

Collect Logs for Application Manager Troubleshooting

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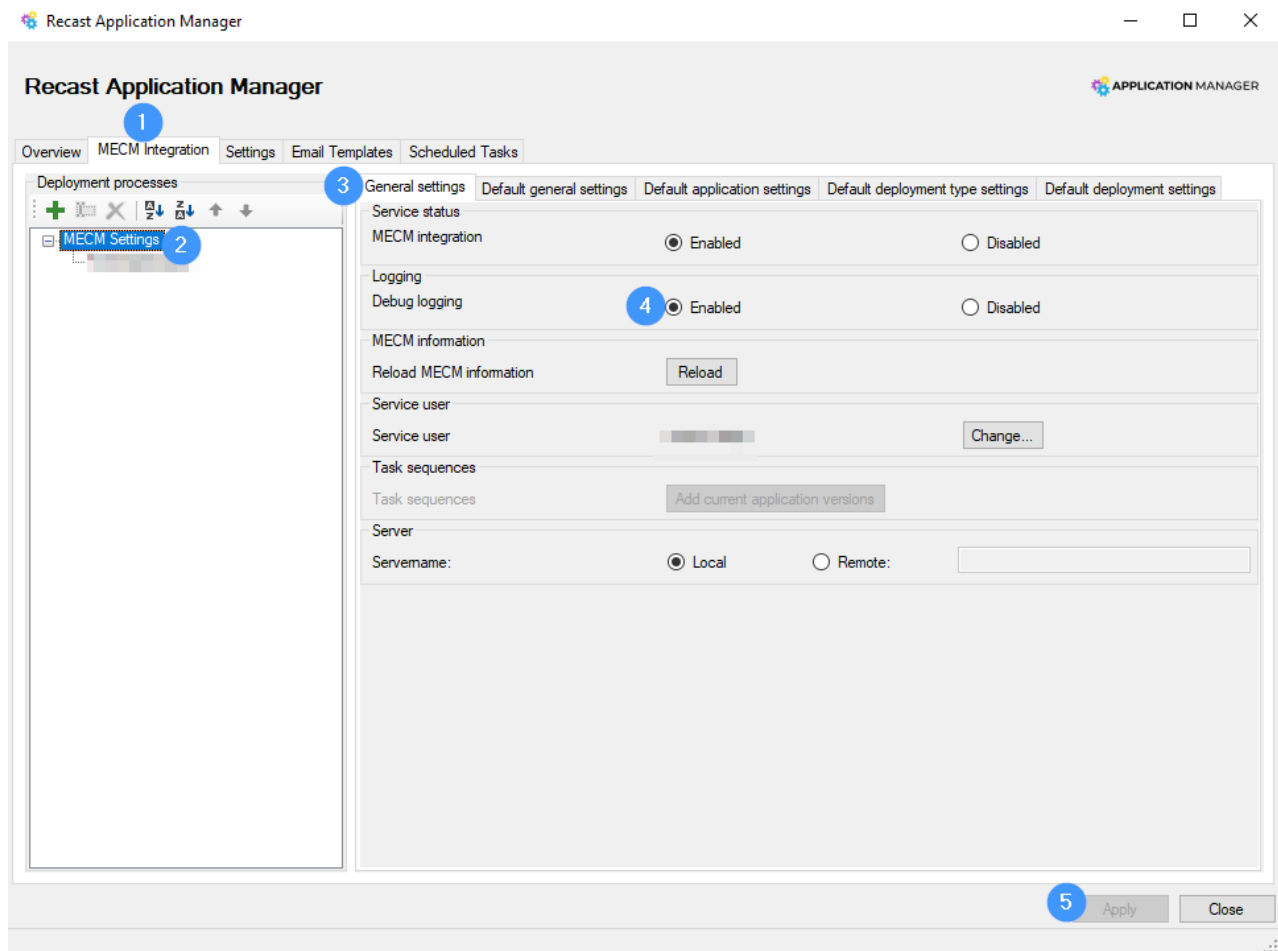
If you ever have trouble with your Application Manager, there may be a time where Recast Support will ask you for information from the logs. Here's where to enable debug logging, and how to get log files to us.

Enable Debug Logging

When troubleshooting, it's often useful to increase logging to the debug level.

To enable debug logging:

1. In Application Manager, click the **MECM Integration** tab.
2. Click **MECM Settings**.
3. Click the **General settings** tab.
4. Set **Debug logging** to **enabled**.
5. Click **Apply** to save changes.



Send Log Files

If you are having issues with application import or the Application Manager interface, send all files from the following folder to Recast Support:

- **C:\ProgramData\Recast Software\Application Manager\Logs**

If you're having issues with application media download, also send the following log file:

- **C:\ProgramData\Recast Software\Application Manager\PackageDownloader\PackageDownloader.log**