


## Troubleshooting

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 [supportcenter.nc4.com/hc/en-us/articles/218134797-Troubleshooting](https://supportcenter.nc4.com/hc/en-us/articles/218134797-Troubleshooting)

### Installation and Server Logs

Installation and server logs are often used to diagnose E Team problems. While the installation log file contains traces captured during the install, the server logs contain all of the E Team application traces.

- The "**build.properties**" file containing the values entered during the installation of E Team is located at **\eTeamInc\eTeamWebApp\team**.
- **Installer.err** and **installer.log** are located in the **\eTeamInc\eTeamWebApp\install**. After a successful installation, this error log should be empty.
- Check the **installer.err** for any errors that may have logged during the installation of E Team.
- The **JBoss server.log** file is located in **\eTeamInc\eTeamWebApp\team\jboss\server\default\log**.

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