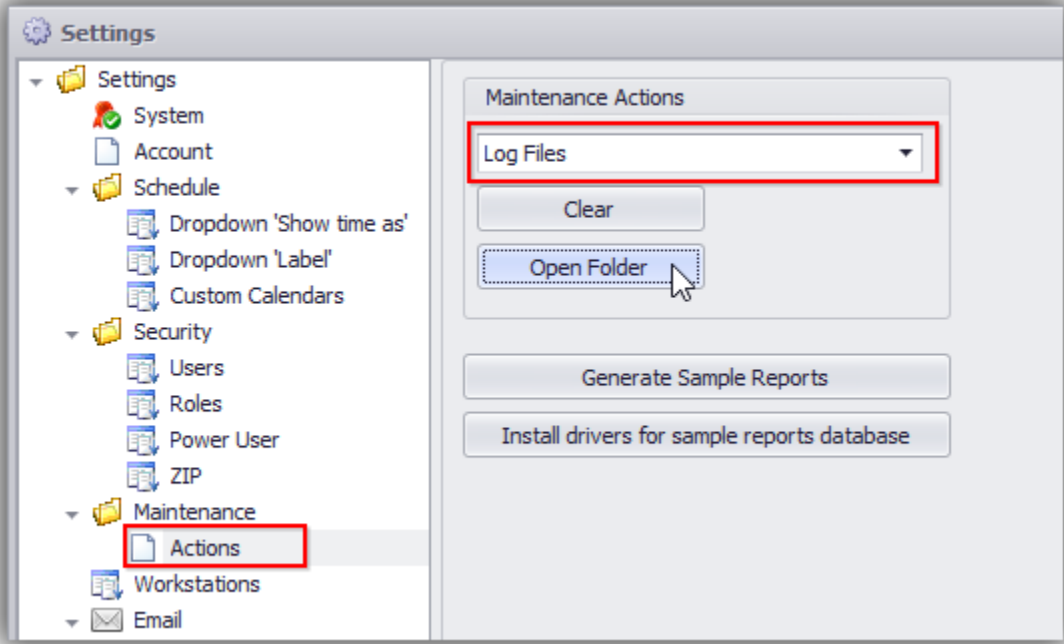
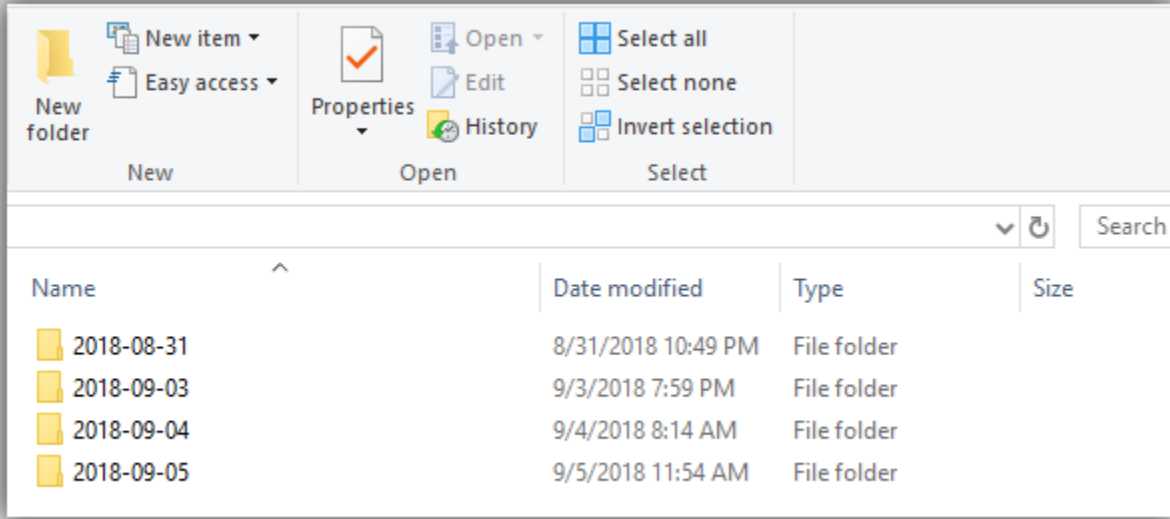


How to find log files in R-Tag

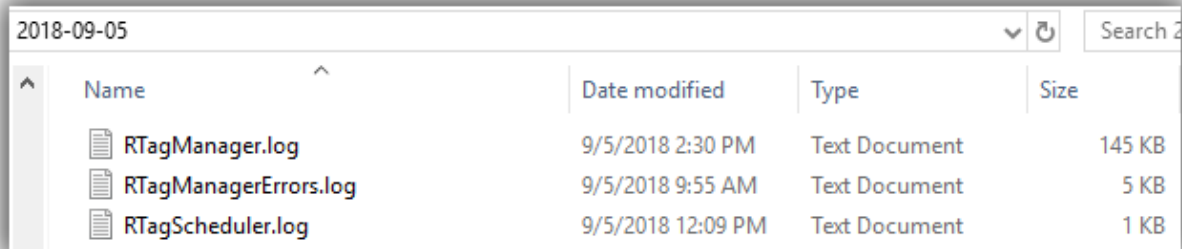
R-Tag logs are placed in folder C:\Users\<username>\AppData\Roaming\logs where <username> is the login name of the user who is running the software. The easiest way to open this folder is to open Settings screen, navigate to Maintenance/Actions, on the right select "Log files" and click open folder



This will open Windows explorer and you will see a separate folder for each date with a log file



Open the folder for the date you want to examine and you will see separate files for each application. RTManagerErrors.log and RTagSchedulerErrors.log will contain just the errors (if any) while RTagManager.log and RTagScheduler.log will contain all information (including errors)



Name	Date modified	Type	Size
RTagManager.log	9/5/2018 2:30 PM	Text Document	145 KB
RTagManagerErrors.log	9/5/2018 9:55 AM	Text Document	5 KB
RTagScheduler.log	9/5/2018 12:09 PM	Text Document	1 KB

Errors log files are created for easy review of the errors. If you would like to find more information about each error open the regular file and find the error record.

Keep in mind that R-Tag Scheduler Windows service may be using different account and if you want to review the log files you need to navigate to the right user folder (C:\Users**<username>**\AppData\Roaming\logs)