

Required Log levels

Problem Summary	What logs should be enabled before debugging a HRC Scheduler problem?
Error Message	NA
Possible Cause	NA
Recommended Action	<p>While escalating issues to DE, please set the following log levels in the file SCH.ini. This is generally available at [C:\Program Files\Cisco UCCX Historical Reports\Scheduler\SCH.ini] if HRC is installed on the C: drive] it would be 'C:\Program Files\Cisco UCCX Historical Reports\Scheduler\SCH.ini'. Log Levels while escalating issues to DE are</p> <p>logLevel=5</p> <p>Note - Once a new log level is set, HRC Scheduler has to be restarted [by right clicking on the Scheduler icon in the taskbar and selecting 'Restart']</p> <p>Logs should be collected from 'C:\Program Files\Cisco UCCX Historical Reports\Scheduler\''. Log level should be set to 5.</p>
Release	Release 7.0(1),Release 8.0, Release 8.5
Associated CDETS #	