Gathering widget traces

This document briefly describes how to gather widget traces that are useful to debug. There are two useful tracing techniques for widgets, one is setting isDebug in Dojo to true, and the other is setting a trace string for your server.

Turning on widget tracing for both the ClickToCall and CallNotification widgets

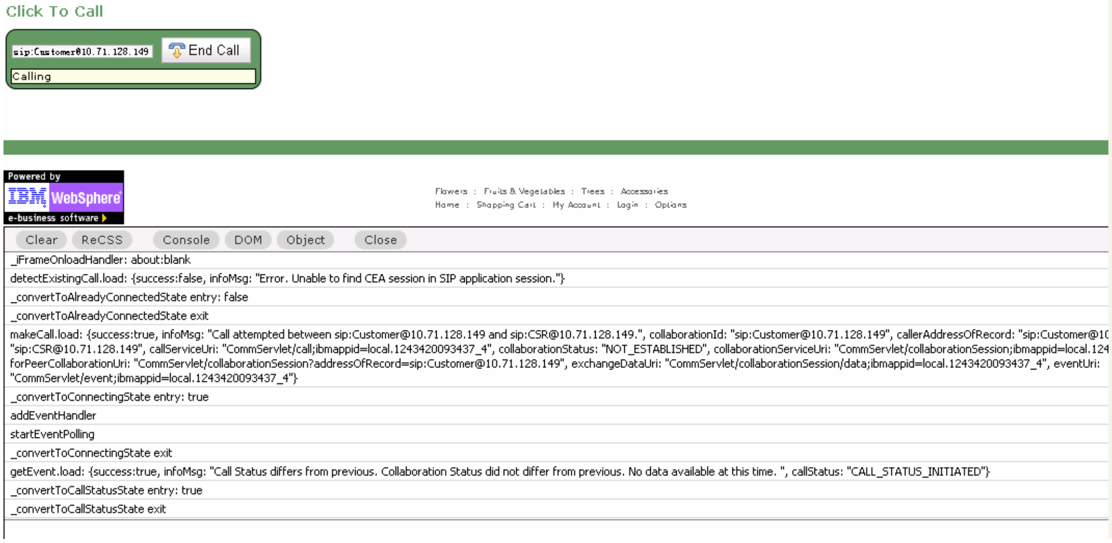
Within your HTML file that contains a CEA widget change the isDebug from false to **true** in the Dojo include statement.

```
<script type="text/javascript" src="./dojo/dojo.js"
djConfig=" isDebug: true, parseOnLoad: true">;
</script>
```

For example, if you are debugging the Plants by WebSphere sample, you enable the isDebug to true in the contactus.html and callnotification.html files.

The details of the trace will show up on Firebug/Firebug Lite when you run the application. You do not need to download any specific product; Firebug Lite is part of the Dojo Toolkit. This "log" is not the server log – it is the output of Firebug Lite. Once you have run through the actions to re-create your error, you will need to copy that output from Firebug Lite to a text file in order to save it.

Example of Firebug Lite output for ClickToCall widget:



Click To Call
sip:Customer@10.71.128.149
End Call
Calling
Powered by IBM WebSphere e-business software
Flowers : Fruits & Vegetables : Trees : Accessories
Home : Shopping Cart : My Account : Login : Options
Clear
ReCSS
Console
DOM
Object
Close

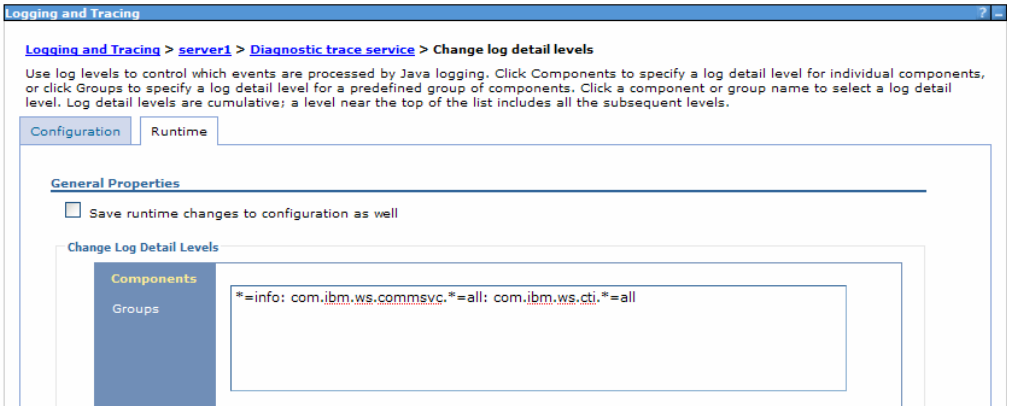
```
_iFrameOnloadHandler: about:blank
detectExistingCall.load: {success:false, infoMsg: "Error. Unable to find CEA session in SIP application session."}
_convertToAlreadyConnectedState entry: false
_convertToAlreadyConnectedState exit
makeCall.load: {success:true, infoMsg: "Call attempted between sip:Customer@10.71.128.149 and sip:CSR@10.71.128.149.", collaborationId: "sip:Customer@10.71.128.149", callerAddressOfRecord: "sip:Customer@10
"sip:CSR@10.71.128.149", callServiceUri: "CommServlet/call;ibmappid=local.1243420093437_4", collaborationStatus: "NOT_ESTABLISHED", collaborationServiceUri: "CommServlet/collaborationSession;ibmappid=local.124
forPeerCollaborationUri: "CommServlet/collaborationSession?addressOfRecord=sip:Customer@10.71.128.149", exchangeDataUri: "CommServlet/collaborationSession/data;ibmappid=local.1243420093437_4", eventUri:
"CommServlet/event;ibmappid=local.1243420093437_4"}
_convertToConnectingState entry: true
addEventHandler
startEventPolling
_convertToConnectingState exit
getEvent.load: {success:true, infoMsg: "Call Status differs from previous. Collaboration Status did not differ from previous. No data available at this time. ", callStatus: "CALL_STATUS_INITIATED"}
_convertToCallStatusState entry: true
_convertToCallStatusState exit
```

Using the administrative console to enable tracing on a server

For tracing and server logs you will need to turn on the REST and CTI tracing with trace spec: *=info: com.ibm.ws.commsvc.*=all: com.ibm.ws.cti.*=all

Procedure

1. Start the administrative console.
2. Click **Troubleshooting > Logs and Trace** in the console navigation tree, then click **server > Diagnostic Trace**.
3. Select the **Runtime** tab.
4. The File Name field specifies the location of where the trace log is located.
5. Select **Change Log Detail Levels**.
6. Select the **Save runtime changes to configuration as well** check box if you want to write your changes back to the server configuration.
7. Change the existing trace state by changing the trace specification to *=info: com.ibm.ws.commsvc.*=all: com.ibm.ws.cti.*=all



Logging and Tracing

Logging and Tracing > server1 > Diagnostic trace service > **Change log detail levels**

Use log levels to control which events are processed by Java logging. Click Components to specify a log detail level for individual components, or click Groups to specify a log detail level for a predefined group of components. Click a component or group name to select a log detail level. Log detail levels are cumulative; a level near the top of the list includes all the subsequent levels.

General Properties

□ Save runtime changes to configuration as well

Change Log Detail Levels

=info: com.ibm.ws.commsvc.=all: com.ibm.ws.cti.*=all

8. Click **Apply**.