

WebFOCUS

Troubleshooting
Release 8.2 Version 01M

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Contents

- 1. Troubleshooting 5**
 - Troubleshooting WebFOCUS Business User Edition 5
 - Starting the Reporting Server Service. 5
 - Starting WebFOCUS BUE. 5
 - Port Assignment. 6
 - WebFOCUS Business User Edition Log Files. 6
 - Troubleshooting the Uninstall Process. 6
 - Monitoring WebFOCUS Sessions 10
 - Exporting the Session Monitor Log 12
 - Viewing WebFOCUS Sessions 13
 - Reviewing the Session Viewer Main Page. 13
 - Reviewing the Session Details Page. 16
 - Reviewing Trace Entries. 19
 - Reviewing Expanded URL Details. 20
 - Reviewing Reporting Server Request Details. 22
 - Reviewing Reporting Server Response Details. 23
 - Working With Log Files 23
 - Understanding Warning Messages in InfoAssist+ 24
 - InfoAssist+ Warning Messages. 25
 - Unsupported Syntax and Objects. 26

Troubleshooting

Learn how to troubleshoot all areas of WebFOCUS Business User Edition.

In this chapter:

- ☐ [Troubleshooting WebFOCUS Business User Edition](#)
 - ☐ [Monitoring WebFOCUS Sessions](#)
 - ☐ [Exporting the Session Monitor Log](#)
 - ☐ [Viewing WebFOCUS Sessions](#)
 - ☐ [Working With Log Files](#)
 - ☐ [Understanding Warning Messages in InfoAssist+](#)
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Troubleshooting WebFOCUS Business User Edition

This topic describes how to troubleshoot the WebFOCUS BUE installation.

Starting the Reporting Server Service

If you receive a message during the installation process related to failure to start the Reporting Server service, perform either of the following steps after the installation completes:

- ☐ Start the *WebFOCUS BUE 82 Reporting Server* service from the Windows Services.
- or
- ☐ Use the *Start WebFOCUS_BUE Services* program shortcut.

Starting WebFOCUS BUE

If you are unable to launch WebFOCUS BUE, ensure that all services are running. If they are not, do the following:

- ☐ Stop all services.
- ☐ Restart the services, and launch WebFOCUS BUE.

If this does not work, stop the services again. Before you restart the services, ensure that the Hyperstage processes, *ibengine.exe* and *postgres.exe*, are also stopped. Restart your machine if you are still unable to restart the services.

Port Assignment

By default, ports in the range of 26000 to 26040 are checked for availability. If the installation program detects that no ports in that range are available, it then increases the range by 10 and checks again for availability. For example, if ports 26000 to 26040 are unavailable, ports 26010 to 26050 are then checked.

Default Port Assignment.

- ☐ Ports 26000 to 26003 are used by the application server.
- ☐ Port 26010 is used by the repository server.
- ☐ Ports 26020 to 26023 and port 26040 are used by the Reporting Server
- ☐ Port 26030 is used by the Distribution Server.

WebFOCUS Business User Edition Log Files

WebFOCUS BUE creates a log file in the following location for Windows 7:

drive:\Users\user_id\WebFOCUS_BUE82_Install_date_time.log

where:

user_id

Is your Windows user ID.

date_time

Is the date and time the log file was created. This log file provides information about the WebFOCUS BUE installation. If you contact Customer Support Services with an installation problem, have this file available.

Troubleshooting the Uninstall Process

If you choose to uninstall WebFOCUS BUE, and the uninstall process fails, you can follow one of the procedures in this section to clean up your machine before reinstalling the product.

Before performing one of the following procedures, ensure that you have uninstalled WebFOCUS BUE.

Procedure: How to Manually Uninstall WebFOCUS Business User Edition Components Using the Cleanup Utility

If the WebFOCUS BUE uninstall process fails, you can run the `idis_cleanup.bat` file to clean a damaged installation on your machine.

1. Navigate to the following location on your machine:

`drive:\ibi\WebFOCUS_BUE82\WebFOCUS\utilities\install\`

2. Copy the `idis_cleanup.bat` file from the install directory to a different directory (for example, `drive:\ibi\`).
3. Right-click `idis_cleanup.bat`, and then click *Run as administrator*.
4. When prompted, type the location of the install directory to proceed.

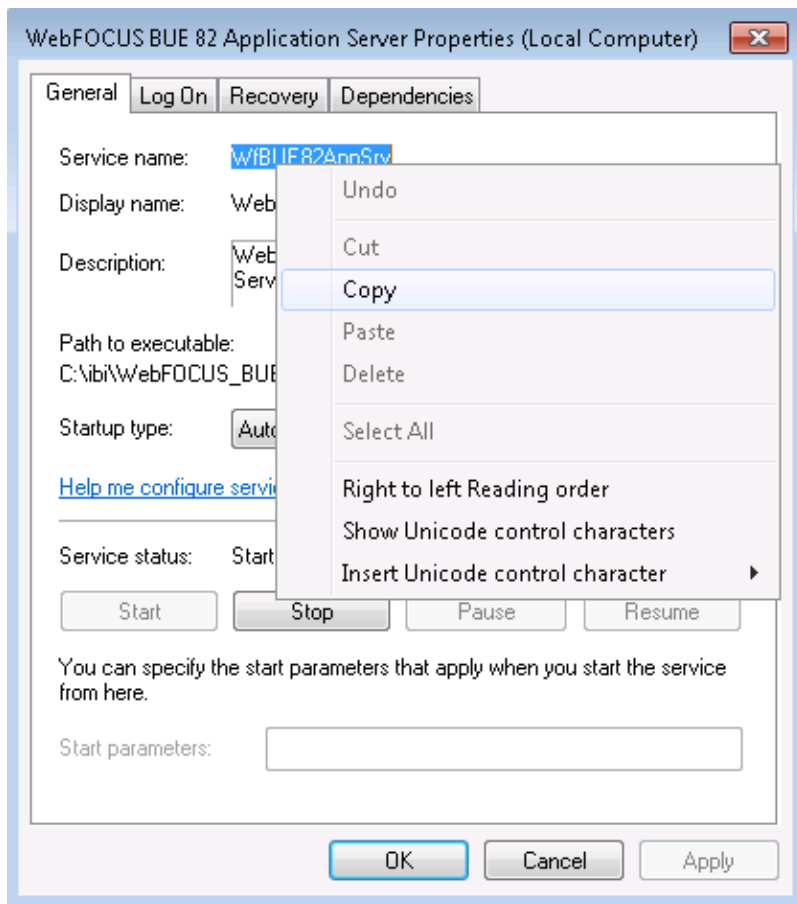
Note: By default, the utility will back up the Reporting Server apps and the Derby database.

Procedure: How to Manually Uninstall WebFOCUS Business User Edition Components

If the WebFOCUS BUE uninstall process fails, you can do the following to manually cleanup the remaining WebFOCUS BUE components on your machine.

1. Stop any running WebFOCUS BUE services on the system

2. Remove any remaining services from your machine.
 - a. Locate the existing WebFOCUS BUE services. To get the service name, right-click the service in the Windows Services program and click *Properties*. The Properties dialog box opens, where you can right-click the service name and click *Copy*, as shown in the following image.



- b. To remove a service, open the Command Prompt as an Administrator and issue the following command:

```
sc delete "service name"
```

where:

service name

Is the name of the service you are manually deleting. For example:

```
C:\sc delete "WfBUE82AppSrv"
```



Note: The service name must be enclosed in double quotation marks.

Repeat this for the remaining services.

3. Open Task Manager and ensure that the process *ibengine.exe* is not running.
4. Remove files from disk, except for the Reporting Server application folders.
For example, if WebFOCUS BUE is installed on the C:\ drive, remove all folders under C:\ibi\WebFOCUS_BUE82\ except for the C:\ibi\WebFOCUS_BUE82\data\ folder.
5. Click *Start*, point to *All Programs*, and expand the *Information Builders* folder.
6. Right-click the *WebFOCUS Business User Edition 82* folder and click *Delete*.
7. Launch the Windows Registry Editor, and remove the following registry keys.
 - ☐ HKEY_LOCAL_MACHINE\SOFTWARE\WebFOCUS_BUE82
 - ☐ HKEY_LOCAL_MACHINE\SOFTWARE\Information Builders\Derby\WfBUE82DbSrv
 - ☐ HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Apache Software Foundation\Procrun 2.0\WfBUE82AppSrv
 - ☐ HKEY_LOCAL_MACHINE\SOFTWARE\Information Builders\WebFOCUS BUE 82 Reporting Server
 - ☐ HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Information Builders\ReportCaster\WfBUE82DistSrv

Monitoring WebFOCUS Sessions

The Session Monitor enables Managers to track all client sessions, as well as connections and activity on the Reporting Server. The Session Monitor displays information about connected users, report requests, and Reporting Server nodes, as shown in the following image.

Session Monitor  Refresh interval: 10 second(s)								
URL Logging Level is currently set to None								
Current Session Number: 22								
IP address	Mode	Client User	URL Logging	Trace Control	Trace FEX	URL # / AVG / Max	Server # / AVG / Max	W/ DBMS # / AVG / Max
172.30.234.147	WEB	admin	OFF	Off		357 / 0.031 / 2.073	0 / 0.000 / 0.000	0 / 0.000 / 0.000
172.30.238.163	WSRV	admin	OFF	Off		168 / 0.048 / 0.894	37 / 0.126 / 0.601	10 / 0.001 / 0.001
Last req:EDASERVE/ (10.39.47) -> Run:Fex=METAQUERY-APPLIST								
172.30.244.180	WEB	admin	OFF	Off		561 / 0.048 / 2.858	8 / 0.578 / 1.288	2 / 0.001 / 0.001
Last req:EDASERVE/ (10.38.37) -> Run:Domain=Peter/:SubAct=MR_STD_REPORT:Fex=visuali								
172.30.234.52	WEB	admin	OFF	Off		211 / 0.011 / 0.211	0 / 0.000 / 0.000	0 / 0.000 / 0.000
172.19.21.75	WEB	admin	OFF	Off		306 / 0.017 / 0.775	1 / 0.231 / 0.231	1 / 0.001 / 0.001
Last req:EDASERVE/ (09.58.37) -> Run:Fex=METAQUERY-APPLIST								
172.30.234.78	WEB	admin	OFF	Off		120 / 0.020 / 0.288	0 / 0.000 / 0.000	0 / 0.000 / 0.000
172.30.238.84	WEB	admin	OFF	Off		705 / 0.074 / 5.482	42 / 0.781 / 5.413	13 / 0.001 / 0.005
Last req:EDASERVE/ (09.52.16) -> Run:Domain=MithuD/:SubAct=MR_STD_REPORT:Fex=population_density								
172.30.238.74	WEB	admin	OFF	Off		731 / 0.044 / 3.908	28 / 0.769 / 3.835	12 / 0.001 / 0.001
Last req:EDASERVE/ (09.49.36) -> Run:Fex=c1che002								
172.30.234.175	WEB	admin	OFF	Off		93 / 0.015 / 0.180	0 / 0.000 / 0.000	0 / 0.000 / 0.000
172.30.238.83	WEB	admin	OFF	Off		872 / 0.013 / 1.143	11 / 0.442 / 1.034	3 / 0.001 / 0.001
Last req:EDASERVE/ (09.34.42) -> Run:Domain=Public/:SubAct=MR_OLAP:Fex=ADHOCRCQ								
172.19.23.135	WEB	admin	OFF	Off		701 / 0.017 / 1.442	11 / 0.517 / 1.371	5 / 0.001 / 0.001
Last req:EDASERVE/ (09.25.49) -> Run:Domain=samantha/:SubAct=MR_OLAP:Fex=ADHOCRCQ								
172.30.238.81	WEB	admin	OFF	Off		93 / 0.017 / 0.224	0 / 0.000 / 0.000	0 / 0.000 / 0.000
172.19.21.160	WEB	admin	OFF	Off		200 / 0.020 / 0.280	0 / 0.000 / 0.000	0 / 0.000 / 0.000
172.19.21.111	WEB	public	OFF	Off		1 / 0.008 / 0.008	0 / 0.000 / 0.000	0 / 0.000 / 0.000
172.19.21.111	WEB	public	OFF	Off		1 / 0.058 / 0.058	1 / 0.042 / 0.042	0 / 0.000 / 0.000
Last req:EDASERVE/ (09.01.39) -> Run:Fex=carinst								
172.19.23.26	WEB	admin	OFF	Off		807 / 0.009 / 0.512	19 / 0.092 / 0.167	1 / 0.001 / 0.001
Last req:BIGSCMRH/admin (09.00.34) -> Run:Domain=Public/:SubAct=MR_OLAP:Fex=ADHOCRCQ								
172.19.22.117	WEB	admin	OFF	Off		1,056 / 0.054 / 7.857	23 / 1.995 / 7.653	15 / 0.726 / 2.815
Last req:EDASERVE/ (08.48.55) -> Run:Fex=c1che006								

To refresh the information displayed, click the *Refresh* icon.

Managers can enable or disable logging for all current sessions by clicking *All/None/Selective* next to *URL Logging Level is currently set to*. To enable or disable logging for individual sessions, click *Selective*, and then *On* or *Off* under the URL Logging column for the individual sessions. By default, all log information is located in the *drive:/ibi/WebFOCUS_BUE82/WebFOCUS/logs* directory.

For each session, the following information is available:

IP Address

The numerical label assigned to the computer or other device that initiated the session.

Using this address, you can identify the user assigned to the computer or other device that initiated the session.

Mode

Identifies the product component that started the session and provides information about all active requests. The product component values are as follows:

WEB

Specifies the Client.

WSRV

Specifies the Reporting Server.

Client User

Specifies the user ID that started the client session. A value of null indicates that it is a request from a self-service application.

URL Logging

Enables or disables logging for an individual session or a current user.

Trace Control

Enables or disables tracing for a specific IP Address, that is, user.

Trace FEX

Enables or disables WFServlet, Client Connector, and Reporting Server traces for each session. If tracing is enabled, click the *View Trace* icon to see the trace.

URL

Specifies the number, average duration, and maximum duration of dynamic URLs sent in HTTP requests. Duration is measured in seconds, calculated to the millisecond. Not all URLs in HTTP requests are forwarded to the server, and not all requests forwarded to the server are then forwarded to the DBMS.

Server


Specifies the number, average duration, and maximum duration of dynamic URLs that run reports on the Reporting Server. Duration is measured in seconds, calculated to the millisecond. Not all URLs in HTTP requests are forwarded to the server, and not all requests forwarded to the server are then forwarded to the DBMS.

W/DBMS

Specifies the number, average duration, and maximum duration of dynamic URLs that run reports against an external database. Duration is measured in seconds, calculated to the millisecond. Not all URLs in HTTP requests are forwarded to the server, and not all requests forwarded to the server are then forwarded to the DBMS.

Exporting the Session Monitor Log

You may need to export a session monitor log for troubleshooting.

- 1. In the Administration Console, click the *Diagnostics* tab, then click *Session Monitor*.
Current sessions appear in the right pane.
- 2. Set the Trace Control option for the chosen session to Details.
Information icons now appear in the Trace FEX column.
- 3. If necessary, run a request for logging, then return to the Administration Console.
- 4. Click the *View Trace* icon .

The Session Viewer appears, as shown in the following image.

manager Session Viewer 160317/manager_110210

User Name	Tracing Level	Fex Echo Setting	SQL Tracing	Viewing File	Session Started	Last Activity	URL Count	Average Response	Server Requests	Average Server Time	Average DBMS Time
manager	Details ▾	<input checked="" type="radio"/> Off <input type="radio"/> On <input type="radio"/> All	<input checked="" type="radio"/> Off <input type="radio"/> On	11.07-* New File	11.02.10	11.07.55	63	0.037	1	0.127	0.000

[Refresh](#) [Previous](#) [Next](#) [Last](#)

View: Server Requests ▾ In groups of: 5 ▾ HighLight:

[ZIP Session Traces](#)

No trace lines for:Server Requests

Date	Existing session traces
160317	manager_101320 manager_110210

- 5. Click on one of the *Zip Session Traces* links and save the zip file.
- 6. Close the Session Viewer and return to the Session Monitor pane.
- 7. Set Trace Control to its previous value. Typically, this is OFF.

WebFOCUS BUE confirms that tracing has been changed or stopped in a message above the Session Monitor table.

Viewing WebFOCUS Sessions

The Session Viewer enables you to review traces of system events that took place during recent work sessions and export them to system administrators or customer support staff. Traces of system events and error messages captured by the Session Viewer provide a clear picture of system operations, and enable you to investigate the causes of system disruptions or performance issues.

The Session Viewer complements the Session Monitor page by extending the range of sessions under review, from those that are currently active, to those that occurred in the past. The parameter Days Until Traces Are Deleted (IBI_TRACE_RETAIN_DAYS) defines the number of days that the Session Viewer retains information about sessions. It also focuses your review by limiting the range of available sessions to those created by you and by those users whose session activities you have permission to review.

The Session Viewer is only available to Managers. To open the Session Viewer, sign in as a Manager, and in the Portal Menu bar, click *Tools*, and then click *Session Viewer*. If you are signed in as a Manager, you can also open the Session Viewer from the View Trace icons in the Session Monitor page.

You can view sessions you started and sessions started by other users.

Reviewing the Session Viewer Main Page

The main page of the Session Viewer displays information about your current work session. It also lists entries for all recently completed sessions that you have permission to review, as shown in the following image.

[illegible]

To open the main page of the Session Viewer, sign in as a Manager, and in the Portal Menu bar, click *Tools*, and then click *Session Viewer*. When the main page opens, your sign-in information and the ID of the session you are viewing appear at the top of the screen. The session ID follows the format YYMMDD/username_HHMMSS. It contains the date, time, and username of the session on display. For each session, the following information is available:

User Name

The name of the user that signed in to this work session.

Tracing Level

The level of traces captured by the current session. The default value for this field is Off, but you can choose another value from the drop-down list. The Session Viewer saves this selection when you close the viewer, and uses it as the default setting for your next session.

The four tracing levels are cumulative, meaning each higher level includes the traces of all of the levels below it. These levels include:

- ☐ **Basic.** Generates a trace for each URL, which includes IBFS traces and procedure traces.
- ☐ **Outputs.** Includes Basic level traces and output from URLs that run requests on the Reporting Server. This level of tracing affects the amount of disk space required to capture output traces, but does not affect system performance.
- ☐ **Debug.** Includes Outputs level traces and log4j debug level written to the Session Viewer output.
- ☐ **Details.** Includes Debug level traces and legacy WFServlet traces. This level of tracing affects session performance.
- ☐ **Server.** Includes Details level traces and generates traces for the Reporting Server activity for the current work session.

Fex Echo Setting

The level of echo traces captured from the execution of FEX file commands. In a FEX file, the &ECHO variable displays command lines as they execute in order to test and debug procedures. These levels include:

- ☐ **On.** Displays WebFOCUS commands that are expanded and stacked for execution in its traces.
- ☐ **All.** Displays Dialogue Manager commands and WebFOCUS commands that are expanded and stacked for execution in its traces.

- ☐ **Off.** Suppresses the display of both stacked commands and Dialogue Manager commands in its traces. This value is the default.
- ☐ **None.** Prevents procedure code from being displayed (echoed). Once the value of &ECHO has been set to NONE, it cannot be changed during the session or connection.

SQL Tracing

The level of traces captured from SQL events. These levels include:

- ☐ **On.** Displays traces of all SQL request and response events. Even if you select this setting, however, the Session Viewer will not display SQL event traces if there are no requests issued to an SQL database.
- ☐ **Off.** Suppresses the display of traces of SQL request and response events.

Viewing File

The name of the Viewing File. File names are identified by their start time and end time in HH.MM format. If an asterisk (*) is displayed as the end time, current traces are being routed to that file.

You can click New File, to capture a new set of traces, which allows users to capture a set of URLs to be reviewed. When you click this link, the Session Viewer automatically creates a new file and assigns all subsequent traces to it. You can review prior traces by clicking a file containing completed traces in the Viewing File list.

Session Started

The time that your active session started, in HH:MM:SS format.

Last Activity

The start time of the most recent activity in your active session, in HH:MM:SS format.

URL Count

The total number of URLs issued for the session that you are viewing.

Average Response

The average response time for all URLs issued for the session that you are viewing.

Server Requests

The number of requests made to your Reporting Server during your active session.

Average Server Time

The average time (in seconds) that it takes the Reporting Server to respond to a request.

Average DBMS Time

The average time (in seconds) that it takes the Reporting Server to respond to a request directed to a non-WebFOCUS or RDBMS database.

If no current session file is available, the section below the status bar displays the following text:

Session file does not exist.

If a current session file is available, the section below the status bar lists traces for that file.

You can also view a table containing links representing recently completed sessions. If multiple viewable sessions occurred on a specific date, they are listed from left to right in that table in the order in which they occurred, earliest to latest.

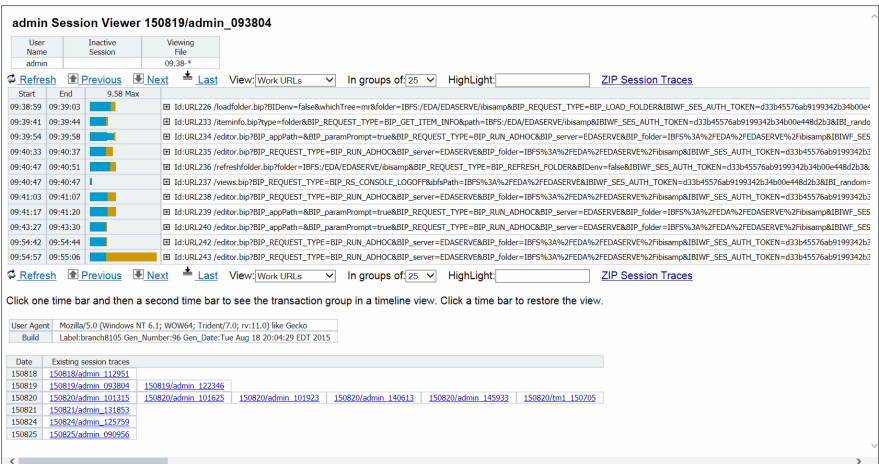
Information from completed sessions remains available for the period defined in the setting, Days Until Traces Are Deleted (IBI_TRACE_RETAIN_DAYS).

To view a different session, click a session link on the main page or the session details page. A new page displaying traces for your selected session opens.

Note: The session information links connect to completed sessions only. To view a current session, open the *Session Monitor* page from the Administration Console, and click an Information icon, if one appears.

Reviewing the Session Details Page

To open the session details page, click a session link in the Existing session traces column of the main page. The session details page opens, as shown in the following image:



This page displays a group of features that enables you to review relevant details about your selected session, review summary versions of the traces it created, and move on to other sessions.

When the review of your selected session is complete, close the session details page to return to the main page.

When you open the session details page, your sign-in information and the ID of your selected session appear at the top of the screen.

A table underneath the Session ID lists additional details identifying the session under review. The User Name entry identifies the name of the user who initiated the session on display.

The Inactive Session entry identifies the session as being inactive or active. If this entry is blank, the session on display is inactive. If a value appears in this entry, the session on display is currently open.

The Viewing File entry identifies the range of trace entries on display, as defined by start time. By default, this value displays the entire range of trace entries from the start time to an undefined end time. If a drop-down button appears, you can select a different time range from the drop-down menu.

You can use the following options to change the display of trace information that you want to view.

- ☐ **Refresh.** Adds any traces to the list that were generated after you opened an active session. This option is not available to previously completed sessions.
- ☐ **Previous.** Moves the display back to view an earlier set of traces.
- ☐ **Next.** Moves the display forward to view a later set of traces.
- ☐ **Last.** Moves the display to view the final set of traces captured right before the end of the session.
- ☐ **View.** Limits the list of traces by type.
 - ☐ **All URLs.** Displays URLs that return static content, such as .css files, .html files, .js files, and dynamic URLs that perform a Client action, as well as URLs that perform an action on the Reporting Server.
 - ☐ **Work URLs.** Limits the display to dynamic URLs, as well as Reporting Server requests. This is the default setting.
 - ☐ **Server Requests.** Limits the display to URLs that access the Reporting Server.

☐ **In groups of.** Determines the number of trace entries that appear on a single page. You can select 1, 5, 10, 25, 50, 100, or 200. Your selection in this field impacts the use of the Previous, Next, and Last options. The larger the value you select, the fewer times you will be required to move to the previous or next page.

☐ **HighLight.** Assigns a yellow highlight to the start time field of all trace entries that contain the search term that you type in this field.

For example, if you type the term *short*, a highlight appears in the Start Time field for any trace entry that contains this term, such as:

[IBFS checkPolicy Success](#)
[IBFS:/EDA/ACTWIN7/ibisamp/short.mas](#)

Note: After your search results produce a match, the highlights from that match will not clear until you close the session details window. Therefore, to prevent false matches to any subsequent search, you must close and reopen the session details window.

☐ **ZIP Session Traces.** Saves all of the traces from the session to a single.zip file. When you click this link, you are prompted to open or save the file. Click *Save As*, browse to a storage location for the.zip file, and then click *Save*.

The default name for this .zip file is *sessionmonitor*, followed by the number of trace and log files it contains.

These options also appear below the trace information table.



The trace information table enables you to review individual session traces in more detail. It displays one summary entry for each trace captured during the session. You can expand these entries to review the detailed event messages captured by the trace.

The table located below the trace information table and options identify the User Agent and Build that started the session. Details identifying the User Agent include the browser, operating systems, and supporting applications. Details identifying the Build include, the version number, build number, and generation date of the version of WebFOCUS BUE to which this session was connected.

A list of recently completed sessions appears at the bottom of the page. This list is a duplicate of the session list on the main page and appears here to enable you to move on to another session without having to leave the session details page.

Reviewing Trace Entries

Each entry in the list of traces on the session details page represents the record for a single system activity, as shown in the following image.

Start	End	0.0900 Max	Details
11:31:32	11:31:32		 Id:URL114 /run.bip?BIP_REQUEST_TYPE=BIP_RUN&BIP_item=simplecar.few&BIP_folder=1BF5%3A%2FEDA%2FEDASERVE%2Fbaseapp&IBI_random=2060.358382295817

One activity can include multiple events, and these events become visible when you expand the icon next to a trace to view its full detail.

For each trace, the following information is available:

Start

The time, in hours, minutes, and seconds, that an event in the trace began. Hours are expressed in twenty-four hour time notation.

End

The time, in hours, minutes, and seconds, that an event in the trace ended. Hours are expressed in twenty-four hour time notation.

Number of Seconds Max

The number in the header of this column represents the maximum number of seconds that were required to complete the longest trace in the list.

Entries in this column contain a (time) bar that represents the relative duration of the events in the trace, as shown in the following image.



- ☐ The darkest blue section of the bar represents the number of Web CPU seconds that were required to process the events in this trace. It also identifies the trace as containing a Work URL component.
- ☐ The lightest blue section of the bar represents the number of Web wait seconds that were required to retrieve a response from a database. It also identifies the trace as containing a Work URL component.
- ☐ The brown section of the bar represents the number of Reporting Server seconds that were required to process the events represented in this trace. It also identifies the trace as containing a Server Request component.

You can view tooltips that identify the exact number of seconds that each section of a bar represents by pointing to that section with your mouse. If you are reviewing an active trace in a current session, the bar appears green and occupies the entire column entry.

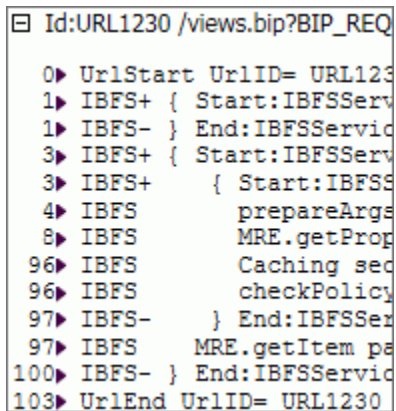
Details

The ID of the trace. This is the URL of the destination of the request message that launched the trace events. The first term in the URL identifies the servlet or other application that launched the request. Each trace ID is unique.

When the URL ID number is highlighted in orange, events in the trace associated with it include one or more error messages. Within the detail trace display, events that contain error messages are also highlighted in orange to help you identify when the errors occurred.

Reviewing Expanded URL Details

When you expand an individual Trace Details list entry, a nested list of system-generated messages opens. These messages identify the events captured by that trace and the time, in milliseconds, at which those events took place. Events include request and response messages exchanged between the Client and the Reporting Server or between the Reporting Server and the application server. They also include error messages, informational messages, and system status messages generated by application programs as they execute commands. Entries representing repetitive or subordinate events are nested to help you identify them more quickly, as shown in the following image.



```

Id:URL1230 /views.bip?BIP_REQ
0> UrlStart UrlID= URL1230
1> IBFS+ { Start:IBFSServ
1> IBFS- } End:IBFSServ
3> IBFS+ { Start:IBFSServ
3> IBFS+   { Start:IBFSS
4> IBFS     prepareArgs
8> IBFS     MRE.getProp
96> IBFS     Caching sec
96> IBFS     checkPolicy
97> IBFS-   } End:IBFSSer
97> IBFS   MRE.getItem pa
100> IBFS- } End:IBFSServ
103> UrlEnd UrlID= URL1230
  
```

A trace entry begins with the event start time and the number of milliseconds after the trace start time at which the event took place. This value helps you distinguish between individual events, and places them in sequence within an individual trace.

The IBFS status code for the trace event follows the event start time.

This column contains one of the following symbols:

Symbol	Description
IBFS+	The starting event of a program or exchange of data between programs or applications.
IBFS-	The ending or final event of a program or exchange of data between programs or applications.
IBFX*	An error message.
IBFSX	An administrative or informational message.

The text of the message generated by the application or program that describes the event appears next. The type of text displayed in this section varies with the type of trace you have selected from the View drop-down list.

- ❑ If you select *All URLs* or *Work URLs*, an expanded URL entry displays the status and error messages that were generated as the program ran.

Note: If your entry includes a Server Request message, the underlined Request ID term of the trace entry links you to full details of the Reporting Server Request trace, and the underlined Response ID entry links you to full details of the Reporting Server Response trace.

- ❑ If you select *Server Request*, an expanded URL entry displays the Reporting Server Request procedure, followed by a list of status or error messages generated during that procedure. (This is the same display that appears when you open a Server Request link from a Session Monitor Information icon.)

Reviewing Reporting Server Request Details

Traces captured from a Reporting Server Request identify the details of the query or other request operation sent from the Client to the Reporting Server during the session, as shown in the following image.

```

Id:URL85Req2 Run:Domain=Getting_Started/:App=getting_started retail_samples:SubAct=MR_STD_REPORT:Fex=WebFOCUS_Report UrlID
Plain text:---Focexec-Start--- RequestID=URL85Req2 UrlID=URL85 ReqInfo="Run:Domain=Getting_Started/:App
....:SET PCHOLD=FMF=XML
0001:EX -LINES 6 EDAPUT FOCEXEC,mrheader,C,MEM,-* mr header include start
0002:-* mr as NOT html
0003:-SET &FOCEXURL=&FOCEXURL | '&' | 'IBIMR_drill=IBFS,RUNFEX,IBIF_ex,true' | '&';
0004:SET FOCURL=&FOCEXURL
0005:-* mr header include end
0006:-*
0001:EX -LINES 25 EDAPUT FOCEXEC,WebFOCUS_Report,C,MEM,ENGINE INT CACHE SET ON
0002:
0003:
0004:-DEFAULTH &WF_SUMMARY='Summary';
0005:-DEFAULTH &WF_TITLE='WebFOCUS Report';
0006:TABLE FILE retail_samples/wf_retail_lite
0007:SUM WF_RETAIL_LITE.WF_RETAIL_SALES.COGS US
0008:BY WF_RETAIL_LITE.WF_RETAIL_PRODUCT.PRODUCT CATEGORY
0009:ACROSS WF_RETAIL_LITE.WF_RETAIL_TIME_SALES.TIME_YEAR
0010:ON TABLE PCHOLD FORMAT HTML
0011:ON TABLE NOTOTAL
0012:ON TABLE SET CACHELINES 100
0013:ON TABLE SET PAGE-NUM NOLEAD
0014:ON TABLE SET SQUEEZE ON
0015:ON TABLE SET HTMLCSS ON
0016:ON TABLE SET HTMLENCODE ON
0017:ON TABLE SET EMPTYREPORT ON
0018:ON TABLE SET GRWIDTH 1
0019:ON TABLE SET STYLE *
0020:-INCLUDE ENWarm
0021:TYPE=REPORT, TITLETEXT=&WF_TITLE.QUOTEDSTRING, SUMMARY=&WF_SUMMARY.QUOTEDSTRING, HFREEZE=OFF, $
0022:ENDSTYLE
0023:END
0024:
0025:-RUN

```

This information identifies the variables and commands sent during the request operation. These requests are usually TABLE requests or -HTMLFORM BEGIN/END requests that are sent from the Client to the Reporting Server.

The ID term in the first line above the procedure links it to the URL trace from which it was generated. For example, the ID, *URL85*, links the procedure to the server request event line within the activity captured in trace URL 85.

At the end of the list of variables and commands, the procedure displays a list of status messages describing the results of the query or other operation, as shown in the following image.

```

-----End----- RequestID=URL85Req2 UrlID=URL85 ReqInfo="Run:Domain=Getting_Started,
---Server---Times--- RequestID=URL85Req2 UrlID=URL85 ReqInfo="Run:Domain=Getting_Started,

```

Reviewing Reporting Server Response Details

Traces captured from a Reporting Server response identify the information returned in response to a query or other request operation sent during a work session from the Reporting Server to the Client during a work session.

To view output traces, click on the link from an underlined URL request response entry in a URL Trace entry, such as:

[URL103Req4Resp](#)

The first part of this display identifies the format variables returned to the Client during the response operation, as shown in the following image.

```
<column_desc>
  <col title="" valign="left" reference="" property="" help_message="" accept="" description="" focus_format="A8" width="8" datatype="char" alias="E01" fieldname="FOLDER" column="c0"> </col>
  <col title="" valign="left" reference="" property="" help_message="" accept="" description="" focus_format="A100" width="100" datatype="char" alias="E02" fieldname="FILENAME" column="c1"> </col>
  <col title="" valign="left" reference="" property="" help_message="" accept="" description="" focus_format="A64" width="64" datatype="char" alias="E03" fieldname="EXTENSION" column="c2"> </col>
  <col title="" valign="left" reference="" property="" help_message="" accept="" description="" focus_format="A10" width="10" datatype="char" alias="E04" fieldname="DATE" column="c3"> </col>
  <col title="" valign="left" reference="" property="" help_message="" accept="" description="" focus_format="A10" width="10" datatype="char" alias="E06" fieldname="GMTIME" column="c4"> </col>
  <col title="" valign="left" reference="" property="" help_message="" accept="" description="" focus_format="A8" width="8" datatype="char" alias="E05" fieldname="SIZE" column="c6"> </col>
  <col title="" valign="left" reference="" property="" help_message="" accept="" description="" focus_format="A512" width="512" datatype="char" alias="E08" fieldname="APPNAME" column="c7"> </col>
  <col title="" valign="left" reference="" property="" help_message="" accept="" description="" focus_format="A1" width="1" datatype="char" alias="E09" fieldname="OTYPE" column="c8"> </col>
  <col title="" valign="right" reference="" property="" help_message="" accept="" description="File Read Access" focus_format="I2" width="2" datatype="integer" alias="E10" fieldname="FREAD" column="c9"> </col>
  <col title="" valign="right" reference="" property="" help_message="" accept="" description="File Write Access" focus_format="I2" width="2" datatype="integer" alias="E11" fieldname="FWRITE" column="c10"> </col>
  <col title="" valign="right" reference="" property="" help_message="" accept="" description="File Execute Access" focus_format="I2" width="2" datatype="integer" alias="E12" fieldname="FEXEC" column="c11"> </col>
  <col title="" valign="right" reference="" property="" help_message="" accept="" description="File List Access" focus_format="I2" width="2" datatype="integer" alias="E13" fieldname="FLIST" column="c12"> </col>
  <col title="" valign="left" reference="" property="" help_message="" accept="" description="Master File Suffix" focus_format="A8" width="8" datatype="char" alias="E14" fieldname="SUFFIX" column="c13"> </col>
  <col title="" valign="left" reference="" property="" help_message="" accept="" description="File Description" focus_format="A512" width="512" datatype="char" alias="E15" fieldname="FDESCR" column="c14"> </col>
</column_desc>
```

The second part of the display identifies the data returned to the Client during the response operation, as shown in the following image.

```
<table>
  <tr linenum="1" linetype="data">
    <td column="c0">OTHER</td>
    <td column="c1">etc</td>
    <td column="c2">ETC</td>
    <td column="c3">19/08/2015</td>
    <td column="c4">21.17.38</td>
    <td column="c5">1440033458</td>
    <td column="c6">0</td>
    <td column="c7">_EDAHOME</td>
    <td column="c8">D</td>
    <td column="c9" rawvalue="1">1</td>
    <td column="c10" rawvalue="1">1</td>
    <td column="c11" rawvalue="1">1</td>
    <td column="c12" rawvalue="1">1</td>
    <td column="c13">/>
    <td column="c14">/>
  </tr>
</table>
```

The Session Viewer can display Reporting Server response traces in XML, HTML, or a standard report format. Reporting Server responses usually contain data or status messages returned in response to SQL-based queries, updates, or other database-related operations.

Working With Log Files

The Log Files page displays links to all log files. The main grid lists log files in alphabetical order by name.

Next to each log file entry is a list of Logger Names, that is, those pages or events that contribute entries to that log. For example, the audit.log file captures events from com.ibi.uoa, com.ibi.config, com.ibi.content, and others. The Log Level field, next to each Logger, identifies the level of events captured by that contributor.

Event levels are cumulative. Events captured by a higher level are included when you select a lower level. For example, if you set the level to *Warn*, you capture Fatal level and Error level events as well as events that generate a warning.

The levels are defined below:

- ☐ **Off.** Capture no events.
- ☐ **Fatal.** Capture only events that disrupt system operations.
- ☐ **Error.** Capture events that generate error messages in addition to fatal events.
- ☐ **Warn.** Capture events that generate warning messages in addition to fatal and error events.
- ☐ **Info.** Capture events that generate informational messages in addition to warning, error, and fatal events.
- ☐ **Debug.** Capture events that generate debug messages in addition to informational, warning, error, and fatal events.
- ☐ **Trace.** Capture events that generate trace messages in addition to debug, informational, warning, error, and fatal events.

Understanding Warning Messages in InfoAssist+

This topic describes InfoAssist+ warning messages.

InfoAssist+ Warning Messages

Message	Description	OK	Cancel
Are you sure you want to switch data source? Doing so will delete your current report.	This warning message displays when a report is first saved in a different format and one or more additional reports are created and saved, and the user clicks <i>Switch</i> on the Data tab and selects a different report from the shortcut menu.	Deletes the current report.	Preserves the current report.
Are you sure you want to add a data source? Doing so will delete your current report.	This warning message displays when a report is first saved in a different format and an additional report is created and saved, and <i>Add</i> on the Data tab is selected.	Deletes the current report.	Preserves the current report.
User Selection in this request is not allowed with your configuration. Your report will be converted to default output.	This warning message displays when the user selection option is not available on restore, or when you are restoring a user selection option when it is disabled at global preference.	Converts the report to use the default output type.	No changes are made to the original procedure and it is closed.

Unsupported Syntax and Objects

This section describes the syntax and objects that are not supported.

- ❑ SUB-TOTAL syntax is not supported. If you try to open an existing procedure in InfoAssist+ from a legacy tool that contains SUB-TOTAL syntax, an unsupported syntax warning message displays. If you choose to continue, InfoAssist+ will convert the syntax to SUBTOTAL and add the converted syntax to all higher level sort breaks.
- ❑ SUMMARIZE syntax is not supported. If you try to open an existing procedure in InfoAssist+ from a legacy tool that contains SUMMARIZE syntax, an unsupported syntax warning message displays. If you choose to continue, InfoAssist+ will convert the syntax to RECOMPUTE.
- ❑ HTML FULL, FIXED, and PAGED syntax is not supported. If you try to open an existing procedure in InfoAssist+ from a legacy tool that contains any of these three options, an unsupported syntax warning message displays. If you choose to continue, InfoAssist+ will convert the procedure to regular HTML output.
- ❑ COLUMN-TOTAL syntax is not supported. If you try to open an existing procedure in InfoAssist+ from a legacy tool that contains this syntax, an unsupported syntax warning message displays. If you choose to continue, InfoAssist+ will convert it to use RECOMPUTE syntax.
- ❑ Line objects in a compound document imported from a legacy tool are not supported. If you try to open an existing procedure that includes line objects, an unsupported syntax warning message displays. If you choose to continue, InfoAssist+ will remove these line objects.



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WebFOCUS 8

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Release 8.2 Version 01