

TS-1046: How Do I Modify The Default Log File Path?

Comm One LLC - Technical Support Documentation

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2:39 AM

The information in this article applies to:

LITE, JR and PRO

QUESTION

How do I modify the default Log File Path?

ANSWER

The log file path tells the Comm One Software where to look for log files. Here are some common paths that are used:

Description	Default Path
Call logs captured with the Comm One Call Capture Utility	c:\ca2010\log_serial
Call logs captured with the Advanced IP or Serial Capture Utilities	c:\ca2010\log_ip
Call logs downloaded from a Scannex or Asentria Buffer Box	c:\ca2010\log_ftp

Other phone systems with native utilities for saving call records have their own default paths. These include Avaya IP Office, Cisco Call Manager and others.

It doesn't matter where the logs are saved as long as the Comm One software knows where to go look for them. Setting the log file path accomplishes this.

METHOD 1: Run the Log Path Wizard:

1. From the Comm One Call Accounting select the TOOLS menu.
2. Select the Call Accounting Wizards option
3. Open the scroll box and scroll down to the bottom of the list. The modify log path wizard is usually the last wizard on the list. Run it.
4. Modify the path and follow the prompts.

METHOD 2: Change the log path using ToolBox Commands:

1. Close all programs
2. Select the Comm One Software Folder on the desktop
3. Select the TOOLBOX Utility, Run it
4. At the Toolbox command prompt, type the following commands:

```
CLOSE DATABASES  
SELECT A  
USE PLSYS.DBF  
BROWSE FIELDS CITY
```

5. Modify the path as needed. Make sure you end the path with a trailing backslash \.
6. Press CTRL-W to save the changes
7. Type QUIT and press return to exit the ToolBox.

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