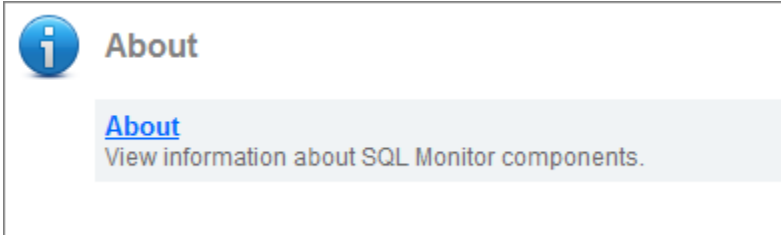


# How do I view component information and log files?

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

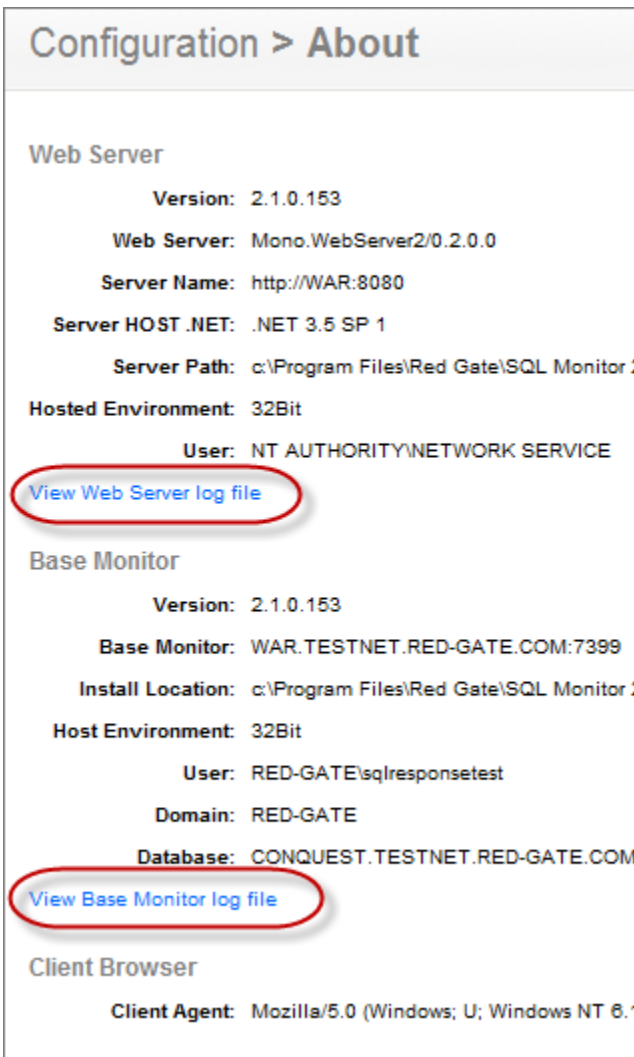
## Viewing log files

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: 00:48:42.860]
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 **Diagnose**: 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:  Errors  All events

Date	Group	Event	Outcome	Exception	Exception message
14 Oct 2010 10:34 AM	General	Perfmon	Bad data	#Rnv	Perfmon data is missing objects: SQLServer.Access Methods, SQLServer.Buffer Manager, SQLServer.Databases, SQLServer.General Statistics, SQLServer.Latches, SQLServer.Locks, 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).