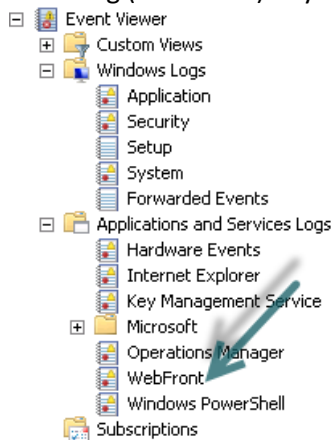# KB1204 – WebFront for Service Manager – Verbose Logging

1. Check if you find any additional information compared to the error message box in the WebFront Event log (see below). If yes, send it to us on support@gridprosoftware.com.

```
Event Viewer
  Custom Views
  Windows Logs
      Application
      Security
      Setup
      System
      Forwarded Events
  Applications and Services Logs
      Hardware Events
      Internet Explorer
      Key Management Service
      Microsoft
      Operations Manager
      WebFront
      Windows PowerShell
  Subscriptions
```

2. Zip and send the IIS logs in C:\inetpub\logs\LogFiles\W3SVC1 on the WebFront server to us on support@gridprosoftware.com.

3. To enable Verbose logging and get more detailed information:
   a. Verify if you have a "C:\Temp" folder on the WebFront server, if not please create it
   b. Edit **C:\inetpub\wwwroot\WebFront\web.config**
   c. Un-comment the three following sections in C:\inetpub\wwwroot\WebFront\web.config

```xml
<add name="WebFront Server" />
<!-- Un-comment section below to enable verbose logging to file -->
<!--<add name="Verbose Flat File Listener"/>-->

<add name="WebFront Client" />
<!-- Un-comment section below to enable verbose logging to file -->
<!--<add name="Verbose Flat File Listener"/>-->

<!-- Un-comment section below to enable verbose logging to file -->
<!--<add initializeData="c:\temp\traces.xml" type="System.Diagnostics.XmlWriterTraceListener"
name="messages">
  <filter type=""/>
</add>-->
```

After modifications it should look like below:

```xml
<add name="WebFront Server" />
<!-- Un-comment section below to enable verbose logging to file -->
<add name="Verbose Flat File Listener"/>

<add name="WebFront Client" />
<!-- Un-comment section below to enable verbose logging to file -->
<add name="Verbose Flat File Listener"/>

<!-- Un-comment section below to enable verbose logging to file -->
<add initializeData="c:\temp\traces.xml" type="System.Diagnostics.XmlWriterTraceListener"
name="messages">
  <filter type=""/>
</add>
```

d. Reproduce the error
e. When you have reproduced the issue with verbose logging enable, please send us the two files below:

   C:\Temp\WebFront.log
   C:\Temp\traces.xml