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# Web Services and Applications Deployment Guide

Troubleshooting

# Troubleshooting

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This page provides solutions to common problems in Workspace Web Edition & Web Services.

The following log for Workspace Web Edition & Web Services is saved to the `/var/log/jetty` directory on the Workspace Web Edition & Web Services node:

- `cloud.log` — Stores WARN level messages about Workspace Web Edition & Web Services.

To modify the log message levels, you can edit the `$JETTY_HOME/resources/logback.xml` file and change the level to DEBUG or TRACE (instead of WARN):

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

## 404 Error

### Problem

You receive a 404 Error on a diagnostic API request. For example, `http://192.0.2.20/api/v2/diagnostics/version`.

### Resolution

The Workspace Web Edition & Web Services web application uses the Jetty root context. If other web applications served by the same instance of Jetty also use the root context, this can prevent the Workspace Web Edition & Web Services web application from getting routed requests. If you are working with a fresh install of Jetty, you should remove the default Jetty files from the `$JETTY_HOME/webapps` and `$JETTY_HOME/contexts` folders.