

## HOW TO EXPORT UNITY LOGS

## **CONTENTS**

UNITY APPLICATION SUITE1
VIRTUAL ENVIRONMENT
UNITY DASHBOARD
UNITY MOBILE – ANDROID
UNITY MOBILE – IPHONE
UNITY WEB APPS
Mozilla Firefox
Google Chrome
Safari

### **UNITY APPLICATION SUITE**

Navigate to the log folder, which by default is: C:\Program Files (x86)\Unity Client.

1

2

3

Or, go to **Help > About Unity** and then click on the working folder.

Help										
C		2	00			$\bigcirc$				
Transfer	Hold	Conference	e Voicem	ail Recording	Reports	Settings				
			My Sta	tistics					0	verall Qu
						Average Talk			Total Missed	
otal Calls	Answere	ed Calls	Missed	O About U	nity	- Umo	Total Calls	Colle Apourord	1.000	X
0	0		0							~
0	0		0	Unity Su	perviso	or				
	0		Ŭ	Version: 7.0	.2.1					
			То	License typ	e: Enterpr	ise (no expiry)				itatu
				Currently ru	nning on:	Broadworks 21SP1	(64.47.12.14)			
				Working fo	der: C:\Pr	ogram Files (x86)\U	nity Client			
				Running as	administra	ator: false				
				Operating s	vstem: 64	4-bit. Unity process:	64-bit			
				Important	Notice					_
				This softw	are and it	s associated docum	entation are the	copyright of Kakapo	o Systems	
cemail Age	nt Activity			Limited. T	he use of ire	this software is gov	erned by the Lice	ince Agreement acc	companying	
	Q									
		Phone								
		020786	615810							
		020786	615811						V OK	
		020786	615813						V OK	

Find the Log folder and zip the entire folder and email or upload to the portal.

→ This PC → OS (C:) → Program Files (x86) → Unity Client →								
Name	^	Date modified	Туре	Size				
Brand		31/01/2019 17:30	File folder					
📙 Configuration	n	22/01/2019 08:55	File folder					
Extensions		18/10/2018 10:31	File folder					
- Image		18/10/2018 10:47	File folder					
Instant Messa	ige Log	07/01/2019 09:00	File folder					
Language		31/01/2019 08:59	File folder					
📙 Log		01/02/2019 10:24	File folder					
QuickKey	Open		File folder					
Reporting	Open in new window		File folder					
📙 UnityConnec	Pin to Quick access		File folder					
📊 Update	🕀 Scan with Windows Defe	nder	File folder					
Voicemail	Give access to	>	File folder					
0 7.0.0.0	Restore previous versions		Application	13,898 KB				
0 7.0.1.0	Include in library	`	Application	13,898 KB				
0 7.0.2.0	Din to Start		Application	13,952 KB				
🖻 BlankBanner	Pin to Start		BMP File	36 KB				
💿 cacls	Send to	>	🚯 Bluetooth File T	ransfer				
cacls	Cut		Compressed (zi	pped) folder				
cacls_output	Сору		Desktop (create	shortcut)				
Caspol			M P ·					

## VIRTUAL ENVIRONMENT

In a virtual environment (such as Terminal Services or Citrix) the Unity logs are stored in C:\Program Files (x86)\Unity Client\[LoginIdWithoutDomain]\Logs. For example if the login ID is <u>extn12345@test.com</u> then the name of the folder would be extn1234.

If Unity wasn't installed to C:\Program Files (x86)\Unity Client then the above path will be different.

### **UNITY DASHBOARD**

From the 'About' page, click on the folder path to show the working folder contents in a file chooser. You may also navigate to the working folder.

1

2

3

	Display Template	Currently running on:	Broadworks 22
h to Ier	. View	Licensed to:	extn8006@kakaposystems.com
iser. e to	Settings	Settings folder:	C.(Program Files (xeo)(Unity Dashodard C.(Users\sebin.joseph\AppData\Roaming\UnityDashboard
	① About	Important information This software and its ass this software is governed	ociated documentation are the copyright of Kakapo Systems Limited. The use of J by the Licence Agreement accompanying this software.

Select the current user settings folder Inside the 'Unity Dashboard folder'.

→ AppData → Roaming → UnityDashboard									
Name	Date modified	Туре	Size						
extn8005@kakaposystems.com	15-10-2020 19:03	File folder							
extn8006@kakaposystems.com	15-10-2020 19:03	File folder							
extn8008@kakaposystems.com	15-10-2020 19:03	File folder							
📕 Language	06-11-2020 17:00	File folder							
📙 sebin.joseph@kakaposystems.com	06-11-2020 17:00	File folder							
LoginDetails	06-11-2020 14:18	Text Document	1 KB						

You can find the logs inside the user settings folder. Zip the entire folder and email or upload to the portal.

	Satem	odified	Туре	Size	
Branding	15-10-2	020 19:03	File folder		
<ul> <li>Logs</li> <li>DisplayTemplates</li> <li>Settings</li> <li>UserGroups</li> <li>ViewMaps</li> <li>VisualTemplate</li> </ul>	06-1 21-1 06-1 13-1 15-1 27-1 (	Open           Open in new           Pin to Quick           Give access t           Restore previ           Scan with ESI           Advanced op           Include in lib	window access o ious versions ET Internet Security otions rary	>	11 KB 10 KB 2 KB 11 KB 58 KB
	- r	Pin to Start Send to		>	Bluetooth device

#### **UNITY MOBILE – ANDROID**



#### **UNITY MOBILE – IPHONE**

Carrier 🗢	6:30 PM		Carrier 🗢	6:30 PM	
	More	Edit	< Back	About	Send Logs
🔧 Services		>		Unity Mok	oile
Settings		>		Version: 3.0	).1
🔔 Notificatio	оп	>		Licence: Stand	ard
📞 Call Contr	rol	>			
F Status		>			
1 About		>			
				Kakapo Syste	ms
				2020 © All rights n	eserved
	A				0
34	00° (	•••			

#### **UNITY WEB APPS**

#### **MOZILLA FIREFOX**

1

From keyboard press:

- F12 for Windows.
- Option-Command-C for macOS.





#### Right click and select:

- Copy message for Windows.
- Copy for macOS.

R	Inspector	Console	Debugger	{ } Style Editor	@ Perfo	rmance	Memory
圃	Filter outp	ut					
	server add: ResponseRouter ###### construc ResponseRouter	- registerer tor - Register - registerRe	ror ResponseHandler gisterResponse				
<b>A</b>	Source map erro Resource URL: h Source Map URL:	r: request fai ttps://desktop main.js.map [	led with st .unityclier Learn More]	<u>S</u> tore as global var <u>C</u> opy message	riable		
	Timer to check	Registered. is oadAuthenticat	Registered: ion from Re	C <u>o</u> py object Select <u>a</u> ll		e: false	, result: true

4

Save Ctrl+S ggedUserA
nonseRout
Page Setup Print Ctrl+P Jan 31 20
Exit Store meenous gee_stonser_info()



# SAFARI Press Option-Command-C from keyboard or from menu bar select Develop Show JavaScript Console. If you do not see Develop in the menu bar, you can change this in Safari Preferences, as shown here. *Advanced Construction on a webpage Option-Tab Indeplique teach item on a webpage Option-Tab Indeplique teach item on a webpage Option-Tab Indeplique teach item.*

Click the Console tab.

Press Command-A.	Storage	🛋 Canvas	🔀 Consol	e -
Right click and select <b>Save Selected</b> .	<   >	Preserve Log All	Errors Warnings	Logs 🕻
		Copy Selected https://d Save Selected ttps://d	//desktop.unityclient. esktop.unityclient.cor sktop.unityclient.com	com/main.js. n/polyfills.js. ı/tryCatch.js.
		Clear Log		

Select a location and click **Save**.



Reading List: Save articles for offline reading automatically

🗹 Show Develop menu in menu bar

Style sheet: None Selected
Default encoding: Western (ISO Latin 1)
Proxies: Change Settings...

5

2



#### © Kakapo Systems 2023 T +44 (0)207 084 6845 E tellmemore@kakaposystems.com W www.kakaposystems.com International House | 36-38 Cornhill | London | EC3V 3NG

