

Recast

Logs for Right Click Tools

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If you ever have trouble with your Right Click Tools environment, there may be a time where Recast Support will ask you for information from the logs. This section includes information about where logs are stored, and how to get them to us.

Right Click Tools Logs

When troubleshooting Right Click Tools, you may be asked to provide logs to our Support Team. Here's where to find them, and how to send them to us.

Right Click Tools Log Location

Recast Software Version 5: **C:\Users\<<ConfigMgr Console user>\AppData\Roaming\Recast Software\Logs**

Recast Software Version 4: **C:\Users\<<ConfigMgr Console user>\AppData\Roaming\RecastRCT\Logs**

To send Right Click Tools logs to Recast Support:

1. In the **Logs** 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.

Console Extension Debug Logs

When troubleshooting Right Click Tools actions, our Support Team might ask you to collect and send Console Extension debug logs. Before you can do that, you'll have to temporarily enable debug logging for the Console Extension.

To enable Console Extension debug logging:

1. Close the Configuration Manager Console.
2. Run the following PowerShell script on the device where you're accessing Right Click Tools.

```
$key = 'HKLM:\Software\WOW6432Node\Recast Software\Recast Console Extension'  
$Name = 'LogLevel'  
$value = '1'  
if (!(Test-Path $key)) {  
    New-Item -Path $key -Force | Out-Null  
}  
Set-ItemProperty -Path $key -Name $Name -Value $value -Type String
```

To collect Console Extension debug logs:

1. Open the Configuration Manager Console.
2. Attempt to run the action you're currently having issues with.
3. In the **Logs** folder at **C:\Users\<<UserAccountAccessingTheConsole>\AppData\Roaming\Recast Software\Logs**, select the most recent Console Extension log files.

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4. Right-click and add the selected logs to a new Compressed (Zipped) File.
5. Send the file to Recast Support.

Once you've sent the logs to Recast, disable debug logging, as a higher log level can impact performance.

To disable debug logging:

Run this PowerShell script on the same device to revert the change and disable debug logging.

```
$key = 'HKLM:\Software\WOW6432Node\Recast Software\Recast Console Extension'  
$Name = 'LogLevel'  
if (Test-Path $key) {  
    Remove-ItemProperty -Path $key -Name $Name  
}
```

RMS Logs

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

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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.

Recast Proxy Logs

Should our Support Team ask you to provide Recast Proxy logs to help with troubleshooting, here's where to find them and how to send them.

Proxy Log Name & Location

RecastProxy_xxx.log files are located at **C:\ProgramData\Recast Software\Logs**

To send Recast Proxy logs to Recast Support:

1. In the **Logs** folder, select all Proxy 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.

Recast Agent Logs

Should our Support Team ask you to provide Recast Agent logs to assist with troubleshooting, here's where to find them and how to send them to us.

Agent Log Location

C:\ProgramData\Recast Software\Logs

To send Recast Agent logs to Recast Support:

1. In the **Logs** folder, select all Agent 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.
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