

Manage log files for Interaction Client and Interaction Desktop

This article applies to Interaction Client .NET Edition and Interaction Desktop. A Support Engineer may ask you to increase logging levels and obtain log files from a client station in order to investigate issues with these programs. This article describes how to adjust logging levels and how to obtain log files on a user's computer.

Note: To capture log file details from an event, you must set logging levels before the event occurs.

For more information about application log files, see the related help topics:

[Use Trace Configuration Utility to set trace levels](#)

[Logging Backgrounder](#)

Set logging levels

To set logging levels on a computer running Interaction Desktop or Interaction Client .NET Edition:

1. Start the Trace Configuration Utility in one of the following locations:

Start > All programs > Interactive Intelligence > Trace Configuration Utility

C:\Program Files (x86)\Interactive Intelligence\inintraceconfig-w32r-16-2.exe

2. Right-click the program for which you want to change the logging levels.

interactionclient

interactiondesktop

3. Select the logging level requested by the Support Engineer or as recommended on the [Interaction Client .NET / Desktop Triage Page](#).

Retrieve client log files

To retrieve the client application log files:

1. Verify the location where client applications store log files.

Log files can be stored in a default or custom location. The Trace Configuration Utility determines this location.

(1) Start the Trace Configuration Utility.

(2) Select the Tools > Set Trace Root Path... menus.

Tip: The default option is "Leave the variable unset for now." If you choose a custom option, the log files are stored in the location set by the "Environment Value."

2. Navigate to the network or drive path set in the Trace Configuration Utility.

The default location is C:\Users\%Username%\AppData\Local\Temp\inin_tracing

3. Open the date folder for the logs you want to retrieve (YYYY-MM-DD).

4. Identify the log files you want to send for investigation.

The first log file on a specified day is named after the application, and subsequent log files include incremental numbers in the file name. For example, interactiondesktop.ininlog, interactiondesktop_1.ininlog, interactiondesktop_2.ininlog, and so on

Log files have the *.ininlog extension and the Interaction Log Viewer file type.

Each application log file has an associated index file (*.ininlog_idx) and a journal file (*_journal) with it. Keep these files together. For example, interactiondesktop_1.ininlog, interactiondesktop_1.ininlog.ininlog_idx, interactiondesktop.ininlog_journal.

Select all the day's logs for the application, along with the index and journal files, unless the Support Engineer instructs you otherwise.

5. Compress the requested files and upload them to the location provided by your Support Engineer.