

# Modifying the Default Location for Log Files in Cisco Unity

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## Introduction

This document explains how to modify the stored location of all log files in Cisco Unity. By default, all log files are stored in \Commsvr\Logs, but you can edit the location in the registry or from the Unity Diagnostic Tools, depending on the version of Cisco Unity that you are running.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Cisco Unity Version 2.4(6.x) and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

## Modify the Default Location

Depending on your version of Cisco Unity, use one of the procedures below to change the default location of your log files.

### Cisco Unity Versions 2.4(6.x) through 3.1(2)

Follow the instructions provided below:

1. Start Regedit.



**Caution:** Changing the wrong registry key, or entering an incorrect value, can cause the server

to malfunction. Before you edit the registry key, confirm that you know how to restore it if a problem occurs. For more information, refer to the Restoring topics within the Registry Editor Help. A typical backup of the Cisco Unity server does not back up the registry. Also, for a Cisco Unity failover system, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server since registry changes are not replicated. If you have any questions about changing the registry key settings, contact the Cisco Technical Support.

2. If you do not have a current backup of the registry, select **Registry > Export Registry File** to save the registry settings.
3. Expand the **HKEY\_LOCAL\_MACHINE\Software\Active Voice\AvLogMgr\1.0** registry key.
4. Double-click **Output Path**.
5. In the Value Data field, type the new log file folder location and click **OK**.
6. Close the Registry Edit window.
7. Restart the Cisco Unity server.

## Cisco Unity Versions 3.1(3) and Later

Follow the instructions provided below:

1. From the Windows Start menu, select **Start > Programs > Unity > Unity Diagnostic Tool**.
2. From the Cisco Unity Diagnostic Viewer window, select **Configure Log Settings**.
3. Type or browse to the new log file folder location.
4. Restart the Cisco Unity server.

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## Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support – Cisco Systems](#)

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