# 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:

## (©) <br> Communicator $\times$

File Edit Help

(- Remember password

- Sign in automatically

Options

Edit Login Info

Help

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:

| (0) Communicator | - | $\square$ | $\times$ |
| :--- | :--- | :--- | :--- |
| File Edit Help |  |  |  |
| Advanced |  | $\vee$ |  |

## 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
Secure Web Proxy Server

## Web

## Clear Web Cache

22.9.31.37


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.

