

# 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. There are two locations that TAC will typically require.

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

C:\Users\\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.

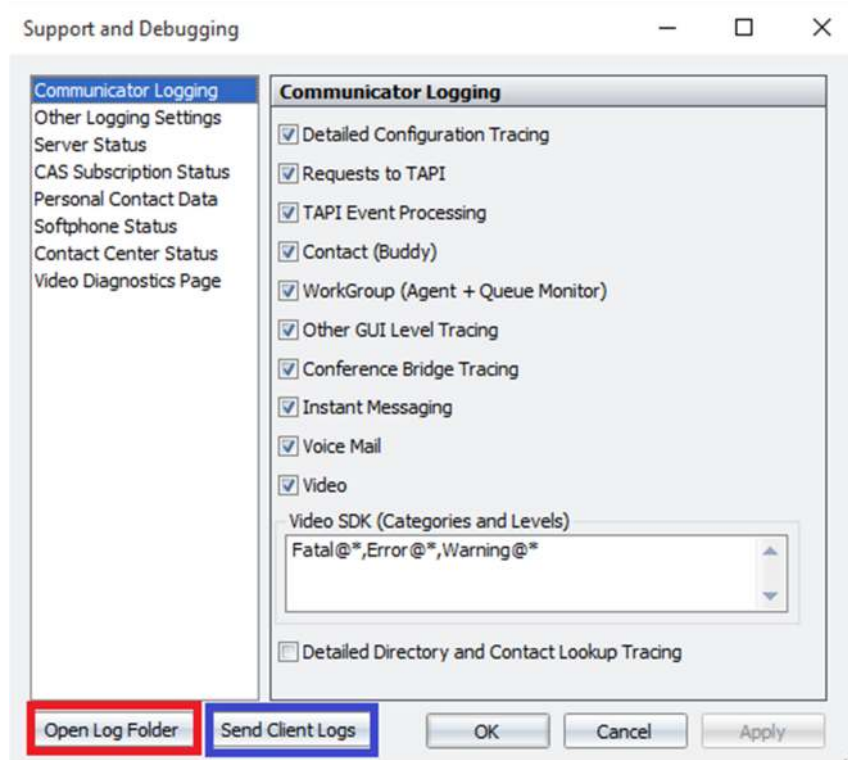
- Place the mouse cursor in the **Quick Dial field**



- 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.

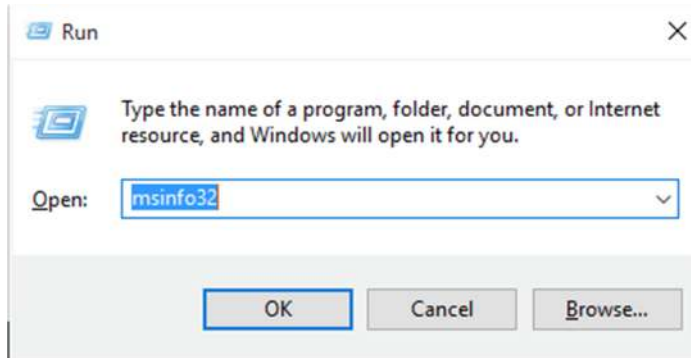
**Note:** you can hold shift on the calendar screen to select a date range similar to when using slogwin on a server.



Other items to collect from an affected PC:

## msinfo32

- Press the **Windows Key + R**
- Type **msinfo32**

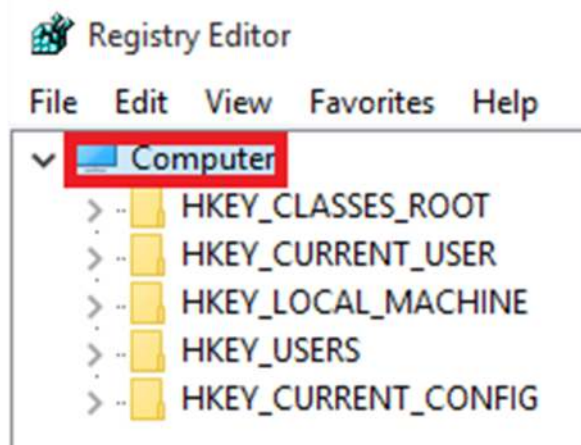


- Click **File -> Save**
- Enter an appropriate file name



## The PC's Registry

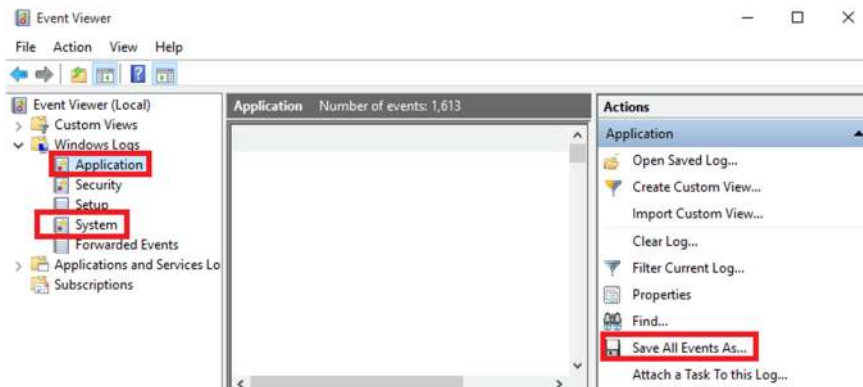
- Press the **Windows Key + R**
- Type **regedit**
- Ensure the top-level hive is selected so all Registry Keys are exported.



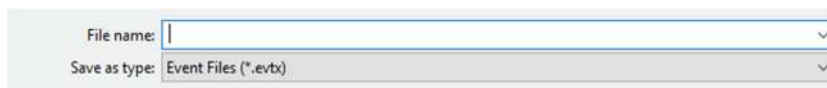
- Click **File -> Export**
- Enter an appropriate file name

## The Windows System and Application Events

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



- Enter an appropriate file name



**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.