

---

## Analyzing server logs for timeouts / slowness

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 20
- 

### Description:

What queries can we use in server logs to look for cases of timeouts and slowness?

### Resolution:

To count cases of timeouts in www\_server logs:

```
> grep -c 'network connection timeout' www*
```

For the pc\_server, I grep on 'ELAPSED TIME'. I use the following grep's to locate large ELAPSED-TIME's in an individual pc\_server log:

```
> grep ' 1' pc_server_6333.log  
> grep ' 2' pc_server_6333.log  
> grep ' 3' pc_server_6333.log  
> grep ' 4' pc_server_6333.log  
> grep ' 5' pc_server_6333.log  
> grep ' 6' pc_server_6333.log  
> grep ' 7' pc_server_6333.log  
> grep ' 8' pc_server_6333.log  
> grep ' 9' pc_server_6333.log  
> grep ' 10' pc_server_6333.log  
<etc.>
```

This issue is still open and was escalated to Second line support for further analysis <2012-07-08 01:00:05>.

---

- **Article last edited:** 10/8/2013