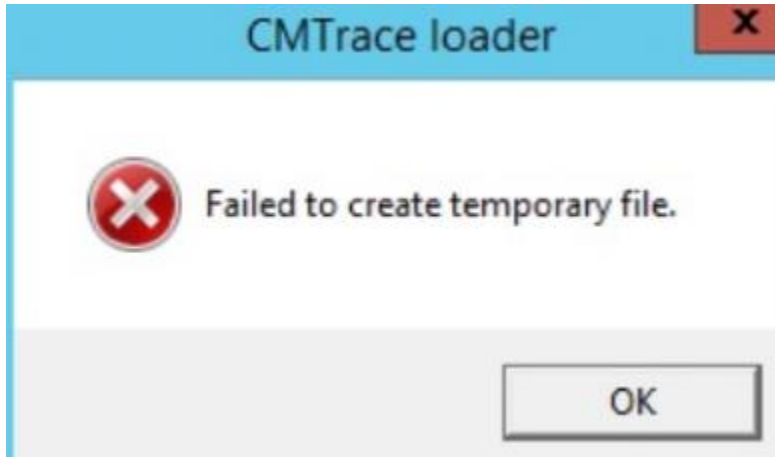
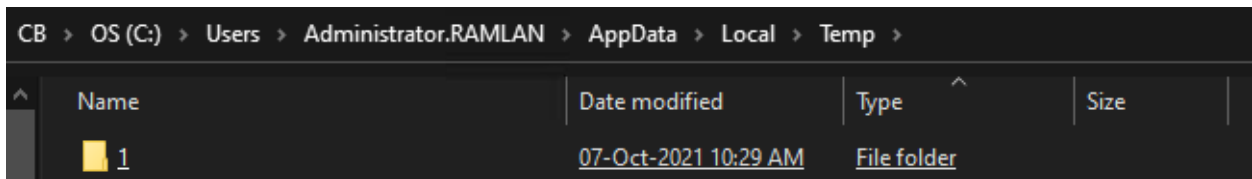


Cannot open logs through CMTrace

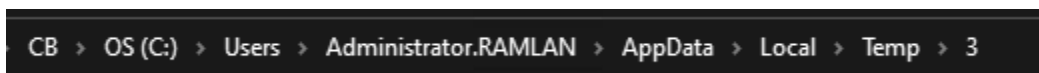
On the primary site server, I was trying to open log files using CMTrace. I have done this before and never had issue opening logs with CMTrace. The error was



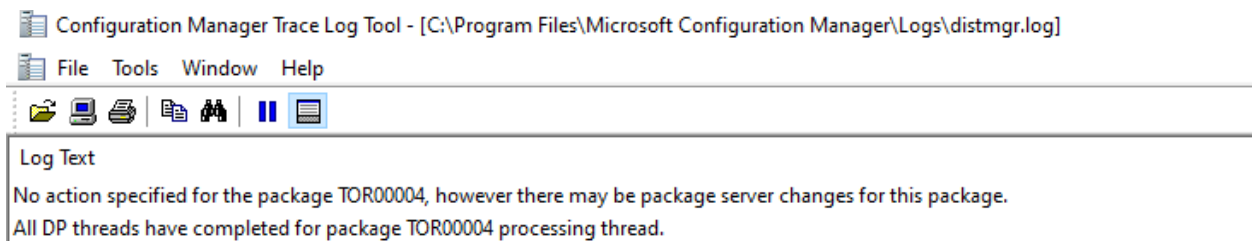
I was on RDP session with primary site server. The issue is when you RDP the temp folder is not properly created at logon. As a result, CMTrace is not able to open the logs. The fix is very simple – go to Temp folder and create a new folder with number like this



Then logoff and login – RDP will create a new folder at the same location with a new folder name something like this



After that you should be fine to open log files using CMTrace.



Thanks

Ram Lan
7th Oct 2021