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Collecting Logs on Cisco Unified Personal Communicator for Cisco Customer Support

Setting Detailed Trace on Cisco Unified Personal Communicator

1. Sign in to Cisco Unified Personal Communicator.
2. Select **Help > Enable Detailed Logging**.
3. Recreate the problem you encountered.

Creating the Problem Report

1. On Cisco Unified Personal Communicator, select **Help > Create Problem Report**.
2. Accept the License Agreement that displays.
3. Select **Next**.
4. Describe the problem you encountered in the Collect Information window.
5. Select **Next**. The Problem Report Tool collects all the files needed.
- 6: Click **Finish**.
7. The Problem Report Tool places a file called **CUPC_<version>_<userid>_<timesamp>.zip** on the desktop. Send this file to Cisco Customer Support.