Search System Log

Purpose	Find CAREWare system events and error details to troubleshoot problems or share with support.
Who should do this	CAREWare administrators and authorized provider support users.
Use this when	An error key appears, an import reports a Business Tier error, a timeout occurs, or CAREWare becomes unavailable.
Main warning	System logs can contain sensitive technical information. Share downloads only through approved support channels.
Video walkthroughs	• Search System Log Central Administration • Search System Log Provider

Quick paths

Central Administration > Administrative Options > Server Management > Search System Log

Provider > Administrative Options > Search System Log

Before you begin

• Record the date and approximate time of the issue, the error key (if shown), and the action being performed.

• Confirm that your account has access to Search System Log. For provider users, permissions must be available to both the provider and the user group.

> Important:
>
> CAREWare retains system logs for five days by default. Investigate and download relevant logs promptly.

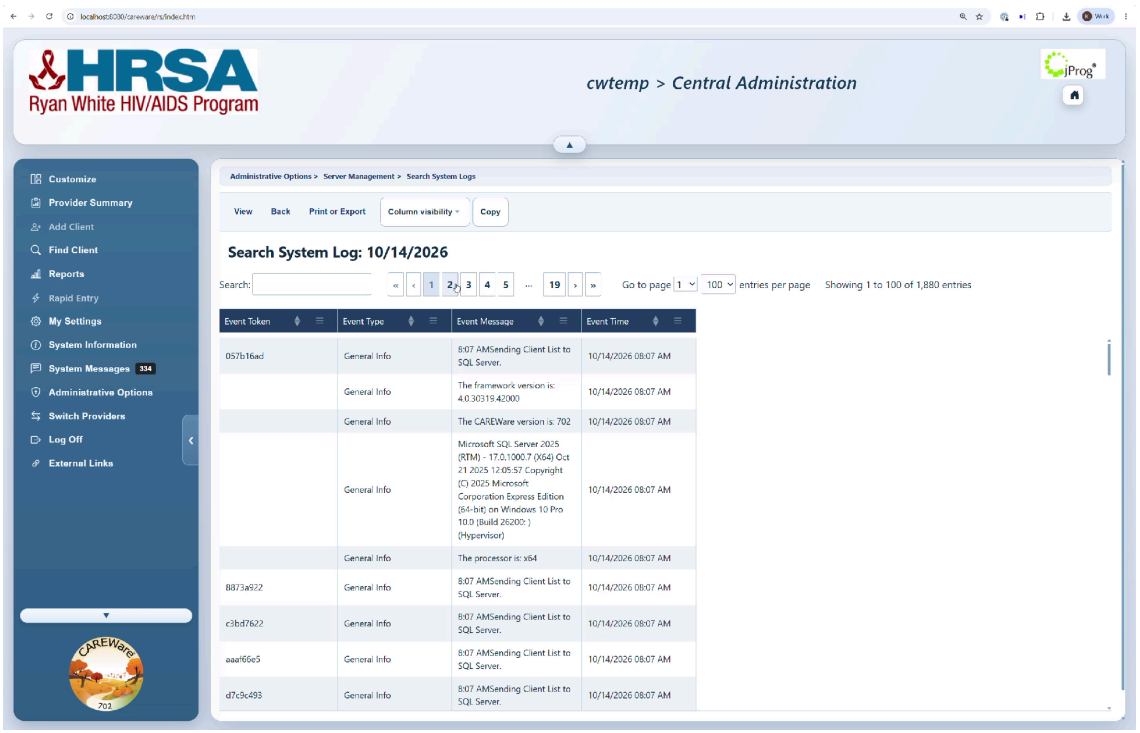
Open Search System Log in Central Administration

Step 1. Log into Central Administration.

Step 2. Click Administrative Options.

Step 3. Click Server Management.

Step 4. Click Search System Log.

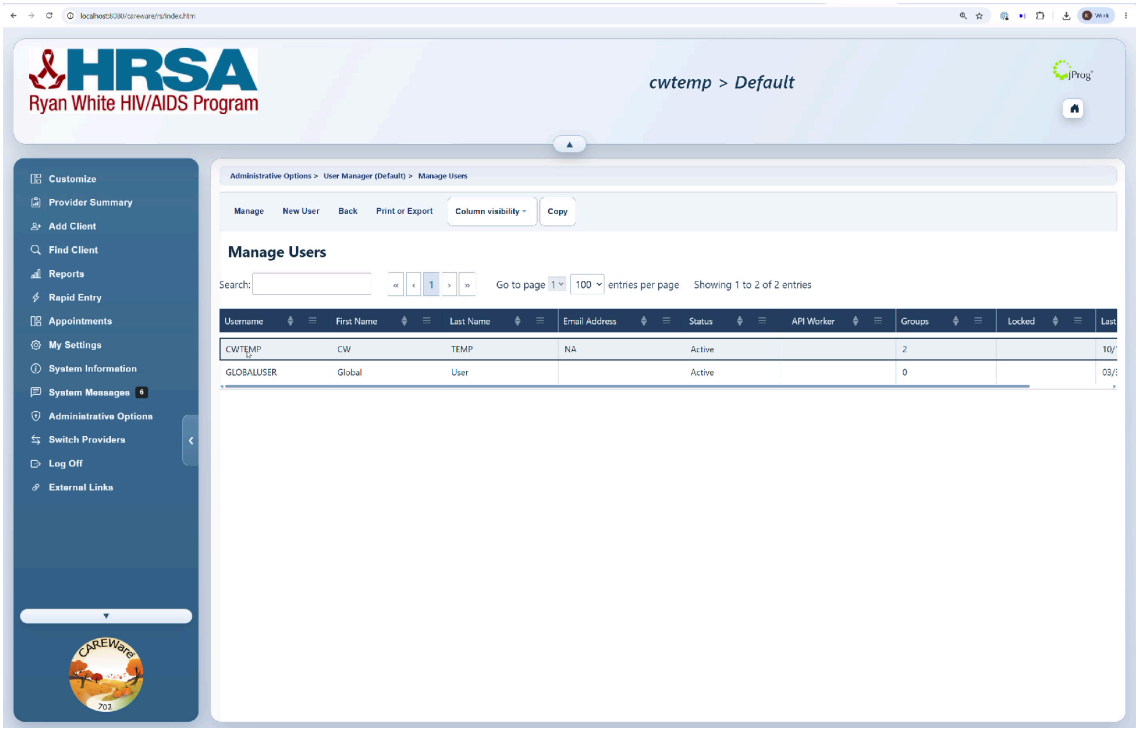


Open Search System Log in a Provider

Step 5. Log into the appropriate provider.

Step 6. Click Administrative Options.

Step 7. Click Search System Log.



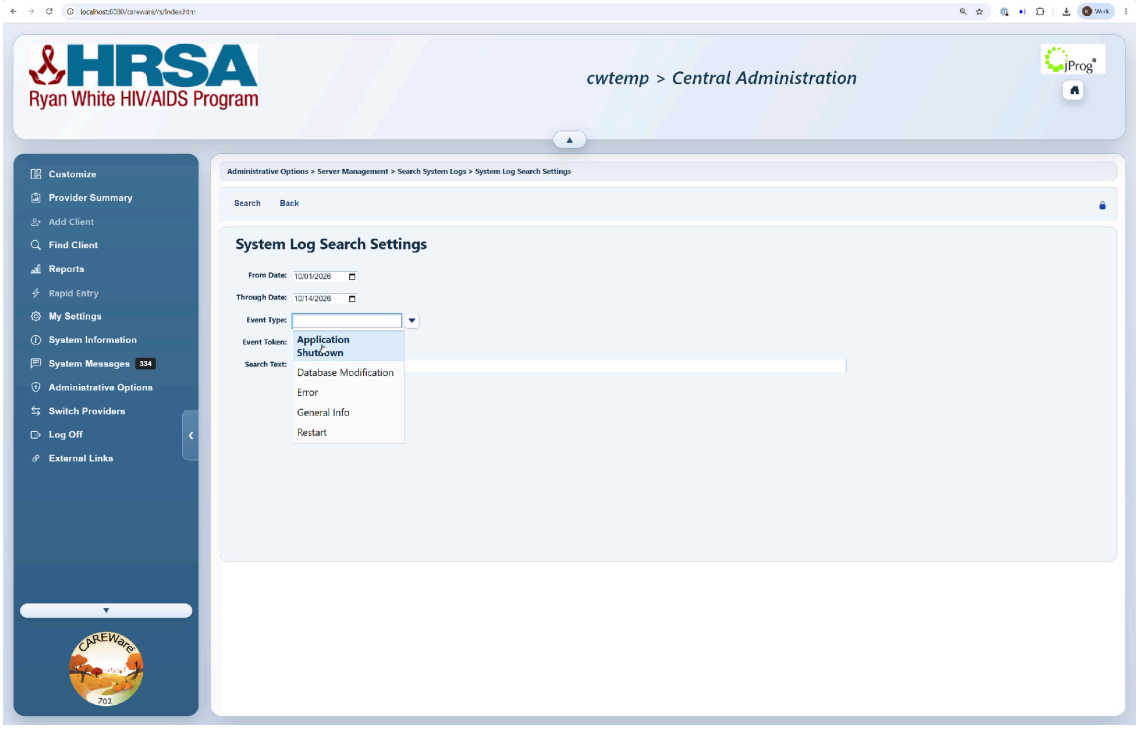
Review an error from a specific date

Step 8. Select the Log Date matching the incident.

Step 9. Click Select.

Step 10. Enter the error key in the Search field and press Enter.

Step 11. Select the matching Event Message and click View to inspect details.



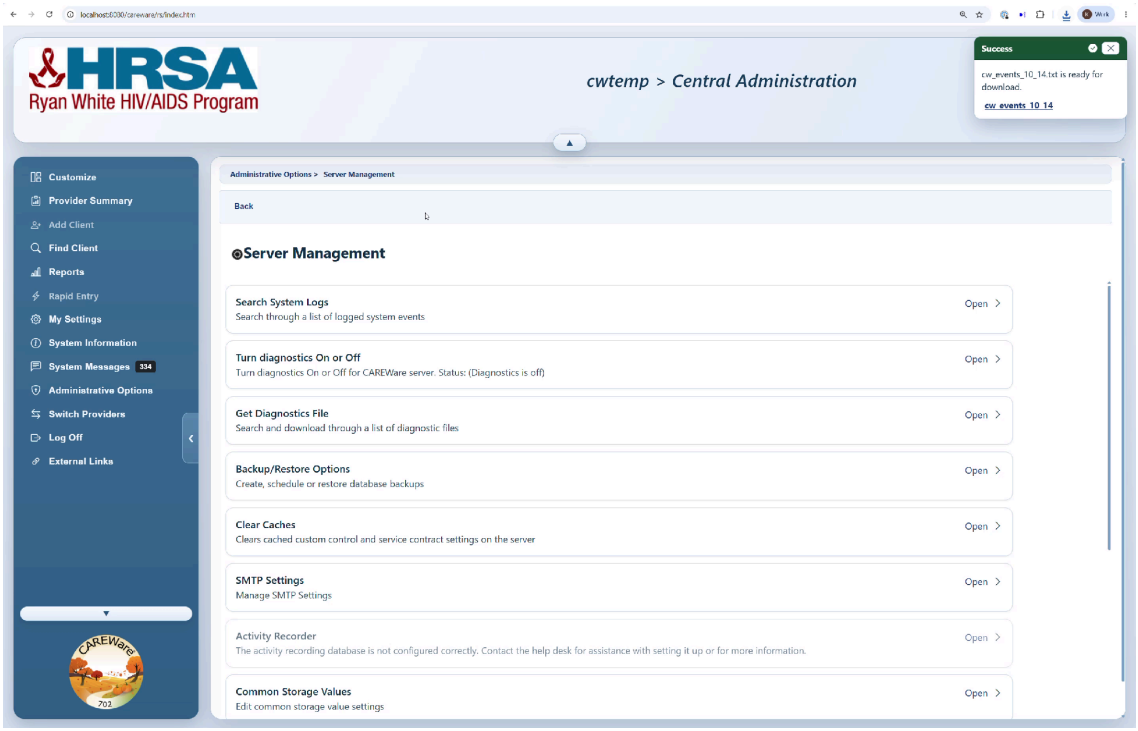
Search across dates or event types

Step 12. From Select a System Log, click Search.

Step 13. Enter From Date and Through Date for the incident window.

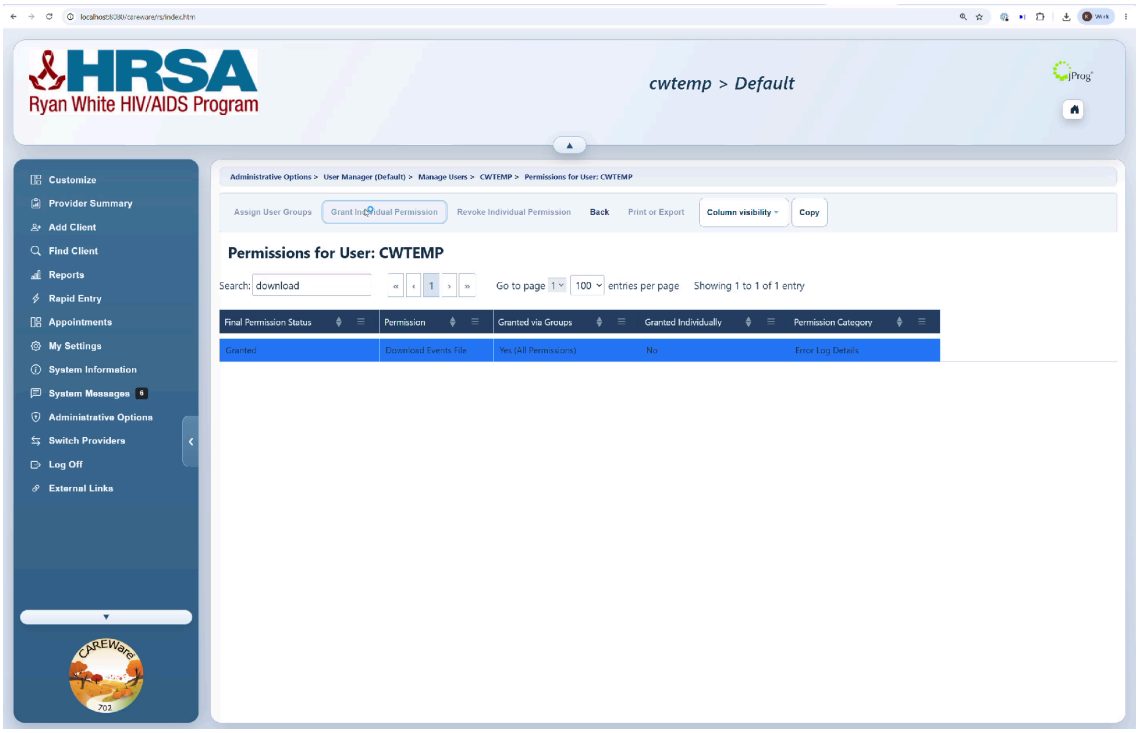
Step 14. Optionally choose Event Type, enter Event Token (error key), or add Search Text (such as lab or import).

Step 15. Click Search, then select an event and click View.



Provider log search

Use the same date selection, event search, and View controls when they are available in the provider interface. The provider video demonstrates the provider navigation and log review.



Search settings reference

Setting	What it means
From Date / Through Date	Limit results to the period when the issue occurred.
Event Type	Filter by Application Shutdown, Database Modification, Error, General Info, or Restart.

Event Token	Search for the error key shown in a CAREWare error message.
Search Text	Find events containing a keyword associated with the problem.
Event Message / Event Time	Read technical details and confirm when the event occurred.

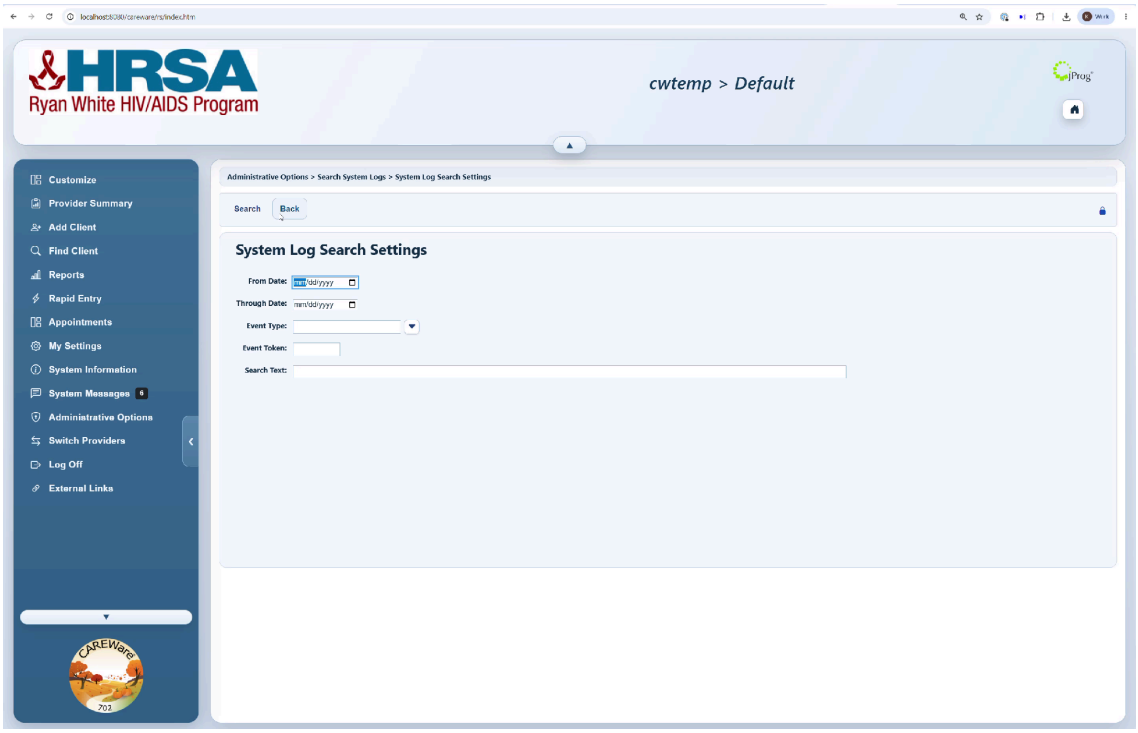
Download a log for support

Step 16. Return to the list of Log Dates.

Step 17. Select the date of the error.

Step 18. Click Download and save the cw_events file in an approved location.

Step 19. Provide the file, incident time, and error key to the CAREWare Help Desk using an approved support method.



If CAREWare cannot be opened

An authorized server administrator can locate cw_events date-named files under C:\Program Files\CAREWare Business Tier on the CAREWare server. Select the file corresponding to the incident date.

Change log retention (administrators)

Step 20. In Central Administration, open Administrative Options > Server Management > Common Storage Values.

Step 21. Search for logDaysToKeepInDB, select it, and click View.

Step 22. Click Edit, change the default value of 5 to the approved number of days, and click Save.

Important: Review storage and organizational retention requirements before increasing the number of days.

Troubleshooting and tips

• No matching error: expand the date range, clear restrictive filters, or search for a keyword instead of a token.

• Log not available: confirm the incident date and the retention period; ask a server administrator to check available cw_events files.

• Access denied: ask an administrator to check both provider permissions and the assigned user group.

• For repeated outages, filter Event Type to Application Shutdown or Restart. For import failures, start with Error and the incident time.

Related CAREWare guides and resources

Resource	How it helps
Search System Logs	Additional examples of error searches and log downloads.
Manage User Groups	Grant permissions to Central and provider user groups.
Manage Users	Review provider assignment and individual user permissions.
Common Storage Values	Edit logDaysToKeepInDB and other system settings.
CAREWare Knowledge Base / Help Desk	Report issues and submit supporting log details.