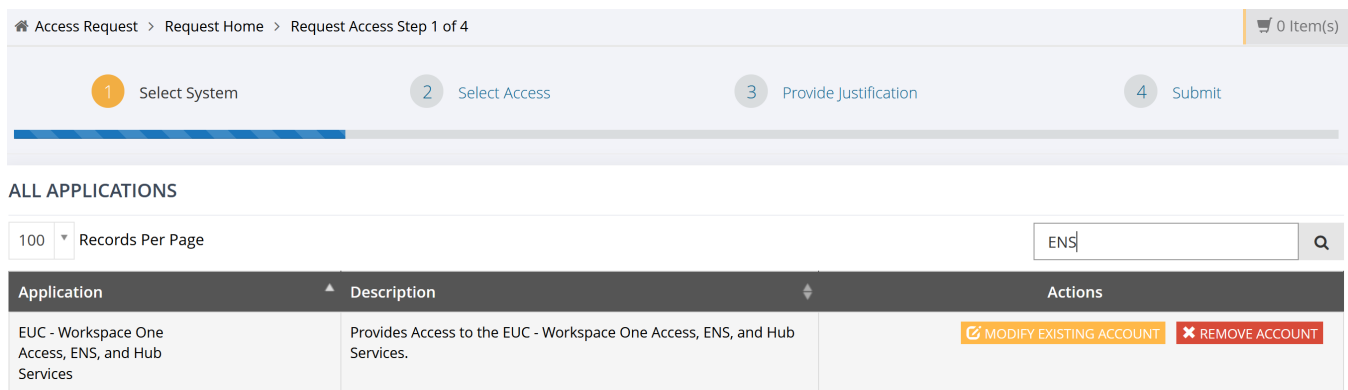
2. Raise request via AccessNow:

Login to AccessNow: <https://accessnow.vmware.com>

Request Access:



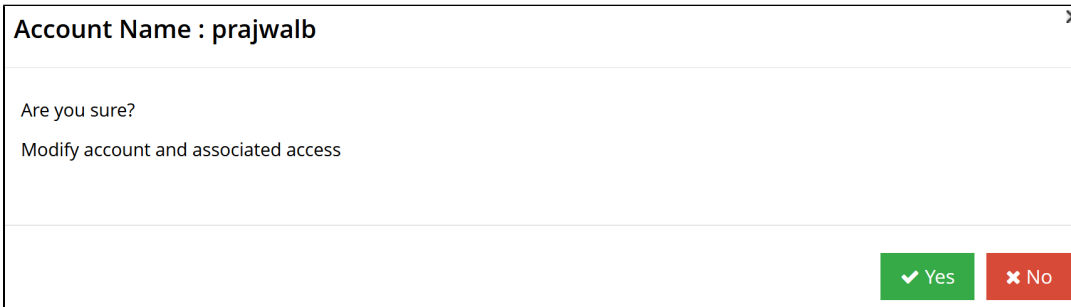
Search for 'ENS' and look for 'EUC - Workspace One Access, ENS, and Hub Service' in the results.




Depending on whether or not you are requested access to this application in the past, in 'Actions' column, you would have to click on

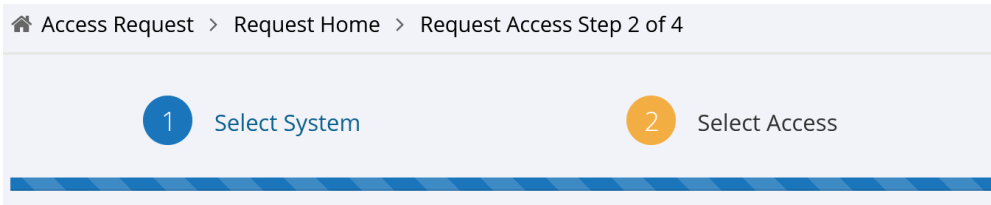


If you get a popup for confirmation, select 'Yes'



Then click on  at the top/bottom right corner of the webpage.

In 'Select Access' page, only select those logs that you require access to fulfill your role duties. In other words, you should not be requesting access to logs that are not necessary to your current role.



Dynamic Attribute

1

Please select the sub-process you need access for:

Logs

Available Groups

Advanced ↗

100

Records Per Page



Groups	Description	Action
ENS APJ - Log Insight	Provides Log Insight (LICF) access to ENS APJ logs.	+ ADD
ENS EU - Log Insight	Provides Log Insight (LICF) access to ENS EU logs.	+ ADD
ENS Staging - Log Insight	Provides Log Insight (LICF) access to ENS Staging logs.	+ ADD
ENS UK - Log Insight	Provides Log Insight (LICF) access to ENS UK logs.	+ ADD
ENS US - Log Insight	Provides Log Insight (LICF) access to ENS US logs.	+ ADD
g.IDM-LOGS	Provides Log Insight (LICF) access for customer facing employees that need access to US WSS logs. Includes staging, preprod, and US production environments including US1, US2, US3, and preview.	+ ADD

2

Showing 1 to 6 of 6 entries



1

> NEXT

Next ↗

Then click on [Next](#) at the top/bottom right corner of the webpage.

Access Request > Request Home > Request Access Step 3 of 4

1

Select System

2

Select Access

3

Provide Justification

Provide justification on why you need access to logs.

Business Justification *



Also...

In the same Business Justification field, mention that you have completed the training which is mentioned in the [first step](#) of this document only if you have completed the training.

If you have not completed that, complete it first and then come back to the AccessNow process.

Submit →

Then click on

This ends the process of requesting the access.

The request will be forwarded to your manager first. Once your manager approves, it goes to the ENS team.

After the access is approved by the ENS team, you will receive an email confirmation with the subject 'Approved! Request for <YourName> for (EUC - Workspace One Access and Hub Services)'

Now the system will start provisioning your access. Once that is done, you will receive a second email with the subject 'Access has been Granted to <YourName> for EUC - Workspace One Access, ENS, and Hub Services!'

After this, you will be able to access the logs.

How to use after getting access

After you get access, you will be able to access logs for each environment at: <https://my.hwslabs.com/>



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QA



Log Insight preprod

Website



Frankfurt



Log Insight prod-de

Website



Tokyo



Log Insight prod-jp

Website



Virginia



Log Insight prod-us3

Website



Staging



Log Insight staging

Website



UK



Log Insight prod-uk

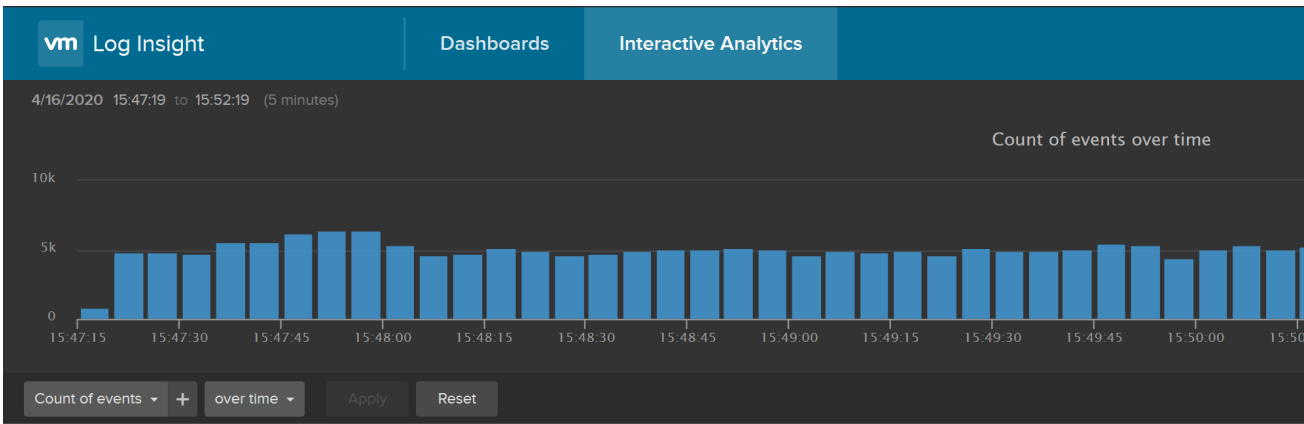
Website



To search for ENS logs:

Add the filter:

`"product" - "contains" - "ens"`



contains

[+ ADD FILTER](#)
[X CLEAR ALL FILTERS](#)

CONTENT PACKS (Extract all fields)

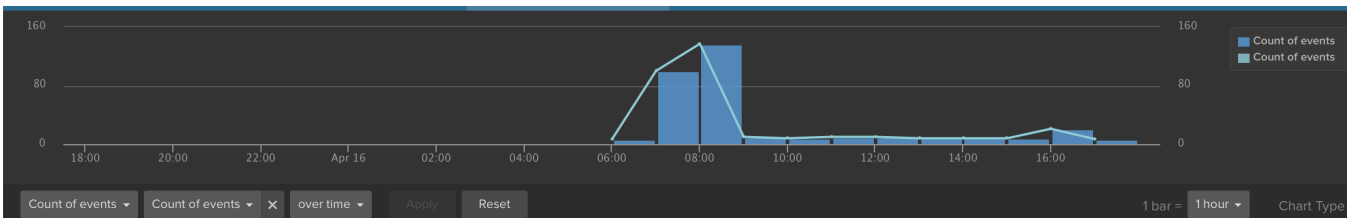
Events Field Table Event Types Event Trends

```

4/16/2020 15:52:21.027 { "timestamp": "2020-04-16T10:22:21.0116328Z", "level": "INFO", "source": "MailNotificationService.BusinessImpl.ExchangeNotificatio
"229d5579-de97-4b60-ae10-d9bec0857168", "region": "us-east-1", "message": "User Id:[64332f80ca88a743301ad0ab545591f53d5758ffd9aa621
subscription: [JwBibjdcwJA0bWIZOTI0Lm5hbXByZDA0LnByb2Qub3V0bG9vay5jb20QAAAAP02j6+Sd4EudFLmyuI4ADT40ghq14dcIEAAAALKiTF0e2f1Bhm3iJq9W
source component event_type filepath hostname message product level activityId region
  
```

To filter data for particular user you can add a filter:

"message" - "contains" - "SHA256(email in lower case)"



contains

contains

[+ ADD FILTER](#)
[X CLEAR ALL FILTERS](#)

Match all of the following filters:

4/15/2020, 17:29:32.730 to 4/16/2020, 17:29:32.729

CONTENT PACKS (Extract all fields)

Events Field Table Event Types Event Trends

1 to 50 out of 334 events View Sort: Newest First

- activityId
- component
- event_type
- filepath
- hostname
- level
- message
- product
- region
- source

```

4/16/2020 17:27:01.155 { "timestamp": "2020-04-16T21:27:00.9675442Z", "level": "DEBUG", "source":
"MailNotificationService.BusinessImpl.PushNotificationBusiness.HandleExchangeEvents", "activityId": "e6a1678c-a855-4833-848e-9fcab428fb1e",
"region": "us-west-1", "message": "User Id:[ae293b538db8d17fccb6fdbdeb245e1a4d20dee7b18179c9e90920e3716a8f32]\tStatus event received for user" }
source component event_type filepath hostname message product level activityId region

4/16/2020 17:27:01.155 { "timestamp": "2020-04-16T21:27:00.9675442Z", "level": "INFO", "source":
"MailNotificationService.BusinessImpl.ExchangeNotificationParser.ScanEventNotificationAsync", "activityId": "e6a1678c-a855-4833-848e-9fcab428fb1e",
"region": "us-west-1", "message": "User Id:[ae293b538db8d17fccb6fdbdeb245e1a4d20dee7b18179c9e90920e3716a8f32]\tReceived [StatusEvent] for
subscription: [JwBtbjJwcjE5bWIZMdg4Lm5hbXByZDE5LnByb2Qub3V0bG9vay5jb20QAAAAP02j6+Sd4EudFLmyuI4ADT40ghq14dcIEAAAAMwe29F9TXhDs1FFMIDz18E-] }
source component event_type filepath hostname message product level activityId region

4/16/2020 { "timestamp": "2020-04-16T21:11:59.7731482Z", "level": "DEBUG", "source":
  
```

How to generate SHA256

Use this website: <https://xorbin.com/tools/sha256-hash-calculator>

Enter email in **lower case**

SHA-256 hash calculator

SHA-256 produces a 256-bit (32-byte) hash value.

Data

abc@xyz.com

SHA-256 hash

ee278943de84e5d6243578ee1a1057bcce0e50daad9755f45dfa64b60b13bc5d

Hash added to your clipboard. Simply press ⌘+V, CTRL+V to paste.

Calculate SHA256 hash

Official documentation on how to search using Log Insight:

<https://docs.vmware.com/en/vRealize-Log-Insight/8.1/com.vmware.log-insight.user.doc/GUID-142258C3-B056-4D82-BD34-8E1A2E7A5093.html>

[For Reference only] Original and complete guide to get access:

<https://confluence.eng.vmware.com/pages/viewpage.action?spaceKey=WOR&title=Service+Requests#ServiceRequests-Non-USproductionenvironmentslogs>