

Users are unable to share under the following circumstances:

- The user has Audience permissions. These meeting console permission levels allow users to view presentations, applications, and whiteboards, but not share.
- The user did not install the Cisco Unified Presenter Add-in. **NOTE:** You must have administrator privileges on your computer to install or use the Cisco Unified Presenter Add-In.
- The user is attempting to share the screen or a document on the desktop by using the wrong endpoint. Users on Linux and Unix systems can not only share documents that are attached to the meeting or uploaded to the meeting console.
- The user is using Internet Explorer and chose not to accept the Cisco Unified MeetingPlace web certificate.

To collect diagnostic logs for the Cisco Unified Presenter Add-in on a client machine, do the following procedure:

**Caution!** Logging heavily affects the performance of the meeting room client and Cisco Unified Presenter Add-in. Enable logging only while you are troubleshooting a problem, then disable it when you are done.

#### **To Collect Diagnostic Logs for the Cisco Unified Presenter Add-in**

1. Open a new file in a text editor.
2. Type **PlayerLogging=1** and press **Enter** .
3. Save the file as **mms.cfg** in the following location:
  - ◆ On a Microsoft Windows machine, in the System32 folder of your Windows installation (for example, C:\Windows\System32\mms.cfg).
  - ◆ On a Macintosh machine, in the MacintoshHD/Library/Application Support/Macromedia\ folder.  
Debugging output is logged to <Drive>:\Documents and Settings\<your login name>\My Documents\ciscounifiedaddin6x0.log on Windows machines, or to your ~ folder on Macintosh machines.