KAKAPO SYSTEMS

UNITY CLIENT FOR WINDOWS APPLICATION LOGGING OVERVIEW

Contents

1 Log Creation 2
2 Log Files 3
2.1 LicenseLog.txt 3
2.2 UserTemplateLog.txt 3
2.3 ConfigurationLog.txt 3
2.4 RestoreListenerLog.txt 4
2.5 BrandingLog.txt 4
2.6 LanguageLog.txt 4
2.7 QuickKeyLog.txt 4
2.8 RealtimeCallsInQueueLog.csv 4
2.9 DispositionCodeLog.csv 4
2.10 BlfChangeLog.csv 4
2.11 EventHandlerLog.txt 5
2.12 CallCenterEventLog.csv 5
2.13 CallCenterLoginStatus.csv 5
2.14 ReportingLog.txt 5
2.15 XsiActionLog.txt 5
2.16 CrmIntegrationLog.txt 5
2.17 CustomDirectoryLog.txt 5
2.18 ContactCenterLog.txt 6
2.19 CtiProcessingLog.txt 6
2.20 UpdateLog.txt 6
2.21 ConnectionLog.txt 6
2.22 VersionInfo.txt 6
2.23 XmppLog.txt 6
2.24 RawConnectionLog_ALL.txt 6
2.25 FormattedConnectionLog: 7
2.25.1 FormattedConnectionLog_BROADWORKSVERSIONCHECKER_OCI.txt 7
2.25.2 FormattedConnectionLog_BROADWORKS_OCI.txt 7
2.25.3 FormattedConnectionLog_BROADWORKS_CAPORCTI.txt 7
2.25.4 FormattedConnectionLog_BROADWORKSCALLCENTER_OCI.txt 7
2.25.5 FormattedConnectionLog_BROADWORKSCALLCENTER_CAPORCTI.txt 7
2.25.6 FormattedConnection_UNITY.txt 7

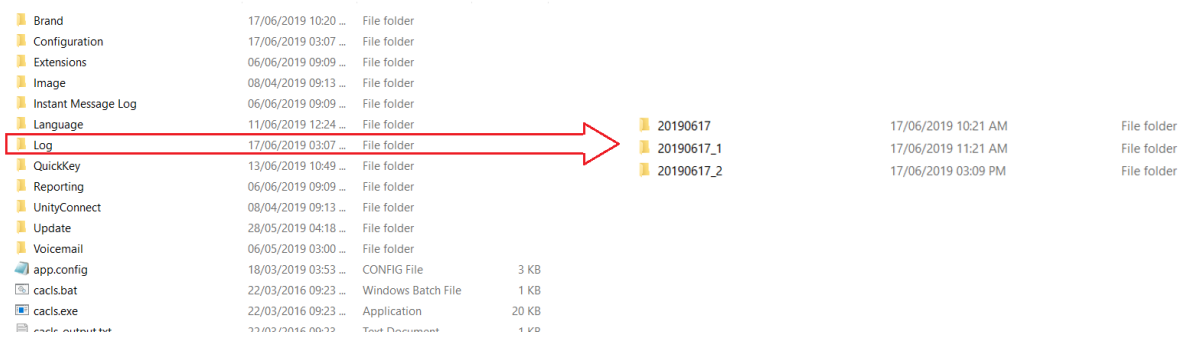
Unity creates extensive logs during startup and throughout operation, which can be used to analyse behaviour of both Unity and the third-party platforms it integrates with, including Broadworks, the Kakapo cloud and any CRM or shared calendar platforms.

This document outlines how these logs are managed and what information each log provides. It should be used by support personnel in order to provide tier one and two support to end-user customers.

Please note this document applies to Unity Windows clients only, and old Unity releases may not include all the files listed here. As new functionality is added to Unity, new files have been added to allow support personnel to support that functionality.

1 LOG CREATION

Unity creates all logs in the installation folder, which is C:\Program Files (x86)\Unity Client by default. The Unity installer will ensure that Unity has permission to create log files in this folder. Unity will create a Log folder within this folder, then create a new folder per Unity session.

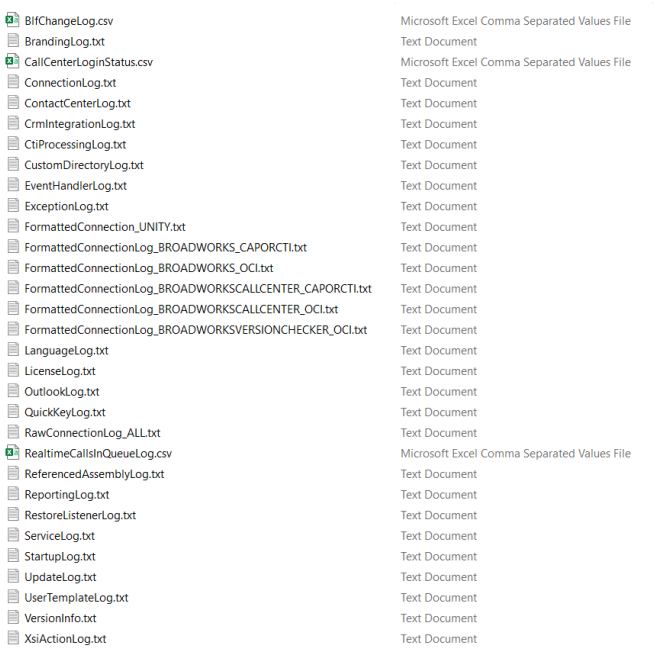


The above screenshot illustrates that within the Log folder a new folder is created per session (referred to as a “session log”), using the naming convention YearMonthDay_Sequence where the sequence will be incremented if Unity has already been run on the same day. Please note if Unity is not restarted overnight then yesterday’s session log will continue to be used.

As part of startup, Unity will delete any session logs older than 3 days as these files are no longer considered recent.

2 LOG FILES

Within each session log the below files are available, depending on the version of Unity being used and if functionalist is licensed and configured.



Please note that in most cases more than one log file would be used to investigate an issue, for example if a user's ACD state was not being changed when the relevant button was clicked in Unity, then the event log would show which button was clicked and how Unity reacted to that event, then the formatted connection log would show if Unity send the request to change the ACD state to Broadworks and if Broadworks responded with a success or failure message.

2.1 LicenseLog.txt

This file logs the steps taken to fetch a license from the Kakapo cloud, and how the licenses response is processed. This file includes the license type returned from the Kakapo cloud, as well as additional branding information that is not returned in the branding response (as described in section 2.5).

2.2 UserTemplateLog.txt

This file is only available if user templates are available. It logs how the user template versions are compared during startup and if a new/updated template is available, how it is downloaded from the Kakapo cloud and applied.

2.3 ConfigurationLog.txt

This file logs the steps taken to upload Unity settings to the Kakapo cloud, when the user clicks Help > Export Unity Settings from the main Unity window.

2.4 RestoreListenerLog.txt

Unity can be configured to not start an instance of Unity.exe if one is already running, instead the new instance of Unity.exe will connect to the running instance and force it to display itself. This file logs the steps taken in both the new and running instances of Unity.exe to ensure this feature works as expected.

2.5 BrandingLog.txt

This file logs the branding request that is sent to the Kakapo cloud and the response that is returned, including all branding properties set in the Kakapo portal (which can be used to ensure the branding settings are being pushed to Unity clients as expected). The file also logs how the logo is downloaded and displayed.

2.6 LanguageLog.txt

This file logs how Unity fetches details of available languages from the Kakapo cloud, based on the ISO code set in Unity or in Windows. If languages are not shown as available in Settings then this file will help to understand the reason.

2.7 QuickKeyLog.txt

This file logs how quick keys are loaded from the configuration files in Unity during startup, and also how they are managed through Unity Settings. This file will also log when quick keys are used in the application, including if a quick key didn't fire for a reason, for example if the quick key is to send an email to a contact but an email address is not present.

2.8 RealtimeCallsInQueueLog.csv

This file logs all queued ACD calls that are received by Unity through the Broadworks CAP or CTI protocol, including call IDs and state. This log is updated as calls are added and removed to and from the queue, it can be used in conjunction with the formatted connection logs outlined in section 2.24 to get visibility of whether these calls were received and processed in Unity.

2.9 DispositionCodeLog.csv

This file logs each disposition code that is assigned to an ACD call in Unity, including if the disposition code was assigned while the call was active or after it had ended. This can be used to understand any issues when the Broadworks call center reports show calls that don't have a disposition code assigned.

2.10 BlfChangeLog.csv

When the list of monitored users is updated (either manually or dynamically in the case of Unity Reception) this file will log how Unity started or stopped monitoring users in Broadworks, which can help to understand if a user isn't being monitored correctly (meaning the wrong state is showing in the Contacts or Agent Activity tab).

2.11 EventHandlerLog.txt

This file logs all the internal working of Unity, it helps to understand how Unity receives, processes and sends messages to/from third party platforms, as well as how the code is processing generally. This is the most complete picture of how/why is behaving how it is, it can be used in conjunction with other logs to get an understanding of what Unity is doing at any time during execution.

2.12 CallCenterEventLog.csv

Previous versions of Unity allowed call center agent actions (such as answering an ACD call, joining or leaving a queue or changing the ACD state) to be logged in the Kakapo cloud and reported on, this has been replaced by the Broadworks enhanced call center platform. This file would log any events that were recorded, but it is not currently used. This feature is still available in Unity but is currently deactivated, it will be used as part of the Kakapo call logging platform so has been retained.

2.13 CallCenterLoginStatus.csv

Unity Agent, Supervisor and Reception can log into Broadworks as a call center, in order to fetch ACD specific information used to populate the personal wallboard and agent activity list. This file logs the steps taken to log into any applicable call centers, including the protocol used (OCI, CAP or CTI) and if the login attempt was successful. If a Unity client isn't showing personal wallboard statistics for a specific queue then this log can be used to confirm if the login was successful.

2.14 ReportingLog.txt

This file logs how Unity integrates with Broadworks to fetch details of any available enhanced call center reports that may be available to the agent/supervisor. It will also log any attempt to generate these reports through the report viewer.

2.15 XsiActionLog.txt

This file logs all integration between Unity and the XSI server, which is used to manage visual voicemail and, if CTI is not in use, call recording (start/stop/pause/resume). If the Broadworks CTI protocol is being used in place of CAP, then XSI is only used to manage visual voicemail if configured.

2.16 CrmIntegrationLog.txt

This file logs all integration with the CRM platform, if configured and licensed. This includes setting up the initial connection and when performing number or name searches.

2.17 CustomDirectoryLog.txt

This file logs all integration with a custom directory (MS SQL or LDAP server), if one has been configured and licensed. This includes setting up the initial connection and when performing number or name searches, or when loading the directory

2.18 ContactCenterLog.txt

This file logs all activity relating to the Unity contact center platform, including loading the contact center environment from the Kakapo cloud during startup, to processing conversations and running reports. This file will only be created if the user has a contact center license assigned.

2.19 CtiProcessingLog.txt

This files all actions relating to CTI processing, such as creating, updating and deleting CTI channels and subscriptions. It should be used in conjunction with the formatted connection log to diagnose any issues with failed or expired CTI channels or subscriptions.

2.20 UpdateLog.txt

This file logs the auto-update process in Unity, including querying the Kakapo cloud for updates and if one available, how Unity performs the auto-update. This includes if support files also need to be downloaded, the status of each file download, and the steps performed in the update.

2.21 ConnectionLog.txt

This file logs all attempts by Unity to open TCP connections to Broadworks and the Kakapo IM&P platform. It includes Unity performing the DNS lookup and the IP address(es) returned, then how Unity attempts to connect to each IP address in turn until a connection is established. This file will also log any dropped/severed connections, as well as all reconnection attempts.

2.22 VersionInfo.txt

This file provides information about the general environment in which Unity is running, including the release of Unity and the .NET Framework being used, the Broadworks release that Unity is connected to, and other general environment properties.

2.23 XmppLog.txt

This file will logs all messages sent and received to/from the XMPP platform, if Unity is configured and licensed to connect to one. This log contains the raw messages that are sent and received, the event log will provide insight as to how these messages were processed internally.

2.24 RawConnectionLog_ALL.txt

This file contains all messages sent to and received from Broadworks over the TCP connection, using any Broadworks protocol (OCI, CAP and CTI). This file logs the raw messages as they were sent and received, meaning large messages may be split into multiple blocks. This file can be used if there errors or unexpected behaviour when encoding and decoding messages from the network stream. This file can become very large, especially if a single Unity session is kept running for multiple days.

2.25 FormattedConnectionLog:

This file splits the raw messages sent and received (and logged in the RawConnectionLog_ALL.txt file) based on the Broadworks protocol being used (if using a Broadworks protocol) as well as the Unity connection type. Therefore the below files may exist:

2.25.1 FormattedConnectionLog_BROADWORKSVERSIONCHECKER_OCI.txt

This file includes all OCI messages sent between Unity and Broadworks to establish the current version of Broadworks, which dictates how Unity will perform login and other tasks.

2.25.2 FormattedConnectionLog_BROADWORKS_OCI.txt

This file includes all OCI messages sent and received for the logged-in user. This will include messages to request the directory and the response as well as current service configuration etc.

2.25.3 FormattedConnectionLog_BROADWORKS_CAPORCTI.txt

This file includes all CAP or CTI messages sent and received for the logged in user. This will include messages for call control as well as user monitoring. For example if you want to see the message from Broadworks to show that a monitored user is currently on the phone, it would be contained in this file.

2.25.4 FormattedConnectionLog_BROADWORKSCALLCENTER_OCI.txt

This file includes all OCI message sent and received for any logged-in call centers. This includes requests to fetch agent and supervisor lists, as well as call center statistics which are displayed through the personal wallboard in Unity.

2.25.5 FormattedConnectionLog_BROADWORKSCALLCENTER_CAPORCTI.txt

This file includes all CAP or CTI messages sent and received for any logged-in call centers. This includes real-time updates for queued, and abandoned calls.

2.25.6 FormattedConnection_UNITY.txt

This file includes all messages sent to and received from the Unity IM&P platform. This includes encrypted instant messages and presence states, as well as all contact center messaging (which uses the Kakapo IM&P platform)