

RMS Logs

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

View Logs

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

Change the Logging Level

By default, the Log Level is set to **Information**. When troubleshooting, it's often useful to increase the logging level to **Debug** to collect more information.

To set the logging level to Debug:

1. In the Recast Management Server interface, navigate to **Administration > Logging**.
2. Open the **Log Level** drop-down menu.
3. Select **Debug**.

To view updated logging:

1. If logging is currently displayed on the **Logging** page, click **Clear**, then run your action. If the page shows **Connecting...**, run your action.
2. When your action has completed (whether successful or failed), click **Download**.

Your web browser will download the logs to your default download location.

NOTE: Remember to decrease the logging level to **Information** after troubleshooting.

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.