

Unity Connection/Presence FAQ: How do you dump a log file from Halt into Unity Connection or Presence with VMware?

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Introduction

This document describes how to dump log files from Halt into Cisco Unity Connection or Cisco Unified Presence Server with VMware.

How do you dump a log file from Halt into Cisco Unity Connection or Cisco Unified Presence Server with VMware?

In order to dump a log file from Halt into Cisco Unity Connection or Cisco Unified Presence with VMware, follow these steps:

1. While the Virtual Machine (VM) is powered off, edit the settings and add a serial port (you cannot add one while the VM is powered on).
2. Attach the serial port to a **.tmp** file, power on the VM, and start your installation.
3. When you are ready to dump the log files, attach a new, empty file to the serial port. If the system halts due to an install failure and asks to dump the logs, before you answer "yes", edit the settings on the VM and attach the actual file name where you want the logs dumped.

Note: This is an important step. Backspace over the filename you entered and put **installdump**, for example.

4. Return to the VM console, and dump the logs into the serial port.
5. When the process is complete, click **Inventory > Datastores** and **Datastore Clusters**.
6. Select the datastore where you created the original file.
7. Right-click and choose **Browse Datastore**, go to the path where you created original file,

and find **installdump**.

8. Right-click the file and select **Download**. Choose a location on your PC.
9. You will need to download [7-Zip](#).
10. Right-click the **installdump** file and select **7zip** and **Open archive**. You now see the **installdump~** file.
11. Click the **installdump~** file, choose **Extract**, and a path in which to place the extracted files.

Now the dump log files are in the location you specified:

Note: After you have a successful installation, power off the VM, edit the settings, and remove the serial port from the VM. If you leave the serial port (or any other unnecessary virtual hardware), it can negatively impact the performance of the VM. The serial port is used only to dump the install logs, so it is not needed again unless a fresh installation is required or another halt occurs.