

Computer Startup

#	Operation	Agent-side Svservice .log entries	Manager-side production .log entries
1	Svservice start.	[svservice:P936:T940] *** Started	N/A
2	Cleanup of temporary folder.	[svservice:P936:T956] Moving C:\SnapVolumesTemp to C:\SnapVolumesTemp.old [svservice:P936:T956] CleanupSystemDrive: deleted "C:\SnapVolumesTemp"	N/A
3	Verify that svdriver is running	[svservice:P936:T956] svdriver is running	N/A
4	Report to OS that service started successfully.	[svservice:P928:T948] Setting status to SERVICE_RUNNING	N/A
5	Send pre-startup message to the manager. Note agent version and OS version and architecture. Verify the name of the domain, if it's WORKGROUP, computer is not joined to the domain.	[svservice:P932:T1076] Pre-startup URL: //x.x.x.x  [svservice:P932:T1076] [0] Connecting to defthw99sf2srv.ww002.net:443 using HTTPS (attempt 1)	N/A
6	Manager receives message and trying to authenticate the request. Note timezone in at the end of the request. All http messages from the agent are sent twice, first time as anonymous user and second time authenticated.		P2452R445288 INFO Started GET "/pre-startup? ... for 10.100.1.40 at 2025-04-03 01:05:49 -0500  P2452R445288 INFO NTLM: Received NTLM authentication to "/pre-startup" (type 1)
7	Manager register computer account in a database and return 200 OK message		P2452R445289 INFO Started GET "/pre-startup? ... for 127.0.0.1 at 2025-04-03 15:17:45 -0500
8	Svservice receives the message.	[svservice:P932:T1076] HttpInitializeRequest: Manager status 200 response (2 bytes): OK	
9	Svservice send computer-startup message to the manager.	[svservice:P932:T1076] Computer startup URL: //	
10	Manager receives computer-startup message and authenticate computer.	[svservice:P932:T1076] [0] Connecting to defthw99sf2srv.ww002.domain.net:443 using HTTPS (att	P6776R41860 INFO Started GET "/computer-startup?... for 127.0.0.1 at 2025-04-04 03:25:26 -0500  P6776R41860 INFO Session: Agent session authorization for key 93f2b478a8552cf8ceb9b7019647aacbe08612_f00e74f736847be11506cbe3e1. Result:
11	Manager mark computer as online and detach stale appstacks if any.		P6776R41860 INFO Cvo: Onlineing "Computer <DOMAIN\HOSTNAME>" with 24 previous login(s) - last login: 2025-04-02 14:08:12 UTC  P6776R41860 INFO Cvo: "Computer <DOMAIN\HOSTNAME>" is coming online on VM "Machine <> (42d6d189-88f1-aa2f-dc70-daf391ac6110 10.100.1.40)" with ip:"10.100.1.40"
12	Manager attaches computer-bases assignments.		P6776R41860 INFO Cvo: Resolving volumes for the computer name "\$HOSTNAME" P6776R41860 DEBUG Cvo: "Computer <DOMAIN\HOSTNAME>" has 1 applications from Computer application assignments:  P6776R41860 DEBUG Cvo: "Computer <DOMAIN\HOSTNAME>" has 1 applications from Group application assignments:  P6776R41860 DEBUG Cvo: "Computer <DOMAIN\HOSTNAME>" has 1 applications from OrgUnit application assignments:  P23948R9373 INFO Cvo: Attaching 3 volumes for "Computer <HOSTNAME>"
13	Manager reports 200 OK to the	[svservice:P932:T1076] HttpInitializeRequest: Manager status 200 response (27 bytes): STARTUP WW002\VCFPDEA00113\$	P6776R41860 INFO Cvo: Response to agent: STARTUP DOMAIN\HOSTNAME Length: 25  P6776R41860 INFO Completed 200 OK in 494ms (Views: 0.3ms   ActiveRecord: 150.lms   Allocations: 65964)
14	Agent receives 200 OK with optional list of appstacks to attach.		
15	Startup complete		

User logon

#	Operation	Agent-side Svservice .log entries	Manager-side production .log entries
		[svservice:P1852:T3300] OnLogon called (Session([1][1]), Handle 000001C8BEC77920, Params 00000002304FEDB0, Context 0000000000000000) [svservice:P1852:T3300] OnLogon: Environment variables specific to this logon: [svservice:P1852:T3300] Env: LOGONSERVER=\\WIN-JPT364UDAB9 [svservice:P1852:T3300] Env: USERDNSDOMAIN=HA.IN [svservice:P1852:T3300] Env: USERDOMAIN=HA [svservice:P1852:T3300] Env: USERNAME=hal [svservice:P1852:T3300] CActiveSessions::GetSessionUserName Failed to find	

1	User logon	<pre> session ID in Active Sessions. - Session ID:[1] [svservice:P1852:T3300] OnLogon: HA\hal (NameSamCompatible) [svservice:P1852:T3300] OnLogon: CN=hal,CN=Users,DC=ha,DC=in (NameFullyQualifiedDN) [svservice:P1852:T3300] OnLogon: hal@ha.in (NameUserPrincipal) [svservice:P1852:T3300] OnLogon: Session([1][HA\hal]) skipping scripts because filtering is inactive [svservice:P1852:T3956] CAppManager::ProcessWaitOnVolumes: Process Wait On Volumes Session - [1]. [svservice:P1852:T3508] CAppManager::ProcessPendingApps: Process Apps for Session ([1][HA\hal]). [svservice:P1852:T3300] HttpUserLogin: Session([1][HA\hal]) called 0 logged in, 0 pending logout (user login) [2025-02-27 13:42:44.244 UTC] [svservice:P1852:T3300] svdriver is running </pre>	
2	Svservice send /user-login request to manager	<pre> [svservice:P1852:T3300] User login URL: /user- login?name=svservice&amp;status=0&amp;uuid= [svservice:P1852:T3300] Session([1][HA\hal]) Connecting to 10.217.79.243:443 using HTTPS (attempt 1) </pre>	
3	Manager receives user-login message and authenticate user		<pre> P6036R96860 INFO Started GET "/user- login? ... for 127.0.0.1 at 2025-04-04 03:35:08 -0500 P6036R96861 INFO NTLM: NTLM authentication result: Valid P6036R96861 INFO NTLM: NTLM authentication successful for "USER" </pre>
4	Manager verify assignments and preparing for mount		<pre> P6036R96861 DEBUG Cvo: "User &lt;\$DOMAIN\USER&gt;" has 0 applications from User application assignments: P6036R96861 DEBUG Cvo: "User &lt;\$DOMAIN\USER&gt;" has 2 applications from Group application assignments: </pre>
5	Manager respond 200 OK		<pre> P6036R96861 INFO AuditLog: Admin: System, Event: Attach Volume, Message: Success P6036R96861 INFO Cvo: Successful mount actions for 2 volume(s), and on-demand actions for 0 volume(s) appended to response P6036R96861 INFO Completed 200 OK in 722ms (Views: 0.3ms   ActiveRecord: 184.9ms   Allocations: 118420) </pre>
6	Agent receives 200 OK	<pre> [svservice:P1852:T3300] LogManagerResponse: Manager status 200 response (258 bytes): *1*#1#LOGIN.....[svservice:P1852:T3300] HttpUserLogin: Session([1][HA\hal]) succeeded (user login) [svservice:P1852:T3300] OnLogon: Session([1][HA\hal]) succeeded </pre>	
7	Agent enumerate appstacks to wait for	<pre> [svservice:P1852:T3300] CRequestParser::ReadOutVolsFromString: Parsed Line *1*#1#LOGIN HA\hal [svservice:P1852:T3300] CRequestParser::ReadOutVolsFromString: Parsed Line ATTACH-READ;\.VHD;{} [svservice:P1852:T3300] CRequestParser::ReadOutVolsFromString: volume path:"" guid:"{}" type:"attach-read" [svservice:P1852:T3300] CRequestParser::ReadOutVolsFromString: add AppStack to load order list:"{}"(1) [svservice:P1852:T3300] CRequestParser::ReadOutVolsFromString: Parsed Line ENABLE-APP;{};{};{} [svservice:P1852:T3300] LogonMount: Session([1][HA\hal]) agent:[1] manager:[1] volume(s) to attach [svservice:P1852:T3300] Session([1][HA\hal]) Remove 0 volume(s) and attached 1 volume(s)! [svservice:P1852:T3300] CAppManager::ProcessAppEnableAndDisable: Process App Enable and Disable for Session (1). [svservice:P1852:T3300] CAppManager::ProcessAppEnableAndDisable: Process App Enable for App ID ({00000000-0000-0000-0000-000000000000}), Volume ID ({00000000-0000-0000-0000-000000000000}) for Session ([1][HA\hal]). [svservice:P1852:T3300] CAppManager::ProcessAppEnableAndDisable: Process App Enable for App ID ({}), Volume ID ({} for Session ([1][HA\hal]). [svservice:P1852:T3300] Wait for Volumes - [Session=1]-[No Of Volumes=1]- [Is Writable Present=false]. [svservice:P1852:T3300] Wait for Volumes is over - [Session=1]-[No Of Volumes=1]-[Is Writable Present=false]-[Is Writable Processed=false]. [svservice:P1852:T3300] HttpUserLogin: Session([1][HA\hal]) succeeded (user login) </pre>	
		<pre> [svservice:P1852:T3508] Creating mount point at "\SnapVolumesTemp\MountPoints\{0000154D-0000-0000-0000-100000000000}\" [svservice:P1852:T3508] Mount "\\?\Volume{0000154d-0000-0000-0000- </pre>	



15	Agent check for startup.bat and start it	<pre> 2&gt;NUL &amp;&amp; netsh advfirewall export "C:\Program Files (x86)\CloudVolumes\ Agent\Logs\cvfirewall.cfg" &amp;&amp; netsh advfirewall import "C:\Program Files (x86)\CloudVolumes\ Agent\Logs\cvfirewall.cfg" (wait 0 ms)  [svservice:P932:T1064] Reload firewall policies succeeded  [svservice:P932:T1064] Checking for scripts on "\Device\HarddiskVolume4" (event startup)  Creating mount point at "\SnapVolumesTemp\MountPoints\ {8f74bb11-b9e1-11e5-b2f2-0050568527c9}\\"  [svservice:P932:T1064] "\?\Volume{8f74bb11-b9e1-11e5-b2f2-0050568527c9} \" mounted at "\SnapVolumesTemp\MountPoints\ {8f74bb11-b9e1-11e5-b2f2-0050568527c9}\\"  [svservice:P932:T1064] RunScript: Launching "\SnapVolumesTemp\MountPoints\ {8f74bb11-b9e1-11e5-b2f2-0050568527c9}\startup.bat" (event startup, CreationFlag 0x08000020, wait -1 ms)  [svservice:P932:T1064] Successfully launched: \SnapVolumesTemp\MountPoints\ {8f74bb11-b9e1-11e5-b2f2-0050568527c9} \startup.bat (wait -1 ms)  [svservice:P932:T1064] Finished waiting for "\SnapVolumesTemp\MountPoints\{8f74bb11-b9e1-11e5-b2f2- 0050568527c9}\startup.bat" (WaitStatus 0, ExitCode 0)  svservice:P932:T1064] Checking for scripts on "\Device\HarddiskVolume4" (event logon) </pre>	
16	Agent start allvolattached.bat	<pre> [svservice:P932:T1064] Checking for scripts on "\Device\HarddiskVolume4" (event allvolattached) </pre>	
17	Agent stops blocking user logon and start shell	<pre> svservice:P932:T3128] OnStartShell called (Session ID 1, Handle 00000000002ADFB0, Params 000000007ACEF58, Context 0000000000000000)  [svservice:P932:T3128] OnStartShell: WW002\w99apb70 (NameSamCompatible) </pre>	
18	Agent installs fonts	<pre> [svservice:P932:T3128] RunExecutableAsUser: CommandLine svservice.exe updatefonts install \REGISTRY\MACHINE\SnapVolumes- {eca80ed7-b617-11e5-9df3-806e6f6e6963} \METADATA\FONTS\{8f74bb00-b9e1-11e5-b2f2-0050568527c9} </pre>	
19	Agent starts shellstart.bat	<pre> [svservice:P932:T3128] Checking for scripts on "\Device\HarddiskVolume3" (event shellstart)  Creating mount point at "\SnapVolumesTemp\MountPoints\ {8f74bb00-b9e1-11e5-b2f2-0050568527c9}\\"  svservice:P932:T3128] "\?\Volume{8f74bb00-b9e1-11e5-b2f2-0050568527c9}\\" mounted at "\SnapVolumesTemp\MountPoints\ {8f74bb00-b9e1-11e5-b2f2-0050568527c9}\\"  svservice:P932:T3128] RunExecutableAsUser: Path "\SnapVolumesTemp\MountPoints\ {8f74bb00-b9e1-11e5-b2f2-0050568527c9}\shellstart.bat" </pre>	
20	If writable was attached, agent update manager with information about writable (size, free space, etc)	<pre> [svservice:P968:T1104] QueryNewPolicyFiles  URL: /update-volume-files?name=svservice&amp; uuid=422d1d4a-7add-4a35-5502-4cb304beb529&amp;status=0&amp;osver=6.1.7601&amp; sp=1.0&amp;suite=256&amp;product=1&amp;arch=9&amp; proc=2&amp;agentver=2.9.0.839U &amp;domain=DOMAIN56&amp;volguid= {f2c59a5f-b8af-4ccd-9904-9b2cf41f90b6}&amp;volver=2.9.0.254&amp; freebytes=10591367168&amp; totalbytes=10734268416&amp;machinesid= S-1-5-21-1766334048-1507118372-1063938722 </pre>	<pre> P6036R96861 INFO Cvo: Setting free MB for "\$DOMAIN\USER" to 10100 of 10236"  P6036R96861 INFO Cvo: Setting volume version for "\$DOMAIN\USER" to "4.17.0.1"  P6036R96861 INFO Cvo: Setting agent version for "\$DOMAIN\USER" to "4.17.0.1"  P6036R96861 INFO Completed 200 OK in 62.5ms (Views: 0.0ms   ActiveRecord: 46.9ms) </pre>
21	Manager receive the update and return 200 OK		

22	Logon finished	[svservice:P968:T2124] OnLogon: succeeded	
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User  
logoff

#	Operation	Agent-side Svservice .log entries	Manager-side production .log entries
1	User logoff	[svservice:P968:T3332] OnLogoff: DOMAIN\0001821 (NameSamCompatible)	
2	Agent starts logoff.bat	svservice:P968:T3332] RunExecutableAsUser: Path "\SnapVolumesTemp\MountPoints\{2db2c383-4664-11e5-90a3-005056ad8f5c}\logoff.bat"	
3	Agent starts shutdown_presvc.bat	[svservice:P968:T1100] Checking for scripts on "\Device\HarddiskVolume5" (event shutdown_presvc)	
4	Agent stops services from the appstack	[svservice:P968:T1100] Stopping services on a volume "\REGISTRY\MACHINE\SnapVolumes-{2db2c383-4664-11e5-90a3-005056ad8f5c}\MACHINE\System\ControlSet001\Services" (GUID {2db2c383-4664-11e5-90a3-005056ad8f5c}, SystemVolume 0)	
5	Agent unloading appstack registry	[svservice:P968:T1100] Unloading hive "\REGISTRY\MACHINE\SnapVolumes-{2db2c383-4664-11e5-90a3-005056ad8f5c}"	
6	Agent starts shutdown.bat	svservice:P968:T3332] User logout URL: /user-logout?name= [svservice:P968:T3332] [0] Connecting to 10.241.29.220:80 using HTTP (attempt 1)	
7	Agent sends /user-logout message to the manager		
8	Manager receives /user-logout message		P6644R441135 INFO Started GET "/user-logout? ... for 127.0.0.1 at 2025-04-03 20:30:55 -0500  P6644R441135 DEBUG Cvo: Found and updated existing "User <\$DOMAIN\USER>"
9	Manager unmounting user appstacks		P6644R441135 INFO Cvo: Unmounting volumes for "User <\$DOMAIN\USER>" from "Machine <(42d6d189-88f1-aa2f-dc70-daf391ac6110 10.100.1.40)"  P6644R441135 INFO AuditLog: Admin: \$DOMAIN\USER, Event: User Logout, Message: Success
10	Manager responds 200 OK		P6644R441135 INFO Completed 200 OK in 501ms (Views: 0.6ms   ActiveRecord: 182.8ms   Allocations: 53877)

Computer  
shutdown

#	Operation	Agent-side Svservice .log entries	Manager-side production .log entries
1	Computer shutdown	[svservice:P860:T864] ServiceStartShutdown: shutting down (0 logged on users)[svservice:P860:T864] Setting status to SERVICE_STOP_PENDING[svservice:P860:T864] ServiceStartShutdown: running computer shutdown scripts (before stopping services)	
2	Agent sends /computer-shutdown message	[svservice:P860:T908] Computer shutdown URL [svservice:P860:T908] [0] Connecting to appvolumes.dewberry.com:443 using HTTPS (attempt 1)	
3	Manager receives computer-shutdown		P2452R449216 INFO Started GET "/computer-shutdown? ... for 127.0.0.1 at 2025-04-03 20:30:57 -0500  P2452R449216 INFO Manager: Computer Shutdown: upn=\$DOMAIN\%COMPUTER account=%COMPUTER (domain)  P2452R449216 DEBUG Session: Issuing delete cookie for agent session "AgentSession <#350108 WACLNEA106059 93f2b478a8552cf8ceb9b7019647aacbe08612 f00e74f736847be11506cbe3e1>"  P2452R449216 INFO Manager: Shutting down "Computer <\$DOMAIN\%COMPUTER>" on "Machine <(42d6d189-88f1-aa2f-dc70-daf391ac6110 10.100.1.40)"  [2025-02-25 01:30:57 UTC] P2452R449216 INFO AuditLog: Admin: \$DOMAIN\%COMPUTER, Event: Computer Shutdown, Message: Success

4	Manager unmounting computer-based appstacks		<pre> P2452R449216 INFO Manager: Backgrounding detach of all volumes from "Computer &lt;\${DOMAIN}\\$COMPUTER&gt;" on "Machine &lt;&gt; (42d6d189-88f1-aa2f-dc70- daf391ac6110 10.100.1.40)"  P2452R449216 INFO Cvo: Enqueue job: Detach Volumes #&lt;Thread:0x00003131e4a41ee8@puma srv tp_002 C:/Program Files (x86)/CloudVolumes/Manager/vendor/bund le/ruby/3.2.0/gems/puma- 5.6.7/lib/puma/thread_pool.rb:104 run&gt; </pre>
5	Manager responds 200 OK		<pre> P2452R449216 INFO Cvo: "Computer &lt;\${DOMAIN}\\$COMPUTER&gt;" is going offline from VM "Machine &lt;&gt; (42d6d189-88f1-aa2f-dc70- daf391ac6110 10.100.1.40)"  P2452R449216 INFO Completed 200 OK in 80ms (Views: 0.5ms   ActiveRecord: 30.3ms   Allocations: 15743) </pre>
6	Svservice stops	[svservice:P860:T908] *** Finished	