

KAKAPO

SYSTEMS

HOW TO EXPORT UNITY LOGS

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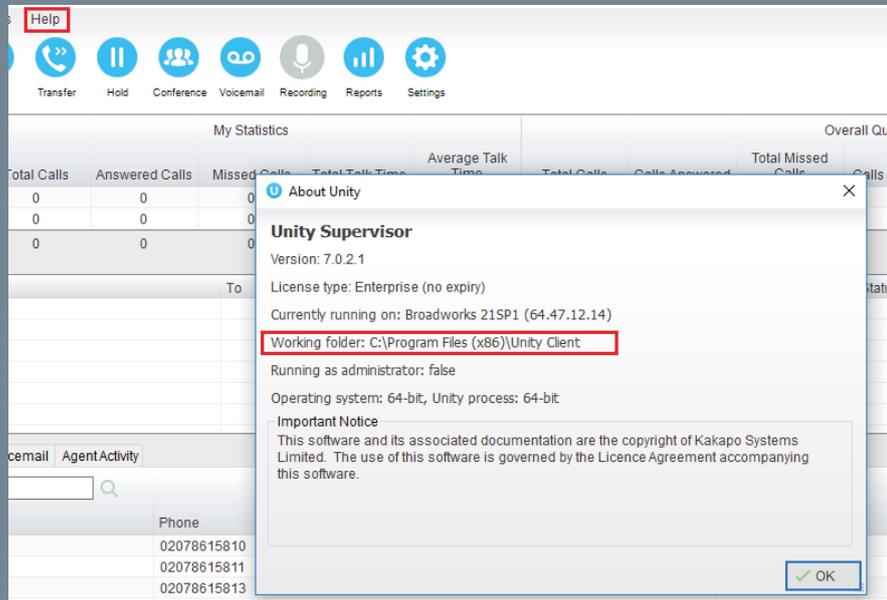
UNITY APPLICATION SUITE

1

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

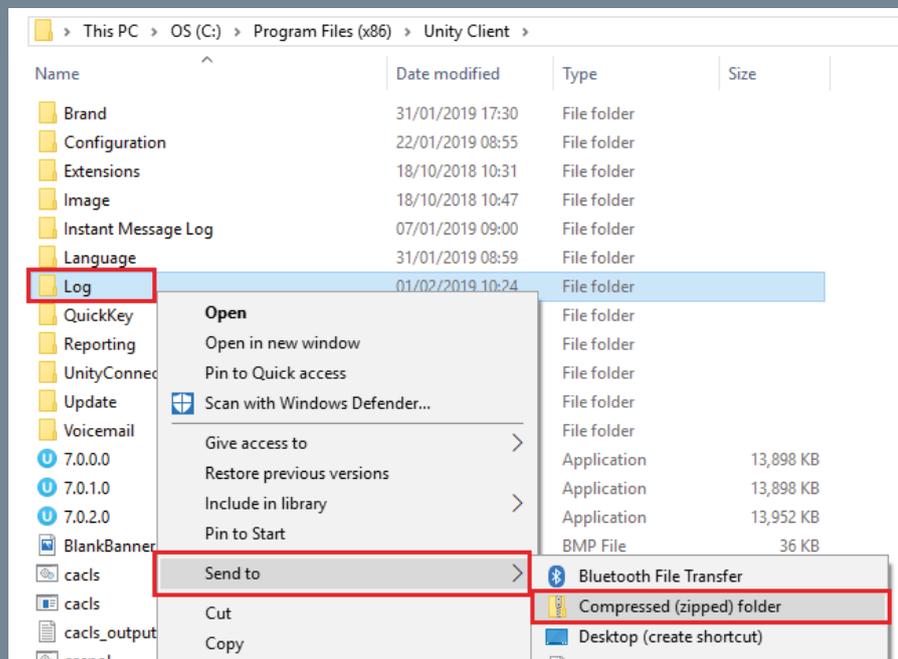
2

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



3

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



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 extn12345@test.com 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

1

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.

Display Template

View

Settings

About

Currently running on: Broadworks 22

Licensed to: extn8006@kakaposystems.com

Installation folder: C:\Program Files (x86)\Unity Dashboard

Settings folder: C:\Users\sebin.joseph\AppData\Roaming\UnityDashboard

Important information

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2

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

AppData > Roaming > UnityDashboard

Name	Date modified	Type	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

3

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

AppData > Roaming > UnityDashboard > extn8006@kakaposystems.com

Name	Date modified	Type	Size
Branding	15-10-2020 19:03	File folder	
Logs	06-11-2020 17:00	File folder	
DisplayTemplates	21-11-2020 17:00	File folder	11 KB
Settings	06-11-2020 17:00	File folder	10 KB
UserGroups	13-11-2020 17:00	File folder	2 KB
ViewMaps	15-11-2020 17:00	File folder	11 KB
VisualTemplate	27-11-2020 17:00	File folder	58 KB

Open

Open in new window

Pin to Quick access

Give access to

Restore previous versions

Scan with ESET Internet Security

Advanced options

Include in library

Pin to Start

Send to

Cut

Copy

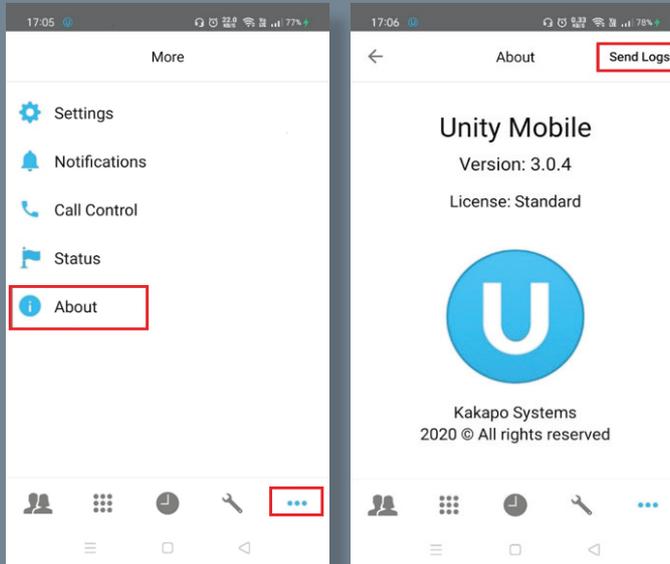
Bluetooth device

Compressed (zipped) folder

Desktop (create shortcut)

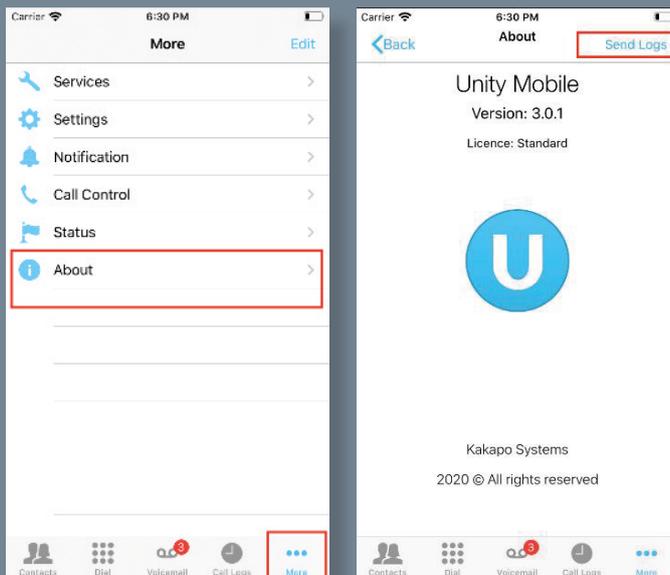
UNITY MOBILE – ANDROID

Go to **More tab > About**. Click **Send Logs**.



UNITY MOBILE – IPHONE

Go to **About tab**. Press **Send Logs** in About page.



UNITY WEB APPS

MOZILLA FIREFOX

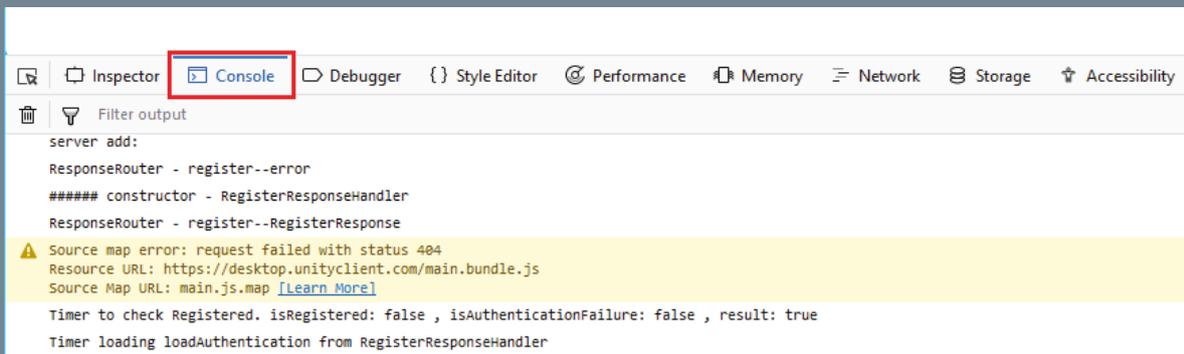
1

From keyboard press:

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

2

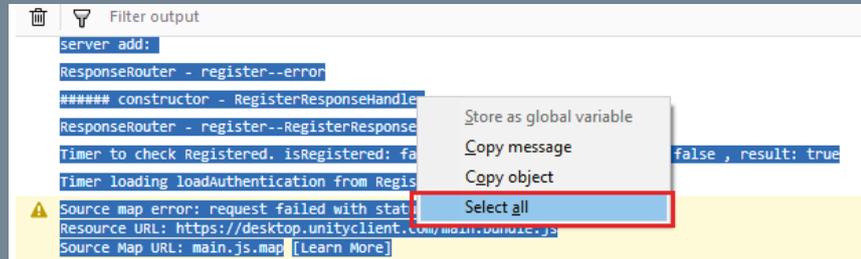
Click the **Console** tab.



```
server add:
ResponseRouter - register--error
##### constructor - RegisterResponseHandler
ResponseRouter - register--RegisterResponse
⚠ Source map error: request failed with status 404
Resource URL: https://desktop.unityclient.com/main.bundle.js
Source Map URL: main.js.map [Learn More]
Timer to check Registered. isRegistered: false , isAuthenticationFailure: false , result: true
Timer loading loadAuthentication from RegisterResponseHandler
```

3

Right click and select **Select all**.

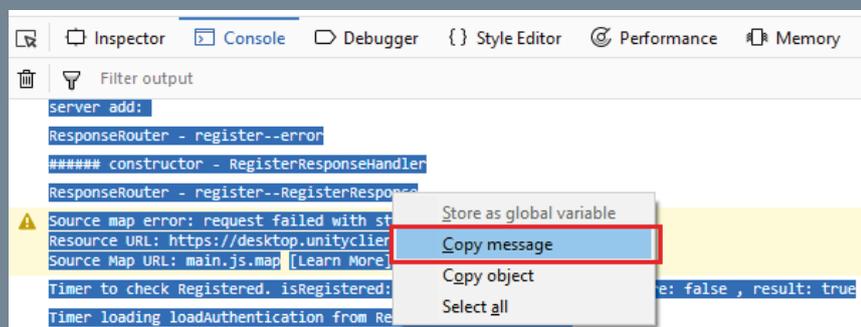


```
server add:
ResponseRouter - register--error
##### constructor - RegisterResponseHandler
ResponseRouter - register--RegisterResponse
Timer to check Registered. isRegistered: false , isAuthenticationFailure: false , result: true
Timer loading loadAuthentication from RegisterResponseHandler
⚠ Source map error: request failed with status 404
Resource URL: https://desktop.unityclient.com/main.bundle.js
Source Map URL: main.js.map [Learn More]
```

4

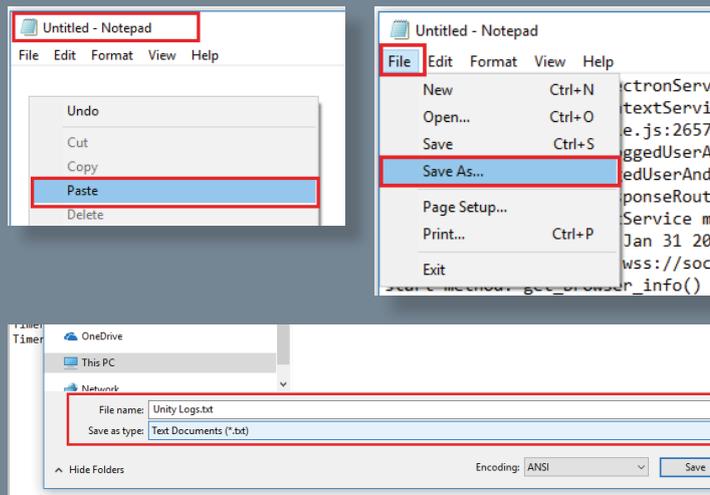
Right click and select:

- **Copy message** for Windows.
- **Copy** for macOS.



```
server add:
ResponseRouter - register--error
##### constructor - RegisterResponseHandler
ResponseRouter - register--RegisterResponse
⚠ Source map error: request failed with status 404
Resource URL: https://desktop.unityclient.com/main.bundle.js
Source Map URL: main.js.map [Learn More]
Timer to check Registered. isRegistered: false , isAuthenticationFailure: false , result: true
Timer loading loadAuthentication from RegisterResponseHandler
```

Paste the log in a Notepad or plain text file and save.



5

GOOGLE CHROME

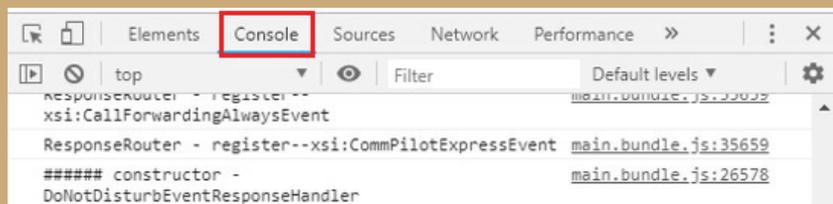
1

From keyboard press:

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

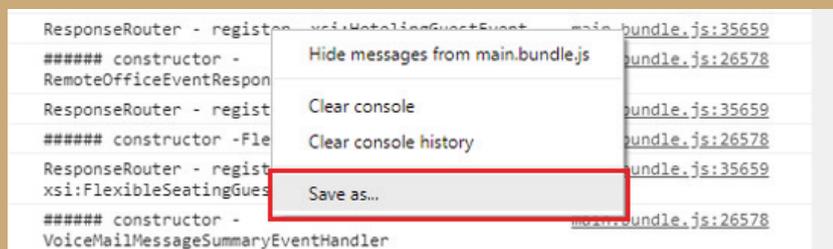
Click the **Console** tab.

2



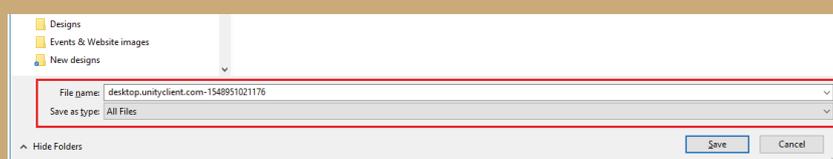
Right click and select **Save as**.

3



Select a location and click **Save**.

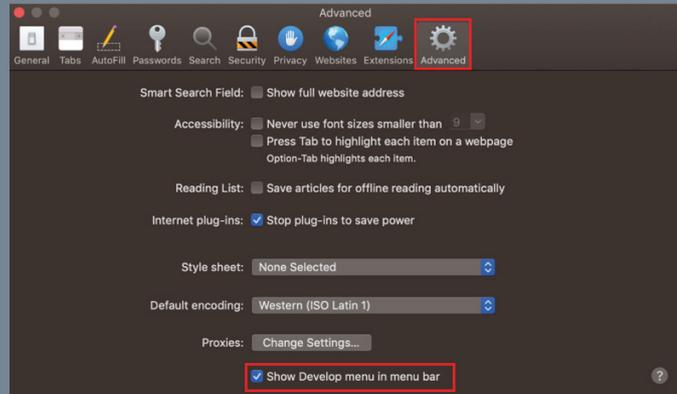
4



1 SAFARI
Press **Option-Command-C** from keyboard or from menu bar select **Develop Show JavaScript Console**.

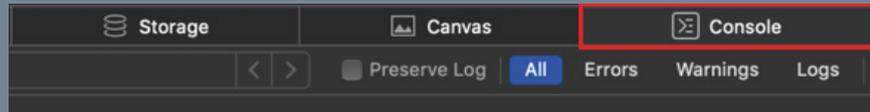
If you do not see **Develop** in the menu bar, you can change this in Safari Preferences, as shown here.

2



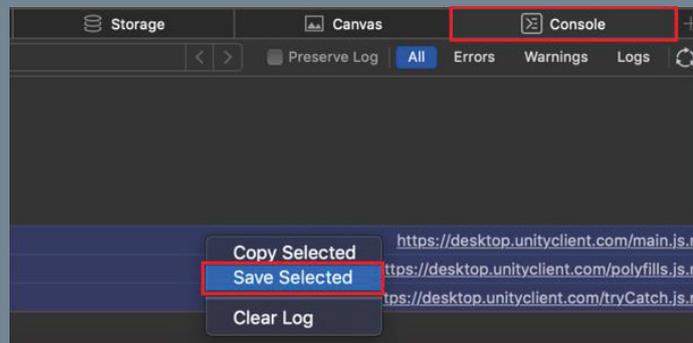
3

Click the **Console** tab.



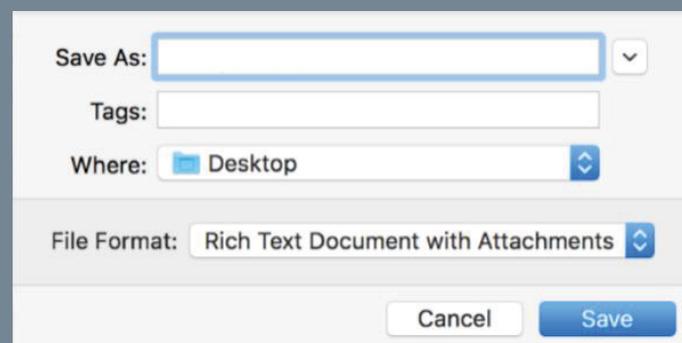
4

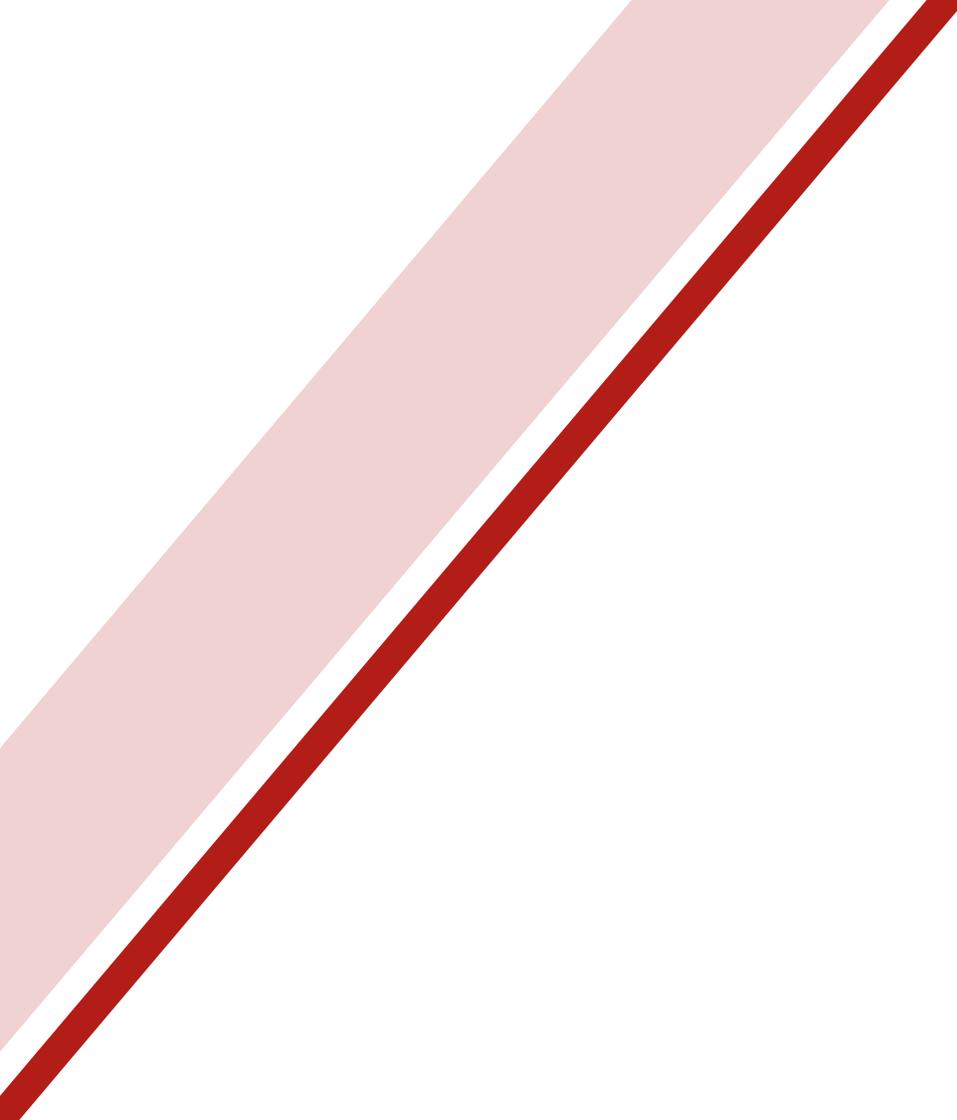
Press **Command-A**.
Right click and select **Save Selected**.



5

Select a location and click **Save**.





KAKAPO

SYSTEMS

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