Voicemail Pro: Installing Voicemail Pro > Troubleshooting

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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.

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Ready	

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.

Select Logging Information	X
 ✓ Log To File Log Mode ✓ Every 'n' Hours ✓ Every 'n' MBytes 	Hours Interval
Log Filename	
c:\debug\debug.log	
OK	Cancel

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.

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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.

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