



INSTALLATION LOGGING

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Contact Information

See our Web site for Customer Support information.

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ISV/Software Solutions

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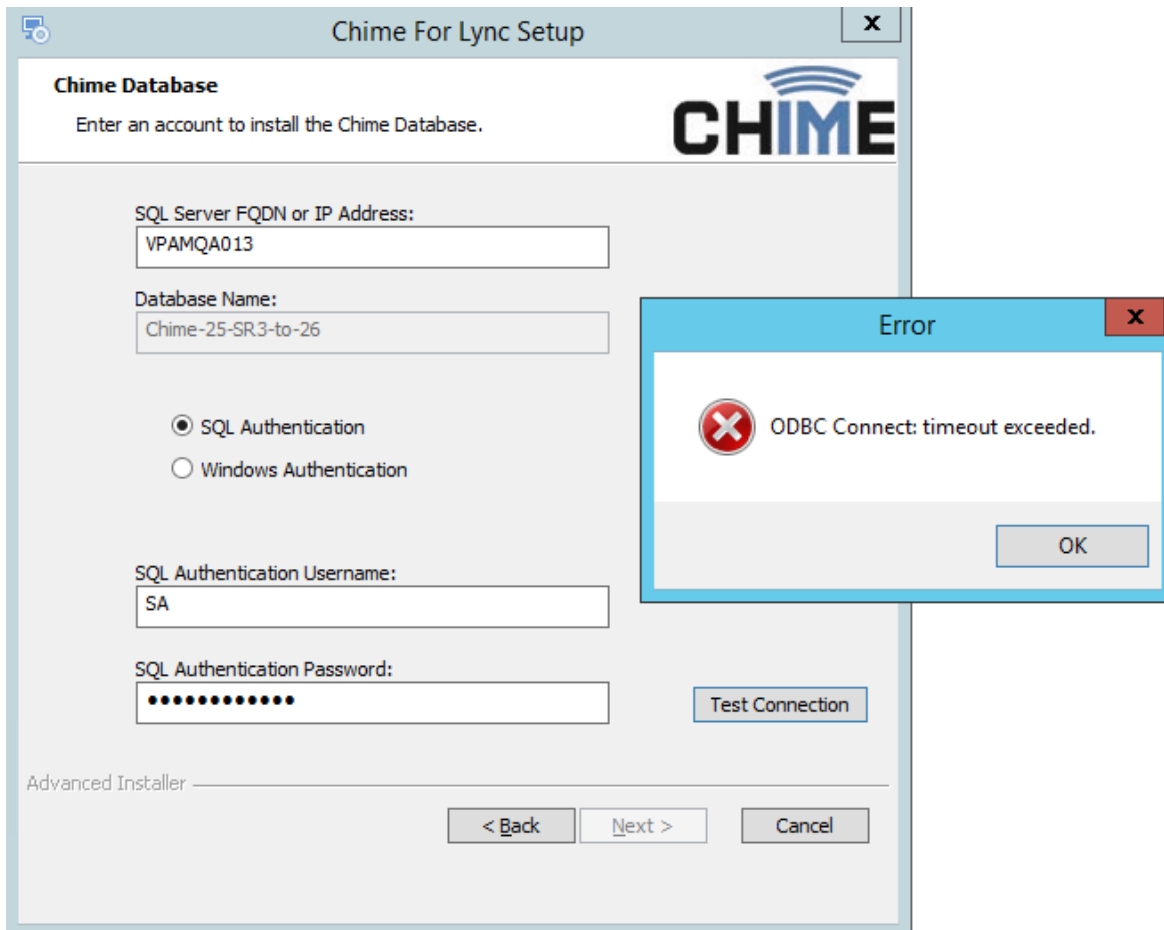
INSTALLATION LOGGING

GENERAL INFORMATION

If something goes wrong in the installer, you will have to send us the logs from the installer in your server. To find these logs, follow the subsequent steps to help us ensure a quick and accurate response.

EXAMPLE

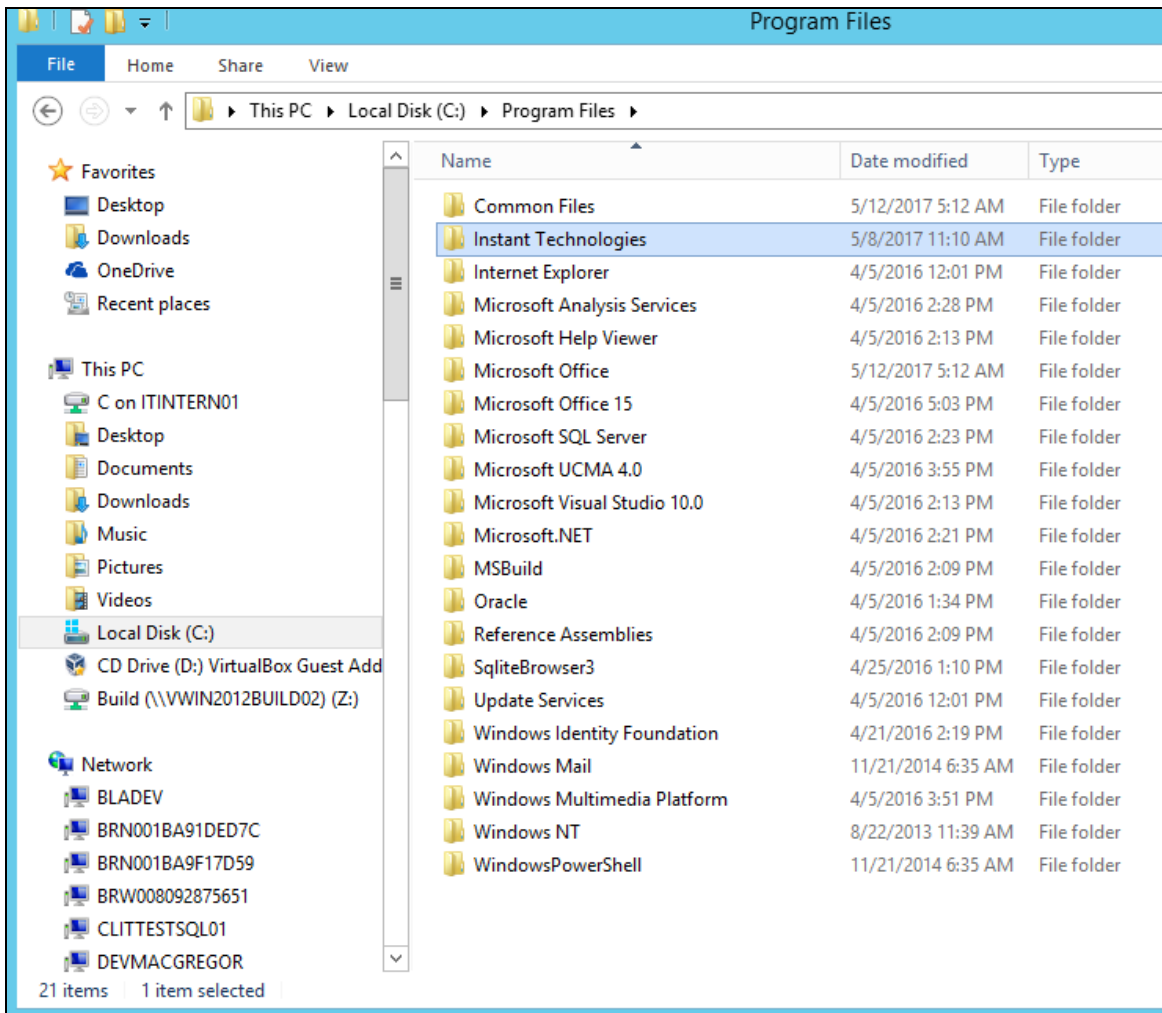
Justin is setting up Chime for Lync on his server, and he receives the following error message from the installer.

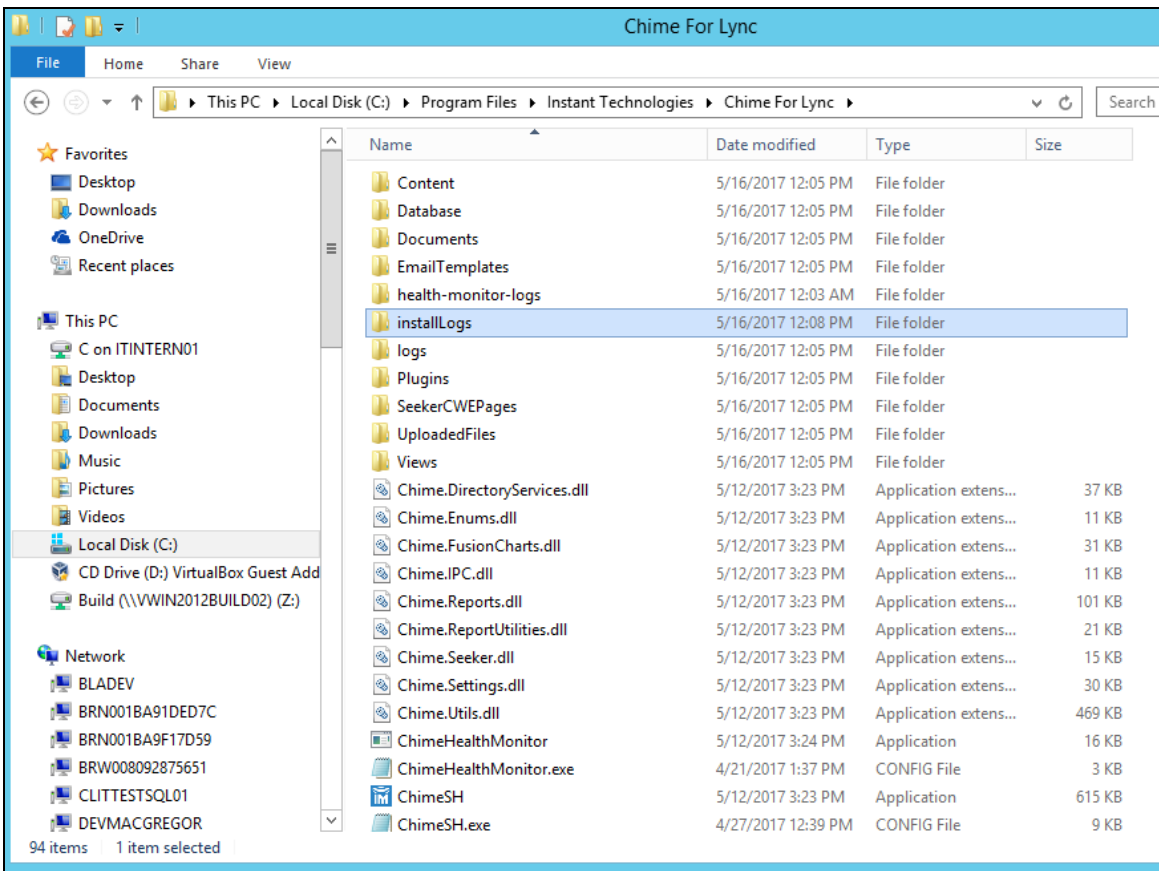
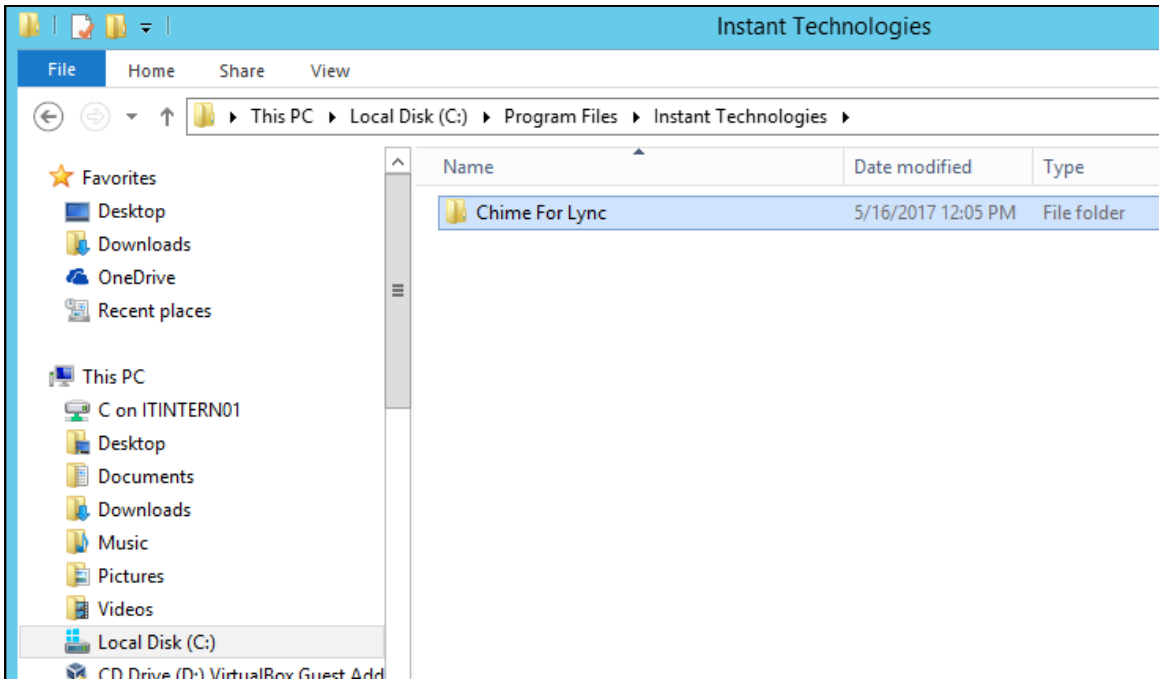


Below are the steps he should follow to ensure Instant technologies can look into his issue.

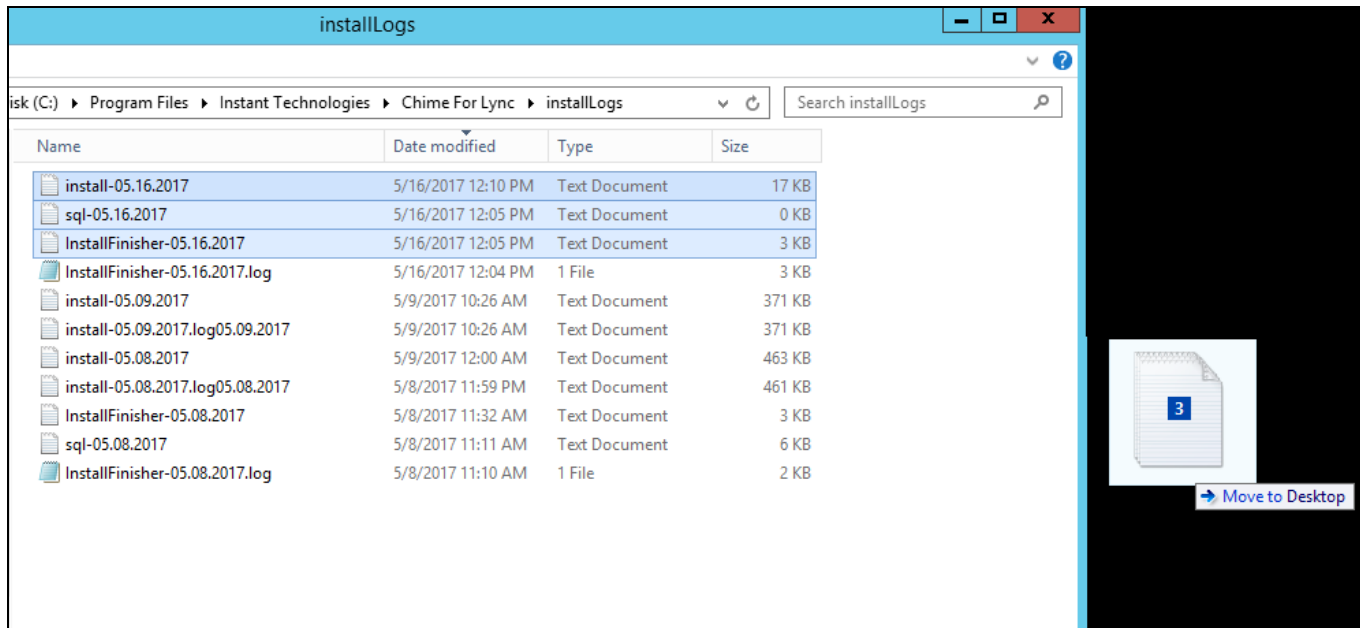
STEPS

1. Close the installer and any other related windows with it
2. Navigate to the Local Disk (C:) folder in your file explorer, and then to the following folders.





3. Within the InstallLogs folder, copy and drag these files to your desktop.



4. Using your preferred email provider, attach these files to an email and send them to support@instant-tech.com
In this email, please provide your company name, product, and your best description of where and what you think went wrong.
5. That is all! We will review the logs, resolve the issue, and promptly respond with a description and fix of what went wrong.