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If any unexpected or irresolvable issues occur, detailed logging information is available that can assist in troubleshooting the issue. When troubleshooting issues with Cisco Unified MeetingPlace Click-to-Conference with IBM Lotus Sametime Instant Messaging, look in the following log file directories for errors and warnings:

- C:\Documents and Settings*username*\Application Data\Lotus\Sametime\logs, where *username* is the windows user name of the subscriber. The most recent log file is named *sametime.log.0*.
- C:\Documents and Settings*username*\Application Data\Lotus\Sametime\metadata\log, where *username* is the windows user name of the subscriber.