

Required Log levels

Problem Summary	What logs should be enabled before debugging a HRC problem?
Error Message	NA
Possible Cause	NA
Recommended Action	<p>While escalating issues to DE, please set the following log levels in the file hrcConfig.ini. This is general under the folder where Historical Reporting Client is installed. On a windows system, [assuming HRC is C: drive] it would be 'C:\Program Files\Cisco UCCX Historical Reports'.</p> <p>Log Levels while escalating issues to DE are</p> <p>logLevel=5</p> <p>Note - Once a new log level is set, HRC has to be relaunched for the logs level to</p> <p>Logs should be collected from 'C:\Program Files\Cisco UCCX Historical Reports\logs'. Log levels have level 1, for HRC to perform optimally.</p>
Release	Release 7.0(1),Release 8.0, Release 8.5
Associated CDETS #	