



IBM Software Group

## **WebSphere® Commerce Feature Pack 2**

*Coremetrics Analytics for WebSphere Commerce  
Problem determination*



@business on demand.

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This presentation will discuss problem determination for Coremetrics Analytics for IBM WebSphere Commerce Feature Pack 2.

## Agenda

- Install and uninstall
- Failure scenarios
- Coremetrics tag bar
- Debug support
- Trace settings



In this presentation, the following problem determination topics are discussed: install and uninstall, failure scenarios, the Coremetrics tag bar, debug support and trace settings.

## Install and uninstall

The default log file locations for the installation:

- ▶ *WC\_installdir*/logs/FEP2/install
- ▶ **Developer** *WCDE\_installdir*/logs/FEP2/install

The default log file locations for the un-installation:

- ▶ *WC\_installdir*/logs/FEP2/uninstall
- ▶ **Developer** *WCDE\_installdir*/logs/FEP2/uninstall

If the log file indicated by the installer does not exist or you receive the following for the log file location:

    null/logs/FEP2/install/log.txt

You can find the logs in the following location:

- ▶ C:\Documents and Settings\Administrator\fep2\_install\_logs\log.txt

Location for  
Developer  
and Runtime



The default log file locations for the installation and uninstallation are located in the WebSphere Commerce or WebSphere Commerce Developer home. logs, FEP2, install or uninstall directory. If the log file indicated by the installer does not exist or if you receive “null/logs/FEP2/install/log.txt” for the file location, then the logs can be found in the “C:\Documents and Settings\Administrator\fep2\_install\_logs\log.txt” directory.

## Failure scenarios for new features

- Enabling feature fails
  - ▶ Disable feature, correct underlying problem and enable again

- No changes in e-mail template editor
  - ▶ Verify cm-email feature was enabled successfully
- Link click-through not tracked
  - ▶ Verify store is tagged and correct store ID in biConfig.xml

cm-email

- No new entry added to scheduler
  - ▶ Verify cm-salescenter feature was enabled successfully
- No data captured for sales center traffic
  - ▶ Verify event listener enabled in wc-server.xml

cm-salescenter



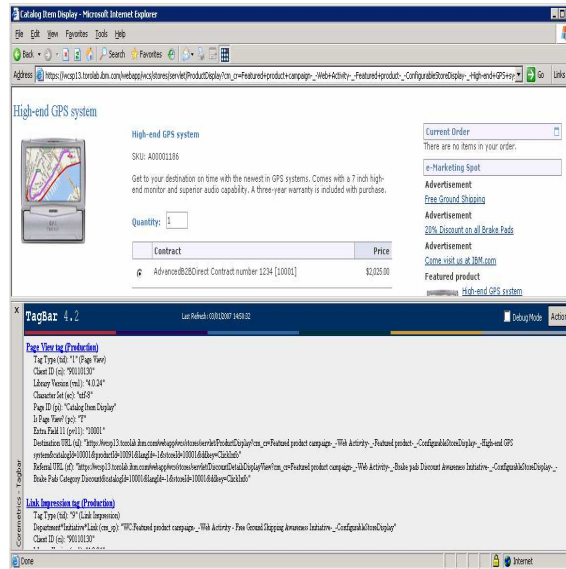
There are several failure scenarios one should be aware of regarding the new Coremetrics features. In general, if you receive a message on the command line indicating that enabling a particular feature has failed, disable the feature, correct the underlying problem and enable the feature again.

For the cm-email feature, if there are no changes in the e-mail template, verify that the cm-email feature was enabled successfully. If link click through are not being tracked as users navigate through a store, then verify that the store is tagged and has the correct store ID in the configuration file biconfig.xml.

For the cm-salescenter feature, if no new entry has been added to the SCHCONFIG table for the scheduler, then verify that the cm-salescenter feature was enabled successfully. If no events have been captured as the Customer Service Representative operates within the Sales Center then verify that the correct events are enabled in the Instance XML file wc-server.xml.

## Coremetrics tag bar

- Must be obtained from Coremetrics
- Installs with InstallShield
- Requires system reboot

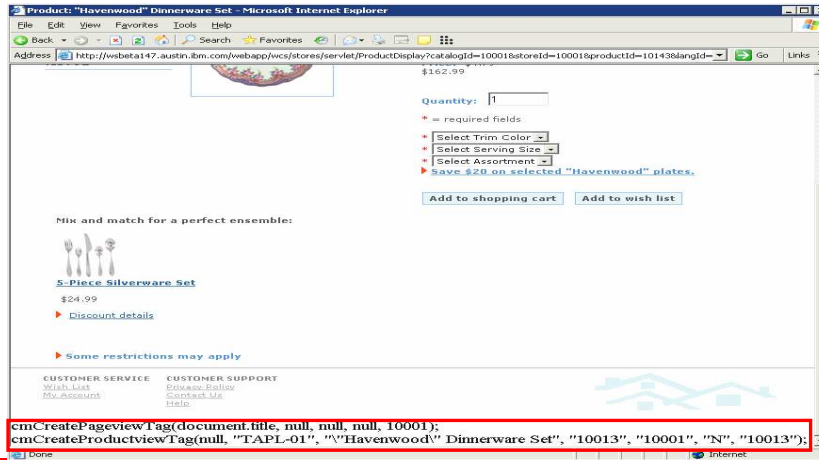


The Coremetrics tag bar is a debug tool that allows you to see the data that is being captured by the analytics provider. Here you should be able to see data regarding the Product View tag, the Shop Action tag, the Link Impressions tag and many others.

## Debug support

- Set *debug="true"* in biConfig.xml during development

```
<store storeId="10001" biprovider="coremetrics" enabled="true"
  debug="true">
```



```
cmCreatePageviewTag(document.title, null, null, null, 10001);
cmCreateProductviewTag(null, "TAPL-01", "Havenwood" Dinnerware Set", "10013", "10001", "N", "10013");
```

During development, setting debug equal to true in the biconfig.xml file will display tags that were generated at the bottom of all store pages. This prevents you from having to view the source on every page to understand what is being sent to the server.

## Trace settings

- Set tracing levels from administrative console
  - ▶ WC\_BI for tag tracing and event transmission
  - ▶ WC\_MARKETING for e-mail template tracing
- Tracing written to trace.log in [WAS install dir/profiles/instance/logs/server1](#)

Logging and Tracing > server1 > Diagnostic Trace Service > Change Log Detail Levels

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

Configuration | Runtime

General Properties

Save runtime changes to configuration as well

Change Log Detail Levels

Components

Groups

\*=info: com.ibm.websphere.commerce.WC\_BI=all  
com.ibm.websphere.commerce.WC\_MARKETING=all

com.ibm.websphere.commerce.WC_LOADER	off
com.ibm.websphere.commerce.WC_MARKETING	off
com.ibm.websphere.commerce.WC_MASSEXTRACT	fatal
com.ibm.websphere.commerce.WC_MASSLOAD	fatal
com.ibm.websphere.commerce.WC_MERCHANDISING	severe
com.ibm.websphere.commerce.WC_MESSAGING	warning
com.ibm.websphere.commerce.WC_METAPHOR	warning
com.ibm.websphere.commerce.WC_NEGOTIATION	audit
com.ibm.websphere.commerce.WC_ORDER	info
com.ibm.websphere.commerce.WC_PERFMONITOR	config
com.ibm.websphere.commerce.WC_PORTAL	detail
com.ibm.websphere.commerce.WC_PPC	fine
com.ibm.websphere.commerce.WC_PPC_LOCPUGIN	finer
com.ibm.websphere.commerce.WC_PPC_PAYMENTTECHPLUGIN	finest
com.ibm.websphere.commerce.WC_PPC_PLUGIN	finest
com.ibm.websphere.commerce.WC_PPC_SIMPLEOFFLINE	all
com.ibm.websphere.commerce.WC_PPCPLUGIN	all
com.ibm.websphere.commerce.WC_PVC	all
com.ibm.websphere.commerce.WC_RAS	all
com.ibm.websphere.commerce.WC_REPORTING	all
com.ibm.websphere.commerce.WC_SFRQ	all
com.ibm.websphere.commerce.WC_RULESYSTEM	all
com.ibm.websphere.commerce.WC_SCHEDULER	all

Tracing for the cm-email feature can be set from the WebSphere Application Server Administrative Console under the Runtime tab. Click on the appropriate component to see all available levels. By default, the level is set to "info", but can be adjusted to any required level. Be sure to check the box for "Save runtime changes to configuration as well."

## Summary

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- Failure scenarios
- Coremetrics tag bar
- Debug support
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