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Web Services and Applications Deployment Guide

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Troubleshooting Workspace Web Edition & Web Services

This section describes logs, configurations, and so on that you should check when you are troubleshooting issues with Workspace Web Edition & Web Services.

If you open an Issue Request for Workspace Web Edition & Web Services, you must provide **ALL** of the following information to assist with troubleshooting and investigating defects:

General Info

- A detailed description of steps that you took to reproduce the issue and the results.
- Screenshots that demonstrate the problem or concern (marked up to indicate the location in the screenshot where the issue can be seen)

Workspace Web Edition & Web Services

Workspace Web Edition & Web Services Version

- To get this information, type the following URL into a web browser

`http://[htcc_host]:[htcc_port]/api/v2/diagnostics/version`

- The version will be printed on the browser as shown below:

```
{
  statusCode: 0
  version: "gws-x.x.xxx.xx"
}
```

Workspace Web Edition & Web Services Logs:

- To enable DEBUG mode in Workspace Web Edition & Web Services log: within the Workspace Web Edition & Web Services VM go to **/opt/jetty/resources/** and change the log level in **logback.xml** to DEBUG or TRACE (instead of INFO/WARN).

```
<logger name="com.genesyslab" level="DEBUG" />
```

- Attach the Workspace Web Edition & Web Services log file: Found under **/var/log/jetty/cloud.log**.

- (There may also be parts of log for a particular date/time already zipped, attach those as well).
 - **Note:** Change log back to INFO as soon as possible, otherwise the VM's disk space will be filled, which can cause various random errors. Use the `df` command to check disk space.

Workspace Web Edition & Web Services Configuration Snapshot:

- Workspace Web Edition & Web Services configuration files can be found on VM in: **/opt/jetty/genconfig/**
- Zip up all those files and attach them to the issue report.