WaspTime : How to make it keep longer log files

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WaspTime logs a lot of information, especially when Loglevel is set to 0. Because of this, when a customer notices an error, the log files may have already cycled through to the point that the error is no longer recorded in the logs. Typically this is only a concern for intermittent issues that cannot be replicated as needed, such as an error when the rules were running to process the timecards. In those cases, we would not be able to determine the cause of the error without increasing the length of the log files, then waiting for the error to occur again before collecting new logs.

In those cases where longer log files are required, please do the following:

- On the machine where the WaspTimeServer service is running, go to Control Panel > Administrative Tools > Services. Right click WaspTimeServer and select Stop.
- From Start > Run, open Regedit. Navigate to

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Wasp Technologies\WaspTime5\Options. Right click Loglevel and select Modify, then set it to 0.

- In the same registry folder, right click on some empty space in the window and select New > DWORD (32-bit) Value. Name the new value LogSize. Right click LogSize and select Modify, set Base to Decimal, then set the value to 20. Close the Registry Editor.
- Go back to your Services list, right click WaspTimeServer and select Start.

This will set the program to use verbose logging, and sets the file size for each log file to 20 MB. Allow the program to run this way for a few pay periods. If the error is seen again, use the Wasp Support Utility (https://dl.waspbarcode.com/wasp/WaspSupportUtility.exe) to Zip All Logs, including a database backup in the zip file, to send us the new data.

If it is determined that the issue was isolated, or if we have seen your new log files and given you a resolution, go back to Regedit to set Loglevel back to 3 and delete the LogSize entry, then stop and restart the WaspTimeServer service. This will set it back to non-verbose logging with a 1 MB file size.