

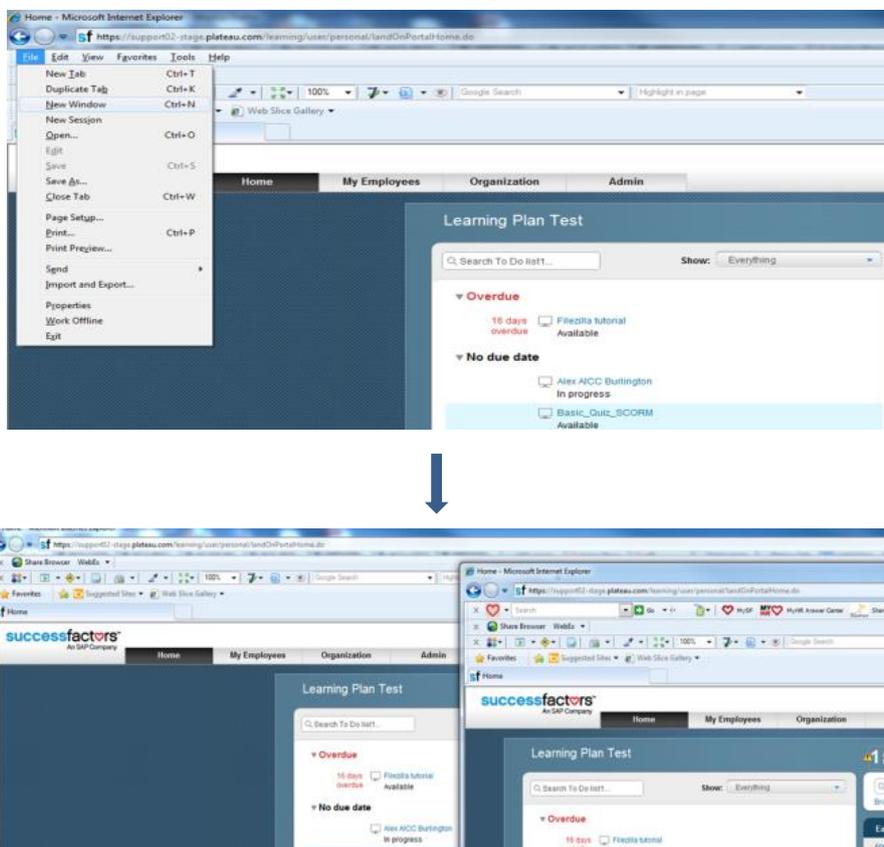
Capture SCORM logs using LMS debug tool

This guide shows how to collect SCORM logs using LMS debugging tools, it captures SCORM data sent and received to/by LMS server. (Note that it is a debugging tool used for troubleshooting purpose, we won't support issues reported about this tool.)

Requirements:

- works only on IE 7/8/9 (maybe IE10)
- all type of SCORM content (1.2, 2004 2nd Ed, 2004 4th Ed)
- needs JavaScript API turned-on 'useJavaScriptAPI=true' (System Admin->Configuration->System Configuration->LMS_ADMIN)

1. From Home page, Press Ctr-N to open New Window

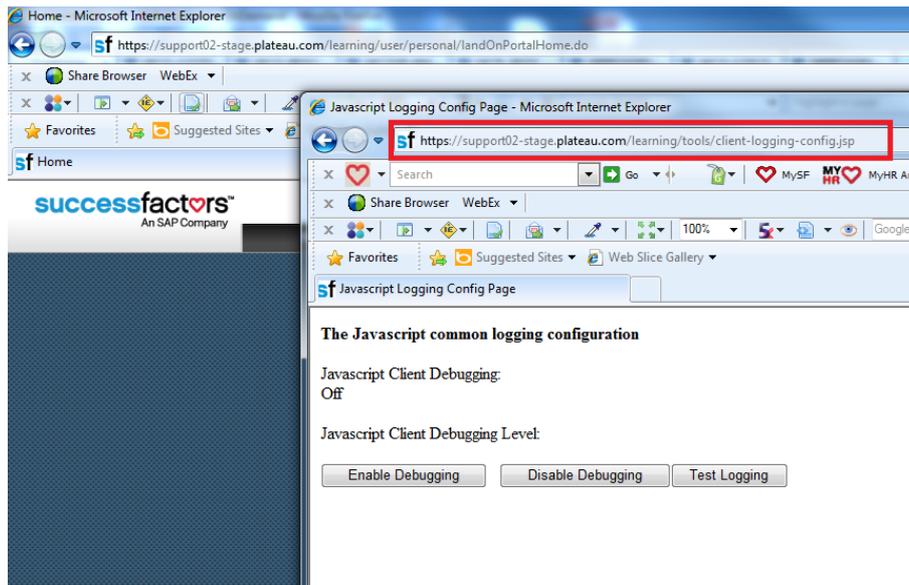


2. On this new page, copy-paste link:

</learning/tools/client-logging-config.jsp>

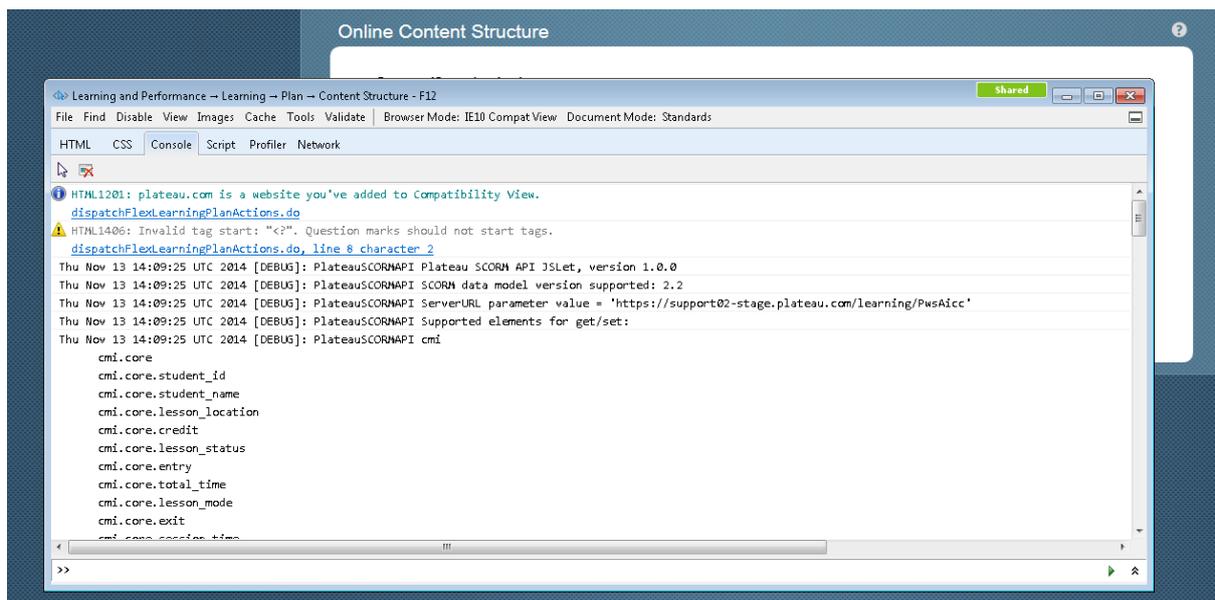
(ex: <https://myinstance.plateau.com/learning/tools/client-logging-config.jsp>)

It displays 'Javascript Logging Config page'



3. Press Button 'Enable Debugging'

4. Press F12 to Open the Developer page ->Console tab:



5. Reproduce the issue, then select all SCORM logs (Ctrl-A) from the console, copy and paste in a Text file (.txt), attach the text file to the case so the support agent will analyse it.

Thanks for your collaboration!