

# How to perform OpenAccess captures through NGINX for additional troubleshooting

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Capture information (puts/gets) sent to the OpenAccess service using NGINX for further troubleshooting.

## Procedure Steps

Edit **C:\ProgramData\LnI\nginx\conf\nginx.conf** as follows:

1. Locate the **http {** section and delete the **#** signs from the first 4 lines.
2. Add a **#** sign to the **access\_log off;** line as shown below.
3. Save the file and then stop/start the LS Web Service service.
- 4.

The modified section of the nginx.conf file should now look like this:

```
http {
    include    mime.types;
    default_type application/octet-stream;

    #log_format main '$remote_addr - $remote_user [$time_local] "$request" '
    #             '$status $body_bytes_sent "$http_referer" '
    #             '"$http_user_agent" "$http_x_forwarded_for"';

    #access_log logs/access.log main;
    #access_log off;
```

An **access.log** file is now created, which you can review for troubleshooting purposes. The default location for the log file is the **C:\ProgramData\LnI\nginx\logs\** folder.

## Applies To

OnGuard 7.3 and later

## Additional Information

You should check the file size periodically to ensure it remains manageable.

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