

RMS Install Logs

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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_***.

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.
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