

Roku

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For investigating tricky issues, we may ask you to share your logs.

Logs from the Roku

If you need to share logs with a MutschlerHome team member to troubleshoot something, you can enable logging. App logs can provide important information to help investigate issues. You can enable logging that's local, remote, or both.

Local Device Logging

Logs can be gotten from the local device for access by the user. When using this method, you'll be able to look at the logs yourself and copy them out to share for investigations.

Enable and Access Local Logging

1. Enable local logging on your Roku, which is found under `Settings > Advanced > Logging > Local`.
2. You'll see an IP address displayed in the app settings when you enable the logging (basically, `http://ROKU_IP:8324/logs`).
3. Reproduce the issue you're having, after you've enabled the logging.
4. Open the URL from in a browser on your computer/other device, so you can see the logs.
5. Copy the logs from the page and paste into a text file or otherwise save the logs to a file.

Report the Issue

Post a description of the problem in the [Support Portal](#) if you haven't already. In the post, be sure to:

1. Provide detailed information about what the issue is
2. Give exact steps to reproduce the issue
3. Attach the logs that you generated and saved earlier to the [Support Portal](#)

Remote Network Logging

This is the easiest way to provide logs that the Plex team can investigate. Keep in mind, this will bypass your server owner and send logs directly to Plex. When you enable remote logging on your Roku, for the next 20 minutes all log messages from both your Roku and your Plex Media Server will be sent to a logging service (where they're only available for a few days). A handful of members of the Plex team have access to those logs and can pull them up without you having to download or upload anything. Only the Plex team has access to the logs though, so other forum members won't be able to help you.

Enable Remote Logging

To enable remote logging:

1. **Sign In:** Make sure you have a Plex account connected to your Roku. The logs are indexed by Plex username, so the option is only available when you have an account connected.
2. **Enable Remote Logging:** Enable remote logging on your Roku, which is found under `Settings > Advanced > Logging > Remote`.

Reproduce and Report the Issue

Reproduce the issue you're having. Remote logging only lasts for 20 minutes, so reproduce the problem right after turning it on.

Post a description of the problem in the [Plex forums](#) if you haven't already. In the post, be sure to mention:

1. The Plex username that was signed in to the app
2. The approximate local time that you reproduced the issue
3. Your time zone

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