Troubleshoot with Client-side Logs from the UC-One Communicator Application

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Introduction

This document describes how to collect client-side logs from the UC-One Communicator application.

Problem

When issues related to the UC-One Communicator application are experienced, client-side logs must be required.

Solution

From the UC-One Communicator application, you need to have the gear icon and then navigate to **Options**:

Communicator – X						
File	Edit	Help				
		one com	munic	ator		
	Userr	name		``	/	
Password						
		Sig	gn In			
Remember password						
Sign in automatically						
	(Options				
	6	Edit Login I	nfo			
	I	Help				
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From the General drop-down menu, choose **Advanced**:



Once the **Advanced** option is chosen, the **Detailed Logging** toggle is seen and needs to be enabled:

🝥 Communicator — 🗆 🗙						
File Edit Help						
Advanced ~						
Troubleshooting						
Basic Logging						
Detailed Logging						
Show Logs						
Clear All Logs						
 Proxy Restart this application for changes to take effect. No proxy Use system proxy Use client proxy 						
Web Proxy Server	Port					
Secure Web Proxy Server	Port					
Clear Web Cache						
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Once enabled, logs must be clear to troubleshoot better and after that, the issue needs to be replicated. As soon as the issue is experienced, click the **Show Logs** option sends us to the Logging folder from which the logs must be collected.