AVAYA

IP Office Technical Tip

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Region: GLOBAL

Enabling IP Office TAPI tracing

In order to enable debugging and tracing on the IP Office TAPI driver it is necessary to make changes within the registry of the PC running the IP Office TAPI driver. Before making any changes within the registry it is strongly recommended that a full back up is performed.

The tasks required to enable the trace output are as follows:

> Navigate to HKEY_LOCAL_MACHINE --> SOFTWARE --> AVAYA --> IP400 --> TSPI.
> Right click and add a new String Value. Give this value a name of DebugFile and in value data enter C:\TAPI_Trace.
> Then re-start the PC.
> This will create a file on the C Drive called TAPI_trace.
> The trace file will become active after the re-start and log the initial and subsequent activity of the TSP driver.

It is suggested that this task is only performed in order to fault find issues as the file can become large in size if left unattended, which can rapidly fill up the hard drive of the PC.

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