

Logs for Recast Management Server


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If you ever have trouble with your Recast Management Server, there may be a time when our Support Team asks you for information from the logs. This section includes information about where logs are stored, and how to get them to us.

RMS Support Tool

The RMS Support Tool is a PowerShell script that collects all Recast Management Server logs and various settings into one .zip file. This tool automatically uploads the file to the Recast Support team, making it easier to provide our Support team with all the information they require for troubleshooting.

To run the RMS Support Tool:

1. Download the RMS Support Tool PowerShell script: [RMSSupportTool](#) 
2. Open PowerShell as an Administrator and navigate to the folder where you've located the script.
Example: `Set-Location -Path "C:\Users\<<YourUserAccount>\<FolderWhereScriptIsLocated>"`
3. Run the following command: `"PowerShell.exe -ExecutionPolicy Bypass -File '.\rms-support-tool.ps1'"`

Send the file to the Support Team member requesting the logs. You can also send the file to [Recast Support](#), if you're in the process of opening a ticket.

Audit Log

The **Audit Log** lets you search and filter all actions run against a Recast Management Server, and view the results in list or chart form.

The Audit Log is available in your Recast Management Server by navigating to **Administration > Audit Log**.

View the Audit Log

The **Audit Log** includes details such as when and for how long actions ran and which user ran them.

Filter the Audit Log

The Audit Log table is searchable and can also be filtered by selecting a **Start Date** and/or **End Date** and clicking **Refresh**.

View Results

Click the View Results icon to the right of a row to see more information about a log entry. From the list of results, you can select columns to view in chart form. Results can also be exported to CSV.

View Proxy Type

Click **Proxies** to the right of a log entry to see the **route type** used to direct the action to the target devices.

Set Audit Log Age

View or edit the amount of time that audit log entries are saved under **Settings**. The option is **MaxAuditLogAge**.

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RMS Logs

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.

RMS Install Logs

When troubleshooting Recast Management Server installation, you may be asked to provide logs to our Support Team. Here's where to find them, and how to send them to us.

Recast Management Server Install Log Location

C:\Users\<User account running the install>\AppData\Local\Temp

NOTE: The log name will be similar to **Recast_Management_Server_***.

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TIP: You can also check **Event Viewer > Windows Logs > Application** for errors that may provide additional information about what's gone wrong.

To send RMS install logs to Recast Support:

1. In the folder, select all logs showing more than 0 KB.
2. Right-click and add the selected logs to a new Compressed (Zipped) File.
3. Send the file to our Support Team.

Browser Console Logs

When troubleshooting Recast Management Server issues, our Support Team may ask you to provide the browser console file for the page where the issue appears.

The steps for saving the browser console logs are similar for most common browsers, but there are subtle differences in the location and appearance of the Developer Tools on some browsers. This article covers instructions for Google Chrome, Microsoft Edge, and Firefox.

Google Chrome / Microsoft Edge

To save browser console logs in Chrome or Edge:

1. Right-click your anywhere on the page and select **Inspect** from the drop-down menu.
2. In the **Developer Tools** window that opens, click the **Console** tab.
3. Right-click in the **Console** tab window and select **Save as**.
4. Save the file. If you don't see any data in the saved file, copy and paste the console logs into a text editor and save as a text file.

Firefox

To save browser console logs in Firefox:

1. In the top right corner of the page, click the hamburger menu icon.
2. Select **Web Developer > Web Console** from the drop-down menus.
3. In the window that opens, click the **Console** tab if it is not already open.
4. Select the console log content, then copy and paste it into any text editor and save it as a text file.

SignalR Debug Logs

When troubleshooting Right Click Tools actions, you may be asked to collect and provide SignalR debug logs. Before doing so, you'll have to enable SignalR debug logging for your Recast Management Server.

To enable SignalR debug logging:

1. On the server where Recast Management Server is installed, open the `appsettings.json` file located at `C:\Program Files (x86)\Recast Software\Recast Management Server` .
2. Set the `LogLevel` for `Microsoft.AspNetCore.SignalR` and `Microsoft.AspNetCore.Http.Connections` to 'Debug'.

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Example:

```
{
  "Logging": {
    "LogLevel": {
      "Default": "Debug",
      "System": "Information",
      "Microsoft": "Information",
      "Microsoft.AspNetCore.SignalR": "Debug",
      "Microsoft.AspNetCore.Http.Connections": "Debug"
    }
  }
}
```

For more details, see [Logging and diagnostics in ASP.NET Core SignalR](#).

3. After setting the log level, recycle the application pool in IIS.

To collect Recast Management Server logs:

1. Attempt to run the actions again.
2. In the **Logs** folder at **C:\ProgramData\Recast Software\Logs**, select the most recent RMS log files.
3. Right-click and add the selected logs to a new Compressed (Zipped) File.
4. Send the file to our Support Team.

NOTE: Remember to decrease the logging level to **Information** after troubleshooting. A higher log level can impact performance.

Discovery Sync Logs

The Discovery Sync allows your Recast Management Server to gather and synchronize data from your third-party [service connections](#).

When troubleshooting Discovery Sync issues, our Support Team may ask you to collect and send RMS debug logs. Before doing so, configure your logging to provide useful debug log information.

To enable Discovery Sync debug logging:

1. On the server where Recast Management Server is installed, open the **appsettings.json** file located at **C:\Program Files (x86)\Recast Software\Recast Management Server**.
2. In the **Serilog / Minimum Level / Override** section, add **"Microsoft.EntityFrameworkCore": "Error"**.

Example:

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```
{
  "Logging": {
    "LogLevel": {
      "Default": "Debug",
      "System": "Error",
      "Microsoft": "Error",
      "Microsoft.AspNetCore.SignalR": "Error",
      "Microsoft.AspNetCore.Http.Connections": "Error"
    }
  },
  "Serilog": {
    "MinimumLevel": {
      "Default": "Debug",
      "Override": {
        "Microsoft.EntityFrameworkCore": "Error"
      }
    }
  }
}
```

3. After setting the log level, recycle the application pool in IIS.

TIP: You can also view log files using the [CMTrace](#) tool by selecting **Tools > Filter** and enabling **Filter when the Component contains Discovery**.

To collect Recast Management Server logs:

1. Attempt to run the actions again.
2. In the **Logs** folder at **C:\ProgramData\Recast Software\Logs**, select the most recent RMS log files.
3. Right-click and add the selected logs to a new Compressed (Zipped) File.
4. Send the file to [Recast Support](#).

NOTE: Remember to decrease the logging level to **Information** after troubleshooting. A higher log level can impact performance.
