# How to Collect Client Logs for Communicator

#### ShoreTel 14.2 and below



Client logs from ShoreTel Communicator are often required from ShoreTel TAC to investigate support issues. Thereare two locations that TAC will typically require.

The first is located in the path below for Application specific issues:

C:\Users\<Current User>\AppData\Roaming\ShoreWare Client\Logs

The second would commonly be required for legacy TAPI integration as the log files are TAPI/ShoreTAPI oriented:

C:\Program Files (x86)\Shoreline Communications\ShoreWare Client\Logs

Below are the steps to quickly reach the first path.

• Place the mouse cursor in the Quick Dial field



• Press CTRL + F12

On the screen below you can open the log file by clicking **Open Log Folder** or use the **Send Client Log** utility to gather the log files from a given day.

**Note:** you can hold shift on the calendar screen to select a date range similar to when using slogwin on a server.

Communicator Logging	Communicator Logging				
Other Logging Settings Server Status CAS Subscription Status Personal Contact Data Softphone Status Contact Center Status Video Diagnostics Page	Image: Continuence Corputation Tracing         Image: Configuration Tracing         Image: Configuration Tracing         Image: Contact (Buddy)         Image: Contact Mathematic (Buddy)         Image: Contact (Buddy)         Image: Contact Mat	]			



Other items to collect from an affected PC:

### msinfo32

- Press the Windows Key + R
- Type msinfo32

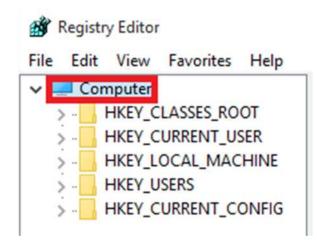
	Type the name of resource, and Wir		
<u>)</u> pen:	msinfo32		~

- Click File -> Save
- Enter an appropriate file name

	~
	~
Save	Cancel
	Save

### The PC's Registry

- Press the Windows Key + R
- Type regedit
- Ensure the top-level hive is selected so all Registry Keys are exported.



- Click File -> Export
- Enter an appropriate file name



## The Windows System and Application Events

- Press the Windows Key + R
- Type evtvwr
- Click on **Application**
- Click Save All Events As

Event Viewer (Local) Application Number of events:	,613 Actions
Custom Views Windows Logs Application Security System System	Application Open Saved Log Create Custom View Import Custom View
Forwarded Events C Applications and Services Lo	Clear Log Filter Current Log Properties Construction Find

• Enter an appropriate file name

File name:	1	~
Save as type:	Event Files (*.evtx)	~

Note: If there is a large amount of Events you may want to select another format than .evtx

• Repeat above steps but select **System** instead of **Application** to collect the System Events.