Troubleshooting RedisInsight

When RedisInsight doesn't behave as expected, use these steps to see what the problem is.

For additional configuration options, such as changing the default port, go to: https://docs.redislabs.com/latest/ri/installing/configurations/

Logs

To get detailed information about errors in RedisInsight, you can review the log files with the .log extension in:

- **Docker**: In the /db/ directory inside the container.
- **Mac**: In the /Users/<your-username>/.redisinsight directory.
- **Windows**: In the C:\Users\<your-username>\.redisinsight directory.
- **Linux**: In the /home/<your-username>/.redisinsight directory.

⚠️ **Note**: You can install RedisInsight on operating systems that are not officially supported, but it may not behave as expected.

We are happy to receive your feedback at redisinsight@redis.com.

Using behind a reverse proxy

When you configure RedisInsight to run behind a reverse proxy like NGINX:

- Since some requests can be long-running, we recommend that the request timeout is set to over 30 seconds on the reverse proxy.
- Hosting RedisInsight behind a prefix path (path-rewriting) is not supported at this time.

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