

# Retrieve client application logs from a Citrix server

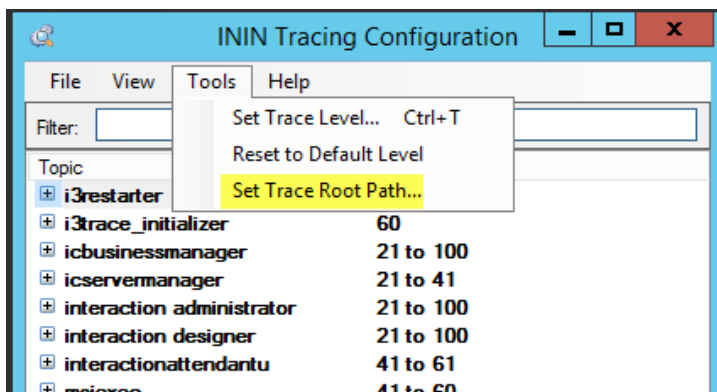
When using CIC client applications in a Citrix or Terminal Services environment, the client log files are stored on the Citrix or Terminal Services server, not on the user's workstation. This article explains how to find these log files.

For more information on tracing configuration or on Citrix and Terminal Services see:

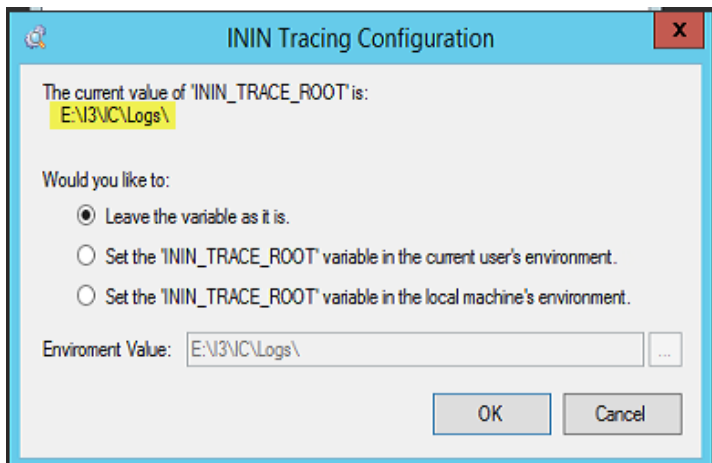
[Use Trace Configuration Utility to set trace levels](#)

[CIC Workstation Applications in Citrix and Terminal Services Environments](#)

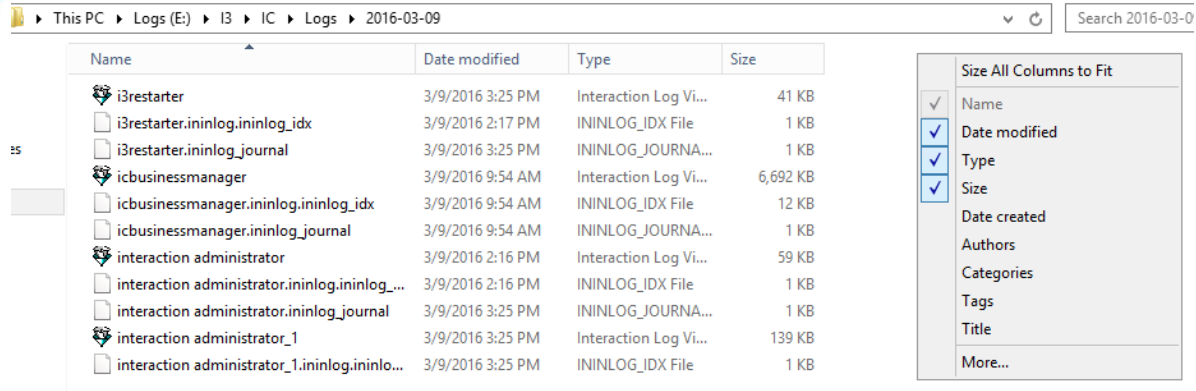
1. Log on to the Citrix or Terminal Services server, and start the Trace Configuration Utility.
2. Select the **Tools > Set Trace Root Path...** menus.



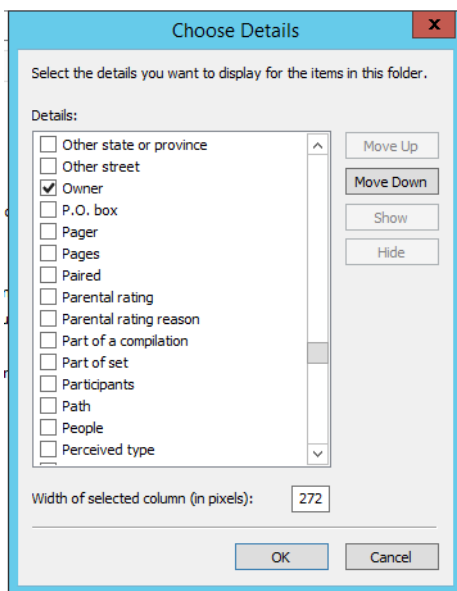
3. In the ININ Tracing Configuration dialog, you can see the path set in the ININ\_TRACE\_ROOT variable, which is where the log files are stored.



4. Use Windows Explorer to open the path shown in ININ\_TRACE\_ROOT. Right-click the details column bar, and select More



5. Select the **Owner** checkbox and click OK. This change displays the Owner column in file details for the log file folder.



6. Sort the column details by Owner to find the log files associated with a CIC user you want to access for troubleshooting.

