

CHAPTER 11

Report a Problem Screen

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The Problems Screen allows you to report a problem by immediately collecting logs as soon as the issue occurs. These logs are saved on the system until the next system reboot. Problem Screen options are described in the following sections:

- [Report a Problem Screen, page 11-1](#)
- [Problem Type Screen, page 11-2](#)
- [Log Collection In Progress Screen, page 11-3](#)

Report a Problem Screen

Figure 11-1 Report a Problem Screen

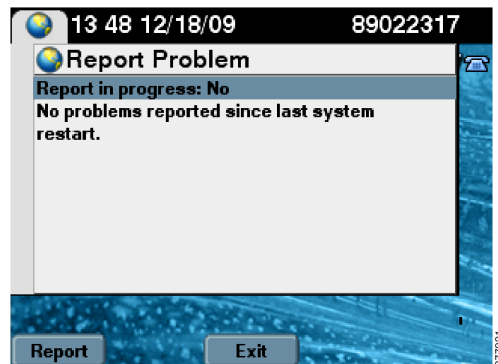


Table 11-1 shows available Problem Screen softkeys.

Table 11-1 Problem Screen Softkeys

Navigation Type	Description
Softkey	
Report	Takes you to the Problem Type Screen .
Exit	Exits the Problem Screen.

Problem Type Screen

The Problem Type Screen allows you to specify a problem type so that the problem output logs can be easily analyzed by the support team.

Figure 11-2 Problem Type Screen



Table 11-2 shows available Problem Type Screen buttons and softkeys.

Table 11-2 Problem Type Buttons and Softkeys

Navigation Type	Description
Button	Touch a Problem Type row to highlight then touch Submit .
Softkey	
Submit	Begins the system logs retrieval based on the highlighted problem type selected
Exit	Exits the Problems Type Screen to return to the Report a Problem Screen .

Log Collection In Progress Screen

Shows the status of the log collection in progress.

Figure 11-3 Log Collection in Progress



Table 11-1 shows available Log Collection in Progress softkeys.

Table 11-3 Log Collection in Progress Softkeys

Navigation Type	Description
Softkey	
Exit	Exits the Problem Screen.

Related Information

See the [Cisco TelePresence System User Guide](#) for more information about using the Cisco TelePresence System and the CTS Cisco Unified IP Phone.

