Here's a brief description of how to set the trace levels on your client logs, and also how to set where you want those logs stored.

Prior to following these examples, client logs are typically found in the %temp% directory. To access that directory, you would open a Windows Explorer window, and type %temp% in the address bar then press enter. Look for a set of folders that follow the following format mm-dd-yyyy, and open the folder that corresponds to the days logs you wish to retrieve. If you are unable to locate those folders, you could also do a search on the root drive for *.ininlog. To search, right click the C: drive and select search inside your Windows Explorer. Type *.ininlog in the search text box.

Setting the Trace
1. Go to Start, click 'Run'
2. Type in 'inintraceconfig' and press enter - the below window will open (*Note* your window may/may-not have different TraceLevel's and Topic's)

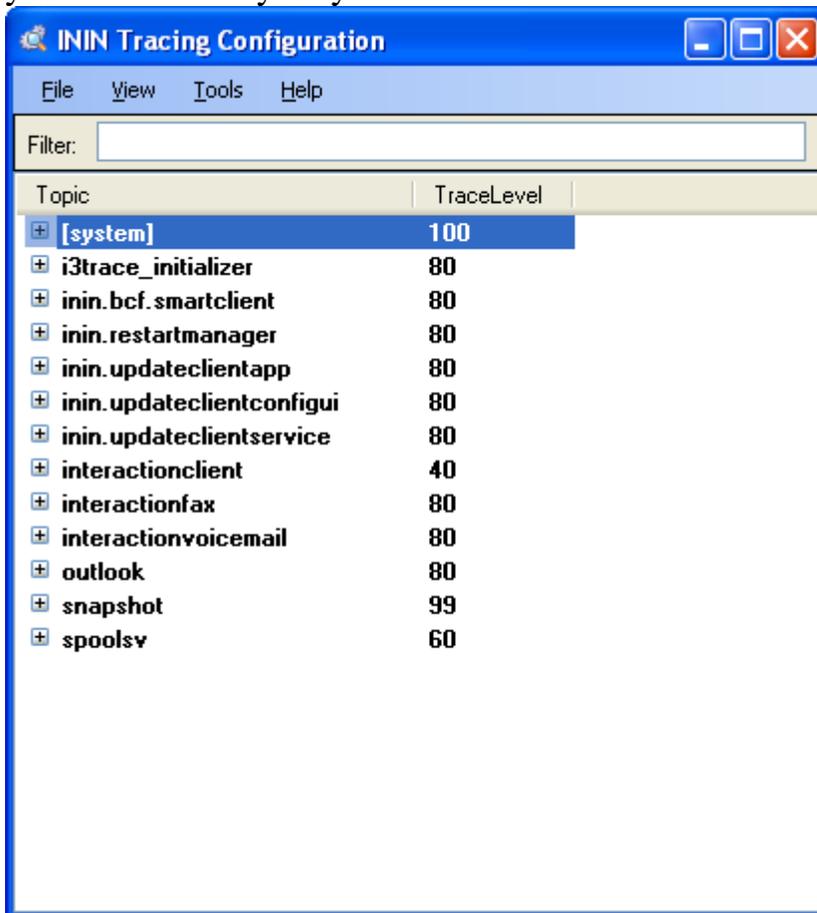| ININ Tracing Configuration	
Topic	TraceLevel
[system]	100
i3trace_initializer	80
inin.bcf.smartclient	80
inin.restartmanager	80
inin.updateclientapp	80
inin.updateclientconfigui	80
inin.updateclientservice	80
interactionclient	40
interactionfax	80
interactionvoicemail	80
outlook	80
snapshot	99
spoolsv	60

Figure 1
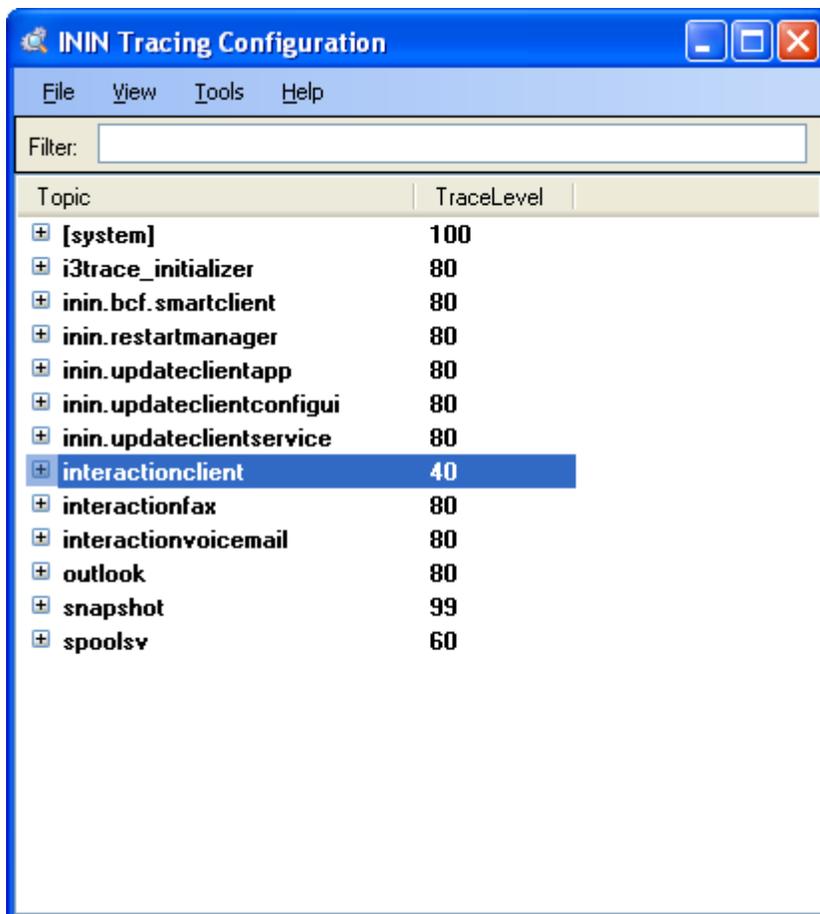3. Highlight the line for interactionclient, as show below in Figure 2.

Figure 2

4. Press the number 7 key on your keyboard, which should change the value from 40 (or whatever value shows on your window) to 100, as shown in Figure 3.
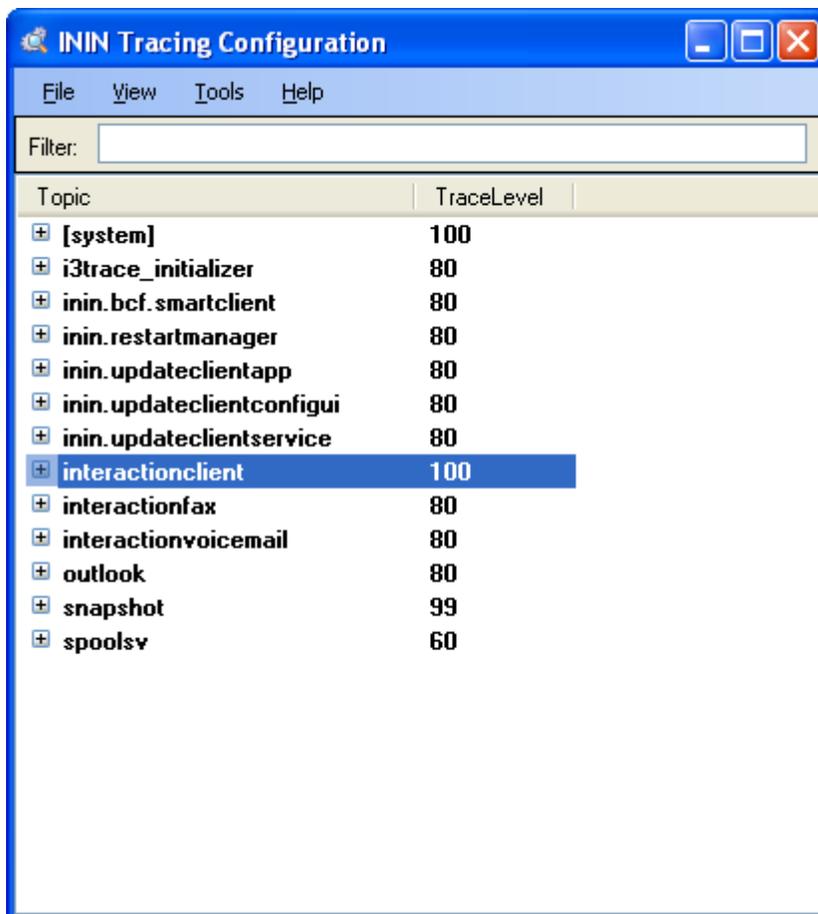
Figure 3

5. This completes the trace setting. If you want to change where your logs are stored, proceed to the next section.

Setting the Log Storage Location for Client
1. In the inintraceconfig window, go to Tools and click Set Trace Root Path. The below window should open as shown in Figure 4.
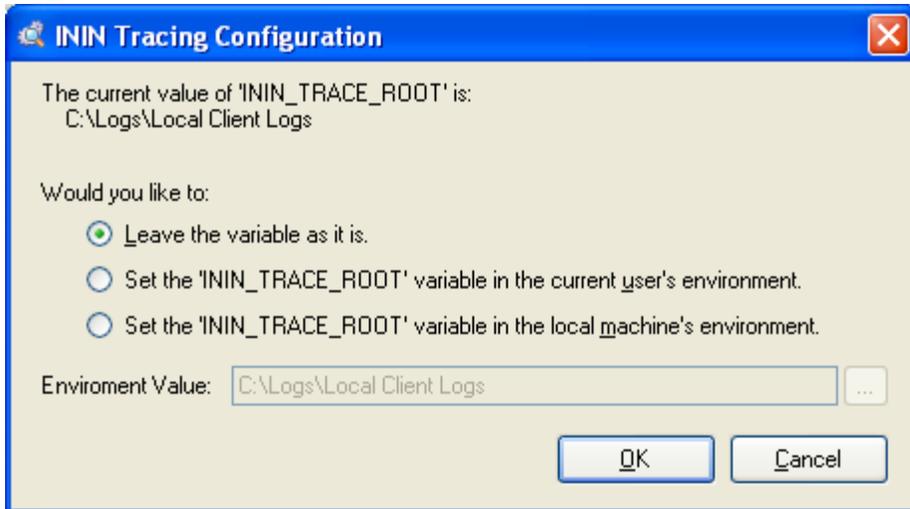
Figure 4

2. Click the radio button that is on the bottom and left of 'Set the 'ININ_TRACE_ROOT' variable in the local machine's environment. When you do this, the Environmental Value: text box will become editable, as shown in Figure 5.
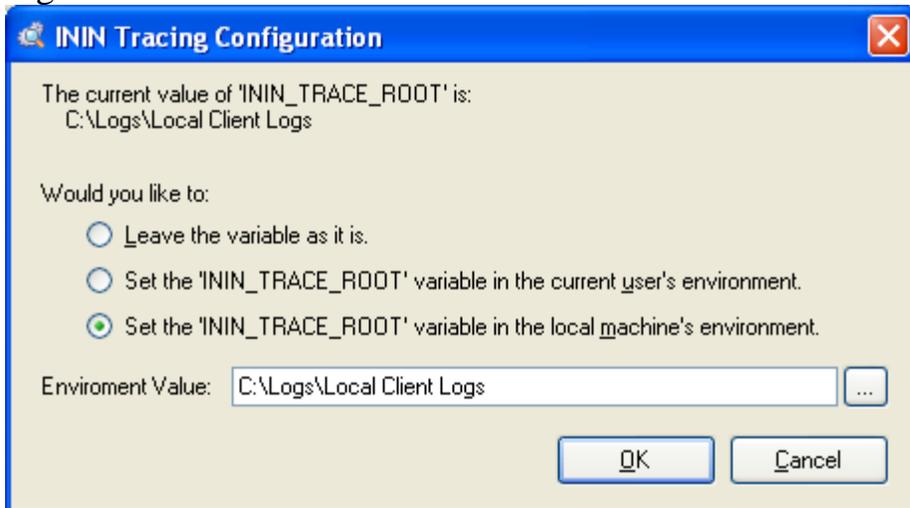

Figure 5

3. In the text box, you can click the ellipse button (small square button with …) to locate a path through a file manager window, or you can type it out. As shown in Figure 5, the logs are currently going to C:\Logs\Local Client Logs.

4. Click OK when you're done. You will have to re-start the client for these new settings to take effect.