



## List of questions when calling in a service ticket to support@litescape.com

- Provide the name of the product, version
- Environment where the problem is occurring (Development, Production, or Test).
- List the steps taken when error occurred
- Expect Results
- Actual Results
- Document the error message
- Provide the appropriate screen shots and log files. (see below links to logs)
- Indicate if the problem can be reproduced.

**Please note that all the logs may not be required for any given situation. This is a general guide line and comprehensive list of all log files.**

### OnCast Directory/Client:

1. What happens if you press OnCast Directory on the phone?
2. Can you right click and dial from Outlook?
3. Can you dial from Oncast Client Interface?
4. What happens?
5. Check PBXDatacombo.xml located C:\documents and settings\all users\application data\litescape\oncast\appdata for device information and LDAP information
6. Try the following: browse to the IP address of the phone from Litescape server
7. When you Page from one phone to another do you get Speaker button turn on both phones?
8. If directory look up is slow, check AD attributes that are used for LiteScape and make sure they are indexed. (i.e. telephoneNumber, firstName, lastName etc)

### Server Side Files

- a) C:\Documents and Settings\All Users\Application Data\Litescape\OnCast\Logs
- b) DirectoryPhoneInterface.log
- c) LSCentralizedApplicationSettings.log
- d) OnCastPBXService.log
- e) OnCastAudioSession.log
- f) OnCastBCServices.log
- g) OnCastWebExMeetingStatusService.log
- h) C:\Documents and Settings\All Users\Application Data\Litescape\OnCast\AppData\PBXDataCombo.xml
- i) C:\DocumentsandSettings\AllUsers\ApplicationData\Litescape\OnCast\ApplicationSettings\LiteScape.OnCast.SmartClient\users\org<username>.config.xml

### Client Side Files

- a) C:\Documents and Settings\<user\_name>\Application Data\Litescape\OnCast\Logs\OnCastSmartClient.log



- b) C:\Program Files\LiteScope\OnCastSmartClient\ProfileCatalog.xml

### **OnCast Phone UI:**

#### **Server Side Logs:**

- a) C:\Documents and Settings\All Users\Application Data\LiteScope\OnCastLogs
  - i. DirectoryPhoneInterface.log
  - ii. DirectoryPhoneInterfacePolycom.log
  - iii. LSCentralizedApplicationSettings.log
  - iv. OnCastAudioSession.log
  - v. OnCastBCServices.log
  - vi. OnCastWebExMeetingStatusService.log
  - vii. OnCastDirectoryWebAdmin.log
  - viii. OnCastAvayaDialer.log
  - ix. DirectoryConnectionWebService.log( If connections issues are seen)
- b) C:\Documents and Settings\All Users\Application Data\LiteScope\OnCast\
  - x. OnCast.Configuration.xml
  - xi. PBXDataCombo.xml
- c) C:\Documents and Settings\All Users\Application Data\LiteScope\OnCast\ApplicationSettings\PhoneUI\Config.xml( from various folders if there are configuration issues)

### **Web Client**

- a) C:\Documents and Settings\All Users\Application Data\LiteScope\OnCast\Logs
- b) OnCastAudioSession.log
- c) OnCastBCServices.log
- d) OnCastWebClient.log
- e) LSCentralizedApplicationSettings.log
- f) DirectoryPhoneInterface.log( if phone related issue)
- g) DirectoryPhoneInterfacePolycom.log
- h) OnCastFilmStripServerService.log( If film strip related issue)
- i) C:\Documents and Settings\All Users\Application Data\LiteScope\OnCast\ApplicationSettings\WebClient\Config.xml  
Users\Org\<username>config.xml

### **OnCast Webex:**

1. Can you start Webex from the phone?
2. Can you start Webex from Outlook?
3. What interface is not working: phone or Outlook?
4. Can you join Webex from the Phone?



5. Logs are located on PC C:\Documents and Settings\localuser\Application Data\LiteScope\OnCast\Logs and server logs could be needed: C:\documents and settings\all users\application data\litescope\oncast\logs

### **OCD WebAdmin Server Side Logs**

- a) C:\Documents and Settings\All Users\Application Data\LiteScope\OnCast\OnCast.Configuration.xml
- b) OnCast.Configuration.Local.xml
- c) C:\Documents and Settings\All Users\Application Data\LiteScope\OnCast\Logs
  - i. OnCastDirectoryWebAdmin.log
  - ii. DirectoryPhoneInterface.log
  - iii. DirectoryPhoneInterfacePolycom.log
  - iv. LSCentralizedApplicationSettings.log
  - v. OnCast.Report.Server.log
  - vi. OnCastPBXService.log
  - vii. PolicyWebService.log
  - viii. OnCastWebExMeetingStatusService.log
  - ix. LSInstaller.log( For installation issues)
  - x. OnCastBCServices.log( For B'cast related issues)
- d) C:\Documents and Settings\All Users\Application Data\LiteScope\OnCast\AppData\PBXDataCombo.xml
- e) C:\Documents and Settings\All Users\Application Data\LiteScope\OnCast\ApplicationSettings\WebAdmin\Config.xml
- f) C:\Documents and Settings\All Users\Application Data\LiteScope\OnCast\APPLICATIONSETTINGS\WebAdmin\config.xml ( from various folders if there are configuration issues)
- g) C:\Documents and Settings\All Users\Application Data\LiteScope\OnCast\ThirdPartyTemplates ( OCM files for various template if there are issues with it)

### **RTCM WebAdmin**

#### **Server Side Logs**

- a) C:\Litescope\Log
  - i. LSEngineLog\_XXXXXX\_XXXX.0
  - ii. LSEngineLog\_XXXXXX\_XXXX.errs.0
- b) C:\Litescope\Log\wrapper\ wrapper.log
- c) C:\Documents and Settings\All Users\Application Data\LiteScope\OnCast\Logs
  - i. OnCastPresenceService.log
  - ii. LSMapJxtaProxy.log
- d) C:\Program Files\Apache Software Foundation\Tomcat 5.0\logs ( If applicable)
  - i. webadmin\_log0.txt
  - ii. stdout.log

**Composer:**



1. Can you send broadcast using Composer plugin to the phone?
2. What happens, what error message you are getting?
3. Send us the logs, that are located on your PC in C:\documents and setting\localuser\application data\litescape\logs

### Server Side Files

- a) C:\Documents and Settings\All Users\Application Data\Litescape\OnCast\Logs
- b) DirectoryPhoneInterface.log
- c) LSCentralizedApplicationSettings.log
- d) OnCastPBXService.log
- e) OnCastAudioSession.log
- f) OnCastBCServices.log
- g) OnCastWebExMeetingStatusService.log
- h) C:\Documents and Settings\All Users\Application Data\Litescape\OnCast\AppData\PBXDataCombo.xml
- i) C:\Documents and Settings\All Users\Application Data\Litescape\OnCast\ApplicationSettings\OnCastComposer\Config.xml
- j) C:\Documents and Settings\All Users\Application Data\Litescape\OnCast\ApplicationSettings\OnCastComposer\users\org\

### Client Side Files

- a) C:\Documents and Settings\\Application Data\Litescape\OnCast\Logs\OnCastComposer.log
- b) C:\Documents and Settings\\Application Data\Litescape\OnCast\PBXDataCombo.xml
- c) C:\Documents and Settings\\Application Data\Litescape\OnCast\PBXList.xml

### CallTrackPro:

1. What do you see or hear when you make LD call on the phone?
2. Is this happening on all the phones or single user?
3. Please provide us with logs located in C:\litescape\logs and C:\program files\apache\tomcat\logs
4. What time?
5. What date?
6. What number are you calling?
7. Where are you calling to?

### Server Side Logs:

- a) C:\Litescape\LSAllApps.xml
- b) C:\Litescape\LSLicense.txt
- c) C:\Litescape\conf\litescape.properties.txt
- d) C:\Litescape\lib\lsc.properties



- e) C:\Documents and Settings\All Users\Application Data\Litescape\OnCast\AppData
- f) PBXDataCombo.xml ( If OCD is used)
- g) C:\DocumentsandSettings\AllUsers\ApplicationData\Litescape\OnCast\
- h) OnCast.Configuration.xml( If OCD is used)
- i) C:\Litescape\log\....LSEngine.err.0
- j) C:\Litescape\log\....LSEngine.0
- k) C:\Litescape\log\wrapper\wrapper.log
- l) C:\Documents and Settings\All Users\Application Data\Litescape\OnCast\Logs( If OCD is used)
  - i. DirectoryPhoneInterface.log( If OCD is used)
  - ii. OnCastPBXService.log
  - iii. OnCastBCServices.log
  - iv. LSMAPJxtaProxy.log
  - v. LSCallTrackWeb.log