Recast

RMS Logs

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On the RMS **Logging** page, you can view real-time Recast Management Server logs. This information can be especially useful for troubleshooting.

View Logs

You can view the Recast Management Server logs by navigating to **Administration** > **Logging**.

> **NOTE**: If you have a pop-up blocker running in your browser, it can block the Logging page from loading.

Change the Logging Level

When troubleshooting an issue, you can temporarily increase the logging level to **Debug** to capture more information. By default, the log level is set to **Information**.

To change the logging level, open the **Log Level** drop-down menu and select from the list.

> **NOTE**: Remember to set an elevated logging level back to **Information** after troubleshooting. A higher log level can impact performance.

If you are unable to get into Recast Management Server

If you can't access your Recast Management Server, you can manually turn on the STDout Log in your web.config file.

To turn on the STDout Log:

1. Open the web.config file located at `C:\Program Files (x86)\Recast Software\Recast Management Server\web.config` .

2. Change the **stdoutLogEnabled** value to '**true**'.

You can view the resulting log in the Logs folder at `C:\ProgramData\Recast Software\Logs` .

> **NOTE**: Turn off STDout logging after troubleshooting is done, as it can take up a lot of space if left on for long periods of time.