

## How to check Primo extract logs on Voyager server?

- **Article Type:** General
- **Product:** Voyager
- **Product Version:** 9

### Desired Outcome

To monitor the health of the extract by regularly reviewing the logs and identifying any issues.

### Procedure

1. On a regular basis, check the logs for the extract located in `/m1/voyager/xxxdb/primo/Publishing/logs`
2. There should be a log file for every extract that is run.
3. Most typically, the `/m1/voyager/xxxdb/primo/Publishing/ChangedSince.txt` file's date will indicate the date used for runs and is helpful for troubleshooting.  
`20200217.043002`
4. Note the parameters the extract is using:  
`2020-02-16 04:30:02,809 825 [main] INFO com.endinfosys.voyager.extract.Extract - Will be doing records changed since Sat Feb 15 04:30:02 EST 2020`  
`2020-02-16 04:30:02,809 825 [main] INFO com.endinfosys.voyager.primo.PrimoExp - Will be doing records affected by heading changes since Sat Feb 15 04:30:02 EST 2020`
5. Check the most recent log on a regular basis to make sure the log shows a summary at the end (See: [How to read the summary in the Primo extract log](#)).

```
***** START OF SUMMARY *****  
{{information on the number of records that were extracted here}}  
***** END OF SUMMARY *****
```

4. If an error accompanies or follows this summary, or the summary is missing, there may be an issue with the extract. Identify a few sample records changed the previous day, and check whether these were extracted and/or updated in Primo.
5. If records deleted or updated in Voyager are not being deleted or updated in Primo, check the logs for both products to see whether there may be an issue with the Voyager extract or the Primo pipe.
6. Open a Case if you are unable to identify or resolve the issue; include your example records, the name of the log file(s) you checked, and what you observed in the log(s) and in the Primo interface.

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## Additional Information

The extract job is typically run each night and is usually automated in a crontab entry that looks something like this:

```
30 22 * * * /m1/voyager/siudb/sbin/Pprimoexp.pub -f /m1/voyager/xxxdb/ini/PrimoExp-Publishing.ini
```

Extracted data (records) are then placed in a single *tar.gz* file in: /m1/voyager/xxxdb/primo/Publishing/bundled in order to be processed by Primo (note that if you have more than 1000 records, more than one *tar.gz* data file will be created).

The Primo processing will either delete the file(s) after the pipe has been run, or they will be left in place. If your folder is empty, open a Case with Primo Support and ask them to change the settings so that your extracted files are not removed after being processed.

Support recommends you download the extracted data files to your PC and uncompress them there, and not on your Voyager server.

See: [Get detailed logging from the Primo Extract Log in Voyager](#)

Activity on the Voyager server, including the extract, is not part of Primo TotalCare services. See also [Upgrading Voyager and also have Primo?](#)

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