

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

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Introduction

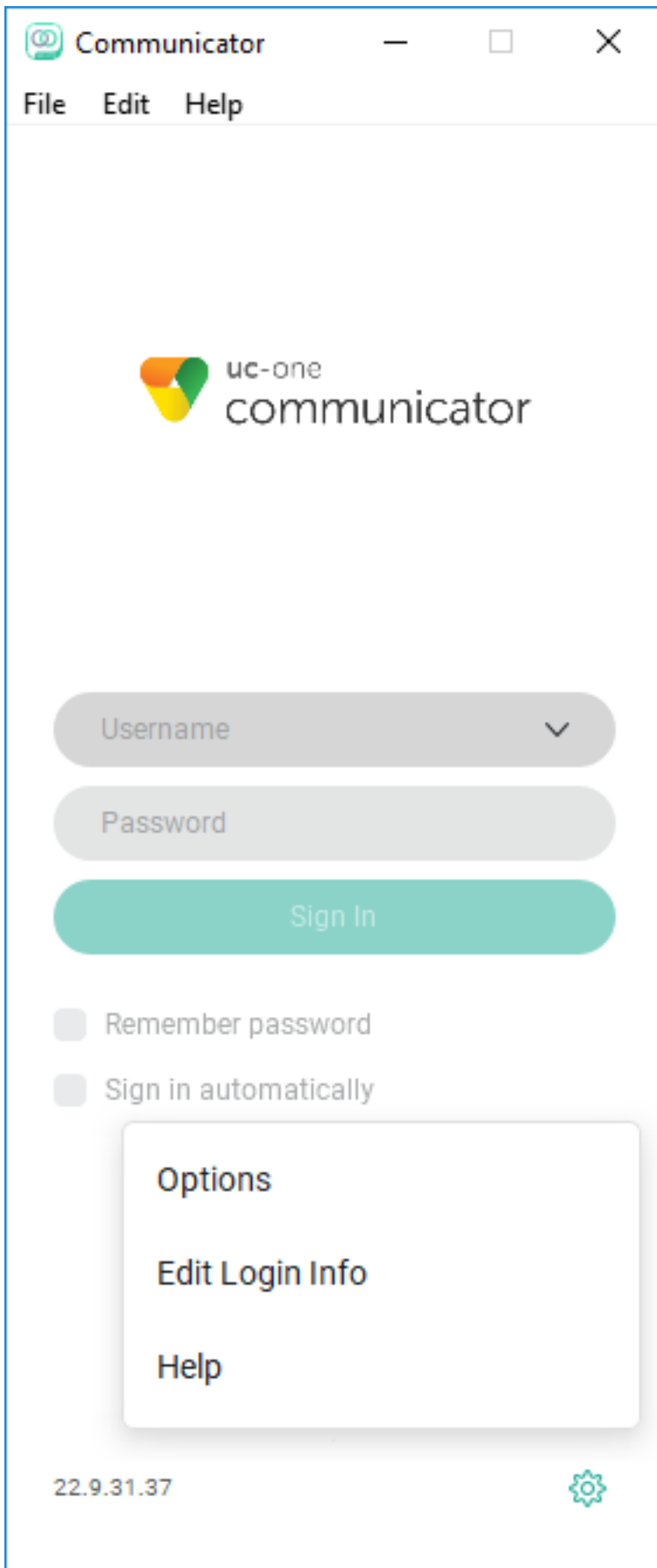
This document describes how to collect client-side logs from the UC-One Communicator application.

Problem

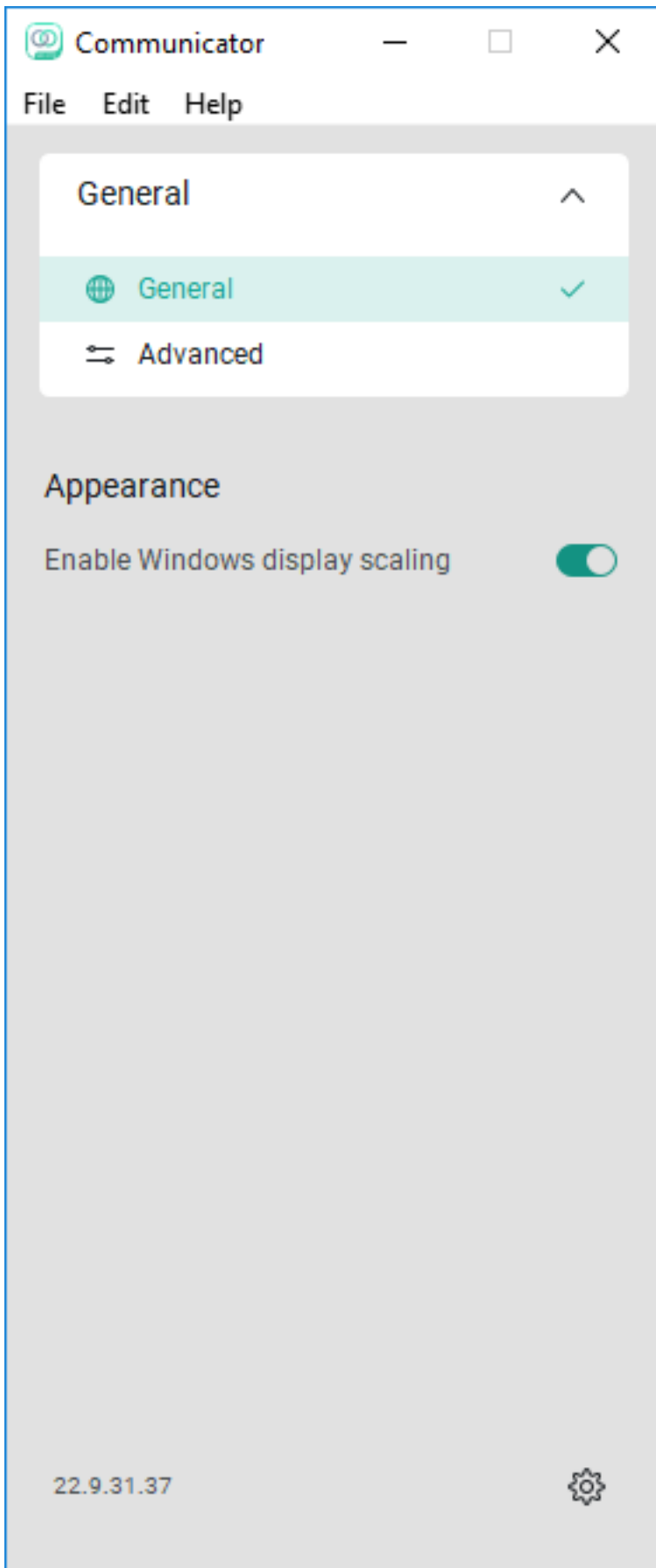
When issues related to the UC-One Communicator application are experienced, client-side logs must be required.

Solution

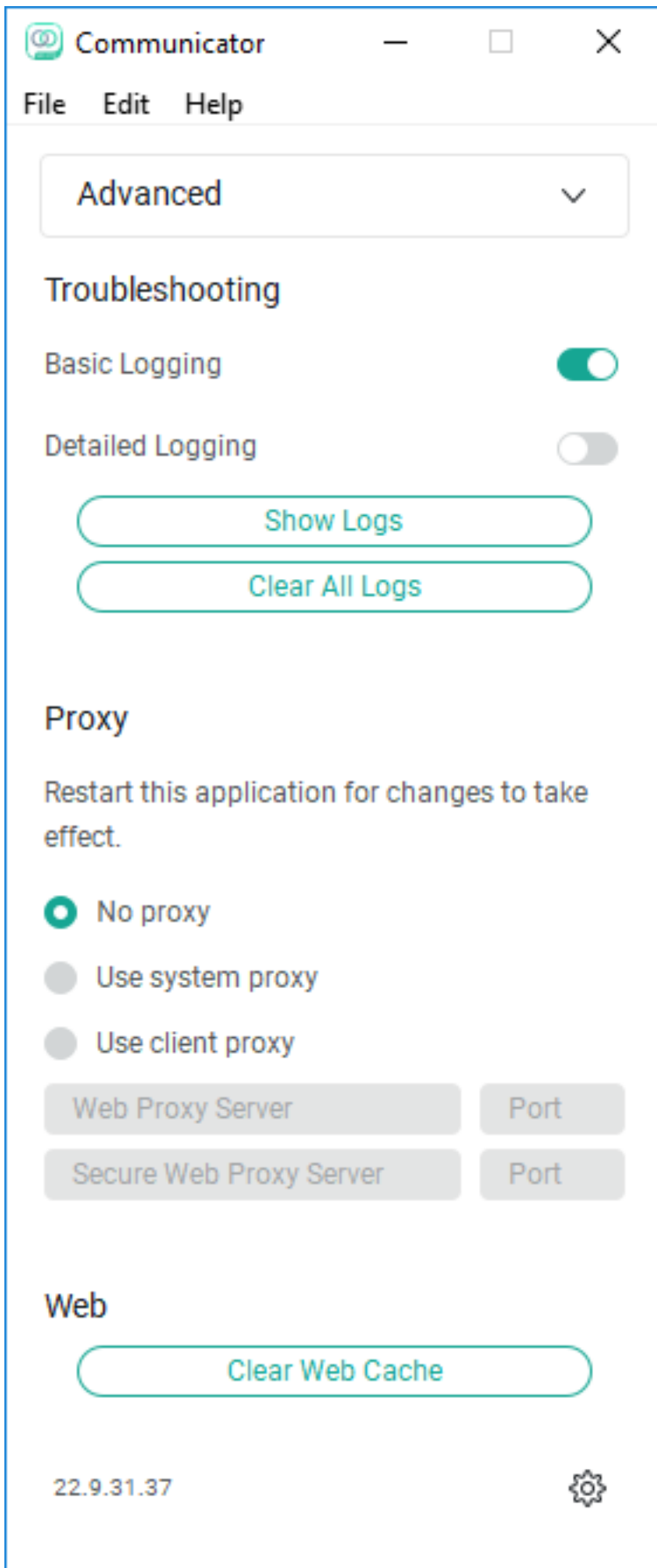
From the UC-One Communicator application, you need to have the gear icon and then navigate to **Options**:



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:



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.