

## Support Packages do not include the CallControlEventLog logfiles by default

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### PROBLEM

When the Support Package wizard builds a support package it collects the logs from the Enterprise Server. Presently it does not include the CallControlEventLog by default. This log is useful when troubleshooting any issue involving MiTAI records received from the PBX. If you are collecting a package for such an issue it is recommended to add these logs manually when the wizard prompts for "extra files".

### RESOLUTION

This log file will be included in the default Support Package in Version 7.1

### APPLIES TO

6.0.2.X and higher, and 7.0

**Keywords:** CallControlEventLog log support package wizard

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<http://micc.mitel.com/kb/KnowledgebaseArticle52133.aspx>

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