

Bug Reports and Log Files

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Overview



If you encounter a problem or believe to have found a bug we invite you to submit a proper bug report and include as much information as possible. This helps developers to analyze the problem.

Bug reports for MediaPortal 2 should be submitted here: [Bug report forum](#)

Location of Log Files

For a complete list of folders see the related [Wiki page](#).

Collect Log Files

All MediaPortal 2 releases contain a helper tool to collect the required log files for you. Launch "**MediaPortal 2 LogCollector**" either from the start menu or directly with the shortcut on your desktop.

This tool assembles all available log files on the client, including the TV- and server-related ones in case of single-seat installations. It zips all content into a single file and saves it into a folder on your desktop. When finished, the output folder will be opened.

Take the created logfile and attach it to your bug report.

Naming convention of file: MediaPortal2-Logs-yyyy-MM-dd-hh.mm.ss.zip,
e.g. MediaPortal2-Logs-2017-01-28-15.39.59.zip

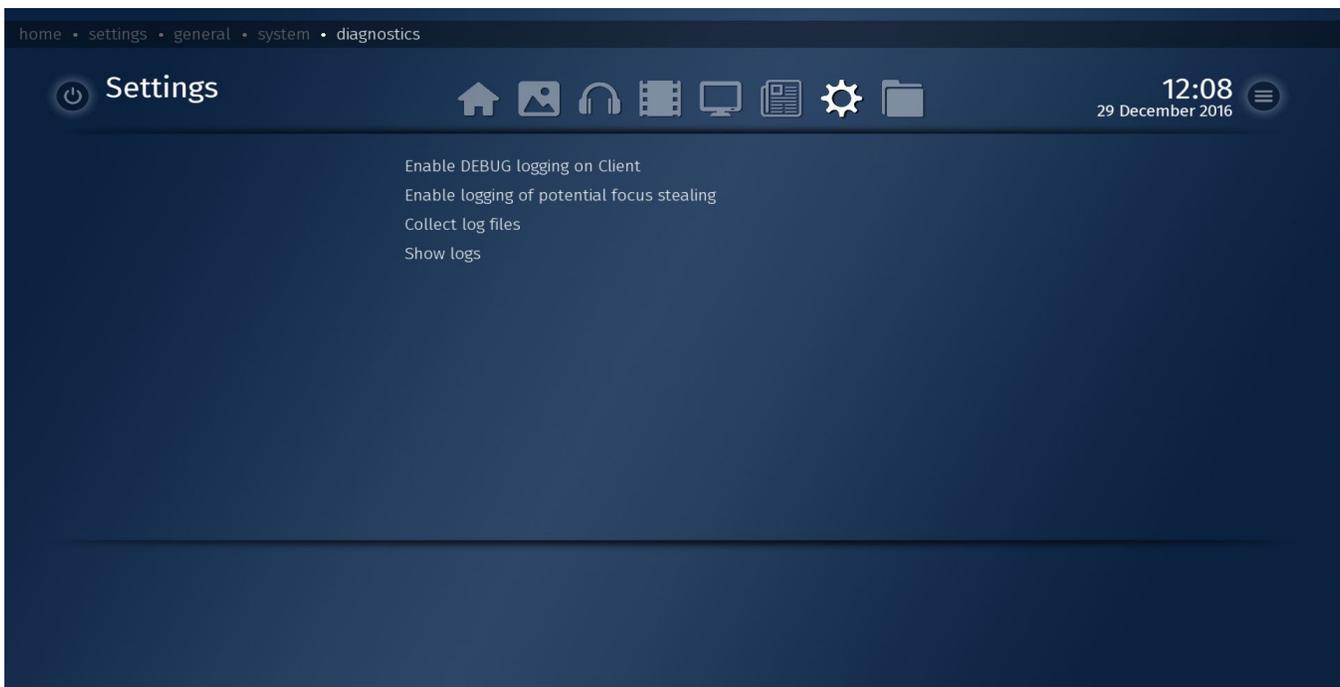
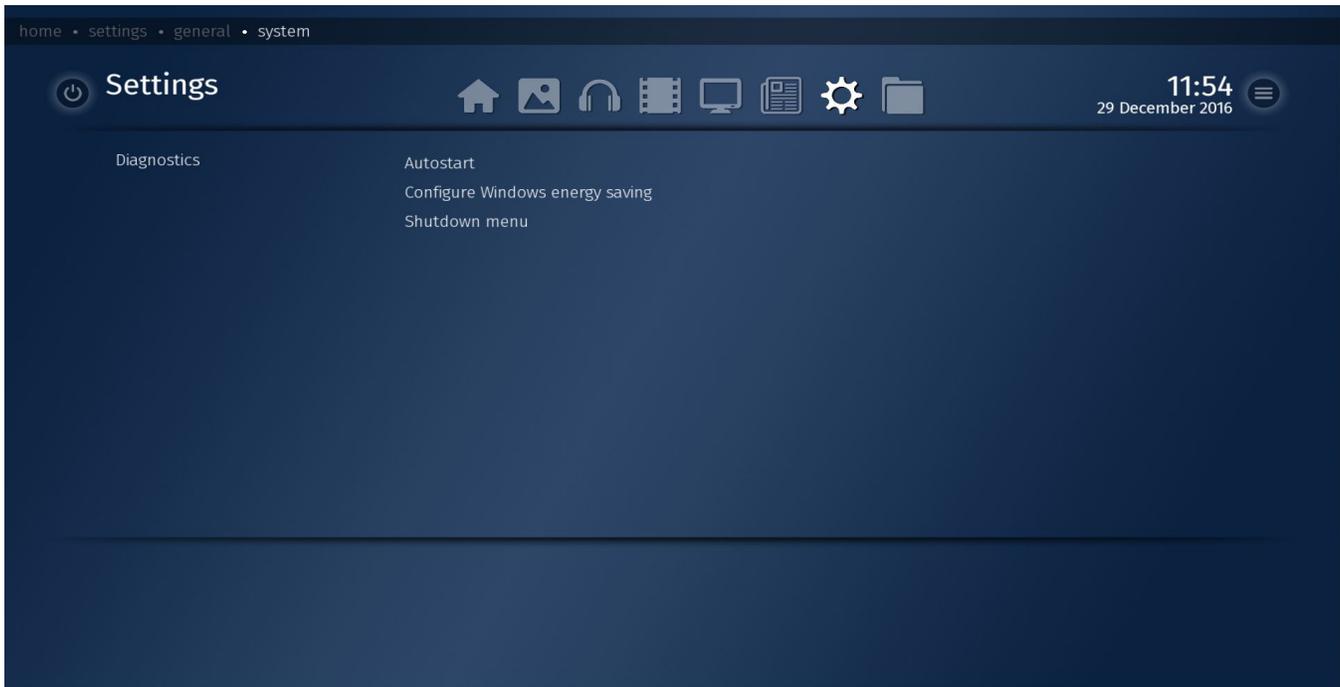
This allows easy sorting of log files by name and date.

Adjust Log Levels

By default MediaPortal 2 uses a reduced logging level of "Information". If you encounter problems and would like to post a bug report, you will need to modify the log level to record all debug messages.

Menu Settings

You can adjust the log level from within the client's GUI for both Client and Server by using the *Diagnostics* option under *Settings | General | System* and activating *Enable DEBUG logging*. The change will be permanent until you revert the setting.



After having reproduced the issue you can return to this screen and prepare the zip by simply clicking on *Collect log files*, which will generate a zip file with all available logs (on your client) on your desktop for upload to the forum.

Logs will not include the server files if your server is located on a remote PC. In such case you need to manually collect and upload the server log files.

The menu entry *Show logs* allows to view the client log files directly on screen.

Manual Adjustment

There should never be a need to adjust log verbosity other than by using the respective setting option. However, the log level can also be manually set by editing the client's and server's config files.

Config information is stored in XML-formatted plain text files at the following locations:

Client

C:\Program Files (x86)\Team MediaPortal\MP2-Client\MP2-Client.exe.config

Server

C:\Program Files (x86)\Team MediaPortal\MP2-Server\MP2-Server.exe.config

If you would like to permanently adjust the log level, look for the bold section in the respective Client and Server config files and change the level from INFO to ALL or vice versa.

```
<?xml version="1.0"?>
<configuration>

  <configSections>
    <section name="log4net" type="log4net.Config.Log4NetConfigurationSectionHandler, log4net"/>
  </configSections>

  <log4net>
    ...

    *<root>
      <level value="INFO"/>* _\-\-> Change this to_ *<level value="ALL"/>*
      *<appender \-ref ref="ConsoleAppender"/>*
      *...
    </root>*
  </log4net>
```



UAC Restrictions

The config files are stored in the Windows ProgramFiles folder, therefore UAC restrictions apply. You need to launch your editor with administrator privileges to be able to save your changes.