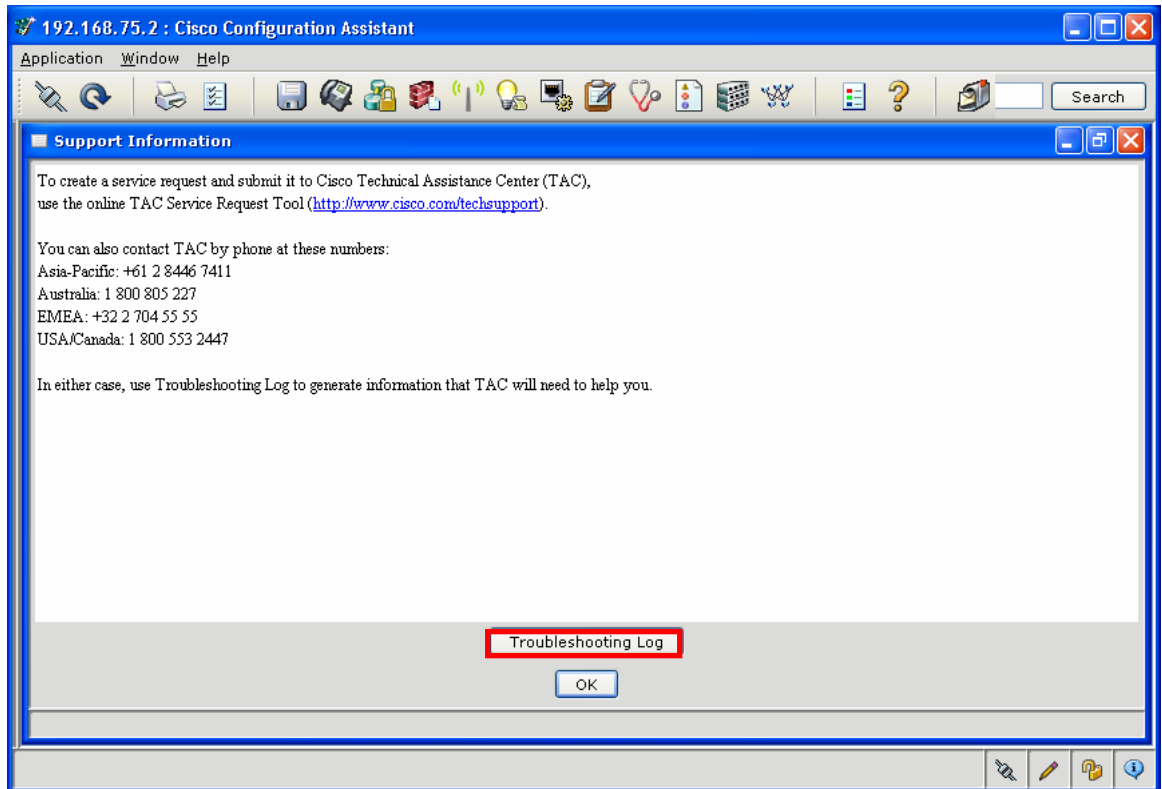
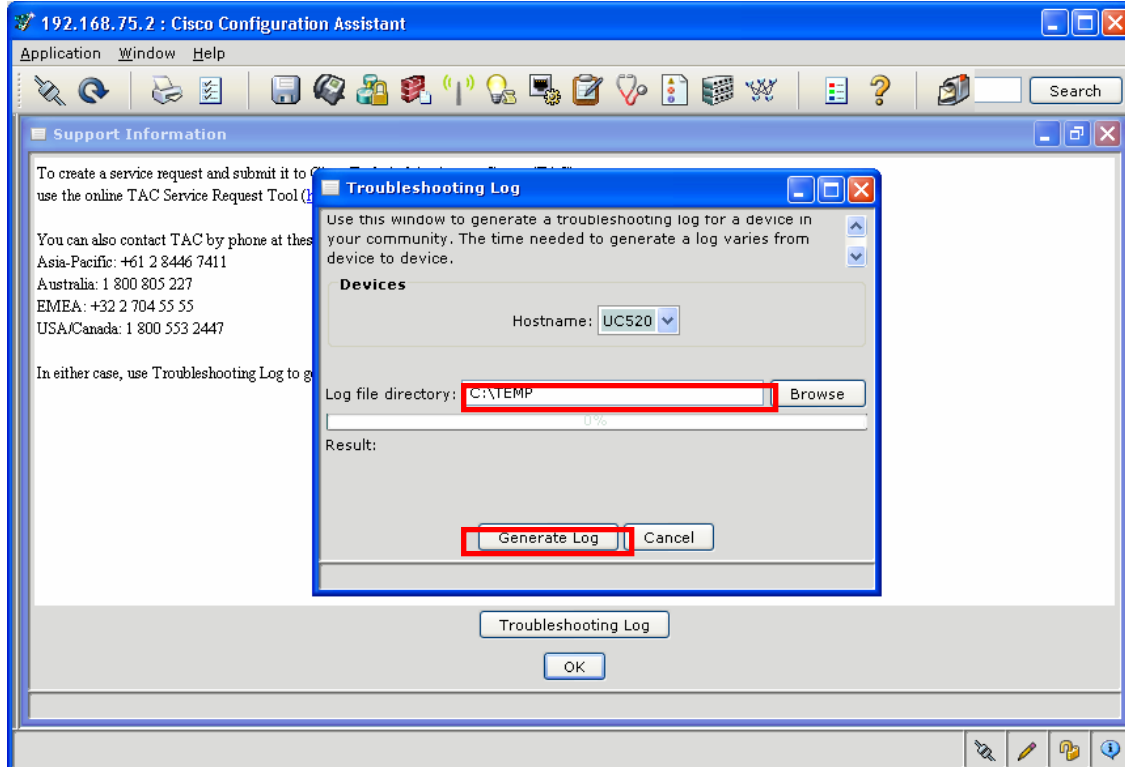


How to collect troubleshooting information in CCA

1. In CCA, go to Help > Support Information
2. Click Troubleshooting Log



3. Choose any folder on your PC for *Log file directory*



4. Click *Generate Log*. CCA will collect the required log and configuration files required for troubleshooting. This process can take up to 5 minutes
5. The log file will be created in the folder specified in step 3. Attach this log file to your Cisco Technical Assistance Center (TAC) case for technical support. The log file format will be: UC520_MAC address_Date_Time_tac_logs.zip