Question:

What log files can be used to troubleshoot an issue with RMS?

Answer:

If the RMS web page is able to load, check for RMS Server logs in C:\Programdata\AMX\Resource Management Suite\Server\Logs (default file path). Log files are created daily and use the naming convention of RMS_Server.log.<date>. If this directory does not contain any log files, please refer to the RMS Configuration application under the File Locations tab for a custom-set location.

If the RMS web page fails to load (i.e., 404 error), check if an RMS Server log file has been generated. If no log files were generated in the RMS Server location, check for Tomcat log files in C:\Program Files\Apache Software Foundation\Tomcat <version>\Logs (default file path). Usually, the log file most pertinent to RMS being unable to startup is the stderr log file.