AssetCloud and InventoryCloud OnPremise: Permanently set logs to verbose mode

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The normal utility used to set log files to verbose mode is only able to make that change for 30 minutes at a time. If you are experiencing an intermittent issue that cannot be reproduced on demand, we may need to set the server to verbose logging permanently(*).

1. In C:\inetpub\wwwrootWaspAPI\Config, create a copy of dev.config for safe keeping. Then, right click dev.config and select Edit if it is there, or Open With Notepad if not.

Search the document for this line:

<add key="LogLevel" value="Error" />

Replace it with this line:

<add key="LogLevel" value="Verbose" />

2. Open Internet Information Services (IIS) Manager from the start menu. Click Application Pools at the top left, then right click WASPPAPI and click Recycle. Do the same for WaspPSTS and WASPPAC for AssetCloud or WASPPIC for InventoryCloud.

3. Expand Sites at the top left. Click WaspSTS and then click Stop on the right. Do the same for WaspAPI, then Wasp_AC for AssetCloud or Wasp_IC for InventoryCloud. Click WaspSTS and click Start on the right, then the same for WaspAPI, and finally Wasp_AC/Wasp_IC. They must be done in this order to start properly.

* When the issue is resolved, repeat these steps to change the LogLevel line in dev.config back to <add key="LogLevel" value="Error" />