

WebFOCUS

Troubleshooting
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Troubleshooting

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

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Troubleshooting WebFOCUS Business User Edition

This topic describes how to troubleshoot the WebFOCUS Business User Edition 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 Business User Edition

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

- ☐ Stop all services.
- ☐ Restart the services, and launch WebFOCUS Business User Edition.

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 Business User Edition creates a log file in the following location for Windows:

drive:\Users\user_id\WebFOCUS_BUE82_Install_date_time.log

drive:\Users\user_id\WebFOCUS_BUE82_Debug_date_time.log

where:

user_id

Is your Windows user ID.

date_time

Is the date and time the log file was created.

These log files provide information about the WebFOCUS Business User Edition installation. If you contact Customer Support Services with an installation problem, have these files available.

Troubleshooting the Uninstall Process

If you choose to uninstall WebFOCUS Business User Edition, 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 Business User Edition.

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

If the WebFOCUS Business User Edition 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.

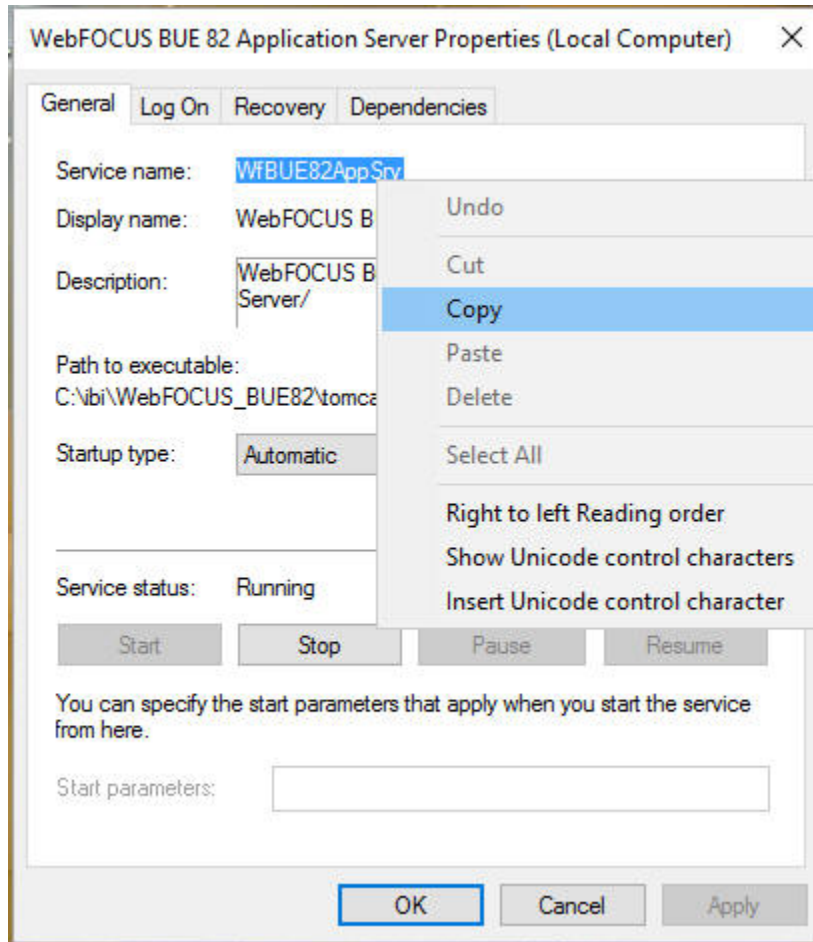
Note: By default, the utility will back up the Reporting Server applications, data, and the Derby database.

Procedure: How to Manually Uninstall WebFOCUS Business User Edition Components

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

1. Stop any running WebFOCUS Business User Edition services on the system.

2. Remove any remaining services from your machine.
 - a. Locate the existing WebFOCUS Business User Edition 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 Business User Edition 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 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: second(s)

URL Logging Level is currently set to
 Long Running Threshold: minute(s)

Current Sessions: 5

IP address	Mode	Client User	URL Logging	Trace Control	Trace FEX	Active URLs	URL # / AVG / Max	Server # / AVG / Max	W/ DBMS # / AVG / Max
172.30.234.78	WEB	admin	OFF	Off		1	714 / 0.047 / 3.400	7 / 0.780 / 3.211	4 / 0.001 / 0.001
Last req:EDASERVE/ (17.14.04) -> Run:Fex=ADHOCRCQ									
tlswin10-02.ibi.com	WFDT	admin	OFF	Off		-	185 / 0.072 / 0.478	152 / 0.052 / 0.268	56 / 0.001 / 0.001
Last req:EDASERVE/ (18.15.54) -> Run:Fex=METAQUERY-APPDELETEFILE									
tlswin7ie10.ibi.com	WFDT	admin	OFF	Off		-	66 / 0.006 / 0.087	1 / 0.055 / 0.055	0 / 0.000 / 0.000
Last req:EDASERVE/ (15.42.41) -> Run:Fex=METAQUERY-APPSHOWPATH									
qaw7nf03.ibi.com	WFDT	admin	OFF	Off		-	112 / 0.008 / 0.515	1 / 0.063 / 0.063	0 / 0.000 / 0.000
Last req:EDASERVE/ (11.52.34) -> Run:Fex=METAQUERY-APPSHOWPATH									
172.30.236.105	WEB	admin	OFF	Off		-	101 / 0.013 / 0.347	1 / 0.031 / 0.031	0 / 0.000 / 0.000
Last req:EDASERVE/ (10.25.52) -> Run:Domain=Public/App=:SubAct=MR_OLAP:Fex=ADHOCRCQ									

To refresh the information displayed, click the *Refresh* icon. To set an automatic refresh operation, select the *Refresh Interval* check box and accept the default setting of ten second intervals, or type the number of seconds you wish to use instead. If you change the value in this field, it will remain valid only while the Session Monitor page is open. If you close this page and return to it later, the default value will be reestablished.

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 */logs* directory.

To prevent inactive sessions from continuing indefinitely, accept the value of five minutes in the Long Running Threshold field, or type a different value to extend or curtail this period. If you change the value in this field, it will remain valid only while the Session Monitor page is open. If you close this page and return to it later, the default value will be reestablished.

For each session, the following information is available:

IP Address

The numeric 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.

Active URLs

Specifies the number of URLs that are actively in use during the session. This value is relevant only to sessions that are currently open and active. Each URL represents the workstation from which a request was launched to the application server through the browser.

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, and 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:

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 Business User Edition confirms that tracing has been changed or stopped in a message above the Session Monitor table.

Viewing 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.

The screenshot displays the 'manager Session Viewer 160317manager_102754' interface. It features a table with columns: User Name, Tracing Level, File Size, Session Started, Last Activity, URL Count, Average Response, Server Requests, Average Server Time, and Average DBMS Time. Below the table, there are navigation buttons (Refresh, Previous, Next, Last) and a 'View (Work URLs)' dropdown. The main content area shows a list of sessions with columns for Start, End, and Details. The details column contains a long string of session parameters including session ID, user name, and various system settings. At the bottom, there is a 'Click two time bars to view the timeline between those transactions. Click one time bar to return to the default view.' instruction and a 'User Agent' field showing 'Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; ...)'.

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 *username_HHMMSS (YYMMDD)*. 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:

- ☐ **Off.** Suppresses the display of both stacked commands and Dialogue Manager commands in its traces. This value is the default.
- ☐ **On.** Displays WebFOCUS Business User Edition commands that are expanded and stacked for execution in its traces.
- ☐ **All.** Displays Dialogue Manager commands and WebFOCUS Business User Edition commands that are expanded and stacked for execution in its traces.

SQL Tracing

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

- ☐ **Off.** Suppresses the display of traces of SQL request and response events.

- ❑ **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.

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 Business User Edition 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.

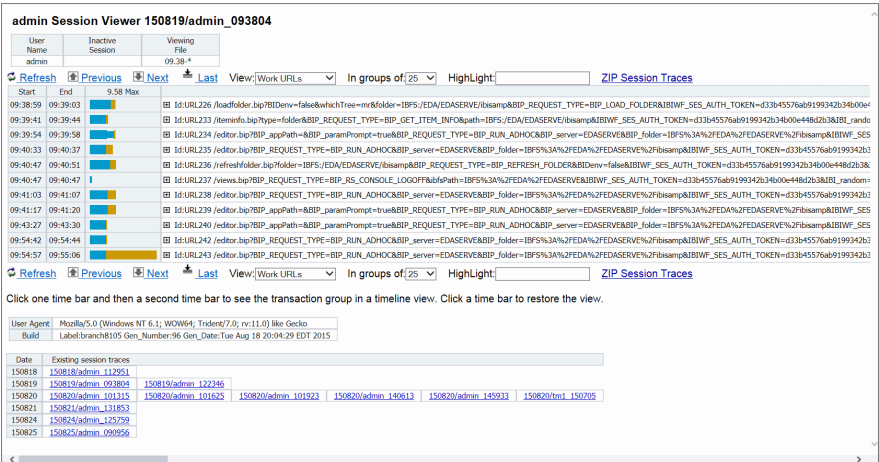
Information from completed sessions remains available for the period defined in the setting, Days Until Traces Are Deleted (IBI_TRACE_RETAIN_DAYS).

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 Business User Edition 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=IBFS%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.

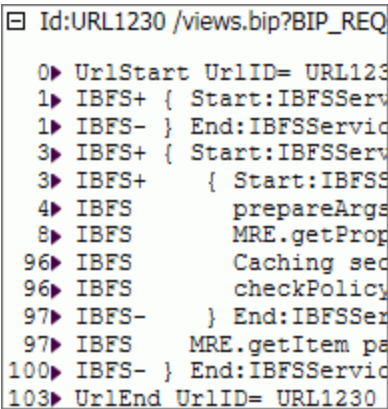
Details

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.



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-FMT=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 HTMLRECODE 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="TOLDER" 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="A8" width="8" datatype="char" alias="E05" fieldname="TIME" column="c4"> </col>
<col title="" valign="left" reference="" property="" help_message="" accept="" description="" focus_format="A10" width="10" datatype="char" alias="E06" fieldname="GMTIME" column="c5"> </col>
<col title="" valign="left" reference="" property="" help_message="" accept="" description="" focus_format="A12" width="12" datatype="char" alias="E07" 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="OITYPE" column="c8"> </col>
<col title="" valign="right" reference="" property="" help_message="" accept="" description="" focus_format="I2" width="2" datatype="integer" alias="E10" fieldname="FREAD" column="c9"> </col>
<col title="" valign="right" reference="" property="" help_message="" accept="" description="" focus_format="I2" width="2" datatype="integer" alias="E11" fieldname="FWRITE" column="c10"> </col>
<col title="" valign="right" reference="" property="" help_message="" accept="" description="" focus_format="I2" width="2" datatype="integer" alias="E12" fieldname="FEXEC" column="c11"> </col>
<col title="" valign="right" reference="" property="" help_message="" accept="" description="" focus_format="I2" width="2" datatype="integer" alias="E13" fieldname="FLIST" column="c12"> </col>
<col title="" valign="left" reference="" property="" help_message="" accept="" description="" focus_format="A8" width="8" datatype="char" alias="E14" fieldname="SUFFIX" column="c13"> </col>
<col title="" valign="left" reference="" property="" help_message="" accept="" 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 colnum="c0">OTHER</td>
-       <td colnum="c1">etc</td>
-       <td colnum="c2">ETC</td>
-       <td colnum="c3">19/08/2015</td>
-       <td colnum="c4">21.17.38</td>
-       <td colnum="c5">1440033458</td>
-       <td colnum="c6">0</td>
-       <td colnum="c7">_EDAHOME</td>
-       <td colnum="c8">D</td>
-       <td colnum="c9" rawvalue="1">1</td>
-       <td colnum="c10" rawvalue="1">1</td>
-       <td colnum="c11" rawvalue="1">1</td>
-       <td colnum="c12" rawvalue="1">1</td>
-       <td colnum="c13"/>
-       <td colnum="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.uoa.caster_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.

The log levels assigned to the audit log files are preset, and are not available for updates. You can adjust the log level assigned to any of the other log files. However, when you recycle the application server, all log levels revert to their default value.

The Zip All button saves copies of the current version of all log files into a single zip file. You can use this button to capture records of system events whenever necessary. The log files you capture include records of events from the start of the current day until the time you create the zip file. Event records captured in the log files support troubleshooting and analysis.

Note: The Log Files page does not display Web Services traces or client traces. To view these traces, open the Session Viewer or the Session Monitor.

Working With Log Pages

Log pages list detailed records of system events that were captured in a log file in order of the time of their occurrence, from the earliest event on the day of the log to the most recent.

To open a log file for review, click a link from the Log Name column on the Log Files page. The page for your selected log file opens in a separate window.

The name of the log file appears at the top of the page. A list of earlier versions of that log file also appears at the top of the page. This list contains all previous versions of that log file that are currently available in the `drive:\ibi\WebFOCUS_BUE82\WebFOCUS\logs` directory.

The New Trace Lines link appears beneath the file name. Click this link to refresh the log page with entries for system events that occur after you open it. New records are posted to a log file automatically. To protect the integrity of this information, no one can use a log page to update or change log file records.

The Bottom link takes you directly to the last entry in the file. This link is useful when you must review a file with a large number of entries and you want to move directly to the most recent event. Similarly, the Top link, which appears below the last entry, returns you to the first entry in the log file and the features that appear on the top of the page.

The list of individual event entries begins below the Bottom link. Individual entries start with the date and time, in hours, minutes, seconds, and milliseconds, that an event took place. A code name identifying the category of event and the specific event itself follows the date and time. A full description of the event comes next. This description includes any messages generated by the system in response to the event.

You can use the log page to review and search for records of specific events in response to a query from a customer service support team member. The Find command in your browser can help you search for an event by a unique message, event name, or timestamp. You can also scroll through records to locate an event.

When your review is complete, close the log page window. You can use the Save or Print command in your browser to save or print a copy of the log page, or you can capture a zipped copy of it using the Zip All button from the Log Files page.

Tracking ReportCaster Configuration Events

You can now track when ReportCaster Configuration settings are changed. This feature enables you to keep continuous records of how and when ReportCaster Configuration settings are changed, and to comply with any regulatory auditing requirements of your organization. To access the audit log file, launch the Administration Console, click the Diagnostics tab, and then click *Log Files*. In the Log Name column, click the *audit* link.

When you change ReportCaster Configuration settings, a record of the event, labeled as *caster_config*, is created in the *audit.log* file. Before changes to the ReportCaster Configuration settings are saved, the previous settings of the ReportCaster Configuration tool are recorded in a timestamped *dserver.xml* file. This file is saved in the following directory:

```
drive:\ibi\WebFOCUS_BUEnn\WebFOCUS\logs
```

where *nn* is the WebFOCUS BUE release number.

Downloading ReportCaster Job Trace Files

After you run a schedule, or use the Purge Job Logs utility, you can select the corresponding job log stored in the ReportCaster Console to download the trace files that were created by the job.

Procedure: How to Download ReportCaster Job Trace Files

1. Run a schedule, or use the Purge Job Logs utility.

Note: To receive trace files for a ReportCaster job, traces must be enabled for the job.
2. Navigate to the ReportCaster Console. On the ribbon, in the Show group, click the *Job Log* button.
3. In the Job Logs panel, choose the folder that contains the job log you wish to select.

The job logs appear in the right panel.
4. Click a job log.
5. On the ribbon, in the Manage Job Logs group, click the down arrow on the *View Trace* button.

The Download Trace Files menu option appears.

6. Click the *Download Trace Files* option.

The Windows Save dialog box displays, from which you can save the trace files to your machine. The Job Id of the log becomes the name of the zip file to be opened or saved.

Using the ReportCaster Performance Log to Track Schedule Performance

You can use the performance log to analyze the resource utilization of schedules in WebFOCUS Business User Edition. This log records the processing duration of individual schedules and schedule components.

To access the performance log, navigate to the ReportCaster Console. On the ribbon, in the Manage group, click the *Server Log* drop-down arrow to view the Server Log menu, where you can click the *performance.log* option.

Note: If the Manage Server Group is not visible, click the *Server Status* button in the Show group.

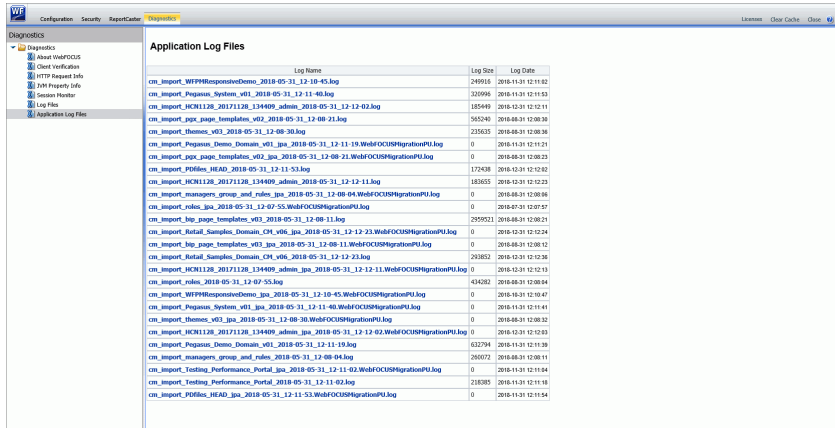
The performance log feature is turned off by default. To activate performance log recordings, click *Turn On Server Performance Trace*.

The performance.log records the following information in each record:

- ☐ Job ID
- ☐ Schedule ID
- ☐ Schedule Name
- ☐ User ID
- ☐ Time
- ☐ Type - (Begin, End)
- ☐ Event - (QUEUED, JOB, WF_REPORTING_SERVER, DESTINATION_MAPPING, COMPRESSION, EMAIL, FTP, LIBRARY, REPOSITORY, PRINT)
- ☐ Source - (Schedule ID, Task ID, Distribution ID)
- ☐ Server Name - (EDASERVE, IBIMAIL, FTP Server Name, Print Name...)
- ☐ Server User - (Execution ID)
- ☐ Object - Scheduled fex

Working With Application Log Files

In WebFOCUS Release 8.2 Version 04, the new Application Log Files page was added to the Administration Console Diagnostics tab, as shown in the following image.



Log Name	Log Size	Log Date
cm_import_WFFMResponsiveDemo_2018-05-31_12-18-45.log	249984	2018-05-31 12:18:45
cm_import_Peoplesoft_Sysitem_v01_2018-05-31_12-11-40.log	220966	2018-05-31 12:11:40
cm_import_HCM1128_134409_admin_2018-05-31_12-12-02.log	185449	2018-05-31 12:12:02
cm_import_Themes_v03_2018-05-31_12-08-38.log	565240	2018-05-31 12:08:38
cm_import_Peoplesoft_Domain_v01_2018-05-31_12-11-18.WebFOCUSMigrationPU.log	235232	2018-05-31 12:08:38
cm_import_page_templates_v02_2018-05-31_12-08-21.log	0	2018-05-31 12:08:21
cm_import_Peoplesoft_Domain_v01_2018-05-31_12-08-21.WebFOCUSMigrationPU.log	0	2018-05-31 12:08:21
cm_import_Peoplesoft_Domain_v01_2018-05-31_12-11-53.log	172438	2018-05-31 12:11:53
cm_import_HCM1128_134409_admin_2018-05-31_12-12-11.log	183635	2018-05-31 12:12:11
cm_import_messaging_group_and_rules_2018-05-31_12-08-04.WebFOCUSMigrationPU.log	0	2018-05-31 12:08:04
cm_import_rules_2018-05-31_12-07-55.WebFOCUSMigrationPU.log	0	2018-05-31 12:07:55
cm_import_page_templates_v03_2018-05-31_12-08-11.log	2599221	2018-05-31 12:08:11
cm_import_Retail_Samples_Domain_CM_v06_2018-05-31_12-12-23.WebFOCUSMigrationPU.log	0	2018-05-31 12:12:23
cm_import_page_templates_v02_2018-05-31_12-08-11.WebFOCUSMigrationPU.log	0	2018-05-31 12:08:11
cm_import_Retail_Samples_Domain_CM_v06_2018-05-31_12-12-23.log	203882	2018-05-31 12:12:23
cm_import_HCM1128_134409_admin_2018-05-31_12-12-11.WebFOCUSMigrationPU.log	0	2018-05-31 12:12:11
cm_import_rules_2018-05-31_12-07-55.log	434202	2018-05-31 12:07:55
cm_import_WFFMResponsiveDemo_2018-05-31_12-18-45.WebFOCUSMigrationPU.log	0	2018-05-31 12:18:45
cm_import_Peoplesoft_Sysitem_v01_2018-05-31_12-11-40.WebFOCUSMigrationPU.log	0	2018-05-31 12:11:40
cm_import_Themes_v03_2018-05-31_12-08-38.WebFOCUSMigrationPU.log	0	2018-05-31 12:08:38
cm_import_HCM1128_134409_admin_2018-05-31_12-12-02.WebFOCUSMigrationPU.log	0	2018-05-31 12:12:02
cm_import_Peoplesoft_Domain_v01_2018-05-31_12-11-18.log	632794	2018-05-31 12:11:18
cm_import_messaging_group_and_rules_2018-05-31_12-08-04.log	260072	2018-05-31 12:08:04
cm_import_Testing_Performance_Portal_2018-05-31_12-11-02.WebFOCUSMigrationPU.log	0	2018-05-31 12:11:02
cm_import_Testing_Performance_Portal_2018-05-31_12-11-02.log	218385	2018-05-31 12:11:02
cm_import_Peoplesoft_Domain_v01_2018-05-31_12-11-53.WebFOCUSMigrationPU.log	0	2018-05-31 12:11:53

The Application Log Files page displays links to all log files generated from application utilities. Using this page, you can review application log files, and the records they contain, when you need to analyze errors or production issues that occurred when running an application utility. By making it easy to find and review application log information, the Application Log Files page saves you time when troubleshooting the operation of a standalone utility, such as a change management import or export. This page supports your efforts to quickly resolve any issues you may encounter, and provides you with a way to share records of utility operations with the Customer Service team.

The main grid lists applications log files by name. Typically, the Log Name entry contains the name of the application utility that generated the log and the date and time at which the utility that created the log was run.

For example, the `cm_import_bip_page_templates_v03_2018-06-06_23-50-51.log` file captures events from the change management import of the BIP Page templates CM package that took place on June 6, 2018. However, the value assigned to a Log Name entry depends upon the data and format selected by the utility that creates it, and the information and format of individual log names may vary as a result.

The Log Size entry identifies the size, in kilobytes, of the log file, and the Log Date identifies the date and time the application log file was created in YYYY-MM-DD HH:MM:SS format.

Logs that appear on this page are generated by utilities that appear in the system folder:

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

These utilities accomplish such tasks as change management imports or database updates. A standard set of these utilities is loaded into this folder during product installation. However, logs created by other utilities that are added to this folder after installation can also appear on the Application Log Files page.

The application logs themselves are stored in the system folder:

```
drive:\ibi\WebFOCUS_BUE82\WebFOCUS\application_logs
```

Log files are retained for 10 days.

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.

Message	Description	OK	Cancel
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

/ Troubleshooting
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