Enable debug on CCA Server

1. Open the log4j.xml file located in "\CA\CCA Server\tomcat\webapps\ROOT\WEB-INF"

2. Enable All Debugging by finding "<logger name="com.ca.acm" and a line below that:

Replace:

<level value="info"/>

With:

<level value="all"/>

3. Save and close the file

4. Restart CCA Server Service

Note: To disable debug, change the **level value** from **all** to **info**

Enable Full Debugging on CCA Grid Node

Can you please enable debugging on the CCA server by,

1. Open the log4j.xml file located in "\CA\CCA Grid Node\conf\ "

2. Enable All Debugging by finding " <logger name="com.ca.acm" and a line below that:

Replace:

<level value="info"/>

With:

<level value="all"/>

3. Save and close the file

4. Restart the Grid node Service

Note: To disable debug, change the **level value** from **all** to **info**

Enable full debug on NDG

1. Open the Registry

2. Navigate to

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ComputerAssociates\Enterprise Common Services\tracing

or

HKEY_LOCAL_MACHINE\SOFTWARE\ComputerAssociates\Enterprise Common Services\tracing

(Create a key "tracing" in case it does not exist)

3. Add Three Strings with these values

String	Value
ca_debug	On
cdwebtrace	file=c:\CANDGatewaytrace.log,process=CANDGateway.exe,format=process+thread+shorttime
cdwebtrace	file=c:\CANDServertrace.log,process=CANDServer.exe,format=process+thread+shorttime

4. Restart NDG services

Note: To disable debug change ca_debug value from on to off

Enable Full Debugging on CCA Agent

1. Open the agent.conf file located in

"\CA\CCA Agent\"

2. Change\Set verbose=4

3. Restart the Agent Service

Note: To disable debug change verbose from 4 to 0 or 1