Cloud OnPremise Log files

Jason - 2026-11-14 - FAQs

We will need to have you send in your log files for review so we can determine the next troubleshooting steps.

The logs will all be located under C:\ProgramData, which Windows has hidden by default. Either enter that path directly into the Windows Explorer window's path bar, or turn on the option to Show Hidden Items.

The files we will need are:
C:\ProgramData\OnPremiseInstallation.log <-- For installation issues only
C:\ProgramData\Wasp Barcode Technologies\MobileAssetWeb\Database\Tools\logs\ <-- Also primarily for installation issues. Zip the whole folder.
C:\ProgramData\Wasp Barcode Technologies\MobileAssetWeb\Log\ <-- For installation and usage issues. Zip the whole folder.

After zipping the above folders to send to us, you can rename them to add "_old" to the end of the folder name. The program will create new folders the next time it writes to any of the log files. This will reduce the size of the files to be sent if we have to request updated logs again after further troubleshooting.