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SpeechMiner Administration Guide

Working with ULogger

Working with ULogger

ULogger is a SpeechMiner tool that lets you view event logs associated with your system.

Before you begin working with ULogger consider the following:

- SpeechMiner logs are written to the Event Viewer and to files saved on your database.
- The SpeechMiner logs that appear in ULogger are the same logs that appear in Event Viewer > Applications and Services Logs > SpeechMiner.
- ULogger enables you to view SpeechMiner logs in a central location.
- ULogger view options conveniently enable you to separate information logs from warning and error logs.
- In Debug mode, the debug logs will not appear in the ULogger. The debug messages will only appear in the log files.

Procedure

1. Right click the ULogger icon  and select **Run as administrator**.

ULogger is opened.

2. Use one or more of the following ULogger options:

ULogger Options	Description
Pause	Click Pause  to freeze the ULogger scroll bar so that you can read a specific log. Click Pause again to unfreeze the scroll bar.
Refresh	Click Refresh  to reload logs according to the selected view (for example, View last 7 days) and source.
Machine	Indicates the machine for which the logs are created.
Find	Enables you to search for a specific log.
System	Enables you to select the system for which you want to view logs. If the system is only working with one Tenant, SpeechMiner will appear in the field.
Source	Enables you to view logs associated with a specific source: <ul style="list-style-type: none"> • All: view logs for all sources. • Default: view logs for components that are not connected to the database (for example, SMConfig before it logs into the database).

ULogger Options	Description
	<p>Or, view logs for one of the components in the list (for example, Interaction Receiver, Uplatform, Web, etc.).</p>
File Menu	<p>Contains the following two options:</p> <ul style="list-style-type: none"> • Refresh: enables you to view older logs and updated logs for a specific source. • Clear: enables you to either erase the logs from ULogger while keeping them in the database or you can completely delete the logs from the system. Click Yes to delete the log files from the Event Viewer and No to clear the ULogger screen.
View Menu	<ul style="list-style-type: none"> • Split View: divides the screen into two. The left side contains a list of information logs and the right side of the screen contains a list of error and warning logs. • Merged View: shows all the logs in one list (that is, information, error and warning logs). • View All: shows all the available logs. • View last 7 days: updates the screen with logs from the last 7 days. • View last 24 hours: updates the screen with logs from the last 24 hours. • View last 60 minutes: updates the screen with logs from the last 60 minutes. • Fore Color: enables you to change the log font color. • Back Color: enables you to change the log background color.