

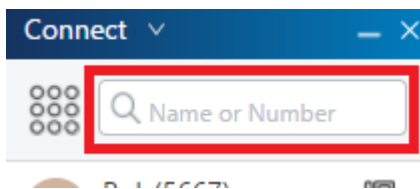
How to enable debug logs for the Connect Client

Dec 26, 2018-How To

PROCEDURE

The TAC may request debug level logs when troubleshooting the Connect Client. This is accomplished by the following steps:

1) Open the Connect Client and click in the Quick Dialer field.



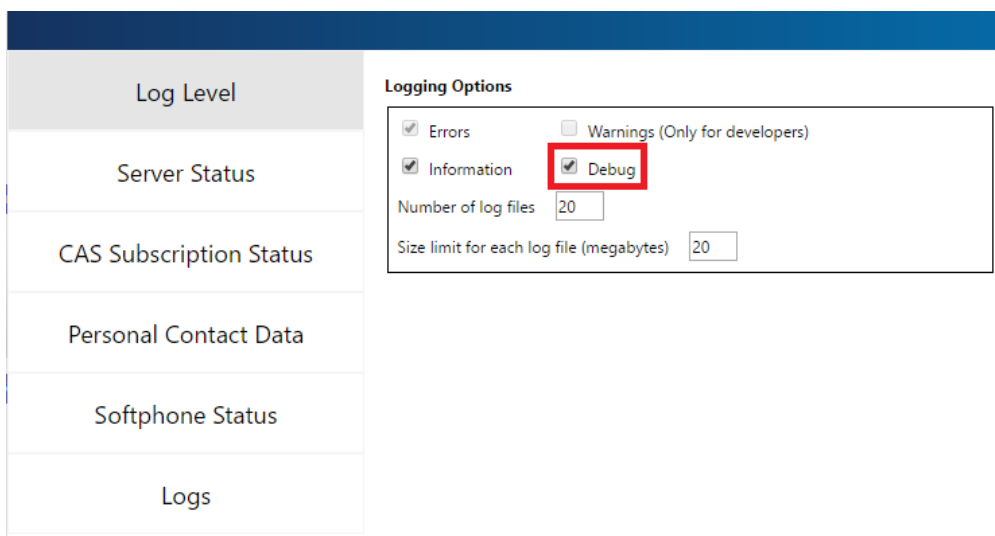
2) The Quick Dialer will expand. The input for opening the debug console varies by OS:

a) For Windows, hold Ctrl and press F12.

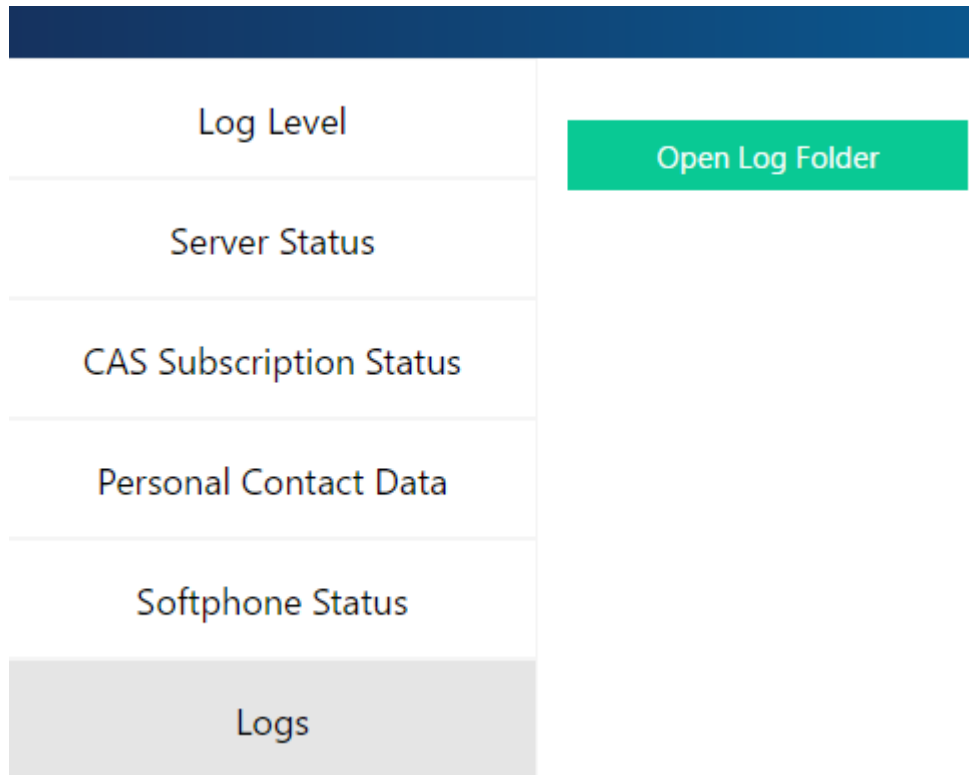
b) For Mac, hold control and press F9.



3) On the first tab, check the box labelled "Debug". This is automatically saved.



Please note, the debug console also provides a shortcut to open the folder that contains the logs.



The image shows a user interface for a debug console. At the top, there is a dark blue horizontal bar. Below it is a sidebar menu with several items: 'Log Level', 'Server Status', 'CAS Subscription Status', 'Personal Contact Data', 'Softphone Status', and 'Logs'. The 'Logs' item is highlighted with a light gray background. To the right of the sidebar, there is a green button labeled 'Open Log Folder'.

Log Level	Open Log Folder
Server Status	
CAS Subscription Status	
Personal Contact Data	
Softphone Status	
Logs	