

Capturing Error Logs

Vidyo creates log files which can help OTN Technical Support when debugging errors. This document explains how to find your log files so that you can send them to OTN Technical Support.

When reporting an incident, please provide as much information as possible. Include details about your videoconference experience and be sure to include the following:

- Time and date when you encountered the error.
- Software version and your computer's operating system version.
- Screen shots and error message pop-ups.

Windows

(A) Locate and zip Vidyo log files

1. To locate the log files, use **Windows Explorer** to navigate to the following location:

Default location:

C:\Users\<WindowsUserName>\AppData\Local\Vidyo\Data\User

If not in the default location, an alternative location is:

C:\Users\<WindowsUserName>\AppData\LocalLow\Vidyo\Data\User

Note: The AppData folder is a hidden system folder. You need Administrator permissions and to turn on "Show Hidden files" within Windows Explorer > Organize > Folder Options > View

2. To zip the files within the folder, right-click the **User** folder and select **Send to** and then select **Condensed (zipped) folder**.
3. Give the zipped folder a meaningful name and send it as an attachment to OTN Technical Support (techsupport@otn.ca).

(B) Run a DX Diagnostic report

1. If you use *Windows 7*, click **Start** and then click **Run**. Type **dxdiag** and then click **OK**.

If you use *Windows 10*, open a **Command Prompt** window, type **dxdiag** in the command prompt entry line and then press **Enter**.

A **DirectX Diagnostic Tool** popup dialog appears.

2. Click the **Save All Information** button.

A **Save File** dialog appears.

3. Give the file a meaningful name, save it to your desktop and send it as an attachment to OTN Technical Support (techsupport@otn.ca).

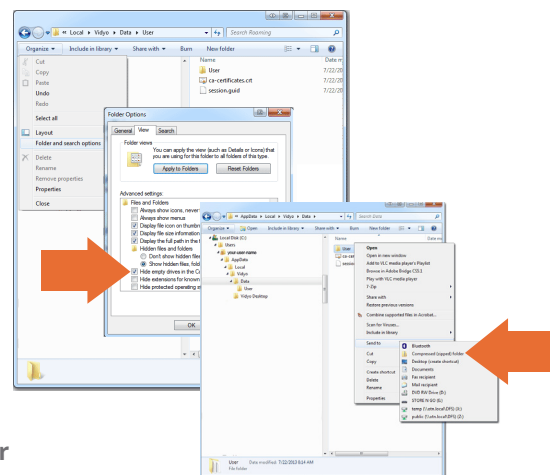


Figure 1: Windows Vidyo log files

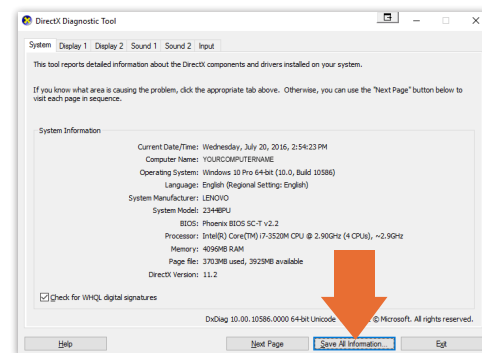


Figure 2: DX diagnostic dialog box

Mac

(A) Locate and zip Vidyo log files

1. To locate the log files, click the **Finder** icon in the dock.

The **Finder** toolbar appears at the top of the screen.

2. Hold down the **Option** key and click **Go** in the toolbar. Select **Library** from the drop-down menu. (The Library folder is a system folder and therefore will only appear while you press the Option key.)

A **Finder** window appears, which contains a number of folders.

3. Locate and open the **Log** folder. Within the **Log** folder locate and Ctrl+click the **Vidyo** folder. Select **Compress "Vidyo"** from the pop-up menu.

A window appears indicating that your Mac is compressing the folder. Depending on the size of the folder, this could take a couple minutes.

After the compression finishes, a **zip file** appears in the **Finder** window.

4. Send the zip file as an attachment to OTN Technical Support (techsupport@otn.ca).

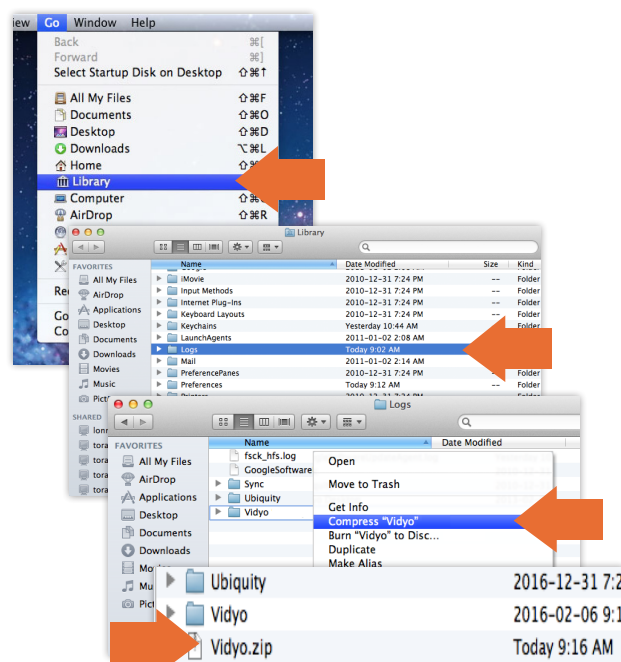


Figure 3: Mac Vidyo log files

(B) Run a System Information report (Mac OS X)

1. Click the **Apple icon** in the top menu bar and then select **About This Mac**.

An OS X dialog box appears.

2. If you use an OS X earlier than version 7, click the **More Info...** button. The **System Profiler** utility appears.

If you use OS X version 7 or later, click the **System Report...** button. The **System Information** utility appears.

3. Click **File > Save** in the top menu bar. (Leave the file with its default file type*– do not change the format to RTF.)
4. Give the file a meaningful name, save it to your desktop and send it as an attachment to OTN Technical Support (techsupport@otn.ca).

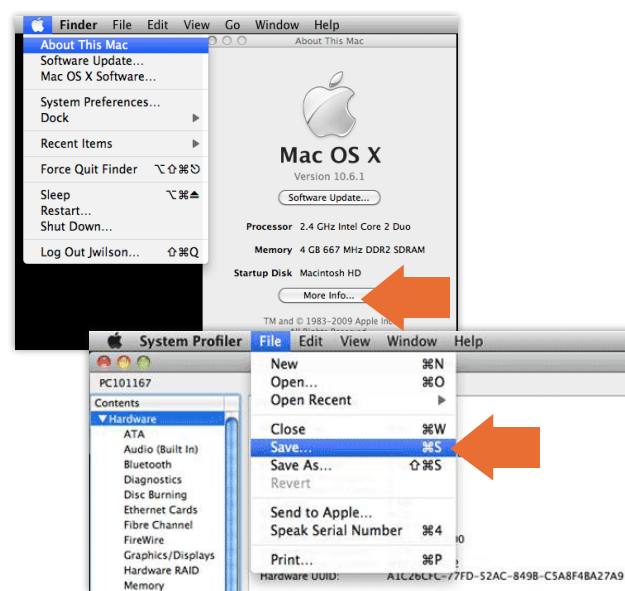


Figure 4: Mac system information report

* The Mac System Information report contains XML structured content.