



Changing Software Logging Level and Obtaining Logs for DW Spectrum® IPVMS

Affected Roles: Owner, Administrator

Related Digital Watchdog VMS Apps: DW Spectrum IPVMS

Complexity: High

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Application Logs

As DW Spectrum runs, the system documents diagnostic information which can be used by support technicians to better understand how the system is acting. This can be useful when trying to identify issues during troubleshooting.

This article will outline how to change the logging level of DW Spectrum on Windows, Ubuntu, and Macintosh (client only) and where to find the application logs.

****NOTE:** For adjusting Server Log level through the Server Web Page, please read [Modifying Server Logging Level](#).

Supported/Affected Devices

- DW Blackjack Series

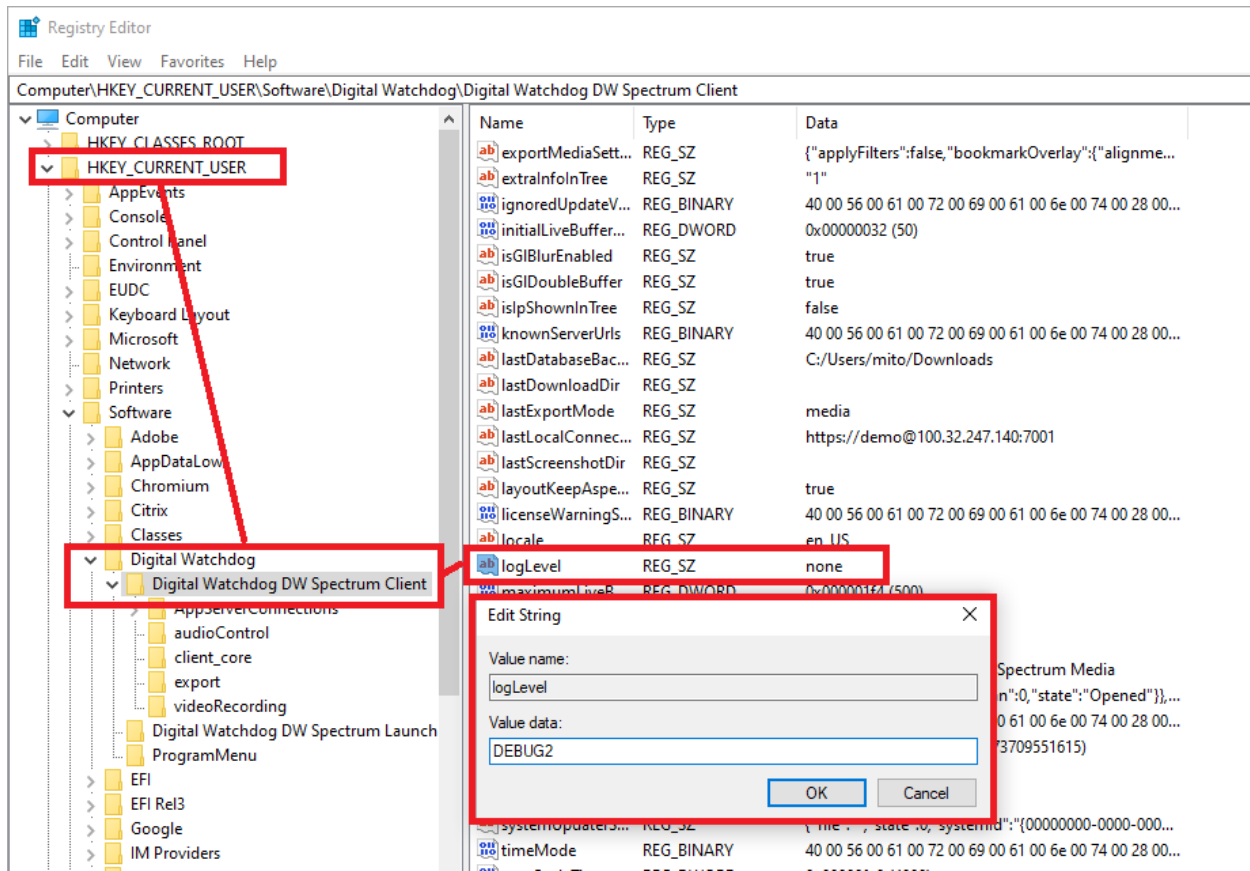
Desktop Client

Windows

1. Stop all running desktop client instances (videowall included).
2. To increase the logging level, open the **Registry Editor**.
 - Open the **Run** tool by using the **Windows Key + R** on the keyboard.
 - Enter **regedit** to the Run tool, then click **OK**.
 - In the *Registry Editor*, navigate to:

```
HKEY_CURRENT_USER\SOFTWARE\Digital Watchdog\Digital Watchdog DW  
Spectrum Client
```

3. Find the **logLevel**, then **double-click** to select it.
Set the desired *Value data* (e.g., DEBUG2).
Click **OK** to save.



4. Start the DW Spectrum Client to apply the changes.

5. The application logs are now available in:

```
C:\Users\%username%\AppData\Local\Digital Watchdog\Digital Watchdog
DW Spectrum Client\log
```

Ubuntu

1. Stop all running Desktop client instances (videowall included)

2. To change the log level **edit the client config file** with path:

```
/home/%username%/config/Digital Watchdog/Digital Watchdog DW
Spectrum Client.conf
```

3. Find the **logLevel** string and set the desired value (e.g., DEBUG2).
Save the modified value.
4. Start the client to apply changes.
5. Application logs will be available at:

```
/home/%username%/.local/share/Digital Watchdog/client/default
```

Macintosh

1. Stop all running Desktop client instances (videowall included)
2. **Convert the Desktop Client's config file** from binary to .xml format:

```
plutil -convert xml1 ~/Library/Preferences/com.digital-watchdog.Digital\ Watchdog\ DW\ Spectrum\ Client.plist
```

3. Open the file with vim editor.

```
vim ~/Library/Preferences/com.digital-watchdog.Digital\ Watchdog\ DW\ Spectrum\ Client.xml
```

4. Find the line **<key>logLevel</key>** by entering the search command **/logLevel**.

Enter edit mode by pressing **i**.

Edit the line directly under the highlighted search result. It should be changed from **<string>none</string>** to **<string>DEBUG2</string>**.

5. Press the **ESC** button, then type **:wq** and press **ENTER**.

6. Application logs will be available at:

```
~/Library/Application Support/Digital Watchdog/Digital Watchdog  
DW Spectrum Client/log
```

Media Server

Windows

1. To increase the logging level, open the **Registry Editor**.
 - Open the **Run** tool by using the **Windows Key + R** on the keyboard.
 - Enter **regedit** to the Run tool, then click **OK**.
 - In the *Registry Editor*, navigate to:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Digital Watchdog\Digital Watchdog  
Media Server
```

2. Add **logLevel** string, and set the desired value (e.g., DEBUG2).
Click **OK** to save.
3. Restart the Media Server to apply changes.
4. Server logs will be available at:

```
C:\Windows\System32\config\systemprofile\AppData\Local\Digital  
Watchdog\Digital Watchdog Media Server\log
```

Ubuntu

1. To change the log level, edit the client config file with path:

```
/opt/digitalwatchdog/mediaserver/etc/mediaserver.conf
```

2. Add **logLevel** string, and set the desired value (e.g., DEBUG2).

Save the modified file.

3. **Restart the Media Server** to apply changes

4. Application logs will be available at:

```
/opt/digitalwatchdog/mediaserver/var/log
```