Collecting Logs for Troubleshooting

If you ever have issues with your Carillon environment, there may be a time where Recast Support will ask you for log files in order to troubleshoot the issue. Here's where the log files are stored, and how to get them to us.

Enable Debug Logging on Centero Agent Gateway

By default, debug logging is disabled on the Centero Agent Gateway. You can enable it in the IIS site's web.config file.

To enable debug logging:

1. Open the web.config file in a text editor
2. Set debugging to **true**: `<add key="Debugging" value="true"></add>`
3. Save the web.config file

With debug logging enabled, you will see the **Centero Gateway Carillon Debug.log** file in the IIS site's App_Data folder.

> It is recommended to disable debug logging after troubleshooting.

Server Components

Centero Agent Gateway and Centero Carillon log files are located in the IIS site's App_Data folder.

Default App_Data folder locations:

- **C:\Centero Agent Gateway\App_Data** - Log files about Agent Gateway functionality and communication with Centero Agents
- **C:\Carillon\App_Data** - Log files about the Carillon Portal

You can find your IIS site's path from IIS Manager -> Sites view

Enable Debug Logging on Centero Agent

You can enable debug logging for each individual Centero Carillon client component from the registry editor.

To enable debug logging, change **Debug** DWORD value to **1** for the failing component.

Components and registry keys

- Centero Agent: HKLM\SOFTWARE\Centero\Agent
- Centero Carillon: HKLM\SOFTWARE\Centero\Agent\Modules\Carillon

- CMM: HKLM\SOFTWARE\Centero\Agent\Modules\CMM

- Centero Agent Service: HKLM\SOFTWARE\Centero\Agent\Service

- Centero Agent Tray: HKLM\SOFTWARE\Centero\Agent\Tray

When creating a debug report, you'll see a list of Centero Agent components and their current debug logging status.
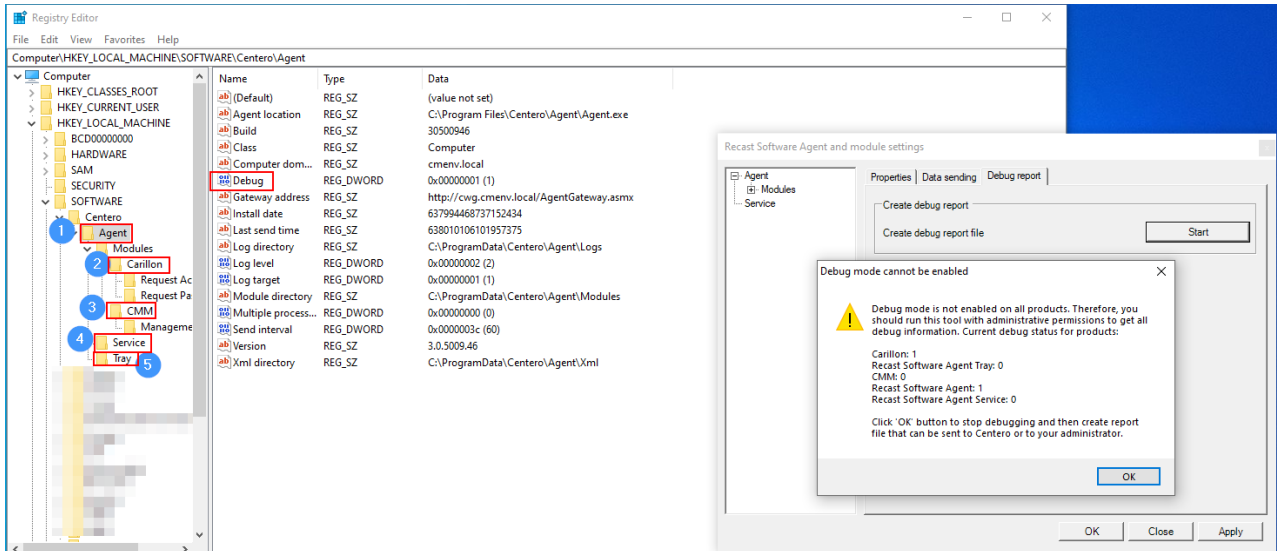
For most troubleshooting scenarios, it's sufficient to enable debug logging for Centero Agent and Carillon components

Centero Agent

Centero Agent log files are located at **C:\ProgramData\Centero\Agent\Logs**. They can also be found under the Event viewer's **Application** view.

You can create a debug report from Centero Carillon, after enabling debug logging for the component. Follow these steps to create a debug report:

1. Right click **Centero Carillon** icon from taskbar

2. Select **Settings**

3. Go to **Debug report** tab

4. Select **Start**

5. Follow on-screen instructions to save the report to the specified folder

6. Send the report file to Recast Support