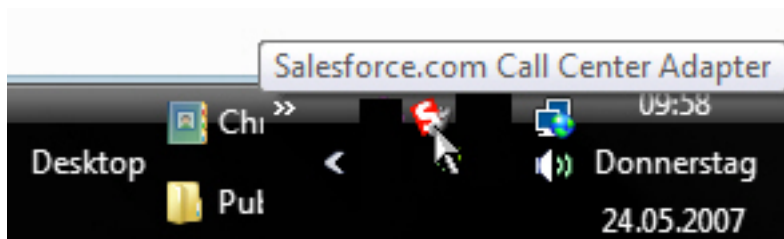


Installation: How to create logfiles for bugreporting

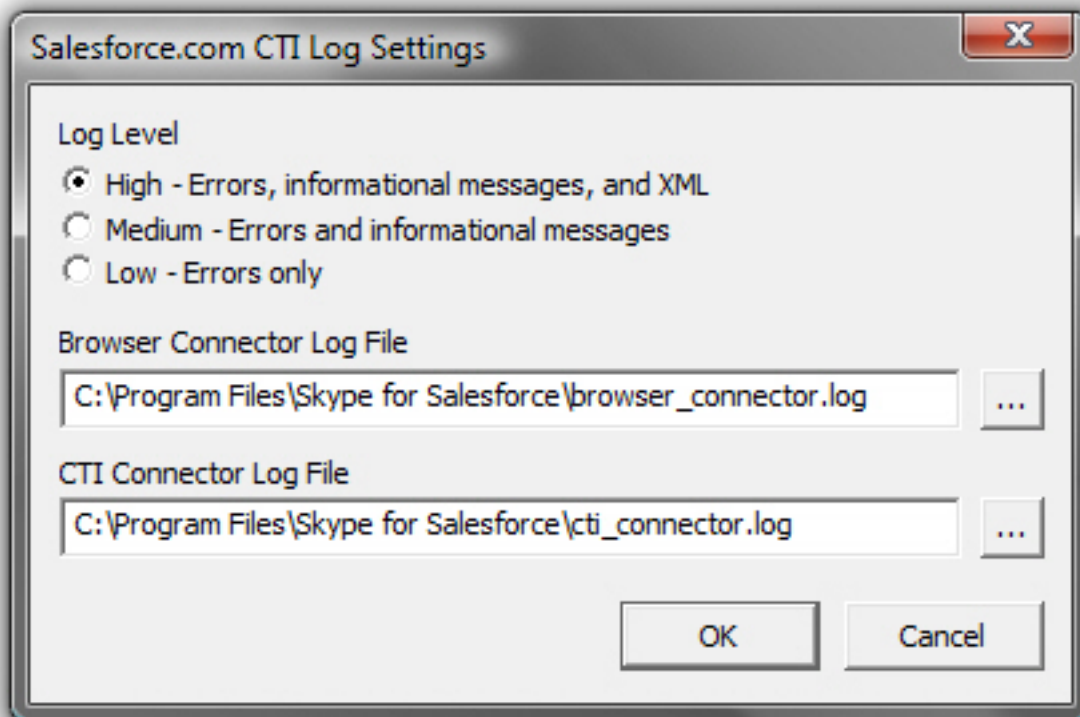
If you experience any problem with the application, log files could help us identify and fix your problem quickly.

To create log files, follow these instructions:

1. Exit Salesforce.com
2. Right-click on the "Salesforce.com Call Center Adapter" in your tray and select "Logging..."



3. Set the "Log Level" to "High":



4. Open Salesforce.com and try to reproduce the problem you want to report us
5. Exit Salesforce.com

Installation: How to create logfiles for bugreporting

6. Zip the files "browser_connector.log", "cti_connector.log" and "protocol.log" (located in "C:\Program Files\Skype for Salesforce" in Windows XP or "C:\Users\your username\AppData\Local\VirtualStore\Program Files\Skype for Salesforce" in new Windows Vista installations) and send them to installation@pamconsult.com.

Unique solution ID: #1011

Author: PamConsult Support Staff

Last update: 2007-06-13 22:01