Voicemail Pro: Installing Voicemail Pro > Troubleshooting   ▲ ▼ ◄ ► ☐ ⟳ ✉ ✳

Tracing in Debug

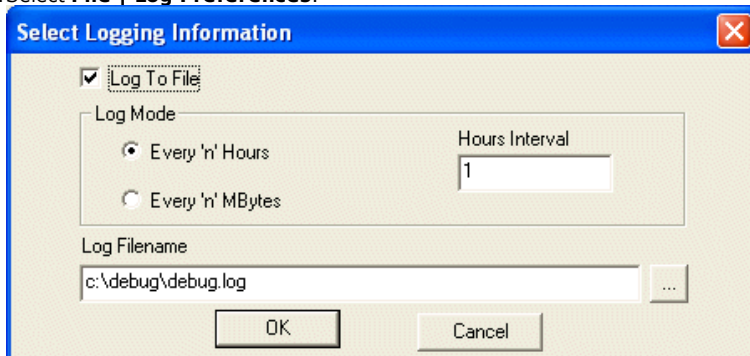Many applications, including Voicemail Pro, output activity messages that are viewable in Debug View (DbgView). This application can be downloaded from **http://marketingtools.avaya.com/knowledgebase/tools/debug**.

Installation

1. Download the zip file.

2. Unpack the files into a folder such as c:\debug on the server PC.

3. Run **DbgView.exe**.

4. Events are shown in the DbgView window. These can be logged to a file if required. The level of detail shown can be filtered to show more or less activity.
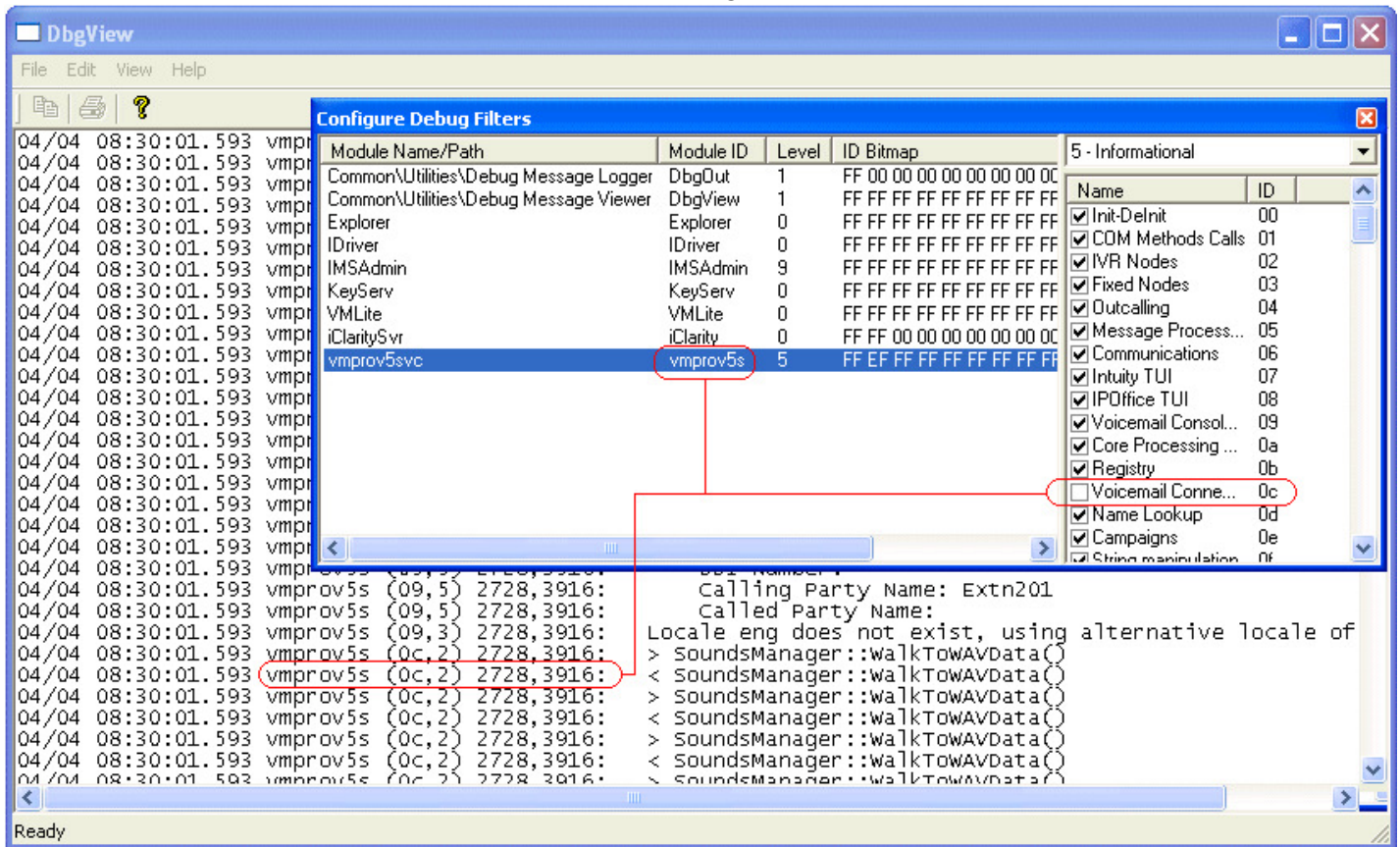
Logging

1. Run **DbgView.exe**.

2. Select **File | Log Preferences**.

3. Set the logging details are required and click **OK**.

4. While **DbgView** is running the viewable trace is also copied to the specified file.

5. The debug log files can be opened in programs such as **WordPad**.

Filtering

1. Select **View | Debug Filters**.

2. Select the module for which you want to increase/decrease reporting.

3. In the right hand panel adjust the level of reporting.

4. Close the **Configure Debug Filters** window.