



FAQ GUIDE

Summer 2016

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ISV/Software Solutions

# CHIME LOGGING FAQ GUIDE

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## Chime Logs Checklist:

The goal of this FAQ guide is to show the most effective way of reporting an issue to the Instant-Tech development team. Often times it is tough to know what information the development team will need to be able to resolve the issue you are having with Chime. This FAQ will give a comprehensive walkthrough of what information is necessary to send us. In every scenario, the development team will need a few things so that they can identify the issues happening with Chime.

- Screenshots of the current issue
- Chime Server Log Files
- Description of problem
- Chime version number
- Time the issue occurred
- User name and ID who is experiencing the issue
- System information
  - Operation System
  - Browser Type and Version
  - Lync\Skype for Business Client Version
- Any other information regarding the issue

In some cases, the Development team will also ask for:

- Lync\Skype for Business Client Log Files

In many situations, we will need more information to diagnose the problem. In this next section, we will go through a few example scenarios showcasing how to sufficiently get the screenshots and log files.

## Screen Shots:

Below you can see a screenshot that would be helpful to the development team. In this example, the Skype for Business/Lync client is showing that the dispatcher for the queue is offline, while the Chime Queue Dashboard displays that the queue is online

The screenshot displays two windows side-by-side. On the left is the Chime Queue Dashboard, and on the right is the Skype for Business client.

**Chime Queue Dashboard:**

- URL: `vjmqa01/Chime/QueueDashboard/#/1/dash`
- Navigation: Servers, Tools, Websites, Work
- Header: Instant Technologies logo
- Time: 11:32:37 AM, 9/21/2016
- Based on: Availability
- Queue Status: Online (green bar), Enabled (green bar)
- People Waiting: 0 (large blue '0')  
No one currently waiting
- Traffic / Time: A line graph showing a flat line at 0.

**Skype for Business Client:**

- Header: Justin Moore (Available)
- Find someone: Search bar
- GROUPS: STATUS, RELATIONSHIPS, NEW
- OTHER CONTACTS (11):
  - Andrew Robertson - Offline 232 days
  - Cassie Regan - Away 19 hours
  - Eric Richards - Available - Video Capable
  - Instant Technologies Support - Offline** (highlighted with a red box)
  - MacGregor Thompson - Offline 1 day
  - Matt Quinlan - Offline 2 hours
  - Patrick Madden - Away 25 mins
  - Peyton McManus - Offline 384 days
  - Rachel Quimby - Offline 50 days
  - Shawn Works - Offline 1 day
  - Vivek Garg - Offline 189 days

A red arrow points from the 'Instant Technologies Support - Offline' contact in the Skype client to the 'Queue Status' section of the Chime dashboard.

Build: 2.4.5676.320 ©2016 - instant

System tray icons: IM, network, volume, and system clock.

9:33 AM  
9/22/2016

First, you will need to identify the location of the issue on Chime.

- In this scenario, the issue seems to be between the Lync client and the Queue Dashboard.

Second, you will need to take a good screenshot. To ensure that your screenshot is effective, make sure to include the problem. Listed below are what you would need to include in this screenshot:

- The Lync client compared to the Chime Dashboard
- Timestamp when the issue occurred
- Chime version number.
- Queue Status on Chime
- Dispatcher Status on Lync

### Queue Settings ✕

---

Basic
People
Text Resources
Routing
Schedule
Advanced

**Name**

**Description**

**Mode**  **Language**

**License**  **Web Client**

**Send chat transcripts via email**  OFF **Queue State**  Enabled

---

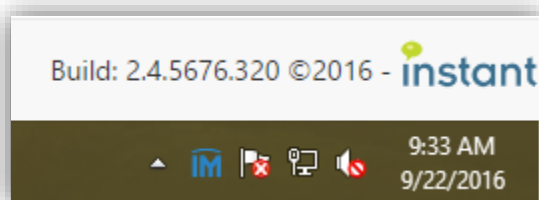
#### Dispatcher

Name	Description	Type	Platform
sip:InstantSupport@instant-tech.com	Support dispatcher	Production	Office 365 Lync <span style="float: right;">⊕</span>

[Select Dispatcher ...](#)

**Oops!** Something went wrong.  
Failed to start queue: Cannot launch Lync.exe - Desktop is not initialized, no user logged into Chime server

[Close](#) [Save](#)



Above you can see another screenshot that would be helpful to the development team. In this example, the queue is failing to enable and start up. You are online in Skype for Business, but that does not seem to have any effect on the matter.

Similarly to the last example, your first step is to identify the location of the issue on Chime.

- In this scenario, the issue seems to be between the server and the Chime application.

Second, you will need to take a good screenshot. To ensure that your screenshot is effective, make sure to include the problem. Listed below are what would be necessary to include in this screenshot:

- Show the process you went through to get the error
- Show the error message that was displayed
- Timestamp when the issue occurred
- Chime version number.
- Queue Status on Chime



## Obtaining the Chime Log Files:

The Chime server log files are very important in helping to diagnose what might be causing the issue. By providing them to the development team, this will help speed up the process of locating the cause of the issue. Many times, an issue might present itself much later than when an error occurred in Chime, so we do ask that you include all the log files for the time period.

Due to restrictions on email attachment file sizes, we recommend adding screenshots and the log files to a zip archive. This will help compress the size of the files, especially the log files, which can be quite large for a busy queue.

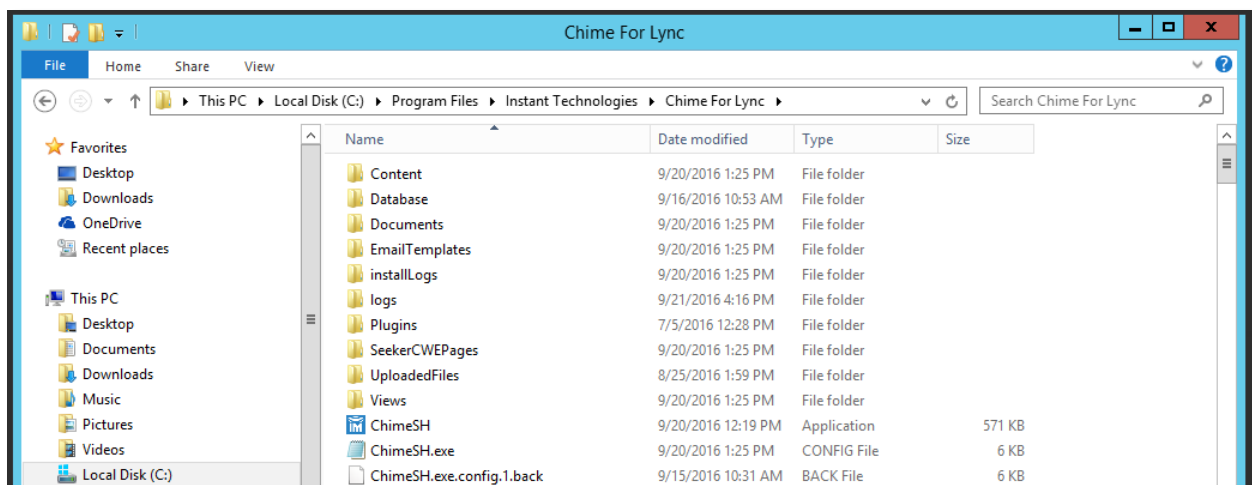
A new log file is created for Chime when one of two conditions are met. The first is that the Chime service is stopped and then restarted. The second is when the Chime service has written to the log file so that it has hit its size limit (10,241 kb).

If you have access to Remote Desktop and the server your instant of Chime is run on, you will be able to access the logs directly from the server. Accessing the logs through Remote Desktop is usually quicker, so it is recommended that you access them through this method if you have it available to you. Alternatively, if you do not have the server rights, you will have to access the logs through Chime. This method works just as well, although it may take more time because you have to download the log files to your computer.

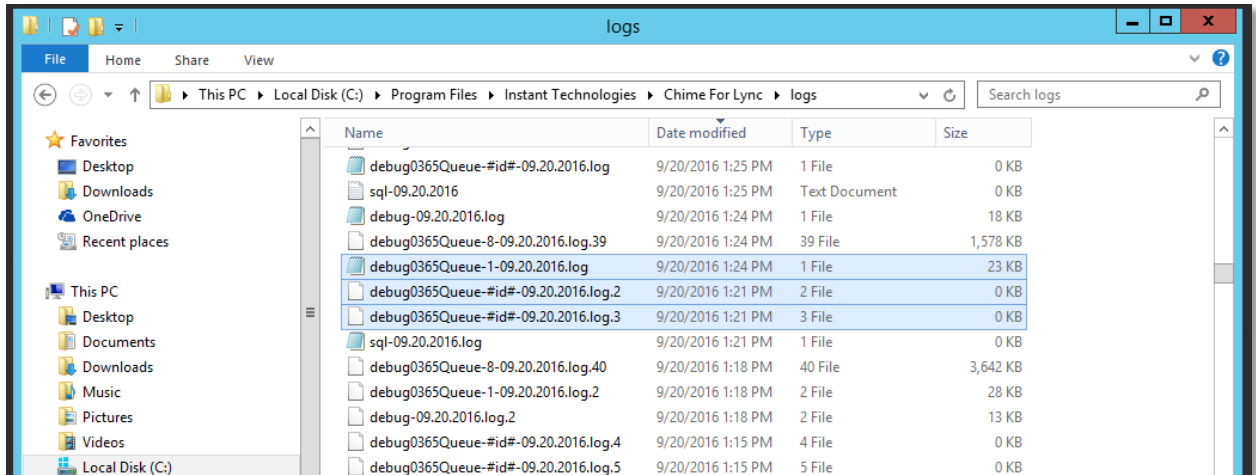
## Obtaining the Chime Logs Using Remote Desktop:

Steps to retrieve logs using Remote Desktop:

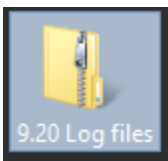
1. Log into the Chime server
2. Navigate to C:\Program Files\Instant Technologies\Chime for Lync



3. Click on the logs folder



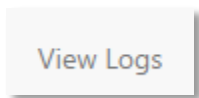
4. Highlight all of the log files from the day the issue occurred
5. Drag and drop the files to your desktop
6. While the files are selected, right-click on them and click Send to, then Compressed (zipped) folder



7. Include the zipped folder in the email you send to [support@instant-tech.com](mailto:support@instant-tech.com)

### Obtaining the Chime Logs Using Chime Web App:

To access the log files, you must first have administrator rights. Once you have those, you will be able to see the “View Logs” button in the left side of the footer. Click that and you will be brought to the Chime Logs page.



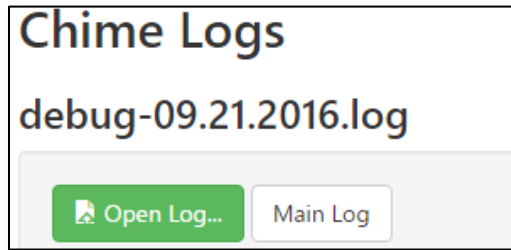
**Note:**

If you are using an On Premise version of Chime, procede with the On Premise section.

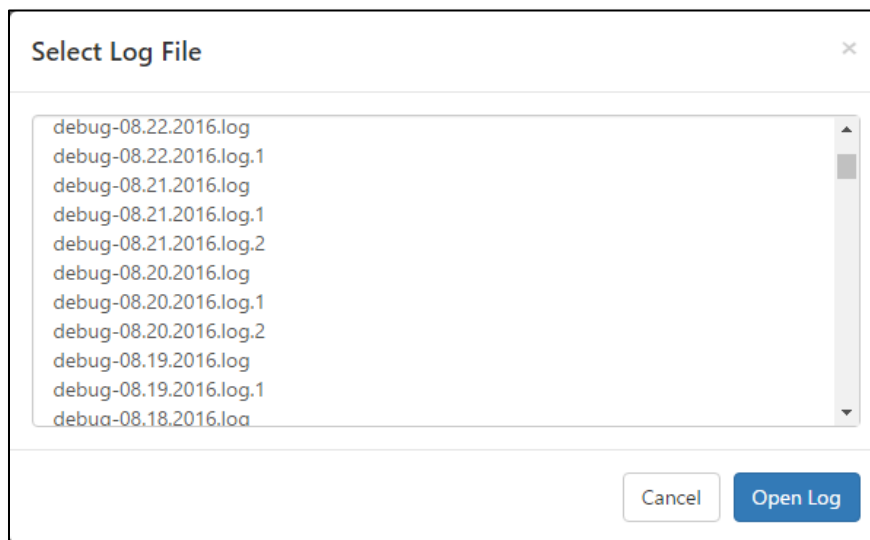
If you are using an Office 365 version of Chime, skip the On Premise section and go right to the Office 365 section.

## On Premise:

Next, click the “Open Log...” button which will open up a window allowing you to select a log file you want to view.



Find the correct log, and then click “Open Log”

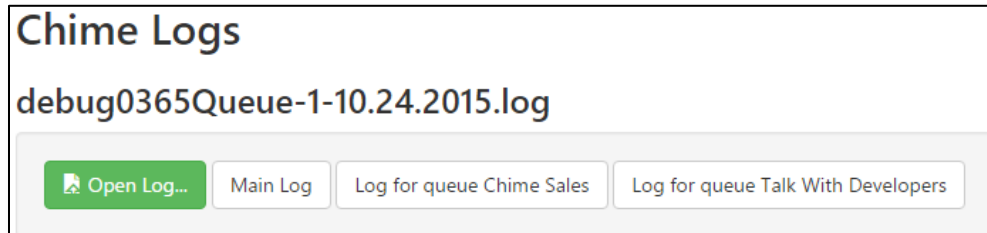


This will display the logs for that specific time frame on the screen. Click “Download as TXT” to save the log as a text document, which can be emailed to the development team

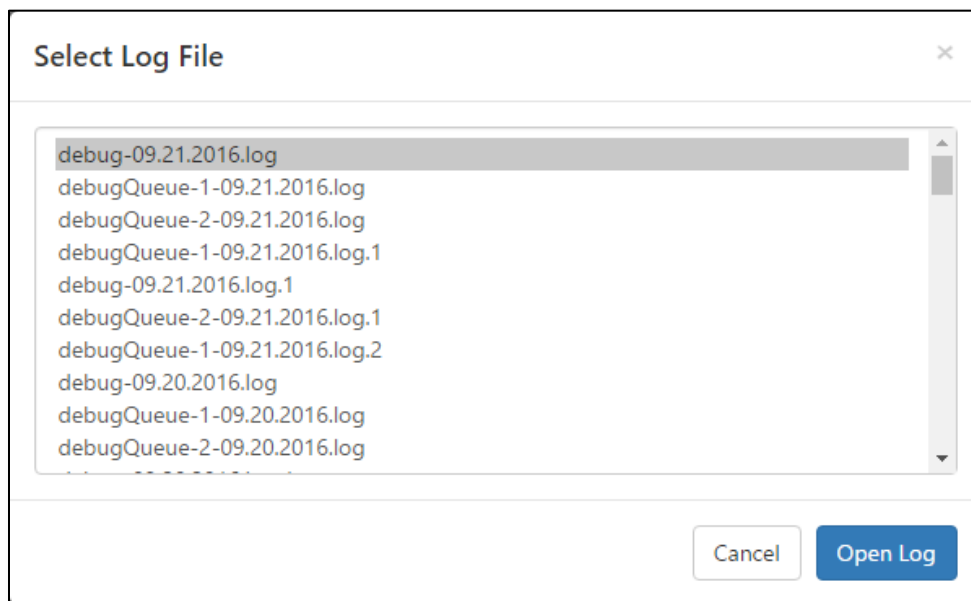
When emailing our development team, make sure you download all of the log files from the day the issue you are reporting occurred. If you do not, the Developers may not have all of the relevant information regarding your issue with Chime. Additionally, it is recommended that you send your log files in a compressed/zipped folder when you attach it in your email to [support@instant-tech.com](mailto:support@instant-tech.com)

## Office 365:

When you open up the Logs page you will notice that you can see the Main log as well as the log files specific to the queues. Next, you will see that click the “Open Log...” button which will open up a window allowing you to select a log file you want to view.



Find the correct log, and then click “Open Log”



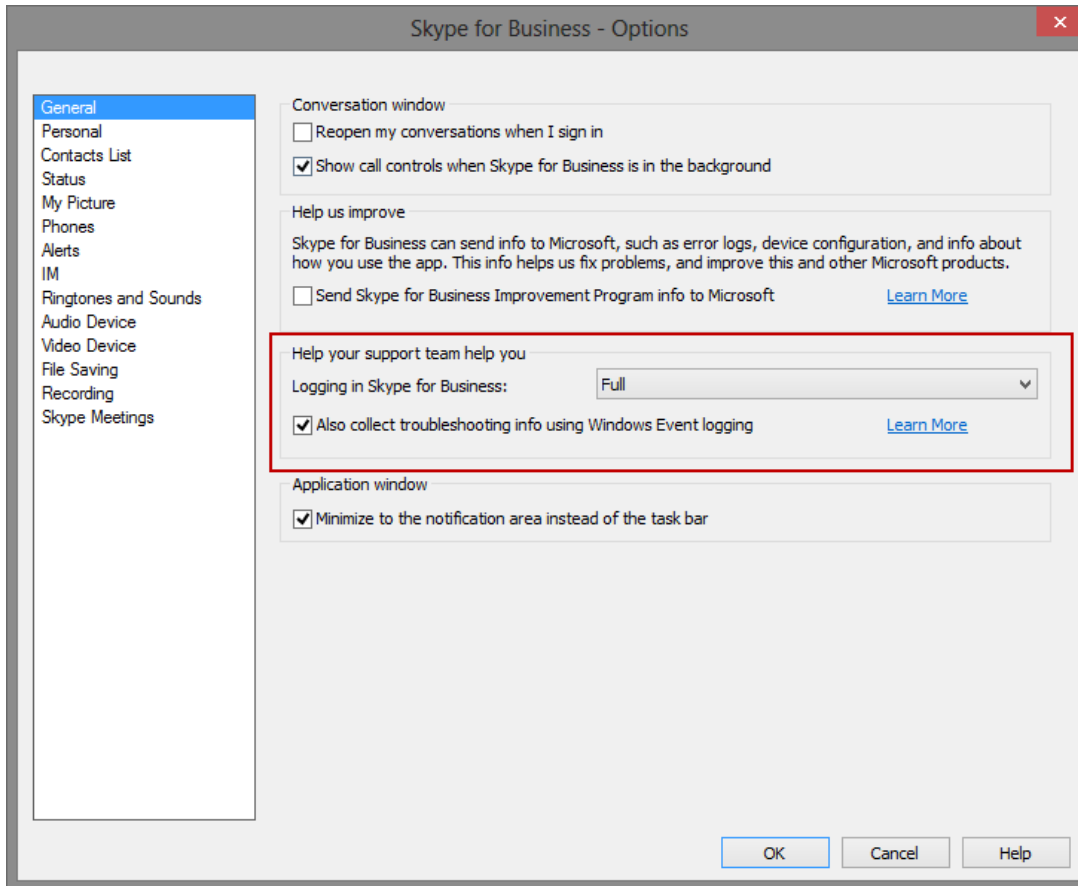
This will display the logs for that specific time frame on the screen. Click “Download as TXT” to save the log as a text document, which can be emailed to the development team

When emailing our development team, make sure you download all of the log files from the day the issue you are reporting occurred. If you do not, the Developers may not have all of the relevant information regarding your issue with Chime. Additionally, it is recommended that you send your log files in a compressed/zipped folder when you attach it in your email to [support@instant-tech.com](mailto:support@instant-tech.com)

## Lync\Skype for Business Client logs

Steps to enable logging:

1. Start **Skype for Business (Lync)** client
2. Navigate to **Tools, Options...** menu item
3. Under Options dialog navigate to **General** section



4. Set the value for option **Logging in Skype for Business** (Logging Level) to **Full** from **Off or Light**
5. Select the checkbox **Also collect troubleshooting info using Windows Event Logging**
6. Log files will be created under **Tracing** folder in your user profile directory—for example,

Lync 2013 Client:

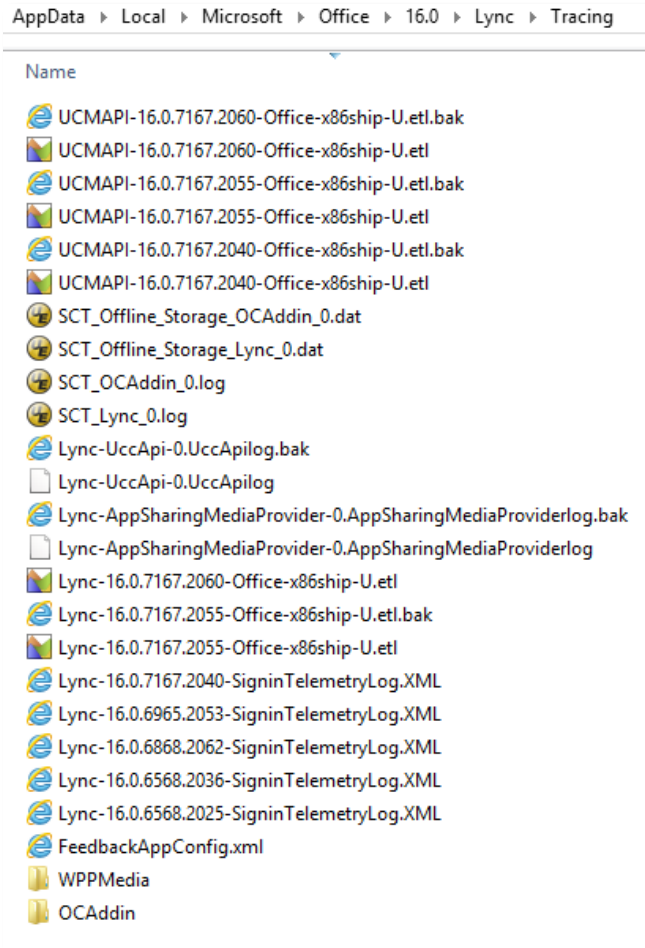
C:\Users\

Skype for Business 2016 Client:

C:\Users\

(If you've just enabled Skype for Business (Lync) logging, you'll need to sign out of Skype for Business (Lync) and then sign back in for the log files to be created.)

7. Tracing Folder content will a collection of log files and other information as indicated in the following screenshot:



8. Compress (or zip) the Tracing folder contents for sending it across to Instant Technologies support team – [support@instant-tech.com](mailto:support@instant-tech.com) .