

Knowledgebase > Deskpro Legacy > Setting Dlog4j2.formatMsgNoLookups=true via Java Tool Options on Windows (JRE/JDK)

## Setting Dlog4j2.formatMsgNoLookups=true via Java Tool Options on Windows (JRE/JDK)

Colin Dunn - 2022-02-08 - Comments (0) - Deskpro Legacy

Refer to this document to confirm whether this article is relevant to you.

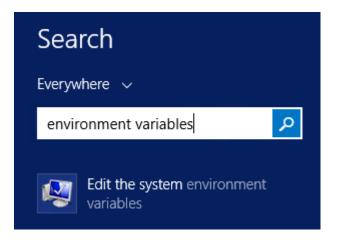
This documentation is applicable on any Windows Server 2008, 2012, 2012 R2, 2016, 2019 - as well as Windows 10.

• If you are running Elasticsearch 5.0.0 - 5.6.10, you should follow these instructions first:

https://support.deskpro.com/en/kb/articles/install-elasticsearch-5616-on-windows

• If you are running Elasticsearch 5.6.11 - 5.6.16, you should apply this setting.

 Search for "Environment Variables" in the start menu and click on "Edit the system environment variables" (or go to Control Panel > System and Security > System > Advanced system settings)



2. Click on "Environmental Variables"

e	System Properties	
9	Computer Name Hardware Advanced Remote	
	You must be logged on as an Administrator to make most of these changes.	
	Performance Visual effects, processor scheduling, memory usage, and virtual memory	
	Settings	ıd :
	User Profiles	ir
	Desktop settings related to your sign-in	ior
	Settings	Sei
	Startup and Recovery	icr
	System startup, system failure, and debugging information	
	Settings	╞
	Environment Variables	nei
		pe:
	OK Cancel Apply	ou
		me

3. Click on "New"

Variable	Value ^
ComSpec	C:\Windows\system32\cmd.exe
FP_NO_HOST_C	NO
JAVA_HOME	C:\Program Files\Java\jre1.8.0_291
JAVA_TOOL_OP	-Dlog4j2.formatMsgNoLookups=true 🗸
	New Edit Delete

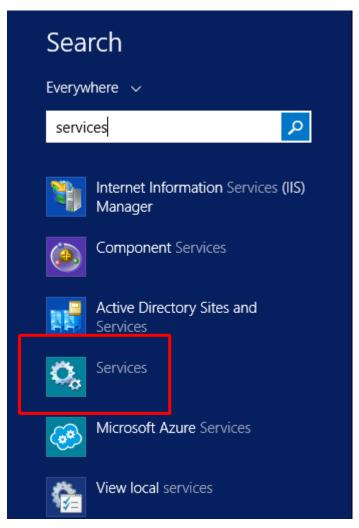
**4.** For the "Variable name" enter: JAVA\_T00L\_0PTI0NS

For the "Variable value" enter: -Dlog4j2.formatMsgNoLookups=true

	New System Variable
Variable name: Variable value:	JAVA_TOOL_OPTIONS -Dlog4j2.formatMsgNoLookups=true OK Cancel

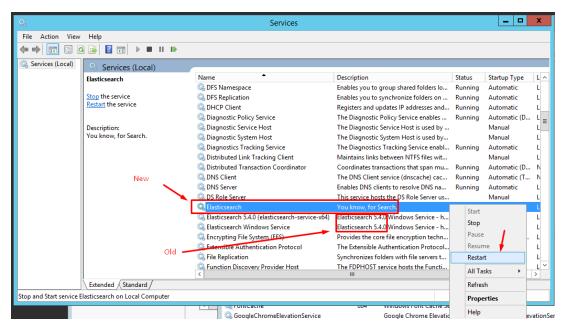
**5**. Press "OK" on the Window, "OK" again, and "OK" once more, till the system properties window is closed. You can try and open this up again, to confirm the changes have applied.

6. You must restart the Elasticsearch service after applying this. Open the "Start" menu and Search for Services, Open "Services"



7. Locate the NEW Elasticsearch service, right click, and restart. The previous Elasticsearch services should be labelled with the old version 5.4.0.

If you are not sure, restart all of the Elasticsearch services. This is the only way to apply the above patch.



**Additional step: (Not Required, but recommended)** Disable the previous services entirely. Right click on the defunct services, and select properties.

Ensure the old services are both stopped, and the Startup type is set to disabled. You will get a warning from the Deskpro Manager that some services are not working, this can be ignored.

