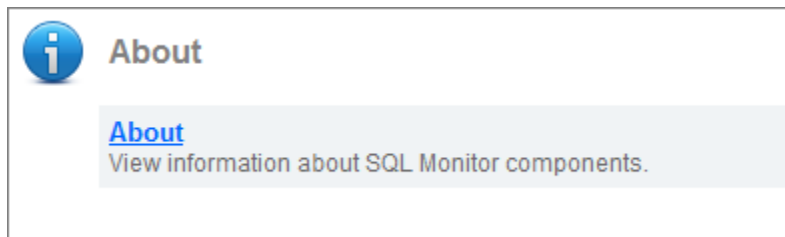


How do I view component information and log files?

Log files collect information about SQL Monitor while you are using it. These files are useful to us if you have encountered a problem.

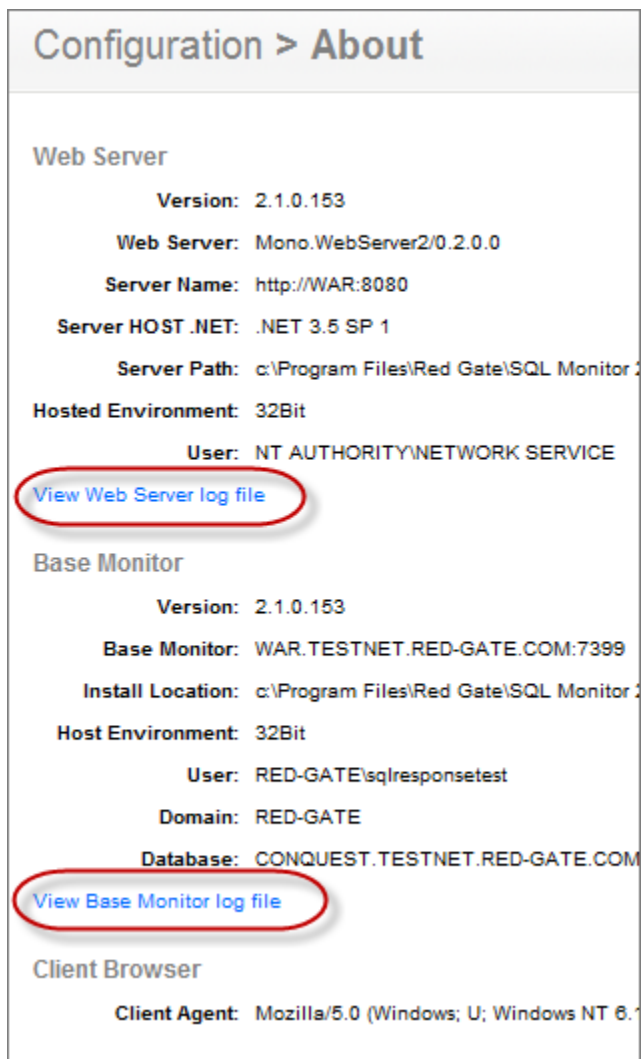
Viewing log files

Go to the **Configuration** tab. Under **About**, select **About**:



The page displays useful information about the Web Server, Base Monitor and Client Browser.

Click the **View Web server log file** or **View Base Monitor log file** links to display detailed logs of the activities for each of these SQL Monitor components.



When you click on a link to view the log file, the contents of the log file are displayed in your browser, and a link to the location of the file on the Base Monitor computer is displayed.

Configuration > Web Log File

Local file name: C:\ProgramData\Red Gate\Logs\SQL Monitor 2\Website.log

```
[Red Gate Monitor (2.1.0.178), Running as: NT AUTHORITY\NETWORK SERVICE (Service), Working Dir: C:\ProgramData\Red Gate\Logs\SQL Monitor 2\Website.log]
[Running on: BRIANH2 (brianh2.red-gate.com), OS Version: Microsoft Windows NT 6.1.7600.0, .NET Framework 4.0.30319.1]
[Start Date: 2010-11-30 10:49:31Z, Current Date: 2010-11-30 11:38:13Z, Elapsed Time: 00:48:42.866]
2010-12-01 09:32:02,467 [ 9] WARN RedGate.Response - Getting Log file
2010-12-01 11:06:59,404 [ 10] WARN RedGate.Response - Getting Log file
```

Should you need to contact Red Gate support, they may ask you to email log details to them. Download all log files on this page under **Diagnostics**: click **Retrieve all log files**, and attach a copy to your email. This maintains the initial log format, which can be checked more quickly and easily than reformatted content.

Viewing connection information for monitored servers

If you have connection problems when monitoring some of your servers, you can view logged connection errors:

1. Go to the **Configuration** tab and under **Monitoring**, select **Monitored servers**.



Monitoring

Monitored servers

Add servers to monitor; edit connection credentials; remove or suspend monitored servers; configure maintenance windows.

Trace

Enable or disable Profiler trace on selected servers.

Groups

Organize your monitored servers into groups.

2. For the server you want to check, click the inline **Show log** link.
3. By default, only recent errors are displayed. Select **All events** to view all recent connection events for the selected server:

Configuration > Monitored servers > myserver					
Status: ✖ Connection failed (Bad data)					
Show: <input checked="" type="radio"/> Errors <input type="radio"/> All events					
Date	Group	Event	Outcome	Exception	Exception message
14 Oct 2010 10:34 AM	General	Perfmon	Bad data	#Rrv	Perfmon data is missing objects: SQLServerAccess Methods, SQLServer.Buffer Manager, SQLServer.Databases, SQLServer.General Statistics, SQLServer.Latches, SQLServer.Lock, SQLServer.Memory Manager, SQLServer.SQL Statistics. Possible causes include performance counter library corruption, or a 32-bit/64-bit mismatch between Windows and the performance counter provider (e.g. SQL Server).