Cisco WebEx Social Troubleshooting Guide, Release 3.1

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Preface

Overview

This guide provides troubleshooting hints, FAQs, and other information which can help you find and repair known faults which may occur with Cisco WebEx Social and its components.

Audience

This manual is intended for the system (or portal) administrator of Cisco WebEx Social. It can also be used by someone who administers a Cisco WebEx Social community.

Organization

This manual is organized as follows:

Chapter	Description
FAQs and Troubleshooting	Provides hints on how to overcome known issues or difficulties with configuring, operating or using Cisco WebEx Social. The information in the chapter is organized as Frequently Asked Questions (FAQs) and/or troubleshooting topics.
General Procedures	Provides extended verification and debugging information, as well as general procedures.
Performance and Health Monitoring	Provides information about the facilities in Cisco WebEx Social that provide for performance and health data.
Logs	Provides information about log file names and locations as well as other log-related information.

Related Documentation

- *Cisco WebEx Social Installation and Upgrade Guide*
- Cisco WebEx Social Administration Guide

- *Open Source Licenses and Notices for Cisco WebEx Social*
- Cisco WebEx Social Disaster Recovery Using Snapshots
- Cisco WebEx Compatibility Guide
- Cisco WebEx Social API Reference Guide

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at http://www.access.gpo.gov/bis/ear/ear_data.html.

Document Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in **boldface**.
italic font	Arguments for which you supply values are in *italics*.
[ ]	Elements in square brackets are optional.
{ x | y | z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x | y | z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
`screen` font	Terminal sessions and information the system displays are in `screen` font.
`boldface screen` font	Information you must enter is in **`boldface screen`** font.
italic screen font	Arguments for which you supply values are in *italic screen* font.

Convention	Description
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.

Note Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Caution Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following convention:

Warning

IMPORTANT SAFETY INSTRUCTIONS

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071

SAVE THESE INSTRUCTIONS

CHAPTER 1

FAQs and Troubleshooting

This chapter provides FAQs and troubleshooting hints for various Cisco WebEx Social components. This chapter is organized as follows:

Core Functionality FAQs and Troubleshooting

Core Functionality Troubleshooting

This section provides the following troubleshooting information:

Symptom File attached to an update is not visible in full page view.

Possible Cause This issue can appear when you have your browser idle in Cisco WebEx Social for a long period (for example: > 8 hours). More specifically, these conditions must have all been true:

- The Cisco Social session timeout has been increased in Web.xml to more than the default 8 hours.
- The attachment clean-up interval parameter (com.cisco.ecp.vdl.attachment.cleanup.job.interval) has not been changed.
- The update has been posted after waiting on the compose screen for a significant amount of time (more than com.cisco.ecp.vdl.attachment.cleanup.job.interval).

Recommended Action To prevent this issue from appearing again, sign in to the Director, go to Application > Portal > Advanced Portal Properties and search for com.cisco.ecp.vdl.attachment.cleanup.job.interval. Set its value to be one hour longer than the session timeout. (Note that the com.cisco.ecp.vdl.attachment.cleanup.job.interval is in minutes while the session timeout is in hours.)

Email Integration FAQs and Troubleshooting

Email Integration FAQs

Q. How do I set the log trace levels for Outbound Email?

A. As system administrator, go to Account Settings > Server > Server Administration > Log Properties, select a Worker node and then set the Outbound Email category to:

- ERROR for normal operation.
- DEBUG to gather detailed information.

In additional you may want to enable DEBUG level for the QUAD_EVENTING category on Worker nodes.

Q. How do I set the log trace levels for Inbound Email?

A. As system administrator, go to Account Settings > Server > Server Administration > Log Properties and set the Inbound Email category for both the App Server and Worker nodes:

- ERROR for normal operation.
- DEBUG to gather detailed information.

Q. How do I set the log trace levels for Digest Scheduler?

A. As system administrator, go to Account Settings > Server > Server Administration > Log Properties, select a Worker node and then set the Digest Scheduler category to:

- ERROR for normal operation.
- DEBUG to gather detailed information.

Q. How do I set the log trace levels for Postfix?

A. If you suspect an issue between Postfix and the SMTP server Postfix is talking to, you can enable verbose logging of all SMTP messaging in the maillog file. Take these steps:

Step 1 Log in to each Worker node as admin and run this command: **sudo vi /etc/postfix/main.cf**

Step 2 In the vi editor, add the following line (assuming it is not already present in the file):

```
debug_peer_list = example.com
```

where *example.com* is the domain of the SMTP server that Postfix is sending to.

Step 3 Save the changes.

Step 4 Run this command to restart Postfix: **sudo service postfix restart**

It is recommenced to undo the changes after you are finished troubleshooting. To undo the changes:

Step 1 Log in to each Worker node as admin and run this command: **sudo vi /etc/postfix/main.cf**

Step 2 In the vi editor, remove the line that you added.

Step 3 Save the changes.

Step 4 Run this command to restart Postfix: **sudo service postfix restart**

Q. What is the size of an email notification and can I control it?

A. Mail notifications vary in size depending on the content (how much text and how many images are included) but cannot exceed 5MB. The summary size of all text inside an email notification cannot exceed 1MB and the summary size of all images cannot exceed 4MB. In case the former limitation is exceeded, a Read More link is displayed. In case the later limitation is exceeded, a generic thumbnail is displayed instead of images. These limits are not configurable.

Q. How do I verify that Inbound Email is functioning properly?

A. Take these general steps:

- SMTP server

  - Verify that the SMTP server is configured properly and that a forward zone and an MX record are in place for the domain of the email recipients, otherwise undeliverable mail notifications might be received.

- Postfix MTA
  - Ensure that the postfix service is running on the Worker node behind the port specified in the configuration (the default is 25)
  - Ensure that the firewall is not blocking the postfix service
  - Verify that messages are properly deferred from the postfix queues. If not, there might be some problem communicating with SubethaSMTP—either the server is not running or postfix is not configured properly.
- SubethaSMTP MDA
  - Ensure that the SubethaSMTP server is running on the Worker node behind the port specified in the configuration (the default is 2025)
- ActiveMQ
  - Verify that there is a queue named: com.cisco.ecp.inbound.queue and that there are active consumers of this queue. If not there are problem in Quad web node connecting to the ActiveMQ.
  - Verify that messages are de-queued. The number of incoming and outgoing messages are equal.
- NFS
  - Verify that the specified folder has bean created (the default is data\inboundmail) on the NFS storage and that the owner of the folder is quad:quad. Otherwise there might be problems storing new messages.
- OracleDB
  - Verify that the sender email address belongs to a WebEx Social user and that the user is active and has accepted the license agreement.
  - Verify that the user has permission to create content (in the corresponding community). Not having permission should result in respective log messages being written to the App Server log.
- MongoDB
  - Verify that the recipients and messageThread collections exist
  - Verify that there is a recipient whose _emailAddress matches the local part of the email address of the email recipient
  - Verify that the recipient's classNameId value is proper (Group in case of writing to a community, PostMapping in case of writing to a post, MBCategory in case of writing to a discussion category) and that the classPK points to an existing object of the determined type
  - In the case of an email reply, verify that the parent massage can be looked up by its in-reply-to, references or threadindex headers

Email Integration Troubleshooting

This section provides the following troubleshooting information:

Symptom A reply created using Outlook/OWA is added as first level comment in WebEx Social instead of as a reply.

Possible Cause Your organization is using Microsoft Exchange Server 2003 without the KB908027 fix applied.

Recommended Action Apply the fix or upgrade to the latest version of Microsoft Exchange Server 2003. For more information, see http://support.microsoft.com/kb/908027.

Symptom Out of the Office auto replies to WebEx Social email notifications are added as content in WebEx Social.

Possible Cause The user account sending the Out of Office message is hosted on Microsoft Exchange Server 2003.

Recommended Action Mail accounts running on later versions of Microsoft Exchange Server or IBM Lotus Domino should not run into this issue.

Symptom A number of (or all) users did not receive their email digests (summary of important updates).

Possible Cause You have recently increased or decreased worker.digestscheduler.mainJobRepeatInterval. After the value has been modified and saved, the Digest Scheduler waits for that interval before it runs again. Depending on a number of related factors some users may be skipped when creating digests.

Recommended Action Wait for worker.digestscheduler.mainJobRepeatInterval to run out (30 min. if left at its default), then the digests should start arriving on schedule.

Possible Cause The user has requested a daily digest and you have set worker.digestscheduler.mainJobRepeatInterval to a large value that makes the next run of the Digest Scheduler to fall into the next day.

Recommended Action When you are setting the worker.digestscheduler.mainJobRepeatInterval parameter, take the "Daily Digest Notification Time" value (Director > Application > Portal > Email Digest) in consideration. Set worker.digestscheduler.mainJobRepeatInterval to a value that allows the Digest Scheduler to run at least once in the time frame between "Daily Digest Notification Time" and the end of the day.

For example if you have set "Daily Digest Notification Time" to 23:00 (11 pm), that leaves the Digest Scheduler only 1 hour to start and complete its run; ensure this by setting worker.digestscheduler.mainJobRepeatInterval to less than an hour.

Possible Cause The user has recently changed their time zone. If the new time zone has already been notified, the affected user does not receive their daily report.

Recommended Action Keeping the time zone setting should allow the user to receive future daily reports on schedule.

Symptom Users receive multiple daily digests.

Possible Cause The Administrator has changed the Daily Digest Notification Time after the daily digest has been sent out for the day.

Recommended Action If you want to avoid duplicate daily digests when changing Daily Digest Notification Time to an earlier time, ensure you make the change before the original time comes for the day.

Possible Cause The user has recently changed their time zone. If the new time zone has not been notified yet, the affected user receives a second report.

Recommended Action Keeping the time zone setting should allow the user to receive future daily reports on schedule.

Symptom Users receive multiple weekly digests.

Possible Cause The Administrator has changed the Weekly Digest Notification Date forward after the weekly digest has been sent out for the week.

Recommended Action If you want to avoid duplicate weekly digests, ensure you make the change to Weekly Digest Notification Date before the original time comes for the week.

Symptom Inbound email does not appear as content in Cisco WebEx Social.

Possible Cause The Worker node is restarting or has just been restarted.

Recommended Action Wait for about 10 minutes. After that, the emails that have been sent should appear as content.

Symptom Some replies are saved as new posts containing the entire email thread as opposed to comments to the original content.

Possible Cause This issue can arise if the original email has not yet been processed by Cisco WebEx Social.

Recommended Action If you experience this issue often, check the Dashboard for the Worker nodes (Director GUI > Stats). If the App Server/Worker nodes are under heavy load—as indicated by the CPU and Load charts—then consider adding more App Server or Worker nodes, or both.

Symptom Users are not receiving any emails generated by Cisco WebEx Social.

Possible Cause Your email relay is not relaying messages coming from Cisco WebEx Social.

Recommended Action Configure your email relay host to properly relay messages coming from Worker nodes.

Symptom Video thumbnails do not display in email notifications.

Possible Cause Worker nodes do not have the Show and Share (SNS) security certificates installed. Because email notifications are generated on the Worker role, all Worker nodes should have access to the Show and Share server to be able to access video thumbnail and URL data.

Recommended Action Ensure that you have installed the SNS security certificates on all App Server and Worker nodes. For installing the certificates on App Server nodes, see "Cisco Show And Share" in the *Cisco WebEx Social Administration Guide*. To install the certificates on Worker nodes, complete the following steps on each Worker node:

Step 1 Using your preferred method, copy the SNS certificate PEM file to the /home/admin directory on the Worker node.

Step 2 Log in to the Worker node as admin and select **Drop to shell**.

Step 3 Run this command:

cd /usr/java/default/lib/security/

Step 4 Import the PEM certificate file into the Java keystore by typing the following command:

sudo ../../bin/keytool -import -keystore cacerts -alias <*certificate alias***> -file /home/admin/<***certificate filename***>**

where *certificate alias* is an arbitrary name such as the SNS server hostname; *certificate filename* is the name of the PEM file containing the certificate.

Step 5 When prompted, enter the keystore password: *changeit*

Step 6 Restart the Worker service:

service worker restart

Email Plug-in FAQs and Troubleshooting

Email Plug-in FAQs

Q. Does the Cisco WebEx Social Email Plug-in log information on the user computer?

A. Yes. These are the log file locations depending on the email client:

- Microsoft Outlook on Windows 7: %USERPROFILE%\AppData\Local\Cisco\WebEx Social Email Plugin\WebexSocialPluginLog.txt
- Microsoft Outlook on Windows XP: %USERPROFILE%\Local Settings\Application Data\Cisco\WebEx Social Email Plugin\WebExSocialPluginLog.txt
- IBM Lotus Notes: %USERPROFILE%\AppData\Local\Lotus\Notes\Data\quadlogs

Calendar FAQs and Troubleshooting

Calendar FAQs

Q. How do I set the log trace levels for the Calendar?

A. As system administrator, go to Account Settings > Server > Server Administration > Log Properties and set the Calendar category to:

- ERROR for normal operation.
- INFO to track cache misses. This level should be relatively safe to use for long periods of time.
- DEBUG to track all calls to the cache. Avoid using this level for long periods on production environments.
- TRACE if you want to see the responses from the different servers and should be used for troubleshooting purposes on a case by case basis.

When viewing logs, look for the AGGREGATED_CALENDAR log key.

Q. Can I switch a user from Microsoft Exchange to Lotus Domino (or vice versa)?

A. The described is not possible in the current release. After the user account has been configured to connect to a certain type of calendar server, it cannot be changed. In Account Settings, the user continues to see the same type of calendar server even if the administrator changes the type for the organization in Control Panel.

Q. In what time zone are the calendar events displayed?

A. The Calendar application displays events in the time zone of the browser. Server-side, all dates are accepted and returned in UTC. Date transformation to user time is performed in the browser.

Calendar Troubleshooting

This section provides the following troubleshooting information:

Symptom LDAP user cannot connect to Microsoft Exchange Server through WebDAV.

Possible Cause (Only if "Use LDAP Directory Synchronization" is checked in the Calendar Configuration under Server > Common Configurations.) The user email address has been changed. Because WebEx Social uses the prefix of the email address to construct the WebDAV URL, the user can be prevented from connecting to Microsoft Exchange.

Recommended Action Ask the user to complete these steps:

Step 1 Open your profile menu and click Account Settings.

Step 2 Click Calendar and WebEx login.

Step 3 Under Microsoft Exchange, change the Server URL as follows:

1. Identify your email prefix in the URL. It is the ending part starting right after the last forward slash (/). For example if your URL is http://dev.example.com/Exchange/emma.jones, "emma.jones" is your email prefix.
2. Replace your previous email prefix with your new email prefix. For example if your email prefix has been changed from emma.jones to ejones, your URL should look like this: http://dev.example.com/Exchange/ejones

Step 4 Click Test.

The connection should succeed.

Symptom Domino users who connect through SSL cannot connect after upgrading WebEx Social.

Possible Cause The IBM Lotus Domino SSL security certificate has been invalidated by WebEx Social.

Recommended Action Reimport the SSL security certificate. See the Administration Guide for detailed instructions.

Symptom I added a new attendee to a recurring meeting using Microsoft Outlook but the new name does not appear in the Calendar application in Cisco WebEx Social.

Possible Cause There is a know issue with some versions of Microsoft Exchange Server when calendaring information is fetched over WebDAV.

Recommended Action Use Microsoft Outlook Web Access to edit the recurring meeting instead of Microsoft Outlook.

Video Calls FAQs and Troubleshooting

Video Calls FAQs

Q. How do I check what Call Plug-in version is available on WebEx Social?

A. Open the following URL:

http://<*WS base url*>/plugin/cwc/CWICPluginVersion

where <*WS base url*> is the URL you use to access WebEx Social.

Q. Is there a direct URL to download the Call Plug-in?

A. Yes. Use this URL:

For the Windows plug-in: http://<*WS base url*>/plugin/cwc/CiscoWebCommunicator.exe

For the Mac plug-in: http://<*WS base url*>/plugin/cwc/CiscoWebCommunicator.dmg

where <*WS base url*> is the URL you use to access WebEx Social.

Q. Why does the video always appear on top hiding other WebEx Social elements?

A. With the intention to provide the best possible video experience to users, WebEx Social tries to use hardware acceleration when available. Because of that most other HTML elements cannot be placed on top of the video frame. Some web browsers may behave differently than others.

Q. Does the WebEx Social Call Plug-in log information during installation?

A. If you face problems when installing or uninstalling the WebEx Social Call Plug-in, locate the installation log under:

Windows 7: %USERPROFILE%\AppData\Local\Temp\WebCommunicator.LOG

Windows XP: %USERPROFILE%\Local Settings\Temp\WebCommunicator.LOG

Mac OSX: /private/var/log/install.log

Q. Does the WebEx Social Call Plug-in log information during operation?

A. If you suspect the WebEx Social Call Plug-in is not operating correctly, locate the operation log under:

Windows 7: %USERPROFILE%\AppData\Local\softphone.log

Windows XP: %USERPROFILE%\Local Settings\Application Data\softphone.log

Mac OSX: /Users/{$USER}/Library/Application Support/softphone.log

Q. How do I enable JavaScript logging for the Call Pug-in?

A. Appending "?isDebug=true" at the end of the URL in your browser allows you to view detailed operational information about the WebEx Social Call Plug-in in tools such as FireBug.

Q. What is the device configuration file and how do I download it?

A. The device configuration file is an XML file that is downloaded from the Cisco Unified Communications Manager (CUCM) by the Cisco WebEx Social Call Plug-in over TFTP. You can download is for troubleshooting purposes by pointing your browser to this URL: http://<*CUCM_Server*>:6970/ecp<*user screen name*>.cnf.xml where *CUCM server* is the IP address of FQDN of your CUCM.

Q. What are the dial rules files and how do I download them?

A. The Cisco WebEx Social Call Plug-in downloads two additional files from the CUCM server that contain dialing rules. These are:

- AppDialRules—Contains the rules that the plug-in applies to any phone number before making a call so that the outgoing call could have a correct and complete phone number. You can download the file by going to this URL: http://<*CUCM_Server*>:6970/CUPC/AppDialRules.xml

  Example:

  ```
  <DialRule BeginsWith="408902" NumDigits="10" DigitsToRemove="2" PrefixWith=""/>
  <DialRule BeginsWith="1408902" NumDigits="11" DigitsToRemove="3" PrefixWith=""/>
  <DialRule BeginsWith="408525" NumDigits="10" DigitsToRemove="3" PrefixWith="8"/>
  <DialRule BeginsWith="408526" NumDigits="10" DigitsToRemove="3" PrefixWith="8"/>
  ```

- DirLookupDialRules—Contains rules that are applied to a number in case of directory look-ups such as reverse look ups during an incoming call. You can download the file by going to this URL: http://<*CUCM_Server*>:6970/CUPC/DirLookupDialRules.xml

  Example:

  ```
  <DialRule BeginsWith="22101" NumDigits="10" DigitsToRemove="1" PrefixWith="2"/>
  <DialRule BeginsWith="902" NumDigits="7" DigitsToRemove="0" PrefixWith="+1408"/>
  <DialRule BeginsWith="8256" NumDigits="8" DigitsToRemove="1" PrefixWith="+1206"/>
  <DialRule BeginsWith="8525" NumDigits="8" DigitsToRemove="1" PrefixWith="+1408"/>
  ```

Q. The dial device configuration file is an XML file that is downloaded from the Cisco Unified Communications Manager (CUCM) by the Cisco WebEx Social Call Plug-in over TFTP. You can download is for troubleshooting purposes by pointing your browser to this URL: http://<*CUCM_Server*>:6970/ecp<*user screen name*>.cnf.xml where *CUCM server* is the IP address of FQDN of your CUCM.

Video Calls Troubleshooting

This section provides the following troubleshooting information:

- Symptom I choose to send my video but the remote device does not display it.
- Symptom Video originating from WebEx Social does not utilize the entire screen on some hardware communication devices.
- Symptom Error appears when the WebEx Social Call Plug-in is trying to load: "The Call Plug-in loaded successfully but there was a problem registering your phone."
- Symptom Call cannot be placed with the Cisco WebEx Social Call Plug-in.

Symptom I choose to send my video but the remote device does not display it.

Possible Cause A network/Internet security software on your computer is blocking the outbound connection.

Recommended Action The security software may or may not notify you of blocked connections. In both cases the solution is to whitelist the WebEx Social Call Plug-in in your security software.

Symptom Video originating from WebEx Social does not utilize the entire screen on some hardware communication devices.

Possible Cause The device does not have RTCP enabled. RTCP allows devices connected to CUCM to negotiate the best possible video resolution between endpoints. The option is enabled on the WebEx Social Call Plug-in by default.

Recommended Action In your Cisco Unified Communications Manager, ensure RTC is enabled for any devices that receives video from WebEx Social.

Symptom Error appears when the WebEx Social Call Plug-in is trying to load: "The Call Plug-in loaded successfully but there was a problem registering your phone."

Possible Cause Another device of the same type (Client Services Framework/ECP) has already registered onto the Cisco Unified Communications Manager (CUCM).

Recommended Action To see if another device has registered, go to the CUCM > Device > Phone and search for ECP<*username*> where <*username*> is the screen name of the user.

The IP Address column shows the IP address from which the ECP device is currently registered. If the Status column displays "Unregistered", IP Address is the last address that have been registered with that device. If the status is Registered or the IP Address does not correspond to the last location from where you used your Cisco WebEx phone, then some other application is using the ECP device. Unregister the device and reload the Cisco WebEx Social Call Plug-in before retrying a call.

Symptom Call cannot be placed with the Cisco WebEx Social Call Plug-in.

Possible Cause The Cisco WebEx Social Call Plug-in cannot download the device configuration file from the CUCM. The Call Plug-in reports the following:

```
0x107dd0000] csf.ecc: libXML2 msg: "Namespace prefix xsi for type on device is not
defined"
22-Jun-2012 16:12:55,207 -0700 ERROR [0x107dd0000] csf.ecc: insecureRetrieveConfig()
file tftp://example.com/ecpapkshirs.cnf.xml requires security
22-Jun-2012 16:12:55,207 -0700 ERROR [0x107dd0000] csf.ecc.api: fetchDeviceConfig()
could not obtain config for ecpapkshirs
22-Jun-2012 16:12:55,207 -0700 INFO  [0x107dd0000] csf.ecc.api:
getLastTFTPServerUsed() =
22-Jun-2012 16:12:55,207 -0700 INFO  [0x107dd0000] csf.ecc.api:
getLastCCMCIPServerUsed() =
22-Jun-2012 16:12:55,207 -0700 INFO  [0x107dd0000] csf.ecc.api: connect(eSoftPhone,
ecpapkshirs, )
22-Jun-2012 16:12:55,207 -0700 ERROR [0x107dd0000] csf.ecc: doConnect() failed - No
local IP address set! : eNoLocalIpConfigured
```

The Call Plug-in only supports unsecured devices. If the CUCM device is configured otherwise, this may prevent the Call Plug-in from downloading the device configuration file.

Recommended Action Check if there is network connectivity between the Call Plug-in and the CUCM. Also check if the device configuration file contains this line: <capfAuthMode>0</capfAuthMode>. If the value is different than 0, then the device in CUCM has been set up as secured, which is not supported by the Call Plug-in. To remedy this, change Device > Phone > <*username*> > Certification Authority Proxy Function (CAPF) Information > Certificate Operation to No Pending Operation.

Search FAQs and Troubleshooting

Search Troubleshooting

This section provides the following troubleshooting information:

Symptom When I do a global or local search I get the “Internal Server 500” error.

Possible Cause The service is not operational.

Recommended Action Check if the master Search Store, all slave Search Store nodes and the Index Store (if enabled) are operational. These are actions you can take:

On Search Store nodes, run this command as admin:

sudo service search status

On the Index Store node, run this command as admin:

sudo service searchcache status

Check if the Java process is running by running this command on all nodes, as admin:

sudo ps -ef | grep start.jar

Log in to the solr administrator portal page to check if solr/searchcache is up.

Possible Cause Misconfiguration.

Recommended Action Check if the master Search Store, all slave Search Store nodes and the Index Store (if enabled) are properly configured in portal-ext.properties on the App Server. These parameters must be set in accordance with your specific deployment:

solr.masters

solr.slave.region.1 (and other slaves if solr.slave.regions > 1)

search.cache.url

search.cache.post.url

search.cache.video.url

search.cache.social.url

search.cache.follower.url

Possible Cause Not enough disk space.

Recommended Action Check disk space on each Search Store machine using the "df -h" command and if the machine has run out of disk space, stop Search ("service search stop"), clean up disk space and then restart Search ("service search start").

Possible Cause Server errors (500 Internal Server Error).

Recommended Action If you are getting "500 Internal Server Error" in the logs (the App Server logs, the master/slave Search Store logs, or the Index Store request logs) instead of 200 status codes for each request, then the machine may be out of disk space or the indexes may be corrupt.

If the machine is out of disk space, see the "Out of disk space" Possible Cause above.

Otherwise the indexes may be corrupt. Take these corrective steps:

Step 1 First verify that the indexes are indeed corrupted. Check solr-out.log in solr\bin\logs. Indexes are most probably corrupt if the log file contains either of the following:

- "lucene" error messages
- Non-200 statuses of HTTP requests
- Lock-related error messages such as "org.apache.solr.common.SolrException: Lock obtain timed out: SimpleFSLock"

Another symptom is to see a core or more missing in the Index Store administrator portal. There should be a total of 5 cores linked as "Admin post", "Admin video", "Admin social", "Admin follower", and "Admin autocomplete". If any of those cores is missing, chances are that it is corrupt and you should see 404 error messages in the Index Store logs for the missing core.

Step 2 After you have identified the machine that stores the corrupt indexes, log in to it as admin and stop solr:

- For Search Store machines:

  sudo service search stop

- For Index Store machines:

sudo service searchcache stop

Step 3 Delete data directories for all cores. See Checking Where solr Indexes Reside, page 2-2 to understand how to identify the data directories.

Step 4 Restart solr:

- For Search Store machines, run this command as admin:

  sudo service search start

- For Index Store machines, run this command as admin:

  sudo service searchcache start

Symptom When I open My Library I get the "An unexpected error occurred" message.

Possible Cause For possible causes and recommended actions, see Symptom When I do a global or local search I get the "Internal Server 500" error., page 1-13.

Health and Performance Monitoring FAQs and Troubleshooting

Health and Performance Monitoring FAQs

Q. How do I set the log trace levels for health and performance monitoring?

A. See the respective FAQ in the Analytics FAQs section.

Health and Performance Monitoring Troubleshooting

This section provides the following troubleshooting information:

Symptom I restarted monit but monitoring does not seem to be working for that node.

Possible Cause The initialization of monit has not completed.

Recommended Action Wait for the initialization delay of monit (about 2 minutes).

Symptom I do not receive health data for a node.

Possible Cause If a node is marked as "Disabled" in the Topology page on the Director, monit does not perform checks on that node.

Recommended Action Enable the node.

Logs FAQs and Troubleshooting

Logs FAQs

Q. How do I access Cisco WebEx Social logs?

A. All logs are accessible through HTTP from the Director. Visit this URL to see them:

http://<*director*>/logs

Where <director> is the URL you use to access the Director web UI.

Alternatively, if you need to perform advanced actions with logs such as tracing logs in real time, log in to the Director node, go to /opt/logs and then enter the directory for the date you need.

Q. What is security logging?

A. Starting from this release, security and auditing logs have been grouped into high level security categories and consolidated into one audit.log per App Server node. In addition, the log message format has been improved to make it easier to process and aggregate.

Note, however, that you can enable debugging in the App Server logs to cause the same logging to show in the normal App Server application logs.

Q. What message categories are defined in the security and auditing log?

A. The following categories are defined:

- security.auth—Authentication events related to signing in, signing out, and so on.
- security.authentication—Authentication events related to signing in, signing out, and so on.
- security.authorization—Authorization events, such as creating a Post, sharing a Post with a user, editing a Post, and so on.
- security.admin—Changes to administrative screens, such as those on the control panel, as well as configuration changes to control panels of applications (for example: External Document Repository, Community Calendar, and so on).

- security.threat—Log messages from AntiSamy (post security HTML sanitizer), CSRF mismatch token violations, and so on.
- security.policy—Reserved for future use.

Q. What is the message format used in the security and auditing log?

A. The basic security event logging format is shown below. Some of the fields may be empty if they are not applicable to that event.

Date/time Date and time the message was logged.

Host Originating host.

Process Name: quad

Log Level: Is always INFO.

Category: What type of security event this is. See Q. What message categories are defined in the security and auditing log?

Thread Name: What thread within Tomcat did the event originate in.

Principal: User account this message pertains to.

Source: Where the message comes from, for example the IP address of the system performing the action.

Component: What area is affected.

Action: What type of action is taking place on the resource.

Resource: What is being affected (for example: Post, Message Boards).

Status: Success or Failure.

Reason: Additional information.

Q. I see a particular log for one day, but not another. Why is this?

A. Logs does not show up unless that log was written to.

Q. I want to check a log file for a past date but the directory for that date seems to have disappeared.

A. To prevent the disk space from filling up, the oldest log directories are deleted when the /opt partition on the Director exceeds 85% disk usage.

Director FAQs and Troubleshooting

Director FAQs

Q. Enable/Disable buttons are missing for some roles on the Topology page.

A. Starting from this release, you do not have the option to Enable/Disable most roles. Only the App Server, Worker, and Cache roles have Enable/Disable buttons.

Q. What is Certificate Management?

A. Certificate Management is a new feature of the Director UI. Its main function is to help streamline the management and deployment of various certificates and keys used throughout Cisco WebEx Social from one centralized UI. Additionally, because the uploaded keystores/certificates are persisted as part of the Director DB, they are preserved during backup and restores.

In the current version the following functional areas are managed by Certificate Management:

- WebEx Meetings SSO keystore management
- WebEx Instant Messaging keystore management
- Certificate Authority/Trust Certificate management, including LDAPS (LDAP over SSL), Visual Voicemail (replaces the existing Visual Voicemail keystore UI), OpenSocial, Show and Share integration (when connecting over SSL), and SharePoint integration (when connecting over SSL).

Director Troubleshooting

This section provides the following troubleshooting information:

Symptom I have uploaded a new security certificate using Application > Security but it does not seem to be taking effect.

Possible Cause Puppet did not restart the nodes that the certificates were pushed to.

Recommended Action Manually restart all App Server and Worker nodes.

Symptom After adding a node to the Topology page and deploying that node the node displays ERROR under Version Info (“Last config update: ERROR”).

Possible Cause The last Puppet run has failed.

Recommended Action Log in to the node in question as admin and run the following command before you refresh the note statuses by clicking Refresh All on the Topology page:

sudo service puppet debug

If this command doesn’t bring the status to normal, try the remaining Recommended Actions.

Possible Cause There is a significant time difference between the Director's clock and other nodes' clocks.

Recommended Action Synchronize the clocks on all nodes (preferably to a central NTP server). Do the following:

- If you have an NTP server and would like to synchronize date and time to it, configure the NTP server IP address using the Director UI. See the *Cisco WebEx Social Administration Guide* for details. If you have done that and the clocks are not yet synchronized, the reason might be that the time difference was too great for NTP to equalize which will be reflected in the logs in the following fashion:

  ```
  Aug 21 13:49:31 ds-director ntpd[17795]: time correction of 25374 seconds exceeds
  sanity limit (1000); set clock manually to the correct UTC time.
  ```

  To correct significant time differences, set the clocks manually using the date command (see next bullet).
- If you don't want to use an NTP server, set the clocks manually using the date command. Take these steps:

Step 1 Log in as admin to the node whose clock you want to set.

Step 2 Run **date** to check the current time. This command will print both the date and the time.

Step 3 After you have verified that the clock is indeed ahead or behind, run this command to set it:

sudo date -s "*DD MMM YYYY HH:MM:SS*"

where *DD MMM YYYY HH:MM:SS* is the date followed by the time in 24-hour format. FOr example if you want to set the clock to Apr 19th 2012, 11:14:00 pm, type "19 APR 2012 11:14:00"

Or if you need to only set the time:

sudo date +%T -s "*HH:MM:SS*"

where *HH:MM:SS* is the time in 24-hour format.

After you have synchronized the clocks on all nodes, run **sudo service puppet debug** on all nodes that are showing ERROR on the Topology page.

Worker FAQs and Troubleshooting

Worker FAQs

Q. What tasks are processed by the Worker role?

A. In the current release the following features leverage the worker framework.

- Email digest generation
- Outbound email processing

- Metrics and reports generation
- Activity feed processing
- Data migration

Message Queue FAQs and Troubleshooting

Message Queue Troubleshooting

This section provides the following troubleshooting information:

Symptom Executing “service rabbitmq-server stop” doesn't seem to stop RabbitMQ.

Possible Cause The described case is a known defect.

Recommended Action Try executing **sudo killall -u rabbitmq** as admin.

Symptom I removed a node from a cluster and now rabbitmq is not functioning correctly.

Possible Cause The described case is a known defect.

Recommended Action As admin, stop rabbitmq on the remaining cluster nodes, then execute “**rm -rf /opt/cisco/rabbitmq/data**” and finally restart rabbitmq on all nodes.

Symptom RabbitMQ fails to start and shows this error “ERROR: failed to load application amqp_client: {"no such file or directory","amqp_client.app"}”

Possible Cause A RabbitMQ plug-in has frozen.

Recommended Action Run the following commands as admin to reset the amqp_client plug-in:

sudo rabbitmq-plugins disable rabbitmq_management

sudo service rabbitmq-server stop

sudo service rabbitmq-server start

sudo rabbitmq-plugins enable rabbitmq_management

Symptom On a fresh install, RabbitMQ fails to start with the following error the RabbitMQ logs: “Can't set short node name!\nPlease check your configuration\n”

Full log message:

```
/var/log/rabbitmq/startup_log
Activating RabbitMQ plugins ...
0 plugins activated:

{error_logger,{{2012,12,1},{0,56,34}},"Can't set short node name!\nPlease check your
configuration\n",[]}
{error_logger,{{2012,12,1},{0,56,34}},crash_report,[[{initial_call,{net_kernel,init,['Argu
ment__1']}},{pid,<0.20.0>},{registered_name,[]},{error_info,{exit,{error,badarg},[{gen_ser
ver,init_it,6},{proc_lib,init_p_do_apply,3}]}},{ancestors,[net_sup,kernel_sup,<0.10.0>]},{
messages,[]},{links,[<0.17.0>]},{dictionary,[{longnames,false}]},{trap_exit,true},{status,
running},{heap_size,377},{stack_size,24},{reductions,180}],[]]}
```

Possible Cause The RabbitMQ rpm package was upgraded and RabbitMQ was stopped or restarted before puppet could replace the configuration.

Recommended Action Log in to the Message Queue node and then run the following commands as user admin:

sudo sed -i 's/sname/name/g' /usr/lib/rabbitmq/lib/*/sbin/*

sudo service puppet debug

This should start RabbitMQ without errors.

Symptom Both ActiveMQ nodes appear to be running as Master.

Possible Cause After NFS issues, the file locking required for the Master/Slave mechanism to function may not work properly, resulting in both ActiveMQ nodes running as Master at the same time. To be sure that you are experiencing this scenario, run the following command on both AMQ nodes:

netstat -an | grep 8161

You should see one of the nodes have output like this:

```
tcp        0      0 :::8161                     :::*                        LISTEN
```

If you see this on both nodes, you are running into this scenario.

Recommended Action Take this steps:

Step 1 Ensure that access to NFS is restored and NFS is healthy.

Step 2 Stop both ActiveMQ services:

a. Log in to one of the ActiveMQ nodes and run:

sudo service monit stop

sudo service puppet stop

sudo service activemq stop

b. Log in to the other ActiveMQ node and run:

sudo service monit stop

sudo service puppet stop

sudo service activemq stop

Step 3 Having stopped both ActiveMQ services, log in to any ActiveMQ node and ensure that you do not see the following file: /mnt/auto/jms/data/kahadb/lock

- If you do not see the lock file, proceed to the next step.
- If you see the lock file, verify that ActiveMQ is truly stopped by taking these steps on each ActiveMQ node:
  a. Run **ps -ef | grep activemq**
  b. Take note of the PID (5441 in the example below):

```
activemq  5441     1  0 Nov30 ?        00:00:15
/opt/cisco/activemq/bin/linux-x86-64/wrapper
/opt/cisco/activemq/bin/linux-x86-64/wrapper.conf wrapper.syslog.ident=ActiveMQ
wrapper.pidfile=/opt/cisco/activemq/bin/linux-x86-64/./ActiveMQ.pid
wrapper.daemonize=TRUE wrapper.lockfile=/var/lock/subsys/ActiveMQ
...

...
org.tanukisoftware.wrapper.WrapperSimpleApp org.apache.activemq.console.Main start
root     26063 10937  0 00:25 pts/0    00:00:00 grep activemq
```

  c. Run **sudo kill *PID*** where PID is the number you took note of in the previous step.
  d. Run **ps -ef | grep activemq** again. The output should be similar to the following:

     root 26063 10937 0 00:25 pts/0 00:00:00 grep activemq

Step 4 Start ActiveMQ on just one of the nodes by running the following command on that node:

sudo service activemq start

Step 5 Wait 2-5 minutes, then rerun the netstat command:

netstat -an | grep 8161

- If you see the same output as above, continue with the next step.

```
tcp        0      0 :::8161                     :::*                        LISTEN
```

- If not, then periodically check if the ActiveMQ process has started by running: **ps -ef | grep activemq**

  The expected output should be similar to the following:

```
activemq  5441     1  0 Nov30 ?        00:00:15
/opt/cisco/activemq/bin/linux-x86-64/wrapper
/opt/cisco/activemq/bin/linux-x86-64/wrapper.conf wrapper.syslog.ident=ActiveMQ
wrapper.pidfile=/opt/cisco/activemq/bin/linux-x86-64/./ActiveMQ.pid
wrapper.daemonize=TRUE wrapper.lockfile=/var/lock/subsys/ActiveMQ
activemq  5443  5441  0 Nov30 ?        00:29:01 java -Dactivemq.home=../..
-Dactivemq.base=../.. -Djavax.net.ssl.keyStorePassword=password
-Djavax.net.ssl.trustStorePassword=password
-Djavax.net.ssl.keyStore=../../conf/broker.ks
-Djavax.net.ssl.trustStore=../../conf/broker.ts -Dcom.sun.management.jmxremote
-Dorg.apache.activemq.UseDedicatedTaskRunner=true
-Dderby.storage.fileSyncTransactionLog=true -Dcom.sun.management.jmxremote.port=8002
-Dcom.sun.management.jmxremote.authenticate=false
-Dcom.sun.management.jmxremote.ssl=false -Dcom.cisco.ecp.Role=Messaging
-XX:+HeapDumpOnOutOfMemoryError -XX:HeapDumpPath=/opt/cisco/activemq
-XX:ErrorFile=/opt/cisco/activemq/diagnostic-info.quadjms-crash.txt
-XX:OnOutOfMemoryError=../../bin/quadjms_diagnostics.sh
-XX:OnError=../../bin/quadjms_diagnostics.sh -Xms128m -Xmx4096m
-Djava.library.path=../../bin/linux-x86-64/ -classpath
../../bin/wrapper.jar:../../bin/run.jar -Dwrapper.key=apcwlYMEtZ4ACu7S
```

```
-Dwrapper.port=32000 -Dwrapper.jvm.port.min=31000 -Dwrapper.jvm.port.max=31999
-Dwrapper.pid=5441 -Dwrapper.version=3.2.3 -Dwrapper.native_library=wrapper
-Dwrapper.service=TRUE -Dwrapper.cpu.timeout=10 -Dwrapper.jvmid=1
org.tanukisoftware.wrapper.WrapperSimpleApp org.apache.activemq.console.Main start
root     26063 10937  0 00:25 pts/0    00:00:00 grep activemq
```

Step 6 After you see the above output from netstat, go to the other ActiveMQ node and start ActiveMQ:

sudo service activemq start

Step 7 Wait 2-5 minutes, then rerun the netstat command:

netstat -an | grep 8161

You should not get a return from this command. If you do, then you have run back into the issue again and you need to troubleshoot NFS to find the root cause.

Step 8 Run the following commands on both ActiveMQ nodes to restart the services stopped at the beginning of this procedure:

sudo service monit start

sudo service puppet start

Analytics FAQs and Troubleshooting

Analytics FAQs

Q. How do I set the log trace levels for analytics?

A. As system administrator, go to Account Settings > Server > Server Administration > Log Properties and set the Analytics category for the App Server and Worker roles:

- ERROR for normal operation.
- DEBUG to get more information.

To log events such as sending or receiving to/from Message Queue, also set the QUAD_EVENT category to DEBUG.

When viewing logs, look for the AGGREGATED_CALENDAR log key.

Be sure to restart the Worker nodes for the log level to go into effect on that role.

Analytics log messages can appear in *_appserver.log, *_worker.log, or *_analyticsmrscheduler.log.

My Library FAQs and Troubleshooting

My Library Troubleshooting

This section provides the following troubleshooting information:

- Symptom The My Library page does not seem to be responding to user actions: dialogs are not opening up, the Delete button does nothing, and so on.

Symptom The My Library page does not seem to be responding to user actions: dialogs are not opening up, the Delete button does nothing, and so on.

Possible Cause A Javascript error has occurred on the page. Possible Javascript errors include:

- File not found/loaded. This type of error is displayed in red color and contains the missing file name.
- Inline Javascript failure. This error occurs if Javascript code inside a .jsp file has failed and any processing of the rest of the code in the .jsp file has been halted. Example follows:

```
$LAB.wait() error caught:
SyntaxError: missing ; before statement
```

Recommended Action Try reloading the page; if the problem persists, try loading the page with another web browser.

Framework FAQs and Troubleshooting

Framework FAQs

- Q. How do I set the log trace levels for the framework?

Q. How do I set the log trace levels for the framework?

A. As system administrator, go to Account Settings > Server > Server Administration > Log Properties and set the Portal UI Framework category:

- ERROR for normal operation.
- DEBUG to get more information.

Streams FAQs and Troubleshooting

Streams FAQs

- Q. How do I set the log trace levels for Streams?

Q. How do I set the log trace levels for Streams?

A. As system administrator, go to Account Settings > Server > Server Administration > Log Properties and set these categories:

- SocialActivity Application—For general logging. Set ERROR for normal operation and DEBUG to get more information. Note that leaving the DEBUG level on significantly affects the performance of the system.
- Notification—If you want to check logs for dynamic (XMPP) updates. Set ERROR for normal operation and DEBUG to get more information. Note that leaving the DEBUG level on significantly affects the performance of the system.
- QUAD_EVENTING—If you still need further information (because activity creation depends on rabbitmq events). Note that turning this category to DEBUG will log every event that is occurring in WebEx Social.

UC Integrations FAQs and Troubleshooting

UC Integrations Troubleshooting

This section provides the following troubleshooting information:

Symptom These errors appear when the user tries to switch the Cisco Call Plug-in from computer audio to desktop phone mode: [cwic] eUnknownFailure, [cwic] Login Error, and [cwic] unregisterPhone

Possible Cause The list of Unified Communications Manager (UCM) servers contains an IP address that does not correspond to a UCM server.

Recommended Action Sign in to Cisco WebEx Social as Administrator, go to Account Settings > Server > Common Configurations > WebDialer, find the offending entry in the list of Registered UCM Clusters and correct or remove it. Use the Cisco Call Plug-in log on the user computer to identify the offending UCM entry.

WebEx Social for Office FAQs and Troubleshooting

WebEx Social for Office FAQs

Q. How do I enable logging on the client machine?

A. Right-click the WebEx Social for Office icon in the Windows notification area and select Settings. Then, on the Logs tab, check Logging Enabled. These are the log file locations per OS version:

- For Windows 7: %USERPROFILE%\AppData\Local\WebEx Social\Log\
- For Windows XP: %USERPROFILE%\Local Settings\Application Data\Cisco\Quad for Office\Log\

Q. How do I set the server log trace levels for WebEx Social for Office?

A. As system administrator, go to Account Settings > Server > Server Administration > Log Properties and set the Office API & Attachment category:

- INFO for normal operation.
- DEBUG or TRACE to get more information.

In addition, if Docx4j appears in any stack traces, then increase the Log4J logging level for org.docx4j.

Open API FAQs and Troubleshooting

Open API FAQs

Q. How do I set the log trace levels for Open API?

A. As system administrator, go to Account Settings > Server > Server Administration > Log Properties and set the Open API category:

- ERROR for normal operation.
- TRACE to get more information.

OpenSocial FAQs and Troubleshooting

OpenSocial FAQs

Q. Are external OAuth applications supported?

A. No. OAuth applications that fetch data from external service providers (such as Twitter, Google, and Yahoo) are not yet supported.

OpenSocial Troubleshooting

This section provides the following troubleshooting information:

Symptom When adding a OpenSocial application, the application title is displayed but the application content is not visible.

Possible Cause Unknown.

Recommended Action Refresh the browser window and the contents should appear.

CHAPTER 2

General Procedures

This chapter provides verification procedures, debugging procedures, maintenance and remedial procedures and other general information that may be used in other chapters of this guide.

This chapter is organized as follows:

Obtaining Third Party Tools

The following publicly available troubleshooting tools (or equivalent) are required for some of the instructions in this chapter:

- WinSCP—Utility for navigating and transferring files to/from *nix servers through SFTP, SCP, or FTP.

  Freeware available at www.winscp.net
- puTTY—SSH client, used to invoke CLI on *nix servers.

  Available at: http://www.putty.org/
- Firebug—Firefox plug-in that allows real-time debugging of web pages.

  Obtain at: http://getfirefox.com

Modifying Advanced Portal Properties

You may want to change various Advanced Portal Properties when following the troubleshooting instructions in this document. To avoid clutter, in many cases only the Advanced Portal Property name and its target value are mentioned; detailed instructions as to how to access and modify an Advanced Portal Property are provided to the *Cisco WebEx Social Administration Guide.*

Checking Where solr Indexes Reside

On Search Store Nodes

These instructions apply to both master and slave nodes.

Log in to the machine, open /opt/cisco/search/conf/solrconfig.xml for viewing and find the <dataDir> entry.

If the value is "${solr.data.dir:./solr/data}", then /opt/cisco/search/data contains the indexes.

Otherwise the full path to the data directory is specified (for example /quaddata/search/solr/data).

On Index Store Nodes

Log in to the machine, open /opt/cisco/search/conf/solrconfig.xml for viewing and find the <dataDir> entry.

- For posts, check the <dataDir> entry in solrconfig.xml under /opt/cisco/searchcache/multicore/post/conf. If no entry is present, /opt/cisco/searchcache/multicore/post/data is the folder. Otherwise the full path to the data directory is specified.
- For social activity, check the <dataDir> entry in solrconfig.xml under /opt/cisco/searchcache/multicore/social/conf. If no entry is present, /opt/cisco/searchcache/multicore/social/data is the folder. Otherwise the full path to the data directory is specified.
- For video, check the <dataDir> entry in solrconfig.xml under /opt/cisco/searchcache/multicore/video/conf. If no entry is present, /opt/cisco/searchcache/multicore/video/data is the folder. Otherwise the full path to the data directory is specified.
- For followers, check the <dataDir> entry in solrconfig.xml under /opt/cisco/searchcache/multicore/follower/conf. If no entry is present, /opt/cisco/searchcache/multicore/follower/data is the folder. Otherwise the full path to the data directory is specified.

How To Verify a WebEx Social Upgrade File Using MD5

Upgrades for WebEx Social are typically performed using .img file downloads. Because of these files' significant size, they may become corrupted in the download process. Checking the integrity of the .img files is highly recommended.

You first need to obtain the MD5 checksum for the file. Check Obtaining the MD5 from CCO, page 2-3. Once you have this, you can check the file integrity on these operating systems:

- Linux, page 2-3
- Mac OS, page 2-4
- Windows, page 2-4

Obtaining the MD5 from CCO

Each .img file uploaded to www.cisco.com (CCO) for download by customers has an MD5 checksum calculated to help ensure the integrity of the downloaded copy. Here are the steps to get the MD5 for a given .img:

Step 1 Go to http://www.cisco.com.

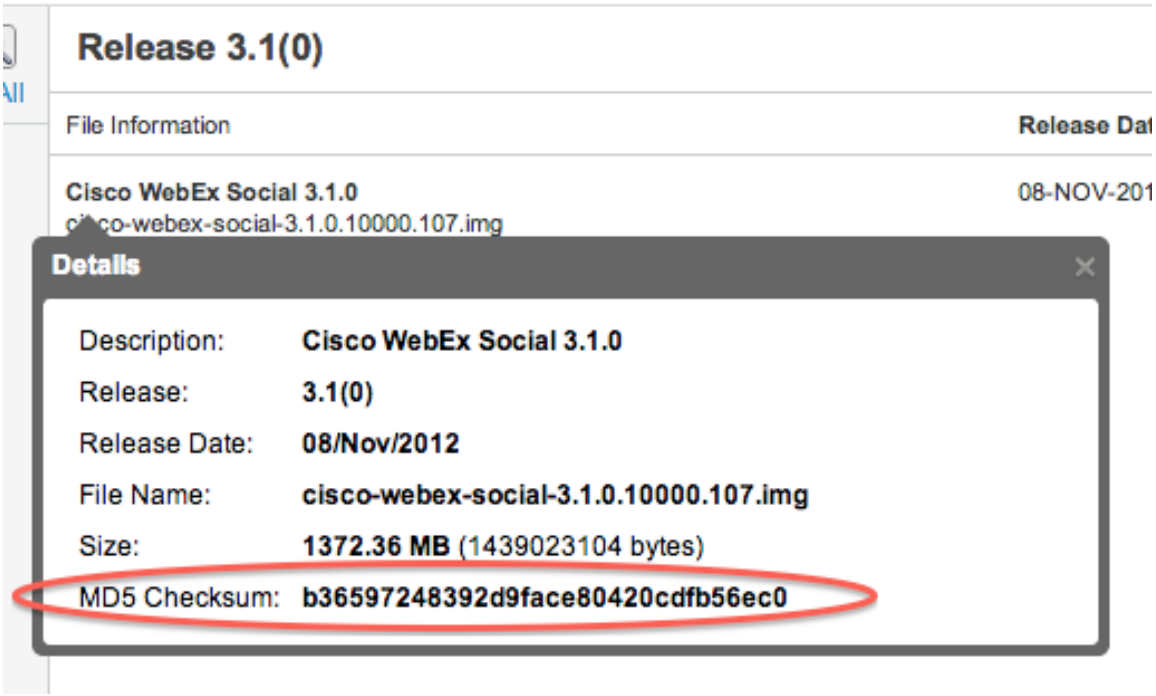
Step 2 Click **Support**, then click the **Downloads** tab.

Step 3 Type “webex social” in the Find field, then click the **Find** button.

Step 4 Click the Cisco WebEx Social link that appears.

Step 5 Navigate to the release and service release (SR) that you downloaded.

Step 6 Hover your mouse over the filename and you see a window like this one that has the MD5 (circled in red for clarity):



Step 7 Take note of the checksum.

Linux

Follow these steps to check the integrity of an .img file on Linux:

Step 1 Using SSH, log in to the server where the .img file resides.

Step 2 Go to the directory where the .img file resides.

Step 3 Run this command:

md5sum cisco-webex-social-*X.Y.Z.AAAAA.BBB*.img

where cisco-webex-social-X.Y.Z.AAAAA.BBB.img is the filename of the .img file you downloaded from CCO.

The output of this command will be the MD5 checksum and the file name, like so:

```
88a5dba53661da5dcd37f81011201933  cisco-webex-social-3.0.1.10305.39.img
```

Step 4 Compare the MD5 generated in the previous step with the MD5 that was obtained in the Obtaining the MD5 from CCO section.

Step 5 If they are not an identical match then your file download is corrupt and you should redownload the file before attempting to upgrade.

Mac OS

Follow these steps to check the integrity of an .img file on Mac:

Step 1 Open a terminal window on the Mac where the .img file resides.

Step 2 Go to the directory where the .img file resides.

Step 3 Run this command:

md5 cisco-webex-social-*X.Y.Z.AAAAA.BBB*.img

where cisco-webex-social-X.Y.Z.AAAAA.BBB.img is the filename of the .img file you downloaded from CCO.

The output of this command will be the MD5 checksum and the file name, like so:

```
88a5dba53661da5dcd37f81011201933  cisco-webex-social-3.0.1.10305.39.img
```

Step 4 Compare the MD5 generated in the previous step with the MD5 that was obtained in the Obtaining the MD5 from CCO section.

If they are not an identical match then your file download is corrupt and you should redownload the file before attempting to upgrade.

Windows

Windows users need to download the “FCIV” utility to check the integrity of an .img file. This Microsoft Knowledge Base article details where to get the required utility and how to use it:

http://support.microsoft.com/kb/889768

After you download and install the utility, follow these steps to check the integrity of an .img file on Windows:

Step 1 Open a Command Prompt window by clicking Start > Run and then typing cmd followed by the Enter key.

Step 2 In the command prompt that opens, go to the directory where the .img file resides.

Step 3 Run this command:

FCIV -md5 cisco-webex-social-*X.Y.Z.AAAAA.BBB*.img

where cisco-webex-social-X.Y.Z.AAAAA.BBB.img is the filename of the .img file you downloaded from CCO.

The output of this command will be the MD5 checksum and the file name, like so:

```
//
// File Checksum Integrity Verifier version 2.05.
//
88a5dba53661da5dcd37f81011201933  cisco-webex-social-3.0.1.10305.39.img
```

Step 4 Compare the MD5 generated in the previous step with the MD5 that was obtained in the Obtaining the MD5 from CCO section.

If they are not an identical match then your file download is corrupt and you should redownload the file before attempting to upgrade.

CHAPTER 3

Performance and Health Monitoring

This chapter is organized as follows:

Collected Performance Data

This section summarizes the performance data collected by the collectd monitoring agent which is installed on all nodes. While some of the collected system-specific performance data is common for all nodes (for example disk space, CPU), the collectd agent uses plug-ins to collect application-specific data (for example for MBean, Tomcat, Apache).

This data can be accessed in several ways:

- From the Director UI > System > Stats.
- Through the WebEx Social API.

Table 3-1 Collected Performance Data

Type	Instance	Matrix	Description	Role
CPU	core#	idle	Percentage of time that the CPU or CPUs were idle and the system did not have an outstanding disk I/O request.	All
		interrupt	Percentage of time spent by the CPU or CPUs to service hardware interrupts.	
		nice	Percentage of CPU utilization that occurred while executing at the user level with nice priority.	
		softirq	Percentage of time spent by the CPU or CPUs to service software interrupts.	
		steal	Percentage of time spent in involuntary wait by the virtual CPU or CPUs while the hypervisor was servicing another virtual processor.	
		system	Percentage of CPU utilization that occurred while executing at the system level (kernel). Note that this does not include time spent servicing hardware and software interrupts.	
		user	Percentage of CPU utilization that occurred while executing at the user level (application).	
		wait	Percentage of time that the CPU or CPUs were idle during which the system had an outstanding disk I/O request.	

Table 3-1 Collected Performance Data (continued)

Type	Instance	Matrix	Description	Role
Disk Usage	boot	used	Used space on partition /boot	All
		reserved	Space on /boot partition reserved for root user.	
		free	Free space on partition /boot	
	opt	used	Used space on partition /opt	All
		reserved	Space on /opt partition reserved for root user.	
		free	Free Space on /opt partition.	
	root	used	Used space on partition /	
		reserved	Space on /opt partition reserved for root user.	
		free	Free Space on /opt partition.	
Disk	sda/sda1/sda2/sdb	disk_merged read	The number of read operations, that could be merged into other, already queued operations, i. e. one physical disk access served two or more logical operations.	All
		disk_merged write	The number of write operations, that could be merged into other, already queued operations, i. e. one physical disk access served two or more logical operations.	
		disk_octets read	Bytes read from disk per second	
		disk_octets write	Bytes written to disk per second	
		disk_ops read	Read operation from disk per seconds	
		disk_ops write	Write operation to disk per seconds.	
		disk_time read	Average time an I/O- read operation took to complete, equivalent to svctime of vmstat	
		disk_time write	Average time an I/O-write operation took to complete, equivalent to svctime of vmstat	
Disk Usage	boot, opt, root	free	Used space on a specified partition.	All
		reserved	Space on a /opt partition reserved for root user.	
		used	Free space on a specified partition.	
DNS	octets	queries	Number of octets sent.	All
		responses	Number of octets recieved	
	opcode	opcode9	Number of packets with a specific opcode, e. g. the number of packets that contained a query.	All
		query	TBD	
	qtype	#0	Number of queries for each record type #0.	All
		a	Number of queries for each record type a.	
		aaaa	Number of queries for each record type aaa.	
		ptr	Number of queries for each record type ptr.	
		txt	Number of queries for each record type txt.	
Interface	eth0	if_errors rx	Rate of Error in receiving data by network interface.	All
		if_errors tx	Rate of Error in transmitting data by network interface.	
		if_octets rx	Rate of Bytes received by network interface.	
		if_octets tx	Rate of Bytes transferred by network interface.	
		if_packets rx	Rate of packets receivedby network interface	
		if_packets tx	Rate of packets transferred by network interface	
	lo	if_errors rx		All
		if_errors tx		
		if_packets tx		

Table 3-1 Collected Performance Data (continued)

Type	Instance	Matrix	Description	Role
Load		longterm	**longterm** represents the average system load over 15 min period of time.	All
		midterm	**midterm** represents the average system load over 5 min period of time.	
		shortterm	**shortterm** represents the average system load over 1 min period of time. Refer top/w/uptime man page for more details.	
Memory		buffered	The amount of memory used as buffers.	All
		cached	The amount of memory used for caching.	
		free	The amount of idle memory.	
		used	The amount of memory used Refer free/vmwtat man page for more details.	
NTP	frequency_offset	loop		All
	time_dispersion	local		All
		<NTPServer>	Value indicates the magnitude of jitter between several time queries in MS	
	time_offset	error		All
		loop		
		<NTPServer>	Value shows the difference between the reference time and the system clock in MS	
	delay	<NTPServer>	Value is derived from the roundtrip time of the queries in MS	All
Swap	swap	cached	Memory that once was swapped out is swapped back in but still also is in the swapfile (if memory is needed it doesn't need to be swapped out AGAIN because it is already in the swapfile. This saves I/O) (http://www.redhat.com/advice/tips/meminfo.html/)	All
		free	Total amount of swap space available.	
		used	Total amount of swap space used	
	swap_io	in	Amount of memory swapped in from disk	All
		out	Amount of memory swapped out from disk	
Uptime		uptime	Second since VM is running.	All

Table 3-1 Collected Performance Data (continued)

Type	Instance	Matrix	Description	Role
VMWare	CPU	elapsed_ms	Retrieves the number of milliseconds that have passed in the virtual machine since it last started running on the server. The count of elapsed time restarts each time the virtual machine is powered on, resumed, or migrated using VMotion.	All
		limit_mhz	Retrieves the upper limit of processor use in MHz available to the virtual machine.	
		reservation_mhz	Retrieves the minimum processing power in MHz reserved for the virtual machine.	
		shares	Retrieves the number of CPU shares allocated to the virtual machine.	
		stolen_ms	Retrieves the number of milliseconds that the virtual machine was in a ready state (able to transition to a run state), but was not scheduled to run	
		used_ms	Retrieves the number of milliseconds during which the virtual machine has used the CPU. This value includes the time used by the guest operating system and the time used by virtualization code for tasks for this virtual machine. Percentage of cpu utilization is used_ms*number_of_core/elapsed_ms	
	Memory	active_mb	Retrieves the amount of memory the virtual machine is actively using—its estimated working set size	All
		balooned_mb	Retrieves the amount of memory that has been reclaimed from this virtual machine by the vSphere memory balloon driver (also referred to as the vmmemctl driver)	
		limit_mb	Retrieves the upper limit of memory that is available to the virtual machine.	
		mapped_mb	Retrieves the amount of memory that is allocated to the virtual machine. Memory that is ballooned, swapped, or has never been accessed is excluded	
		reservation_mb	Retrieves the minimum amount of memory that is reserved for the virtual machine	
		shares	Retrieves the amount of physical memory associated with this virtual machine that is copy-on-write (COW) shared on the host.	
		swapped_mb	Retrieves the amount of memory that has been reclaimed from this virtual machine by transparently swapping guest memory to disk	
		used_mb	Retrieves the estimated amount of physical host memory currently consumed for this virtual machine's physical memory	
Apache		apache_connections		App Server & Worker
		apache_idle_workers		
	apache_scoreboard	closing		App Server & Worker
		dnslookup		
		finishing		
		idle_cleanup		
		keepalive		
		logging		
		open		
		reading		
		sending		
		starting		
		waiting		

Table 3-1 Collected Performance Data (continued)

Type	Instance	Matrix	Description	Role
State Manager	StateManager HTTP Response Code	activemq-code		App Server & Worker
		cache-code		
		digest-code		
		graph-code		
		index-code		
		json-code		
		notifier-code		
		quad-code		
		quad_analytics-code		
		rabbitmq-code		
		rdbms-code		
		recommendation-code		
		search-code		
Processes	fork	fork_rate	Number of new process forked per second.	All
	ps_state	blocked	Count of processes in Blocked state. If consistently high, alert condition need attention.	All
		paging	Count of processes in Paging state. If consistently high or growing, alert condition need attention.	
		running	Count of processes in running state. Typically less or equal to num of cores.	
		sleeping	Count of processes in sleeping state. Typically most processes are in this state.	
		stopped	Count of processes in Stopped state	
		zombies	Count of processes in Zombies state. If consistently high or growing, alert condition need attention.	
TCP Connection	Port 80 - App Server, Port 80 - Worker, Port 80 - Director-Web, Port 61616 - Message Queue, Port 8983 - Search Store, Port 7973 - Index Store, Port 27001 - Analytics Store, Port 27000 - JSON Store, Port 11211 - Cache	close_wait		App Server, Worker, Director-Web, Message Queue, Search Store, Index Store, Analytics Store, JSON Store, Cache
		closed		
		closing		
		established		
		fin_wait1		
		fin_wait2		
		last_ack		
		listen		
		syn_recv		
		syn_sent		
		time_wait		

Table 3-1 Collected Performance Data (continued)

Type	Instance	Matrix	Description	Role
Oracle		blockingLock		RDBMS Store, Graph Store
		cacheHitRatio		
		dbBlockBufferCacheHitRatio		
		dictionaryCacheHitRatio		
		diskSortRatio		
		invalidObjects		
		latchHitRatio		
		libraryCacheHitRatio		
		lock		
		lockedUserCount		
		offlineDataFiles		
		pgaInMemorySortRatio		
		rollBlockContentionRatio		
		rollHeaderContentionRatio		
		rollHitRatio		
		rollbackSegmentWait		
		sessionPGAMemory		
		sessionUGAMemory		
		sgaDataBufferHistRatio		
		sgaSharedPoolFree		
		sgaSharedPoolReloadRatio		
		softParseRatio		
		staleStatistics		
	ioPerTableSpace: ecp_data, sysaux, system, undotbs1, users	PHY_BLK_R		RDBMS Store, Graph Store
		Phy_BLK_W		
	oraUsageTablespace: ecp_data, sysaux, system, undotbs1, users	free_mb		RDBMS Store, Graph Store
		percent_free		
		percent_used		
		size_mb		

Table 3-1 Collected Performance Data (continued)

Type	Instance	Matrix	Description	Role
Solr	Search	avgRequestsPerSecond	Number of requests server per second	Search Store
		avgTimePerRequest	average time taken to server each request	
		errors	Rate of error, requests that returned error.	
		requests	Rate of request servered by SOLR.	
		timeouts	Rate of request timed out, request that failed due to time out error.	
	Search: documentcache, fieldvaluecache, filtercache, queryresultcache Index: autocompletefieldvalue, followerfieldvaluecache, postfieldvaluecache, socialfieldvaluecache, videofieldvaluecache	cumulative_evictions		Search Store, Index Store
		cumulative_hits		
		cumulative_inserts		
		cumulative_lookups		
		evictions		
		hitratio		
		hits		
		inserts		
		lookups		
		size		
		warmupTime		
	Search: searcher Index: autocomplete, follower, post, social, video	maxDoc		Search Store, Index Store
		numDocs		
Java Memory		HeapMemoryUsage_committed		Search Store, Index Store, Message Queue, App Server, Worker
		HeapMemoryUsage_init		
		HeapMemoryUsage_max		
		HeapMemoryUsage_used		
		NonHeapMemoryUsage_committed		
		NonHeapMemoryUsage_init		
		NonHeapMemoryUsage_max		
		NonHeapMemoryUsage_used		
Java fd		OpenFileDescriptorCount		Search Store, Index Store

Table 3-1 Collected Performance Data (continued)

Type	Instance	Matrix	Description	Role
Non Java Application processes	ps_count	processes	Total number of processes (including child) forked for particular program.	Analytics Store, JSON Store, Cache, RabbitMQ
		threads	Total number of threads created for particular program.	
	ps_code			Analytics Store, JSON Store, Cache
	ps_data			Analytics Store, JSON Store, Cache
	ps_rss			Analytics Store, JSON Store, Cache
	ps_stacksize			Analytics Store, JSON Store, Cache
	ps_vm			Analytics Store, JSON Store, Cache
	ps_cputime	syst		Analytics Store, JSON Store, Cache
		user		
	ps_disk_octets	read		Analytics Store, JSON Store, Cache
		write		
	ps_disk_ops	read		Analytics Store, JSON Store, Cache
		write		
	ps_pagefaults	majfit		Analytics Store, JSON Store, Cache
		minfit		

Table 3-1 Collected Performance Data (continued)

Type	Instance	Matrix	Description	Role
MongoDB		cache_misses		Analytics Store, JSON Store
		connections		
		page_fault		
		lock_ratio%		
	flushes	flushes		
		flushes_avg_ms		
	memory	mapped		
		resident		
		virtual		
	network	bytesin		
		bytesout		
	oplogs	difftimesec		
		storagesizemb		
		usedsizemb		
	replication	health		
		optimelagsec		
		state		
	total_operations	command		
		delete		
		getmore		
		insert		
		query		
		update		
MongoDB databases	quad, recommendation	collections		
		indexes		
		num_extents		
		object_count		
		data file_size		
		index file_size		
		storage file_size		
Tomcat		activeSessions		App Server, Worker
		expiredSessions		
		processExpiresFrequency		
		processingTime		
		rejectedSessions		
		sessionAverageAliveTimes		
		sessionCounter		
		sessionCreateRate		
		sessionExpireRate		

Table 3-1 Collected Performance Data (continued)

Type	Instance	Matrix	Description	Role
RabbitMQ	Queue: Activity, Analytics, EMailDigest, Migrate, Polling, Scheduler	consumers		Message Queue
		memory		
		messages		
		messages_ready		
		messages_acknowledged		
		node		
	Server	fd_total		Message Queue
		fd_used		
		mem_limit		
		mem_used		
		proc_total		
		proc_used		
		sockets_total		
		sockets_used		
		uptime		
ActiveMQ Broker	TotalEnqueueCount			Message Queue
	TotalDequeueCount			
	TotalConsumerCount			
	TotalMessageCount			
	MemoryLimit			
	MemoryPercentUsage			
	StoreLimit			
	StorePercentUsage			
ActiveMQ Queue	QueueSize			Message Queue
	EnqueueCount			
	DequeueCount			
	ConsumerCount			
	DispatchCount			
	ExpiredCount			
	InFlightCount			
	CursorMemoryUsage			
	CursorPercentUsage			
	MemoryLimit			

Monitored Health Metrics

This section summarizes the resources that are monitored by monit to ensure good health of the system. Monit automatically takes corrective action if a process stops or becomes unresponsive. A syslog message is generated on alert and when corrective action is taken. Monit checks are only done on Enabled applications.

This data can be accessed in several ways:

- From the Director UI > System > Health.
- Through the WebEx Social API.

Table 3-2 Monitored Health Metrics

CheckName/ Filename	Type	Checks	Action	Role
jms-message-queue/ process_activemq	Process	pid	Restart	Message Queue
		cpu > 98% for 5 polls	Syslog Err Msg	
analyticsstore/ process_analyticsstore	Process	pid	Restart	Analytic Store
		tcp on port 27001 for 1 poll	Syslog Err Msg	
analyticsstore/ process_analyticsstore[1]	Process	pid	Restart	Director
		tcp on port 27001 for 1 poll	Syslog Err Msg	
		cpu > 98% for 5 polls	Syslog Err Msg	
cache/ process_cache	Process	pid	Restart	Cache
		Built-in monit protocol check for memcache on port 11211 for 1 poll	Syslog Err Msg	
		cpu > 98% for 5 polls	Syslog Err Msg	
carbon/ process_carbon	Process	pid	Restart	Director
		cpu > 25% for 5 polls	Syslog Err Msg	
cmanager/ process_cmanager	Process	pid	Restart	WebEx Social
		cpu > 98% for 5 polls	Syslog Err Msg	
collectd/ process_collectd	Process	pid	Restart	All
		cpu > 25% for 5 polls	Syslog Err Msg	
director-web/ process_cps	Process	pid	Restart	Director
		cpu > 98% for 5 polls	Syslog Err Msg	
	Disk Space	/opt > 85% for 5 polls	Purge /opt/logs/*, except for today's log	
cron/ process_cron	Process	pid	Restart	All
httpd/ process_httpd	Process	pid	Restart	Director, WebEx Social, Worker
indexstore/ process_indexstore	Process	pid	Restart	Index Store
		cpu > 98% for 5 polls	Syslog Err Msg	
jsonstore/ process_jsonstore	Process	pid	Restart	JSON Store
		tcp on port 27000 for 1 poll	Syslog Err Msg	
		cpu > 98% for 5 polls	Syslog Err Msg	
jsonstore/ process_jsonstore[2]	Process	pid	Restart	Director
		tcp on port 27000 for 1 poll	Syslog Err Msg	
		cpu > 98% for 5 polls	Syslog Err Msg	
nagios/ process_nagios	Process	pid	Restart	Director
		cpu > 25% for 5 polls	Syslog Err Msg	
ntpd/ process_ntpd	Process	pid	Restart	All
		cpu > 25% for 5 polls	Syslog Err Msg	
notifier/ process_openfire	Process	pid	Restart	Notifier
		cpu > 98% for 5 polls	Syslog Err Msg	

Table 3-2 Monitored Health Metrics (continued)

CheckName/ Filename	Type	Checks	Action	Role
postfix/ process_postfix[3]	Process	pid	Restart	Director, Worker
		cpu > 40% for 2 polls	Syslog Err Msg	
		cpu > 60% for 5 polls	Restart	
		Built-in monit protocol check for SMTP for 1 poll	Syslog Err Msg	
		Children > 2000	Syslog Err Msg	
		Memory > 2GB for 2 polls	Restart	
puppet/ process_puppet	Process	pid	Restart	All
		cpu > 98% for 5 polls	Syslog Err Msg	
puppetmaster/ process_puppetmaster	Process	pid	Restart	Director
		tcp on port 8140 for 1 poll	Syslog Err Msg	
		cpu > 98% for 5 polls	Syslog Err Msg	
quad/ process_quad	Process	pid	Restart	WebEx Social
		cpu > 98% for 5 polls	Syslog Err Msg	
message-queue/ process_rabbitmq	Process	pid	Restart	Message Queue
		cpu > 98% for 5 polls	Syslog Err Msg	
rsyslog/ process_rsyslog	Process	pid	Restart	All
		tcp on port 514 for 1 poll	Syslog Err Msg	Director
		cpu > 50% for 5 polls	Syslog Err Msg	All
saltmaster/ process_saltmaster	Process	pid	Restart	Director
		tcp on port 4506 for 1 poll	Syslog Err Msg	
		cpu > 98% for 5 polls	Syslog Err Msg	
saltminion/ process_saltminion	Process	pid	Restart	All
		cpu > 98% for 5 polls	Syslog Err Msg	
search/ process_searchstore	Process	pid	Restart	Search Store
		cpu > 98% for 5 polls	Syslog Err Msg	
sshd/ process_sshd	Process	pid	Restart	All
		Built-in monit protocol check for ssh on port 22 for 1 poll	Syslog Err Msg	
		cpu > 25% for 5 polls	Syslog Err Msg	
worker/ process_worker	Process	pid	Restart	Worker
		cpu > 98% for 5 polls	Syslog Err Msg	
oracle/ program_oracle[4]	Program (script)	script return value; for 10 polls	Restart	RDBMS Store, Graph Store
integrity/ program_integrity	Program (script)	script return value;	Syslog Err Msg	All
Disk usage check[5]	/opt	> 85%	Nagios Warning	All
	/opt	> 95%	Nagios Alert	
	/boot	> 99%	Nagios Alert	
	/root	> 99%	Nagios Alert	

1. Arbiter check available only where there are multiple Json/Analytics VMs.
2. Arbiter check available only where there are multiple Json/Analytics VMs.
3. Postfix service monitored only when maildomain/external host and external SMTP port are provisioned.
4. The check is done using "/etc/init.d/dbora status". Restarting is done using "/etc/init.d/dbora cond_start". Only services that are not running (Enterprise Manager, Database etc) are started. Checks are not made during database installation.
5. The disk utilization check uses performance statistics as collected by collectd.

CHAPTER 4

Logs

This chapter provides information about log file names and locations as well as other log-related information.

This chapter is organized as follows:

Logs Overview

Most Cisco WebEx Social logs are centralized on the Director node. There are a few exceptions (log files with dynamic name patterns and non-critical logs) where log files are managed localy on nodes instead of streaming to the Director node.

Cisco WebEx Social uses rsyslog as a logging framework. rsyslog sends critical logs to the Director node but, if configured, can also stream logs to an upstream host (see the *Cisco WebEx Social Administration Guide* for details).

The central log location on the Director node is /opt/logs/<*date*>/ where *date* is the date that the log message was written. For example /opt/logs/2012_12_01/ would contain all log messages generated on Dec 1 2012.

The logs on the Director can be accessed through the Director GUI (see the *Cisco WebEx Social Administration Guide* for details) or through the Cisco WebEx Social API.

Log Files Stored on the Director by Role

This sections lists the log files that each role sends to the Director.

Table 4-1 Log Files Stored on the Director

Role	Log filename
Director	%HOSTNAME%_director_web.log %HOSTNAME%_catalina.log %HOSTNAME%_localhost.log %HOSTNAME%_manager.log %HOSTNAME%_host_manager.log %HOSTNAME%_deploy_db.log %HOSTNAME%_graphite_access.log %HOSTNAME%_graphite_exception.log %HOSTNAME%_graphite_info.log %HOSTNAME%_graphite_error.log %HOSTNAME%_carbon_console.log %HOSTNAME%_salt_master.log %HOSTNAME%_mongod.log %HOSTNAME%_jsonstore.log %HOSTNAME%_analyticsstore.log
App Server	%HOSTNAME%_appserver.log %HOSTNAME%_analyticsmrscheduler.log %HOSTNAME%_catalina.log %HOSTNAME%_localhost.log %HOSTNAME%_tomcat-access.log %HOSTNAME%_manager.log %HOSTNAME%_host_manager.log %HOSTNAME%_httpd_access.log %HOSTNAME%_httpd_error.log %HOSTNAME%_cmanager.log %HOSTNAME%_cmanager_debug.log %HOSTNAME%_cmanager_info.log %HOSTNAME%_cmanager_warn.log %HOSTNAME%_cmanager_error.log %HOSTNAME%_deploy_db.log %HOSTNAME%_audit.log
Worker	%HOSTNAME%_worker.log %HOSTNAME%_catalina.log %HOSTNAME%_localhost.log %HOSTNAME%_manager.log %HOSTNAME%_host_manager.log %HOSTNAME%_httpd_access.log %HOSTNAME%_httpd_error.log %HOSTNAME%_cmanager.log %HOSTNAME%_cmanager_debug.log %HOSTNAME%_cmanager_info.log %HOSTNAME%_cmanager_warn.log %HOSTNAME%_cmanager_error.log

Table 4-1 Log Files Stored on the Director (continued)

Role	Log filename
Message Queue	%HOSTNAME%_message-queue_wrapper.log %HOSTNAME%_message-queue.log %HOSTNAME%_message-queue_shutdown_err %HOSTNAME%_message-queue_startup_err %HOSTNAME%_message-queue_shutdown.log %HOSTNAME%_message-queue_startup.log
Notifier	%HOSTNAME%_notifier.log %HOSTNAME%_notifier_nohup.out %HOSTNAME%_notifier_debug.log %HOSTNAME%_notifier_info.log %HOSTNAME%_notifier_warn.log %HOSTNAME%_notifier_error.log
Cache	%HOSTNAME%_messages
Search Store	%HOSTNAME%_search.log %HOSTNAME%_search.request.log
Index Store	%HOSTNAME%_index.log %HOSTNAME%_index.request.log
Analytics Store	%HOSTNAME%_mongod.log
JSON Store	%HOSTNAME%_mongod.log

Table 4-1 Log Files Stored on the Director (continued)

Role	Log filename
RDBMS Store	%HOSTNAME%_oracle_quad_log.xml %HOSTNAME%_oracle_alert_quad.log %HOSTNAME%_oracle_rdfprod_log.xml %HOSTNAME%_oracle_alert_rdfprod.log %HOSTNAME%_oracle_sqlnet.log
Common logs (all roles)	%HOSTNAME%_secure %HOSTNAME%_mail_log %HOSTNAME%_cron %HOSTNAME%_spooler %HOSTNAME%_boot.log %HOSTNAME%_collectd.log %HOSTNAME%_monit.log %HOSTNAME%_puppet.log %HOSTNAME%_messages %HOSTNAME%_nagios.log %HOSTNAME%_faillog %HOSTNAME%_lastlog %HOSTNAME%_snmpd.log %HOSTNAME%_yum.log %HOSTNAME%_tallylog %HOSTNAME%_vmware_tools_guestd %HOSTNAME%_wtmp %HOSTNAME%_audit_local_log %HOSTNAME%_mail_statistics %HOSTNAME%_pm-suspend.log %HOSTNAME%_prelink.log %HOSTNAME%_mod-jk.log %HOSTNAME%_rewrite.log %HOSTNAME%_ssl_access_log %HOSTNAME%_ssl_request_log %HOSTNAME%_ssl_error_log %HOSTNAME%_install.log %HOSTNAME%_install.log.syslog %HOSTNAME%_salt_minion.log

Localy-stored Log Files by Role

This sections lists the log files that some roles store localy.

Table 4-2 Localy-stored Log Files

Role	Log filename
Message Queue	/opt/cisco/rabbitmq/log/rabbit@<hostname>.log /opt/cisco/rabbitmq/log/rabbit@<hostname>-sasl.log
RDBMS Store	/opt/oracle/app/oracle/diag/rdbms/[quad, rdfprod]/[quad, rdfprod]/cdump/* /opt/oracle/app/oracle/admin/[quad, rdfprod]/adump/* /opt/oracle/app/oracle/diag/tnslsnr/*/listener/alert/log.xml /opt/oracle/app/oracle/diag/tnslsnr/*/listener/trace/listener.log /opt/oracle/app/oracle/diag/rdbms/[quad,rdfprod]/[quad, rdfprod]/trace/*.trc,*.trm
Common logs (all roles)	/var/log/sa/sa* /var/log/httpd/[ssl*log] /var/log/anaconda.* /var/log/btmp /var/log/dmesg /var/log/dracut.log

Understanding Logs

This section contains log excerpts for variuos normal and abnormal events, as follows:

Monit Logs

This section is organized as follows:

Monit Starts Up

These log entries are generated during normal monit startup.

```
Mar 15 20:40:35 quad-web-a monit[19684]: Shutting down monit HTTP server
Mar 15 20:40:35 quad-web-a monit[19684]: monit HTTP server stopped
Mar 15 20:40:35 quad-web-a monit[19684]: monit daemon with pid [19684] killed
Mar 15 20:40:35 quad-web-a monit[19684]: 'system_quad-web-a.example.com' Monit stopped

Mar 15 20:40:35 quad-web-a monit[27469]: Starting monit daemon with http interface at
[*:2812]
Mar 15 20:40:35 quad-web-a monit[27469]: Monit start delay set -- pause for 120s
Mar 15 20:42:35 quad-web-a monit[27472]: Starting monit HTTP server at [*:2812]
Mar 15 20:42:35 quad-web-a monit[27472]: monit HTTP server started
Mar 15 20:42:35 quad-web-a monit[27472]: 'system_quad-web-a.example.com' Monit started
```

Monit Check Failed

These log entries are generated when collectd and httpd are not running and are failing to start:

```
Mar 15 21:05:27 quad-web-b monit[16949]: 'collectd' process is not running
Mar 15 21:05:27 quad-web-b monit[16949]: 'collectd' trying to restart
Mar 15 21:05:27 quad-web-b monit[16949]: 'collectd' start: /etc/init.d/collectd

Mar 15 20:17:27 quad-web-a monit[19684]: 'httpd' process is not running
Mar 15 20:17:27 quad-web-a monit[19684]: 'httpd' trying to restart
Mar 15 20:17:27 quad-web-a monit[19684]: 'httpd' start: /etc/init.d/httpd
Mar 15 20:17:57 quad-web-a monit[19684]: 'httpd' failed to start
```

Manually Restarting Monit

These log entries are generated when a service is restarted manually in which case monit detects the PID change and logs it:

```
May 22 18:02:13 quad-web-c monit[1811]: 'rsyslog' process PID changed from 1425 to 2959
May 22 18:03:13 quad-web-c monit[1811]: 'rsyslog' process PID has not changed since last
cycle
```

Resource Overutilization

These log entries are generated when monit has detected that a resource utilization has gone over the prefedined threshold:

```
May 27 18:25:11 quad-web-a monit[2236]: 'rsyslog' cpu usage of 50.1% matches resource
limit [cpu usage>50.0%]
```

Purging /opt

These log entries are generated when monit has detected that the /opt usage has grown beynd 85% and the purge action has been performed:

```
Jun  5 01:05:44 quad-test monit[16057]: 'opt' space usage 92.6% matches resource limit
[space usage>85.0%]
Jun  5 01:05:44 quad-test monit[16057]: 'opt' exec: /bin/bash
Jun  5 01:05:44 quad-test monit: /opt disk usage exceeded 85% threshold. Purging log
folder: /opt/logs/2012_06_03
```

These log entries are generated when “today” is the only remaining folder and there is nothing left to purge:

```
Jun  5 01:07:44 quad-test monit: /opt disk usage exceeded 85% threshold. Purging log
folder:
```

Nagios Starts Up/Shuts Down

These log entries are generated during normal Nagios startup/shutdown.

```
[1336003714] Nagios 3.3.1 starting... (PID=9416)
[1336003714] Local time is Thu May 03 00:08:34 UTC 2012
[1336003714] LOG VERSION: 2.0
[1336003714] Finished daemonizing... (New PID=9417)
.....................
[1335307549] Auto-save of retention data completed successfully.
[1336003770] Caught SIGTERM, shutting down...
[1336003770] Successfully shutdown... (PID=9417)
```

Common False Positives

These false positives are known to appear:

- Node is No Longer Active/Available but Exists in the Topology
- Monit service Not Running on a Node
- Chart Data Missing for a Node

Node is No Longer Active/Available but Exists in the Topology

```
[1335313142] SERVICE ALERT: test.example.com;Load:
midterm;UNKNOWN;HARD;4;check_graphite_stats :err : getData failed 500
[1335296859] SERVICE ALERT: test.example.com;Disk: opt;CRITICAL;SOFT;1;CRITICAL:
Exception: [Errno 113] No route to host
```

Monit service Not Running on a Node

Node name in the example: test.example.com.

```
[1335946047] SERVICE NOTIFICATION:
nagiosadmin;test.example.com;cron;CRITICAL;notify-service-by-email;CRITICAL: Exception:
[Errno 111] Connection refused
```

Chart Data Missing for a Node

The charts are fed by collectd. If you are missing data for a particular node, look for the collectd log on the Director for that node.

In many cases the counters are either 0 or missing for certain attributes on certain nodes. For example, with ActiveMQ, there is only one active node at any one time. The other node is in standby mode waiting to take over. The resulting log messages look like this for the standby AMQ node:

```
May 29 16:00:09 quad-queue-2 collectd[3793]: GenericJMXConfValue.query: Querying attribute
TotalEnqueueCount failed.
May 29 16:00:09 quad-queue-2 collectd[3793]: GenericJMXConfValue.query: getAttribute
failed: javax.management.RuntimeMBeanException: java.lang.NullPointerException
```

This is normal behavior in this case as the other AMQ node is currently active.

Failure: Core Service is Down for an Extended Period of Time

These log entries are generated when a core service has not been running for an extended period of time.

```
[1335317564] SERVICE ALERT: quad-test.example.com;ntpd;CRITICAL;SOFT;1;CRITICAL: PROCESS
ntpd: failed to start
[1335317624] SERVICE ALERT: quad-test.example.com;ntpd;CRITICAL;SOFT;2;CRITICAL: PROCESS
ntpd: failed to start
[1335317684] SERVICE ALERT: quad-test.example.com;ntpd;CRITICAL;SOFT;3;CRITICAL: PROCESS
ntpd: failed to start
[1335317744] SERVICE ALERT: quad-test.example.com;ntpd;CRITICAL;HARD;4;CRITICAL: PROCESS
ntpd: failed to start
[1335317744] SERVICE NOTIFICATION:
test@example.com;quad-test.example.com;ntpd;CRITICAL;notify-service-by-email;CRITICAL:
PROCESS ntpd: failed to start
[1335318044] SERVICE ALERT: quad-test.example.com;ntpd;OK;HARD;4;OK: Total 1 services are
monitored
[1335318044] SERVICE NOTIFICATION:
test@example.com;quad-test.example.com;ntpd;OK;notify-service-by-email;OK: Total 1
services are monitored
```

The text highlighted in red shows that:

- There have been four successive failures, which causes Nagios to generate an email alert.
- The email address that the alert was sent to (test@example.com).
- The text that was sent in the email (the rest of the message).

The very last line shows:

- The service recovering (indicated by the OK: Total 1 services are monitored).
- The email address that the alert was sent to (test@example.com) informing the service has gone back online.

Rsyslog Starts Up/Shuts Down

These log entries are generated during normal rsyslog startup/shutdown.

```
May 31 01:22:16 quad-web-a kernel: Kernel logging (proc) stopped.
May 31 01:22:16 quad-web-a rsyslogd: [origin software="rsyslogd" swVersion="5.8.6"
x-pid="1612" x-info="http://www.rsyslog.com"] exiting on signal 15.
```

```
May 31 01:22:17 quad-web-a kernel: imklog 5.8.6, log source = /proc/kmsg started.
May 31 01:22:17 quad-web-a rsyslogd: [origin software="rsyslogd" swVersion="5.8.6"
x-pid="28666" x-info="http://www.rsyslog.com"] start
```

Rsyslog is Rate Limited

These log entries are generated when rsyslog has reached the default maximum of 200 input log messages per 5 seconds. Any excess messages are dropped for the process.

```
May 25 23:37:36 quad-web-a rsyslogd-2177: imuxsock begins to drop messages from pid 2061
due to rate-limiting
May 25 23:40:02 quad-web-a rsyslogd-2177: imuxsock lost 1085 messages from pid 2061 due to
rate-limiting
```

Service is Down

If a service is down, collectd won't be able to collect stats for that service, for example if the Worker service is not running then the Health state manager check fails and collectd logs the following:

```
Jun  4 21:01:44 quad-web-b collectd[7176]: curl_json plugin: curl_easy_perform failed with
status 7: couldn't connect to host (http://localhost:8080/monit/status.do?output=json)
```

If Memcached is not running, you see a message like this:

```
Jun  7 00:04:24 quad-cache-1 collectd[6847]: memcached: Could not connect to daemon.
```

Analytics Service Initialized Successfully

This log message appears if the Analytics service on an App Server or Worker node initializes successfully.

```
AnalyticEventReceiver initialized
```

MapReduce Scheduler Logs

Mapreduce jobs are run for analytics and suggestions. Typically, these jobs are run once per day (unless you change the “Analytics Store Cron Job Hour of Day (UTC)” on the Director, in which case the scheduler job might run again for the day when it was changed).

The mapreduce scheduler logs are writen to *worker-host-name*_analyticsmrscheduler.log. One of the Worker nodes picks up the entire job for execution.

- To verify the job has started, look for:

  ```
  Running Map Reduce Jobs
  ```

- The end of the job is signified by this message:

  ```
  -------  MapReduce Jobs completed. Exiting Program  -----------------
  ```

- To see if all mapreduce jobs completed successfully, run:

  cat *worker-host-name*_analyticsmrscheduler.log | grep 'exitValue'

  The command should return something similar to:

```
Apr 26 00:00:08 ecp-10-194-190-32.example.com analyticsmrscheduler[]: INFO
[ANALYTICS_MR_SCHEDULER] - [pool-32-thread-2]: Process : cmd = user_library_usage,
exitValue = 0
```

An exitValue = 0 signifies that the command has executed successfully. If any command has an exitValue *not equal* to 0, there is likely some issue executing the mapreduce jobs.

- If you see messages similar to “login failed”, check for the following:

  Execute:

  /usr/bin/mongo -u *username* -p *password analytics_store_host*:*port*/dbName /opt/cisco/scheduler/analytics/mapreduce/user_library_usage.js

  Verify that *username*, *analytics_store_host*, *port*, and *dbName* match the respective properties set in portal-ext.properties. If they match, ensure that the credentials are valid for the quadanalytics database on the Analytics Store.

  If the credentials look good, but the login still fails, there might be no primary Analytics Store node on the cluster; all available nodes might be in secondary mode. Check if that is the case by running:

  db.isMaster();

  inside the mongo console on each Analytics Store node.

- If you see that there are no scheduler logs being generated, go to the Director > Configuration and check the running schedule (it is set to run at midnight GMT by default). If the schedule run has passed, check if the MessageQueue Scheduler Queue has some messages stuck. If you see the messages are stuck, check if the Worker role shows exceptions. If there are no exceptions, ensure Message Queue is working properly.

Calendar Logs

This section explains the following procedures from logging standpoint:

- Getting a Month Worth of Meetings with Configured Domino and WebEx (No Cached Data), page 4-10
- Getting a Month Worth of Meetings with Configured Domino and WebEx (Cached Data), page 4-12
- Getting a Month Worth of Meetings with Configured WebDAV (No Cached Data), page 4-13
- Selecting a Domino Event from the List of Events, page 4-18

Getting a Month Worth of Meetings with Configured Domino and WebEx (No Cached Data)

When you click on the arrow to go to the next month in the Calendar application (assuming that this is the first time you request the data—that is, there is no data in the cache), the application goes through the following steps, logging the respective messages:

Step 1 Display the Domino settings that are used to connect to Domino.

```
DEBUG 14:07:40,269 | AGGREGATED_CALENDAR:65 | [   ] Using Domino Calendar settings for
user: "r3". Username: "vmdomino domino", Password: "****", URL: "198.51.100.35", Domain:
"dominotest"
```

Step 2 Try to get the events for Domino from the cache without success.

```
INFO  14:07:40,279 | AGGREGATED_CALENDAR:78 | [   ] getCachedListEvents:[AggCalCacheUtil]:
Cache miss for [Mail-Chain-10195-14610005_Sat Mar 31 21:00:00 GMT 2012_Sat May 05 20:59:59
GMT 2012] - we got 0 meetings
```

Step 3 Try to get the events for WebEx from the cache without success.

```
INFO  14:07:40,279 | AGGREGATED_CALENDAR:78 | [   ] getCachedListEvents:[AggCalCacheUtil]:
Cache miss for [WebEx-Chain-10195-14610005_Sat Mar 31 21:00:00 GMT 2012_Sat May 05
20:59:59 GMT 2012] - we got 0 meetings
```

Step 4 Display the period for which the events are being retrieved from Domino.

```
INFO  14:07:40,279 | AGGREGATED_CALENDAR:78 | [   ] Get events from Sat Mar 31 21:00:00
GMT 2012 to Sat May 05 20:59:59 GMT 2012
```

Step 5 Display the period for which the events are being retrieved from WebEx.

```
INFO  14:07:40,281 | AGGREGATED_CALENDAR:78 | [   ] Get events from Sat Mar 31 21:00:00
GMT 2012 to Sat May 05 20:59:59 GMT 2012
```

Step 6 Successful creation of a Domino session.

```
INFO  14:07:40,289 | AGGREGATED_CALENDAR:78 | [   ] Domino session was successfully
created for user: vmdomino domino
```

Step 7 Execute a query to get the events from Domino.

```
DEBUG 14:07:40,293 | AGGREGATED_CALENDAR:65 | [   ] SELECT
((@IsAvailable(CalendarDateTime) & (@Explode(CalendarDateTime) *=
@Explode(@TextToTime("04/01/2012 12:00:00 AM ZE2-05/05/2012 11:59:59 PM ZE2")))) |
(@IsAvailable(EndDateTime) & (@Explode(EndDateTime) *= @Explode(@TextToTime("04/01/2012
12:00:00 AM ZE2-05/05/2012 11:59:59 PM ZE2")))) & @IsUnavailable(FailureReason) &
(@IsAvailable(AppointmentType) & AppointmentType <> "1" & AppointmentType <> "4") & (Form
= "Appointment"))
```

Step 8 Parse each Domino meeting attendees by common name (CN).

```
DEBUG 14:07:40,376 | AGGREGATED_CALENDAR:65 | [   ] Search user document for common name:
CN=gp gp
DEBUG 14:07:40,386 | AGGREGATED_CALENDAR:65 | [   ] Search user document for common name:
CN=r2@example.com
DEBUG 14:07:40,388 | AGGREGATED_CALENDAR:65 | [   ] Search user document for common name:
CN=vmdomino domino
```

Step 9 Output each Domino meeting after we have processed it.

```
TRACE 14:07:40,397 | AGGREGATED_CALENDAR:53 | [   ] Events:
[eventId : 594B9C51FA2258CCC22579AC00431138 - 1335862800000 - 1335872700000
subject : Domino - host
    location :
    organizer :
    email : vmdomino @ dominotest.com
    screenName : vmdomino
    fullName : vmdomino domino
    attendees : [
        email : gp @ dominotest.com
        screenName : ggp
        fullName : gp gp,
        email : r2 @ example.com
        screenName :
        fullame : r2 @ example.com]
    nonSendableTo : null
    required : null
    resource : null
    htmlDescription : null
    hasattachment : false
    importance : null
```

```
    allDayEvent : false
    reminderOffset : null
    href : null
    busyStatus : BUSY
    textDescription : THis is some rich text
    Lets see what goes to the client
    startDate : Tue May 01 09 : 00 : 00 GMT 2012
    endDate : Tue May 01 11 : 45 : 00 GMT 2012
    isRecurring : false
    recurrencePattern : null
    hasPartialMeetingData : false
    webExDetails : {
        null
    }
]
```

Step 10 Cache asynchronously the list of received Domino events.

```
DEBUG 14:37:41,408 | AGGREGATED_CALENDAR:65 | [   ] cacheListEvents:[AggCalCacheUtil]:
[26] meetings cached for [Mail-Chain-10195-14610005_Sat Mar 31 21:00:00 GMT 2012_Sat May
05 20:59:59 GMT 2012]
```

Step 11 Cache asynchronously each Domino event.

```
DEBUG 14:37:41,410 | AGGREGATED_CALENDAR:65 | [   ] cacheMeeting:[AggCalCacheUtil]:
Meeting cached for
[DCAED24B00328A37C22579B90057D567-1333375200000-1333378800000-10195-14610005]
DEBUG 14:37:41,410 | AGGREGATED_CALENDAR:65 | [   ] cacheMeeting:[AggCalCacheUtil]:
Meeting cached for
[0DE08C580301255FC22579DC002A8062-1334066400000-1334070000000-10195-14610005]
DEBUG 14:37:41,410 | AGGREGATED_CALENDAR:65 | [   ] cacheMeeting:[AggCalCacheUtil]:
Meeting cached for
[E371DB4510E56367C22579DC002E5EA8-1334133900000-1334134800000-10195-14610005]
DEBUG 14:37:41,411 | AGGREGATED_CALENDAR:65 | [   ] cacheMeeting:[AggCalCacheUtil]:
Meeting cached for
[2426637EABDBD784C22579DC002C3108-1334140200000-1334143800000-10195-14610005]
DEBUG 14:37:41,411 | AGGREGATED_CALENDAR:65 | [   ] cacheMeeting:[AggCalCacheUtil]:
Meeting cached for
[4D3E6229EF5DCA07C22579DC002D2EEF-1334483100000-1334484000000-10195-14610005]
...
```

Step 12 Cache asynchronously the list of received WebEx events.

```
DEBUG 14:37:44,377 | AGGREGATED_CALENDAR:65 | [   ] cacheListEvents:[AggCalCacheUtil]:
[20] meetings cached for [WebEx-Chain-10195-14610005_Sat Mar 31 21:00:00 GMT 2012_Sat May
05 20:59:59 GMT 2012]
```

Getting a Month Worth of Meetings with Configured Domino and WebEx (Cached Data)

When you click on the arrow to go to the next month in the Calendar application (assuming that this is *not* the first time you request the data—that is, there *is* data in the cache), the application logs the following messages:

```
INFO  12:50:05,479 | AGGREGATED_CALENDAR:78 | [   ] getCachedListEvents:[AggCalCacheUtil]:
Cache hit for [WebEx-Chain-10195-14610005_Sat Mar 31 21:00:00 GMT 2012_Sat May 05 20:59:59
GMT 2012] - we got 20 meetings
INFO  12:50:05,479 | AGGREGATED_CALENDAR:78 | [   ] getCachedListEvents:[AggCalCacheUtil]:
Cache hit for [Mail-Chain-10195-14610005_Sat Mar 31 21:00:00 GMT 2012_Sat May 05 20:59:59
GMT 2012] - we got 26 meetings
```

Getting a Month Worth of Meetings with Configured WebDAV (No Cached Data)

When you click on the arrow to go to the next month in the Calendar application (assuming this that is the first time you request the data—that is, there is no data in the cache), the application goes through the following steps, logging the respective messages:

Step 1 Display the Exchange settings that are used to connect to Exchange.

```
DEBUG 13:52:37,382 | AGGREGATED_CALENDAR:65 | [   ] Using Exchange Calendar settings for
user: "r2". Username: "vm2007", Password: "****", URL:
"https://198.51.100.35/exchange/vm2007/", Domain: ""
```

Step 2 Try to get the events for Exchange from the cache without success.

```
INFO  13:52:37,385 | AGGREGATED_CALENDAR:78 | [   ] getCachedListEvents:[AggCalCacheUtil]:
Cache miss for [Mail-Chain-10195-1410026_Sun Mar 25 21:00:00 GMT 2012_Sun May 06 20:59:59
GMT 2012] - we got 0 meetings
```

Step 3 Execute a WebDAV query to log into WebDAV.

```
DEBUG 13:52:37,421 | AGGREGATED_CALENDAR:65 | [   ] Search Query:
<?xml version='1.0'?><d:searchrequest xmlns:d="DAV:"><d:sql>SELECT
"urn:schemas:httpmail:subject",
"urn:schemas:calendar:location","urn:schemas:mailheader:to",
"urn:schemas:mailheader:cc","http://schemas.microsoft.com/mapi/nonsendableto","urn:schemas
:mailheader:from","urn:schemas:calendar:organizer",
"urn:schemas:calendar:uid","urn:schemas:calendar:instancetype",
"urn:schemas:httpmail:htmldescription", "urn:schemas:httpmail:hasattachment",
"urn:schemas:calendar:busystatus", "urn:schemas:httpmail:textdescription",
"urn:schemas:calendar:alldayevent", "urn:schemas:calendar:reminderoffset",
"urn:schemas:calendar:dtstart","urn:schemas:calendar:dtend",
"urn:schemas:calendar:created", "urn:schemas:calendar:recurrenceid",
"urn:schemas:calendar:lastmodified"  FROM Scope('SHALLOW TRAVERSAL OF
"https://198.51.100.35/exchange/vm2007/calendar"') WHERE NOT
"urn:schemas:calendar:instancetype" = 1 AND "urn:schemas:calendar:dtend" &lt;=
CAST("2012-04-27T13:52:37.421Z" as 'dateTime') AND  "urn:schemas:calendar:dtstart" &gt;=
CAST("2012-04-26T13:52:37.421Z" as 'dateTime')  ORDER BY "urn:schemas:calendar:dtstart"
ASC </d:sql></d:searchrequest>
```

Step 4 Get the response.

```
INFO  13:52:37,440 | AGGREGATED_CALENDAR:78 | [   ] Number of events we got: 0
TRACE 13:52:37,441 | AGGREGATED_CALENDAR:53 | [   ] Response Document: <?xml version="1.0"
encoding="UTF-16"?><a:multistatus xmlns:a="DAV:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/" xmlns:c="xml:"
xmlns:d="urn:schemas:httpmail:" xmlns:e="urn:schemas:calendar:"
xmlns:f="urn:schemas:mailheader:" xmlns:g="http://schemas.microsoft.com/mapi/"/>
```

Step 5 Execute another WebDav query to get the events for the month.

```
DEBUG 13:52:37,441 | AGGREGATED_CALENDAR:65 | [   ] login exchange server sucessful
DEBUG 13:52:37,442 | AGGREGATED_CALENDAR:65 | [   ] resolveMailServerInfo(() success code:
200
DEBUG 13:52:37,442 | AGGREGATED_CALENDAR:65 | [   ] Search Query:
<?xml version='1.0'?><d:searchrequest xmlns:d="DAV:"><d:sql>SELECT
"urn:schemas:httpmail:subject",
"urn:schemas:calendar:location","urn:schemas:mailheader:to",
"urn:schemas:mailheader:cc","http://schemas.microsoft.com/mapi/nonsendableto",
"urn:schemas:mailheader:from", "urn:schemas:calendar:organizer",
"urn:schemas:calendar:uid","urn:schemas:calendar:instancetype",
"urn:schemas:httpmail:htmldescription", "urn:schemas:httpmail:hasattachment",
"urn:schemas:calendar:busystatus","urn:schemas:httpmail:textdescription",
"urn:schemas:calendar:alldayevent","urn:schemas:calendar:reminderoffset",
```

```
"urn:schemas:calendar:dtstart","urn:schemas:calendar:dtend",
"urn:schemas:calendar:created", "urn:schemas:calendar:recurrenceid",
"urn:schemas:calendar:lastmodified"  FROM Scope('SHALLOW TRAVERSAL OF
"https://198.51.100.35/exchange/vm2007/calendar"') WHERE NOT
"urn:schemas:calendar:instancetype" = 1 AND "urn:schemas:calendar:dtend" &lt;=
CAST("2012-05-06T20:59:59.999Z" as 'dateTime') AND  "urn:schemas:calendar:dtstart" &gt;=
CAST("2012-03-25T21:00:00.000Z" as 'dateTime')  ORDER BY "urn:schemas:calendar:dtstart"
ASC </d:sql></d:searchrequest>
```

Step 6 Get the response.

```
INFO  13:52:37,466 | AGGREGATED_CALENDAR:78 | [   ] Number of events we got: 7
TRACE 13:52:37,475 | AGGREGATED_CALENDAR:53 | [   ] Response Document: <?xml version="1.0"
encoding="UTF-16"?><a:multistatus xmlns:a="DAV:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/" xmlns:c="xml:"
xmlns:d="urn:schemas:httpmail:" xmlns:e="urn:schemas:calendar:"
xmlns:f="urn:schemas:mailheader:" xmlns:g="http://schemas.microsoft.com/mapi/">
   <a:response>
      <a:href>https://198.51.100.35/exchange/vm2007/Calendar/Have%20fun-5.EML</a:href>
      <a:propstat>
         <a:status>HTTP/1.1 200 OK</a:status>
         <a:prop>
            <d:subject>Have fun</d:subject>
            <e:location>some location</e:location>  <e:uid>
040000008200E00074C5B7101A82E008000000006C327C3319FDCC010000000000000000100000003AD41318CF
A170488967581FBBC63202 </e:uid>            <e:instancetype b:dt="int">3</e:instancetype>
            <d:htmldescription>&lt;!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 3.2//EN"&gt;
&lt;HTML&gt;
&lt;HEAD&gt;
&lt;META HTTP-EQUIV="Content-Type" CONTENT="text/html; charset=utf-8"&gt;
&lt;META NAME="Generator" CONTENT="MS Exchange Server version 08.03.0083.000"&gt;
&lt;TITLE&gt;Have fun&lt;/TITLE&gt;
&lt;/HEAD&gt;
&lt;BODY&gt;
&lt;!-- Converted from text/plain format --&gt;&lt;P&gt;&lt;FONT SIZE=2&gt;When:
Wednesday, March 28, 2012 3:00 AM-4:00 AM. (GMT-08:00) Pacific Time (US &amp;amp;
Canada)&lt;BR&gt;
Where: some location&lt;BR&gt;
&lt;BR&gt;
*~*~*~*~*~*~*~*~*~*~*&lt;BR&gt;
&lt;BR&gt;
&amp;nbsp;some body here&lt;BR&gt;&lt;/FONT&gt;
&lt;/P&gt;
&lt;/BODY&gt;
&lt;/HTML&gt;</d:htmldescription>
            <d:hasattachment b:dt="boolean">0</d:hasattachment>
            <e:busystatus>TENTATIVE</e:busystatus>
            <d:textdescription>When: Wednesday, March 28, 2012 3:00 AM-4:00 AM.
(GMT-08:00) Pacific Time (US &amp; Canada)
Where: some location
*~*~*~*~*~*~*~*~*~*~*
some body here
</d:textdescription>
            <e:alldayevent b:dt="boolean">0</e:alldayevent>
            <e:reminderoffset b:dt="int">900</e:reminderoffset>
            <e:dtstart b:dt="dateTime.tz">2012-03-28T10:00:00.000Z</e:dtstart>
            <e:dtend b:dt="dateTime.tz">2012-03-28T11:00:00.000Z</e:dtend>
            <e:created b:dt="dateTime.tz">2012-03-08T10:49:58.000Z</e:created>
            <e:recurrenceid b:dt="dateTime.tz">2012-03-11T10:00:00.000Z</e:recurrenceid>
            <e:lastmodified b:dt="dateTime.tz">2012-04-10T14:29:08.000Z</e:lastmodified>
         </a:prop>
      </a:propstat>
      <a:propstat>
         <a:status>HTTP/1.1 404 Resource Not Found</a:status>
```

```
         <a:prop>
            <f:to/>
            <f:cc/>
            <g:nonsendableto/>
            <f:from/>
            <e:organizer/>
         </a:prop>
      </a:propstat>
   </a:response>
   ...
</a:multistatus>
```

Step 7 Receive a warning because there is a meeting without an organizer.

```
WARN  13:52:37,505 | AGGREGATED_CALENDAR:90 | [   ] Failed to get organizer for WebDav
event [Have fun] with ID
[040000008200E00074C5B7101A82E008000000006C327C3319FDCC010000000000000000100000003AD41318C
FA170488967581FBBC63202@2012-03-11T10:00:00.000Z]
DEBUG 13:52:37,508 | AGGREGATED_CALENDAR:65 | [   ] <?xml version="1.0"
encoding="UTF-16"?><a:response xmlns:a="DAV:">
   <a:href>https://198.51.100.35/exchange/vm2007/Calendar/Have%20fun-5.EML</a:href>
   <a:propstat>
      <a:status>HTTP/1.1 200 OK</a:status>
      <a:prop>
         <d:subject xmlns:d="urn:schemas:httpmail:">Have fun</d:subject>
         <e:location xmlns:e="urn:schemas:calendar:">some location</e:location>
         <e:uid xmlns:e="urn:schemas:calendar:">
040000008200E00074C5B7101A82E008000000006C327C3319FDCC010000000000000000100000003AD41318CF
A170488967581FBBC63202 </e:uid>
         <e:instancetype xmlns:e="urn:schemas:calendar:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/" b:dt="int">3</e:instancetype>
         <d:htmldescription xmlns:d="urn:schemas:httpmail:">&lt;!DOCTYPE HTML PUBLIC
"-//W3C//DTD HTML 3.2//EN"&gt;
&lt;HTML&gt;
&lt;HEAD&gt;
&lt;META HTTP-EQUIV="Content-Type" CONTENT="text/html; charset=utf-8"&gt;
&lt;META NAME="Generator" CONTENT="MS Exchange Server version 08.03.0083.000"&gt;
&lt;TITLE&gt;Have fun&lt;/TITLE&gt;
&lt;/HEAD&gt;
&lt;BODY&gt;
&lt;!-- Converted from text/plain format --&gt;&lt;P&gt;&lt;FONT SIZE=2&gt;When:
Wednesday, March 28, 2012 3:00 AM-4:00 AM. (GMT-08:00) Pacific Time (US &amp;amp;
Canada)&lt;BR&gt;
Where: some location&lt;BR&gt;&lt;BR&gt;
*~*~*~*~*~*~*~*~*~*~*&lt;BR&gt;&lt;BR&gt;&amp;nbsp;some body
here&lt;BR&gt;&lt;/FONT&gt;&lt;/P&gt;&lt;/BODY&gt;&lt;/HTML&gt;</d:htmldescription>
<d:hasattachment xmlns:d="urn:schemas:httpmail:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/"
b:dt="boolean">0</d:hasattachment>
<e:busystatus xmlns:e="urn:schemas:calendar:">TENTATIVE</e:busystatus>
<d:textdescription xmlns:d="urn:schemas:httpmail:">When: Wednesday, March 28, 2012 3:00
AM-4:00 AM. (GMT-08:00) Pacific Time (US &amp; Canada) Where: some
location*~*~*~*~*~*~*~*~*~* some body here
</d:textdescription>
         <e:alldayevent xmlns:e="urn:schemas:calendar:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/" b:dt="boolean">0</e:alldayevent>
         <e:reminderoffset xmlns:e="urn:schemas:calendar:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/" b:dt="int">900</e:reminderoffset>
         <e:dtstart xmlns:e="urn:schemas:calendar:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/"
b:dt="dateTime.tz">2012-03-28T10:00:00.000Z</e:dtstart>
```

```
         <e:dtend xmlns:e="urn:schemas:calendar:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/"
b:dt="dateTime.tz">2012-03-28T11:00:00.000Z</e:dtend>
         <e:created xmlns:e="urn:schemas:calendar:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/"
b:dt="dateTime.tz">2012-03-08T10:49:58.000Z</e:created>
         <e:recurrenceid xmlns:e="urn:schemas:calendar:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/"
b:dt="dateTime.tz">2012-03-11T10:00:00.000Z</e:recurrenceid>
         <e:lastmodified xmlns:e="urn:schemas:calendar:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/"
b:dt="dateTime.tz">2012-04-10T14:29:08.000Z</e:lastmodified>
      </a:prop>
   </a:propstat>
   <a:propstat>
      <a:status>HTTP/1.1 404 Resource Not Found</a:status>
      <a:prop>
         <f:to xmlns:f="urn:schemas:mailheader:"/>
         <f:cc xmlns:f="urn:schemas:mailheader:"/>
         <g:nonsendableto xmlns:g="http://schemas.microsoft.com/mapi/"/>
         <f:from xmlns:f="urn:schemas:mailheader:"/>
         <e:organizer xmlns:e="urn:schemas:calendar:"/>
      </a:prop>
   </a:propstat>
</a:response>
DEBUG 13:52:37,509 | AGGREGATED_CALENDAR:65 | [   ] Event with missing information,
subject:Have fun
```

Step 8 Query for additional event details.

```
DEBUG 13:52:37,509 | AGGREGATED_CALENDAR:65 | [   ] Search Query:
<?xml version='1.0'?><d:searchrequest xmlns:d="DAV:"><d:sql>SELECT
"urn:schemas:mailheader:to" ,"urn:schemas:mailheader:cc", "urn:schemas:mailheader:from" ,
"urn:schemas:calendar:organizer"  FROM Scope('SHALLOW TRAVERSAL OF
"https://198.51.100.35/exchange/vm2007/calendar"')  WHERE
"urn:schemas:calendar:instancetype" = 1 AND "urn:schemas:calendar:uid" =
'040000008200E00074C5B7101A82E008000000006C327C3319FDCC0100000000000000000100000003AD41318C
FA170488967581FBBC63202' </d:sql></d:searchrequest>
INFO  13:52:37,518 | AGGREGATED_CALENDAR:78 | [   ] Number of events we got: 1
TRACE 13:52:37,519 | AGGREGATED_CALENDAR:53 | [   ] Response Document: <?xml version="1.0"
encoding="UTF-16"?><a:multistatus xmlns:a="DAV:"
xmlns:b="urn:uuid:c2f41010-65b3-11d1-a29f-00aa00c14882/" xmlns:c="xml:"
xmlns:d="urn:schemas:mailheader:" xmlns:e="urn:schemas:calendar:">
   <a:response>
      <a:href>https://198.51.100.35/exchange/vm2007/Calendar/Have%20fun.EML</a:href>
      <a:propstat>
         <a:status>HTTP/1.1 200 OK</a:status>
         <a:prop>
            <d:to>"vm2010" &lt;vm2010@ex7aquila.com&gt;, "vm2007"
&lt;vm2007@ex7aquila.com&gt;</d:to>
            <d:cc>&lt;vm2003@ex3aquila.com&gt;</d:cc>
            <d:from>"vm2010" &lt;vm2010@ex7aquila.com&gt;</d:from>
            <e:organizer>"vm2010" &lt;vm2010@ex7aquila.com&gt;</e:organizer>
         </a:prop>
      </a:propstat>
   </a:response>
</a:multistatus>
```

Step 9 Dump all returned events.

```
DEBUG 13:52:37,521 | AGGREGATED_CALENDAR:65 | [   ] Event Object:
eventId:040000008200E00074C5B7101A82E008000000006C327C3319FDCC0100000000000000000100000003A
D41318CFA170488967581FBBC63202@2012-03-11T10:00:00.000Z subject:Have fun
location: some location
```

```
organizer:
email : vm2010@ex7aquila.com
screenName :
fullName : vm2010
attendees: [
    email : vm2007@ex7aquila.com
    screenName :
    fullName : vm2007,
    email : vm2003@ex3aquila.com
    screenName :
    fullName : ]
nonSendableTo:
required: null
resource: null
htmlDescription: null
hasattachment: false
importance: null
allDayEvent: false
reminderOffset: 900
href: https://198.51.100.35/exchange/vm2007/Calendar/Have%20fun-5.EML
busyStatus: TENTATIVE
textDescription:When: Wednesday, March 28, 2012 3:00 AM-4:00 AM. (GMT-08:00) Pacific Time
(US & Canada)
Where: some location *~*~*~*~*~*~*~*~* some body here
startDate: Wed Mar 28 10:00:00 GMT 2012
endDate: Wed Mar 28 11:00:00 GMT 2012
isRecurring: true
recurrencePattern: null
hasPartialMeetingData: false
webExDetails: {
    null
}
DEBUG 13:52:37,531 | AGGREGATED_CALENDAR:65 | [   ] Event Object:

eventId:040000008200E00074C5B7101A82E008000000006C5CD2E7F2F2CC0100000000000000000010000000A6
30507C9F849A4D9D57EC07207E54ED@
subject:VM2010 is a host vm 2007 is invitee
location: Location
organizer:
email : vm2010@ex7aquila.com
screenName :
fullName : vm2010
attendees: [
    email : vm2007@ex7aquila.com
    screenName :
   fullName : vm2007]
nonSendableTo:
required: null
resource: null
htmlDescription: null
hasattachment: false
importance: null
allDayEvent: false
reminderOffset: 900
href:
https://198.51.100.35/exchange/vm2007/Calendar/VM2010%20is%20a%20host%20vm%202007%20is%20i
nvitee-2.EML
busyStatus: TENTATIVE
textDescription:When: Wednesday, March 28, 2012 11:00 AM-12:00 PM. (GMT-08:00) Pacific
Time (US & Canada)
Where: Location *~*~*~*~*~*~*~*~* Body
startDate: Wed Mar 28 18:00:00 GMT 2012
endDate: Wed Mar 28 19:00:00 GMT 2012
isRecurring: false
```

```
recurrencePattern: null
hasPartialMeetingData: false
webExDetails: {
    null
}
...
```

Step 10 Cache asynchronously the list of received WebDav events.

```
    DEBUG 13:52:37,567 | AGGREGATED_CALENDAR:65 | [   ] cacheListEvents:[AggCalCacheUtil]:
[7] meetings cached for [Mail-Chain-10195-1410026_Sun Mar 25 21:00:00 GMT 2012_Sun May 06
20:59:59 GMT 2012]
```

Step 11 Cache asynchronously each WebDav event.

```
DEBUG 13:52:37,568 | AGGREGATED_CALENDAR:65 | [   ] cacheMeeting:[AggCalCacheUtil]:
Meeting cached for
[040000008200E00074C5B7101A82E008000000006C327C3319FDCC010000000000000000000100000003AD41318C
FA170488967581FBBC63202@2012-03-11T10:00:00.000Z-10195-1410026]
...
```

Selecting a Domino Event from the List of Events

The following messages are logged when a Domino event is clicked to be expanded in the list of events. The event has not been previously cached.

Step 1 Initiating call to the VDL local service.

```
DEBUG 14:37:44,494 | AGGREGATED_CALENDAR:65 | [   ] getMeetingDetails() method from
AggregatedCalendarLocalServiceImpl called.
```

Step 2 Display the Domino settings that are used to connect to Domino.

```
DEBUG 14:37:44,504 | AGGREGATED_CALENDAR:65 | [   ] Using Domino Calendar settings for
user: "r3". Username: "vmdomino domino", Password: "****", URL: "198.51.100.35", Domain:
"dominotest"
```

Step 3 Try to get the events for Domino from the cache without success.

```
INFO  14:37:44,507 | AGGREGATED_CALENDAR:78 | [   ] getCachedEvent:[AggCalCacheUtil]:
Cache miss for
[C5F48FA61382B436C22579DE003AE145-1335456000000-1335459600000-10195-14610005]
```

Step 4 Initiate a call to the Domino server.

```
INFO  14:37:44,507 | AGGREGATED_CALENDAR:78 | [   ] Get events with ID
C5F48FA61382B436C22579DE003AE145-1335456000000-1335459600000
INFO  14:37:44,512 | AGGREGATED_CALENDAR:78 | [   ] Domino session was successfully
created for user: vmdomino domino
```

Step 5 Log a message just before the Domino call is initiated.

```
DEBUG 14:37:44,527 | AGGREGATED_CALENDAR:65 | [   ] Get meeting details for event:
C5F48FA61382B436C22579DE003AE145-1335456000000-1335459600000
```

Step 6 Parse each Domino meeting attendees by common name (CN).

```
DEBUG 14:37:44,534 | AGGREGATED_CALENDAR:65 | [   ] Search user document for common name:
CN=vmdomino domino
DEBUG 14:37:44,544 | AGGREGATED_CALENDAR:65 | [   ] Search user document for common name:
CN=no mail
```

Step 7 Cache the event after it has been successfully retrieved.

```
DEBUG 14:37:44,557 | AGGREGATED_CALENDAR:65 | [   ] cacheMeeting:[AggCalCacheUtil]:
Meeting cached for
[C5F48FA61382B436C22579DE003AE145-1335456000000-1335459600000-10195-14610005]
```

Framework Logs

This section is organized as follows:

Incorrect Theme ID

```
ERROR [org.apache.velocity] - [TP-Processor49]: Exception in macro #content_include called
at _SERVLET_CONTEXT_/html/themes/classic/templates/portal_normal.vm[line 559, column 33]
```

If you see this error, it is probably the theme ID that is misconfigured. Check if these advanced portal properties have values as follows:

default.regular.theme.id = albani

control.panel.layout.regular.theme.id = albani

Streams Logs

This section is organized as follows:

Errors During Interpretation

The most common exceptions when interpreting social activities are due to permission related errors (when accessing resources like documents or images). If any other type of exception appears when interpreting a social activity, that activity is ignored when displaying the list of activities to the user in which case you would usually see a log entry similar to:

```
quad-web-2.example.com 2012-04-17 20:52:22,522 ERROR [socialActivities] - [TP-Processor42]
- [alafemin] - [10B879E3B61F30994AEE245D77F8F84B.quad-web-2.example.comjvm]:
PostActivityInterpreter.doInterpretToJSON : Cannot interpret private activity.

quad-web-2.example.com 2012-04-17 20:52:22,523 ERROR
[social.model.BaseSocialActivityInterpreter] - [TP-Processor42] - [alafemin] -
[10B879E3B61F30994AEE245D77F8F84B.quad-web-2.example.comjvm]: Unable to interpret activity
 com.liferay.portal.PortalException: Cannot interpret private activity.
```

Note that this type of error is logged even for activities that are excluded from the user Streams for normal reasons such as privacy so they do not necessarily mean exceptions.

VDL Backend Debugging

If you want to debug Streams API calls on the backend, enable Debug logging for SocialActivity Application (see Streams FAQs, page 1-24) then look for the following in the App Server logs:

- When you refresh the Home page or navigate to it:

```
Apr 25 18:08:01 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor47]: getUserActivities for 110060: Start
Apr 25 18:08:01 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor47]: getUserActivities for 110060, ResultSize:1, Time:21msecs: End
```

  Where:

  getUserActivities is the API called, 110060 is the userid, ResultSize shows how many activities have been returned, Time shows how long this call took.

- When you navigate to your profile:

```
Apr 25 18:32:16 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor44]: getUserPublicActivities for 110060: Start
Apr 25 18:32:16 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor44]: getUserPublicActivities for 110060, ResultSize:3, Time:2msecs: End
```

- When you navigate to the profile of another user:

```
Apr 25 18:37:06 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor47]: getUserPulbicActivities for 110112: Start
Apr 25 18:37:06 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor47]: getUserPublicActivities for 110112, ResultSize:1, Time:1msecs: End
```

  Where:

  1100112 is user ID of the user whose profile activities you are requesting.

- If a certain activity does not appear on the Home page, check if it is supposed to be there. If it is supposed to appear, then check the logs for errors.

  If there is an error returning the activity to the user interface, you see a warning like this followed by an exception:

```
Ignoring activity due to an error while building activity entry for cnId =
<classname_id>, cpk = <postid or documentid etc.>
```

  If there is an error during the activity creation process, it is logged. The example that follows is for a successful post creation activity. In case of an error you see the start message but not the end message and an exception is logged.

```
Apr 25 18:36:42 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor44]: handleSync for POST_CREATE: classNameId =  10060, classPK= 2500002:
Start
Apr 25 18:36:42 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor44]: PostActivityHandler:handleSynchProcess: for POST_CREATE: classNameId
=  10060, classPK= 2500002: Start
Apr 25 18:36:42 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor44]: PostActivityHandler:handleSynchProcess: for POST_CREATE: classNameId
=  10060, classPK= 2500002, Time:7msecs: End
Apr 25 18:36:42 ecp-10-194-189-67.example.com quad[]: DEBUG [socialActivities] -
[TP-Processor44]: handleSync for POST_CREATE: classNameId =  10060, classPK= 2500002,
Time:7msecs: End
```

- If DEBUG has been enabled for the QUAD_EVENTING log category:

```
Apr 25 18:36:42 ecp-10-194-189-67.example.com quad[]: DEBUG [QUAD_EVENTING] -
[TP-Processor44]: Sending event POST_CREATE
```

```
Apr 25 18:36:42 ecp-10-194-189-67.example.com quad[]: DEBUG [QUAD_EVENTING] -
[TP-Processor44]: Event content for event: POST_CREATE:
{"addedRecipients":[{"class":"com.cisco.ecp.vdl.post.model.impl.PostRecipientImpl","id
":110112,"permission":{"allPermissions":null,"authorize":true,"authorized":true,"class
":"com.cisco.ecp.vdl.post.model.impl.PostPermissionImpl","comment":true,"commentable":
true,"edit":true,"editable":true,"share":true,"shared":true,"view":true,"viewable":tru
e},"recipientType":"USER"}],"attachmentInfo":{"attachments":[],"class":"com.cisco.ecp.
vdl.attachment.PostAttachmentInfoImpl","postVersion":1,"tnailURLs":[],"totalNumAttachm
ents":0},"class":"com.cisco.ecp.vdl.event.model.impl.post.PostCreateEvent","classNameI
d":10060,"classPK":2500002,"clientIp"...
Apr 25 18:36:42 ecp-10-194-189-67.example.com ...:
0,"companyId":10193,"content":"hello
sucharitha","eventCreatorFirstName":"shanthi","eventCreatorMedium1PortraitId":110561,"
eventCreatorMedium2PortraitId":110562,"eventCreatorMedium3PortraitId":3610011,"eventCr
eatorName":"shanthi
n","eventCreatorScreenName":"shanthi","eventCreatorSmallPortraitId":110560,"eventCreat
orUserId":110112,"eventCreatorUtil":null,"eventTime":1335379001899,"eventType":"POST_C
REATE","excludes":["addedRecipients.recipient"],"extraAttributes":null,"includes":null
,"mentionedUsers":[],"ownerName":"shanthi
n","ownerScreenName":"shanthi","ownerUserId":110112,"postType":"MICRO_POST","publicSco
pe":true,"quadServerIp":0,"question":false,"quickComment":"","tags":[],"title":"hello
sucharitha","version":1}
```


Email Integration Logs

This section is organized as follows:

Successfully Sent an Instant Email Notification

These log messages appear when an instant email notification has been sent successfully.


```
2012-04-27 11:07:25,660 DEBUG [InstantListener:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] An instant notification
message received. Message: ActiveMQObjectMessage {commandId = 22, responseRequired = true,
messageId = ID:dodo-dido.dev.example.com-40208-1335524786989-4:1:10:1:1,
originalDestination = null, originalTransactionId = null, producerId =
ID:dodo-dido.dev.example.com-40208-1335524786989-4:1:10:1, destination =
queue://com.cisco.ecp.outbound.instant.notifications.queue.dido, transactionId = null,
expiration = 0, timestamp = 1335524845647, arrival = 0, brokerInTime = 1335524834490,
brokerOutTime = 1335524834490, correlationId = null, replyTo = null, persistent = true,
type = null, priority = 4, groupID = null, groupSequence = 0, targetConsumerId = null,
compressed = false, userID = null, content =
org.apache.activemq.util.ByteSequence@74bf5c86, marshalledProperties = null, dataStructure
= null, redeliveryCounter = 0, size = 0, properties = null, readOnlyProperties = true,
readOnlyBody = true, droppable = false}
```

```
2012-04-27 11:07:25,675 DEBUG [MailTransport:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] SMTP configuration being
used: protocol: smtp, host: 10.62.72.190, port: 25, user: null
2012-04-27 11:07:25,701 DEBUG [TemplateEngineImpl:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] Start processing the
template for event with ID: 4ac4f98e-e9b0-481b-97e2-3112c9b8f7f0
2012-04-27 11:07:25,768 DEBUG [TemplateEngineImpl:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] Template path for event
with ID '4ac4f98e-e9b0-481b-97e2-3112c9b8f7f0':follow_me.vm
2012-04-27 11:07:25,794 DEBUG [TemplateEngineImpl:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] Template for event with ID
'4ac4f98e-e9b0-481b-97e2-3112c9b8f7f0' processed successfully. The generated content is:
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">
<html xmlns="http://www.w3.org/1999/xhtml">
<head>
</head>
<body style="background-color: #e5e7e6; margin: 0px" alink="#0086C0" link="#0086C0"
vlink="#0086C0" bgcolor="#e5e7e6">
    <table cellpadding="0" cellspacing="0" align="center" width="583" bgcolor="#ffffff"
border="0">
        <tbody>
            <tr height="15" bgcolor="#e5e7e6">
                <td colspan="4"></td>
            </tr>
            <tr>
                <td width="37"><img src="cid:instant_images_01.gif" alt="" /></td>
                <td align="right" colspan="2" width="543"><img
src="cid:instant_images_ltr_03.jpg" alt="Cisco Quad" /></td>
                <td width="37"><img src="cid:instant_images_02.gif" alt="" /></td>
            </tr>           <tr>
                <td width="25"></td>
                <td colspan="2" style="padding: 10px 0 13px 0;">
                    <table dir="ltr" cellpadding="0" cellspacing="0" border="0"
width="543">
                        <tr height="10">
                            <td colspan="9"></td>
                        </tr>
                        <tr>
                            <td colspan="9"><a href="http://localhost/web/test"
style="text-decoration: none"><font
                                    face="arial" size="2" color="#0086C0">Test
Test</font></a> <font face="arial"
                                size="2"> is following you.</font></td>
                        </tr>
                        <tr height="10">
                            <td colspan="9"></td>
                        </tr>

                        <tr>
                            <td width="75" valign="top"><a
href="http://localhost/web/test"><img src="cid:followerImage"
                                    alt="Test Test" width="64" height="64" border="0"
/></a></td>
                            <td style="padding-right: 10px"><font face="arial" size="2">
<b>Test Test</b><br />
                                    <br />  <br />
                            </font> <a href="mailto:test@example.com"
style="text-decoration: none"><font color="#0086C0"
                                    size="2" face="arial">test@example.com</font></a></td>

                            <td align="center" height="64" style="white-space: nowrap;">
                                <table style="border-collapse: collapse;" border="1"
bordercolor="#AEAEAE"
```

```
                                    celpadding="0" cellspacing="0">
                                    <tr>
                                        <td bgcolor="#F8F8F8" width="200" height="30"
align="middle"><a
                                            href="http://localhost/web/test"
style="text-decoration: none"><font face="arial"
                                                size="2" nowrap="0"
color="#000000"><b>View Profile</b></font></a></td>
                                    </tr>
                                </table>
                            </td>
                            <td width="10"> </td>
                            <td align="center" height="64" style="white-space: nowrap">
                                <table style="border-collapse: collapse;" border="1"
bordercolor="#7FC31C"
                                    celpadding="0" cellspacing="0">
                                    <tr>
                                        <td bgcolor="#2B9A00" width="100" height="30"
align="middle"><a

href="http://localhost/c/portal/user_follow?followerId=1210101&followingId=810258"
style="text-decoration: none"><font
                                                face="arial" size="2" nowrap="0"
color="#ffffff"><b>Follow</b></font></a></td>
                                    </tr>
                                </table>
                            </td>
                        </tr>
                    </table>
                </td>
                <td width="25"></td>
            </tr>

            <!-- FOOTER_START_TAG -->
<!-- do not edit or remove the above tag -->
<tr>
    <td><img src="cid:instant_images_06.gif" alt="" /></td>
    <td colspan="2" width="543"></td>
    <td><img src="cid:instant_images_07.gif" alt="" /></td>
</tr>
<tr height="15" bgcolor="#e5e7e6"><td colspan="4"></td></tr>
<tr bgcolor="#e5e7e6" height="60" dir="ltr">
    <td width="37"> </td>
    <td colspan="2" dir="ltr">
        <font color="#666666" size="1" face="arial">
            This message was send to dido@dodo.local.<br />
           If you do not wish to receive emails of this type, visit your account settings
to manage
        </font>
        <a
href="http://localhost/group/control_panel/manage?p_p_id=2&p_p_lifecycle=0&p_p_state=maxim
ized&p_p_mode=view&_2_struts_action=%2Fmy_account%2Fedit_user&_2_backURL=%2Fweb%2Fdido#ema
ilNotificationsQuad" style="text-decoration: none"><font color="#0086C0" size="1"
face="arial">email notifications</font></a><font color="#666666" size="1"
face="arial">.</font><br />
            <font color="#666666" size="1" face="arial">Please do not reply to this
email.</font>
        </td>
    <td width="37"> </td>
</tr>
<tr bgcolor="#e5e7e6">
    <td width="37"> </td>
            <td width="58"><img src="cid:images_logo.gif" alt='Cisco' /></td>
```

```
        <td width="400"><font color="#666666" size="1" face="arial" align="left">&copy;
2012 Cisco System, Inc. All rights reserved.</font></td>

    <td width="37"> </td>
</tr>

            </tbody>
        </table>
    </body>
</html>


2012-04-27 11:07:25,810 DEBUG [SMTPHeadersInstantUtil:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] Start generating SMTP
headers for event with ID: 4ac4f98e-e9b0-481b-97e2-3112c9b8f7f0
2012-04-27 11:07:25,811 DEBUG [SMTPHeadersInstantUtil:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] [Message-ID] Header:
<quad-8c20c6ebd86f4f4e8cb9ceabcde2d4d5-810258-1335524845811@dodo.local>
2012-04-27 11:07:25,813 DEBUG [SMTPHeadersInstantUtil:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] [Date] Header: Apr 27, 2012
2012-04-27 11:07:25,817 DEBUG [SMTPHeadersInstantUtil:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] [Subject] Header: Test Test
is following you
2012-04-27 11:07:25,822 DEBUG [SMTPHeadersInstantUtil:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] [To] Header: Diyan Yordanov
<dido@dodo.local>
2012-04-27 11:07:25,826 DEBUG [SMTPHeadersInstantUtil:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] [From] Header: Cisco Quad
<noreply@dodo.local>
2012-04-27 11:07:25,832 DEBUG [SMTPHeadersInstantUtil:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] [Sender] Header: Cisco Quad
<noreply@dodo.local>
2012-04-27 11:07:25,898 DEBUG [MailSender:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] Thumbnail for image
'/14/10/06/4592ba37/924d/4053/bae1/984aabe5e042.jpg' encoded in : 63 milliseconds
2012-04-27 11:07:26,380 DEBUG [MailSender:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] successfully send email for
event 4ac4f98e-e9b0-481b-97e2-3112c9b8f7f0
2012-04-27 11:07:26,381 DEBUG [InstantListener:65]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] An instant notification
message processed successfully. Message ID:
ID:dodo-dido.dev.example.com-40208-1335524786989-4:1:10:1:1
```

Successfully Sent an Email Digest

These log messages appear when an email digest has been sent successfully.

```
2012-04-27 11:31:22,831 DEBUG [DigestListener:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] A digest notification
message received. Message: ActiveMQObjectMessage {commandId = 5, responseRequired = true,
messageId = ID:dodo-dido.dev.example.com-34675-1335526282656-2:1:1:1:1,
originalDestination = null, originalTransactionId = null, producerId =
ID:dodo-dido.dev.example.com-34675-1335526282656-2:1:1:1, destination =
queue://com.cisco.ecp.outbound.digest.notifications.queue.dido, transactionId = null,
expiration = 0, timestamp = 1335526282828, arrival = 0, brokerInTime = 1335526271961,
brokerOutTime = 1335526271961, correlationId = null, replyTo = null, persistent = true,
type = null, priority = 4, groupID = null, groupSequence = 0, targetConsumerId = null,
compressed = false, userID = null, content =
org.apache.activemq.util.ByteSequence@16d1581c, marshalledProperties = null, dataStructure
= null, redeliveryCounter = 0, size = 0, properties = null, readOnlyProperties = true,
readOnlyBody = true, droppable = false}
```

```
2012-04-27 11:31:22,841 DEBUG [MailTransport:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] SMTP configuration being
used: protocol: smtp, host: 10.62.72.191, port: 25, user: null
2012-04-27 11:31:22,844 DEBUG [TemplateEngineImpl:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] Start processing the
template for event with ID: testDigest
2012-04-27 11:31:22,872 DEBUG [QuadHighlightsContext:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] processed follow events
{messageFormat=class java.text.MessageFormat, dir=ltr, locale=en_US,
peopleContextBean=com.cisco.ecp.outbound.template.context.mail.bean.PeopleContextBean@3cbc
e6b6,
emailSettingsURL=http://localhost/group/control_panel/manage?p_p_id=2&p_p_lifecycle=0&p_p_
state=maximized&p_p_mode=view&_2_struts_action=%2Fmy_account%2Fedit_user&_2_backURL=%2Fweb
%2Fdodo#emailNotificationsQuad,
languageUtil=com.liferay.portal.language.LanguageImpl@2ed80128,
subscriberEmail=dodo@dodo.local}
2012-04-27 11:31:22,892 DEBUG [QuadHighlightsContext:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] processed digest event
{userId: 1210053, follow events: [ { {event id: 0637667d-cd83-46c6-8089-33d5e7f07034 ,
event type: FOLLOW_MUTUAL, action user: {{id: 810258, url: http://localhost/web/test},
display name: Test Test, image id: 1410062, email address: test@example.com, organization:
[]} , eventTime:1335526313124, subscribedUsers=null} , followee:  {{id: 1210053, url:
http://localhost/web/dodo}, display name: dodo dodo, image id: 1410018, email address:
dodo@dodo.local, organization: [,]} } ,], community events: [], watch events: [],
discussion events: []}
2012-04-27 11:31:22,893 DEBUG [TemplateEngineImpl:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] Template path for event with
ID 'testDigest':quad_digest.vm
2012-04-27 11:31:22,923 DEBUG [TemplateEngineImpl:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] Template for event with ID
'testDigest' processed successfully. The generated content is: <html>
<head>
<title>Template Digest</title>
</head>


<body style="background-color: #e5e7e6; margin: 0px" alink="#0086C0" link="#0086C0"
vlink="#0086C0" bgcolor="#e5e7e6">
    <table cellpadding="0" cellspacing="0" align="center" width="570" bgcolor="#ffffff"
border="0">
        <tbody>
            <tr>
                <td><img src="cid:digest_images_01.gif" /></td>
                <td bgcolor="#0093E1" colspan="2" align="left" width="600">
                    <div style="padding: 0 0 0 0">
                         <font color="#ffffff" size="3" face="arial">Quad Activity
Snapshot | <font face='arial' size = '2'>Apr 20 - Apr 27</font></font>
                    </div>
                </td>
                <td><img src="cid:digest_images_02.gif" /></td>
            </tr>
            <tr>
                <td></td>
                <td colspan="2">
                    <table cellpadding="0" cellspacing="0" border="0" width="530">


                        <!-- 'People' section -->


<tr>
        <td colspan="3" height="20"></td>
</tr>
<tr height="20">
```

```
    <td align="left" colspan="2">
        <font face="arial" size="4" color="#3f3f3f">People</font>
    </td>
    <td align="right" valign="bottom">
        <a
href="http://localhost/web/people/about-us?p_p_id=11&p_p_lifecycle=0&p_p_state=maximized&p
_p_mode=view&p_p_col_id=column-1&p_p_col_count=1&_11_struts_action=%2Fdirectory%2Fview&_11
_cmd=&_11_tabs1=users-myfollowers&_11_keywords=___" style="text-decoration: none">
            <font face="arial" size="2" color="#0086C0">View Followers</font>
        </a>
    </td>
</tr>
<tr>
    <td colspan="3" height="7"></td>
</tr>
<tr>
    <td colspan="3" height="3" bgcolor="#747474"></td>
</tr>


<tr>
    <td colspan="3" height="58">

<table cellpadding="0" cellspacing="0">

                    <tr>
                <td><a href="http://localhost/web/test" style="text-decoration: none"><img
src="cid:1410062" alt="Test Test" width="31" height="31" border="0"/></a></td>
                <td>  
                    <a href="http://localhost/web/test" style='text-decoration:
none'><font face='arial' size='2' color='#0086C0'>Test Test</font></a><font face='arial'
size='2'> is following you</font>.                     
                    <a
href="http://localhost/c/portal/user_follow?followerId=1210053&followingId=810258"
style="text-decoration: none"><font face="arial" size="2"
color="#0086C0">Follow</font></a>
                    </td>
            </tr>
                </table>
    </td>
</tr>
                        <!-- 'Posts & Updates' section -->

<tr>
    <td colspan="3" height="22"></td>
</tr>
<tr height="20">
    <td align="left" colspan="2">
        <font face="arial" size="4" color="#3f3f3f">Posts & Updates</font>
    </td>
    <td align="right" valign="bottom">
        <a
href="http://localhost/user/dodo?p_p_id=ACTIVITIES_WATCHLIST&_ACTIVITIES_WATCHLIST_filterT
ype=WATCHLIST_FILTER" style="text-decoration: none">
            <font face="arial" size="2" color="#0086C0">View Watch List</font>
        </a>
    </td>
</tr>
<tr>
    <td colspan="3" height="7"></td>
</tr>
<tr>
    <td colspan="3" height="3" bgcolor="#747474"></td>
</tr>
```

```
<tr>
    <td colspan="3" height="5"></td>
</tr>



        <tr>
            <td colspan="3">
                <font face='arial' size='2'>
                    No new post or update events.
                </font>
            </td>
        </tr>
                        <!-- 'Community Memberships' -->

<tr>
    <td colspan="3" height="27"></td>
</tr>
<tr height="20">
    <td align="left" colspan="3">
        <font face="arial" size="4" color="#3f3f3f">Community Memberships</font>
    </td>
    <td align="right" valign="bottom"></td>
</tr>
<tr>
    <td colspan="3" height="8"></td>
</tr>
<tr>
    <td colspan="3" height="3" bgcolor="#747474"></td>
</tr>



<tr>
    <td colspan="3" height="4"></td>
</tr>
<tr>
    <td colspan="3">
        <font face='arial' size='2'>
            No new community membership events.
        </font>
    </td>
</tr>
                        <!-- 'Community Discussions' -->

<tr>
    <td colspan="3" height="35"></td>
</tr>
<tr height="20">
    <td align="left" colspan="2"><font face="arial" size="4" color="#454545">Community
Discussions</font>
    </td>
    <td align="right" valign="bottom">
        <a
href="http://localhost/web/my-communities/about-us/-/communities/view/communities-joined/m
aximized" style="text-decoration: none">
            <font face="arial" size="2" color="#0086C0">View My communities</font>
        </a>
    </td>
</tr>
<tr>
    <td colspan="3" height="7"></td>
</tr>
<tr>
```

```
    <td colspan="3" height="3" bgcolor="#747474"></td>
</tr>
<tr>
    <td colspan="3" height="5"></td>
</tr>



        <tr>
            <td colspan="3">
                <font face='arial' size='2'>
                    No new community discussion events.
                </font>
            </td>
        </tr>
    <tr>
        <td colspan="3" height="25"></td>
    </tr>

                    </table>
                </td>
                <td></td>
            </tr>

            <!-- FOOTER_START_TAG -->
<!-- do not edit or remove the above tag -->
<tr>
    <td><img src="cid:digest_images_06.gif" alt="" /></td>
    <td colspan="2" width="543"></td>
    <td><img src="cid:digest_images_07.gif" alt="" /></td>
</tr>
<tr height="15" bgcolor="#e5e7e6"><td colspan="4"></td></tr>
<tr bgcolor="#e5e7e6" height="60">
    <td width="37"> </td>
    <td colspan="2">
        <font color="#666666" size="1" face="arial">
            This message was send to dodo@dodo.local.<br />
           If you do not wish to receive emails of this type, visit your account settings
to manage
        </font>
        <a
href="http://localhost/group/control_panel/manage?p_p_id=2&p_p_lifecycle=0&p_p_state=maxim
ized&p_p_mode=view&_2_struts_action=%2Fmy_account%2Fedit_user&_2_backURL=%2Fweb%2Fdodo#ema
ilNotificationsQuad" style="text-decoration: none"><font color="#0086C0" size="1"
face="arial">email notifications</font></a><font color="#666666" size="1"
face="arial">.</font><br />
        </td>
    <td width="37"> </td>
</tr>
<tr bgcolor="#e5e7e6">
    <td width="37"> </td>
    <td width="58"><img src="cid:images_logo.gif" alt='Cisco' /></td>
    <td width="400"><font color="#666666" size="1" face="arial" align="left">&copy; 2012
Cisco System, Inc. All rights reserved.</font></td>
    <td width="37"> </td>
</tr>

            </tbody>
        </table>
    </body>
</html>
```

```
2012-04-27 11:31:22,928 DEBUG [SMTPHeadersDigestUtil:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] Start generating SMTP
headers for digest notification: [UserID: 1210053, NotificationDate: Apr 27, 2012]
2012-04-27 11:31:22,928 DEBUG [SMTPHeadersDigestUtil:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] [Message-ID] Header:
<quad-b95b9561c0b5465199fe10bd9906e1c7-1210053-1335526282928@dodo.local>
2012-04-27 11:31:22,929 DEBUG [SMTPHeadersDigestUtil:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] [Date] Header: Apr 27, 2012
2012-04-27 11:31:22,931 DEBUG [SMTPHeadersDigestUtil:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] [Subject] Header: Quad
Activity Snapshot: Apr 20, 2012 - Apr 27, 2012
2012-04-27 11:31:22,934 DEBUG [SMTPHeadersDigestUtil:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] [To] Header: dodo dodo
<dodo@dodo.local>
2012-04-27 11:31:22,937 DEBUG [SMTPHeadersDigestUtil:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] [From] Header: Cisco Quad
<noreply@dodo.local>
2012-04-27 11:31:22,939 DEBUG [SMTPHeadersDigestUtil:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] [Sender] Header: Cisco Quad
<noreply@dodo.local>
2012-04-27 11:31:22,943 DEBUG [MailSender:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] Thumbnail for image
'/14/10/05/fc934473/f86a/4c2d/8469/d52bd6695d86.jpg' encoded in : 3 milliseconds
2012-04-27 11:31:22,959 DEBUG [MailSender:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] successfully send email for
event testDigest
2012-04-27 11:31:22,961 DEBUG [DigestListener:65]
[com.cisco.ecp.outbound.jms.digest.notifications.Container-1] An digest notification
message processed successfully. Message ID:
ID:dodo-dido.dev.example.com-34675-1335526282656-2:1:1:1:1
```

Problem with Connection to Postfix

These log messages appear when a problem has appeared when trying to connect to Postfix (postfix2.example.com in this example).

```
2012-04-27 11:14:46,998 WARN  [MailSender:98]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] Cannot send email for event
8b3912d6-9bfb-4905-8dab-73d8af962110 using SMTP server postfix2.example.com and will retry
with another one
org.springframework.mail.MailSendException: Mail server connection failed; nested
exception is javax.mail.MessagingException: Unknown SMTP host: postfix2.example.com;
  nested exception is:
        java.net.UnknownHostException: postfix2.example.com. Failed messages:
javax.mail.MessagingException: Unknown SMTP host: postfix2.example.com;
  nested exception is:
       java.net.UnknownHostException: postfix2.example.com; message exception details (1)
are:
Failed message 1:
javax.mail.MessagingException: Unknown SMTP host: postfix2.example.com;
  nested exception is:
        java.net.UnknownHostException: postfix2.example.com
        at com.sun.mail.smtp.SMTPTransport.openServer(SMTPTransport.java:1280)
        at com.sun.mail.smtp.SMTPTransport.protocolConnect(SMTPTransport.java:370)
        at javax.mail.Service.connect(Service.java:275)
        at
org.springframework.mail.javamail.JavaMailSenderImpl.doSend(JavaMailSenderImpl.java:389)
        at
org.springframework.mail.javamail.JavaMailSenderImpl.send(JavaMailSenderImpl.java:340)
        at
org.springframework.mail.javamail.JavaMailSenderImpl.send(JavaMailSenderImpl.java:355)
```

```
        at
org.springframework.mail.javamail.JavaMailSenderImpl.send(JavaMailSenderImpl.java:344)
        at com.cisco.ecp.outbound.sender.mail.MailSender.sendImpl(MailSender.java:156)
        at com.cisco.ecp.outbound.sender.mail.MailSender.sendImpl(MailSender.java:175)
        at com.cisco.ecp.outbound.sender.mail.MailSender.send(MailSender.java:70)
        at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
        at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
        at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
        at java.lang.reflect.Method.invoke(Method.java:597)
        at
org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUtils.java:318)
        at
org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(ReflectiveMet
hodInvocation.java:183)
        at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:150)
        at
com.liferay.portal.monitoring.ServiceMonitoringAdvice.invoke(ServiceMonitoringAdvice.java:
214)
        at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:172)
        at
org.springframework.aop.interceptor.ExposeInvocationInterceptor.invoke(ExposeInvocationInt
erceptor.java:90)
        at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:172)
        at
org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy.java:202)
        at $Proxy426.send(Unknown Source)
        at com.cisco.ecp.outbound.jms.InstantListener.process(InstantListener.java:178)
        at com.cisco.ecp.outbound.jms.InstantListener.onMessage(InstantListener.java:86)
        at
org.springframework.jms.listener.AbstractMessageListenerContainer.doInvokeListener(Abstrac
tMessageListenerContainer.java:561)
        at
org.springframework.jms.listener.AbstractMessageListenerContainer.invokeListener(AbstractM
essageListenerContainer.java:499)
        at
org.springframework.jms.listener.AbstractMessageListenerContainer.doExecuteListener(Abstra
ctMessageListenerContainer.java:467)
        at
org.springframework.jms.listener.AbstractPollingMessageListenerContainer.doReceiveAndExecu
te(AbstractPollingMessageListenerContainer.java:325)
        at
org.springframework.jms.listener.AbstractPollingMessageListenerContainer.receiveAndExecute
(AbstractPollingMessageListenerContainer.java:263)
        at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvok
er.invokeListener(DefaultMessageListenerContainer.java:1059)
        at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvok
er.executeOngoingLoop(DefaultMessageListenerContainer.java:1051)
        at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvok
er.run(DefaultMessageListenerContainer.java:948)
        at java.lang.Thread.run(Thread.java:662)
Caused by: java.net.UnknownHostException: postfix2.example.com
        at java.net.PlainSocketImpl.connect(PlainSocketImpl.java:195)
        at java.net.SocksSocketImpl.connect(SocksSocketImpl.java:366)
        at java.net.Socket.connect(Socket.java:529)
```

```
        at java.net.Socket.connect(Socket.java:478)
        at com.sun.mail.util.SocketFetcher.createSocket(SocketFetcher.java:232)
        at com.sun.mail.util.SocketFetcher.getSocket(SocketFetcher.java:189)
        at com.sun.mail.smtp.SMTPTransport.openServer(SMTPTransport.java:1250)
        ... 33 more
```

No Active SMTP Server or No SMTP Server Defined in Configuration

These log messages appear when there are no active SMTP servers or there are not any SMTP servers defined in the configuration.

```
2012-04-27 11:14:46,999 ERROR [InstantListener:116]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] could not process event  {
{event id: 8b3912d6-9bfb-4905-8dab-73d8af962110 , event type: FOLLOW, action user: {{id:
810258, url: http://localhost/web/test}, display name: Test Test, image id: 1410062, email
address: test@example.com, organization: []} , eventTime:1335525321868,
subscribedUsers=[1210101]} , followee:  {{id: 1210101, url: http://localhost/web/dido},
display name: Diyan Yordanov, image id: 6410023, email address: dido@dodo.local,
organization: [,]} }
com.cisco.ecp.outbound.NonRetryableSendException: bad configuration - there are no SMTP
servers
        at
com.cisco.ecp.outbound.sender.mail.MailTransport.reconfigure(MailTransport.java:61)
        at com.cisco.ecp.outbound.sender.mail.MailSender.sendImpl(MailSender.java:174)
        at com.cisco.ecp.outbound.sender.mail.MailSender.sendImpl(MailSender.java:175)
        at com.cisco.ecp.outbound.sender.mail.MailSender.send(MailSender.java:70)
        at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
        at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
        at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
        at java.lang.reflect.Method.invoke(Method.java:597)
        at
org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUtils.java:318)
        at
org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(ReflectiveMet
hodInvocation.java:183)
        at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:150)
        at
com.liferay.portal.monitoring.ServiceMonitoringAdvice.invoke(ServiceMonitoringAdvice.java:
214)
        at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:172)
        at
org.springframework.aop.interceptor.ExposeInvocationInterceptor.invoke(ExposeInvocationInt
erceptor.java:90)
        at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:172)
        at
org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy.java:202)
        at $Proxy426.send(Unknown Source)
        at com.cisco.ecp.outbound.jms.InstantListener.process(InstantListener.java:178)
        at com.cisco.ecp.outbound.jms.InstantListener.onMessage(InstantListener.java:86)
        at
org.springframework.jms.listener.AbstractMessageListenerContainer.doInvokeListener(Abstrac
tMessageListenerContainer.java:561)
        at
org.springframework.jms.listener.AbstractMessageListenerContainer.invokeListener(AbstractM
essageListenerContainer.java:499)
```

```
        at
org.springframework.jms.listener.AbstractMessageListenerContainer.doExecuteListener(Abstra
ctMessageListenerContainer.java:467)
        at
org.springframework.jms.listener.AbstractPollingMessageListenerContainer.doReceiveAndExecu
te(AbstractPollingMessageListenerContainer.java:325)
        at
org.springframework.jms.listener.AbstractPollingMessageListenerContainer.receiveAndExecute
(AbstractPollingMessageListenerContainer.java:263)
        at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvok
er.invokeListener(DefaultMessageListenerContainer.java:1059)
        at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvok
er.executeOngoingLoop(DefaultMessageListenerContainer.java:1051)
        at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvok
er.run(DefaultMessageListenerContainer.java:948)
        at java.lang.Thread.run(Thread.java:662)
```

VTL Syntax Error in Template File

These log messages appear when a VTL syntax error has been encountered in a template file.

```
2012-04-29 09:36:40,254 ERROR [VelocityEngine:43]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] Parser Exception:
reminder.vm
2012-04-29 09:36:40,256 ERROR [VelocityEngine:43]
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2]
org.apache.velocity.runtime.parser.ParseException: Encountered
"<EOF>" at line 48, column 44.
Was expecting one of:
    "(" ...
    <RPAREN> ...
    <ESCAPE_DIRECTIVE> ...
    <SET_DIRECTIVE> ...
    "##" ...
    "\\\\" ...
    "\\" ...
    <TEXT> ...
    "*#" ...
    "*#" ...
    "]]#" ...
    <STRING_LITERAL> ...
    <END> ...
    <IF_DIRECTIVE> ...
    <ELSEIF_DIRECTIVE> ...
    <ELSE_DIRECTIVE> ...
    <INTEGER_LITERAL> ...
    <FLOATING_POINT_LITERAL> ...
    <WORD> ...
    <BRACKETED_WORD> ...
    <IDENTIFIER> ...
    <DOT> ...
    "{" ...
    "}" ...
    <EMPTY_INDEX> ...

        at
org.apache.velocity.runtime.parser.Parser.generateParseException(Parser.java:3679)
        at org.apache.velocity.runtime.parser.Parser.jj_consume_token(Parser.java:3558)
        at org.apache.velocity.runtime.parser.Parser.IfStatement(Parser.java:1740)
```

```
        at org.apache.velocity.runtime.parser.Parser.Statement(Parser.java:352)
        at org.apache.velocity.runtime.parser.Parser.process(Parser.java:317)
        at org.apache.velocity.runtime.parser.Parser.parse(Parser.java:117)
        at org.apache.velocity.runtime.RuntimeInstance.parse(RuntimeInstance.java:1226)
        at org.apache.velocity.runtime.RuntimeInstance.parse(RuntimeInstance.java:1181)
        at org.apache.velocity.Template.process(Template.java:134)
        at
org.apache.velocity.runtime.resource.ResourceManagerImpl.refreshResource(ResourceManagerIm
pl.java:569)
        at
org.apache.velocity.runtime.resource.ResourceManagerImpl.getResource(ResourceManagerImpl.j
ava:319)
        at
org.apache.velocity.runtime.RuntimeInstance.getTemplate(RuntimeInstance.java:1533)
        at org.apache.velocity.app.VelocityEngine.mergeTemplate(VelocityEngine.java:343)
        at
com.cisco.ecp.outbound.template.TemplateEngineImpl.processTemplate(TemplateEngineImpl.java
:99)
        at
com.cisco.ecp.outbound.template.TemplateEngineImpl.getNotificationMailBean(TemplateEngineI
mpl.java:66)
        at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
        at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
        at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
        at java.lang.reflect.Method.invoke(Method.java:597)
        at
org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUtils.java:318)
        at
org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(ReflectiveMet
hodInvocation.java:183)
        at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:150)
        at
com.liferay.portal.monitoring.ServiceMonitoringAdvice.invoke(ServiceMonitoringAdvice.java:
214)
        at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:172)
        at
org.springframework.aop.interceptor.ExposeInvocationInterceptor.invoke(ExposeInvocationInt
erceptor.java:90)
        at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:172)
        at
org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy.java:202)
        at $Proxy424.getNotificationMailBean(Unknown Source)
        at
com.cisco.ecp.outbound.sender.mail.mime.MimeGeneratorImpl$1.prepare(MimeGeneratorImpl.java
:79)
        at
org.springframework.mail.javamail.JavaMailSenderImpl.send(JavaMailSenderImpl.java:352)
        at
org.springframework.mail.javamail.JavaMailSenderImpl.send(JavaMailSenderImpl.java:344)
        at com.cisco.ecp.outbound.sender.mail.MailSender.sendImpl(MailSender.java:156)
        at com.cisco.ecp.outbound.sender.mail.MailSender.send(MailSender.java:70)
        at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
        at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
        at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
        at java.lang.reflect.Method.invoke(Method.java:597)
```

```
        at
org.springframework.aop.support.AopUtils.invokeJoinpointUsingReflection(AopUtils.java:318)
        at
org.springframework.aop.framework.ReflectiveMethodInvocation.invokeJoinpoint(ReflectiveMet
hodInvocation.java:183)
        at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:150)
        at
com.liferay.portal.monitoring.ServiceMonitoringAdvice.invoke(ServiceMonitoringAdvice.java:
214)
        at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:172)
        at
org.springframework.aop.interceptor.ExposeInvocationInterceptor.invoke(ExposeInvocationInt
erceptor.java:90)
        at
org.springframework.aop.framework.ReflectiveMethodInvocation.proceed(ReflectiveMethodInvoc
ation.java:172)
        at
org.springframework.aop.framework.JdkDynamicAopProxy.invoke(JdkDynamicAopProxy.java:202)
        at $Proxy426.send(Unknown Source)
        at com.cisco.ecp.outbound.jms.InstantListener.process(InstantListener.java:178)
        at com.cisco.ecp.outbound.jms.InstantListener.onMessage(InstantListener.java:86)
        at
org.springframework.jms.listener.AbstractMessageListenerContainer.doInvokeListener(Abstrac
tMessageListenerContainer.java:561)
        at
org.springframework.jms.listener.AbstractMessageListenerContainer.invokeListener(AbstractM
essageListenerContainer.java:499)
        at
org.springframework.jms.listener.AbstractMessageListenerContainer.doExecuteListener(Abstra
ctMessageListenerContainer.java:467)
        at
org.springframework.jms.listener.AbstractPollingMessageListenerContainer.doReceiveAndExecu
te(AbstractPollingMessageListenerContainer.java:325)
        at
org.springframework.jms.listener.AbstractPollingMessageListenerContainer.receiveAndExecute
(AbstractPollingMessageListenerContainer.java:263)
        at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvok
er.invokeListener(DefaultMessageListenerContainer.java:1059)
        at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvok
er.executeOngoingLoop(DefaultMessageListenerContainer.java:1051)
        at
org.springframework.jms.listener.DefaultMessageListenerContainer$AsyncMessageListenerInvok
er.run(DefaultMessageListenerContainer.java:948)
        at java.lang.Thread.run(Thread.java:662)
```

Expected Warning Message in Worker Log

The warning message below is logged when the user comments on a post or update and the log level for Outbound Email is INFO, DEBUG, or TRACE.

The reason this warning is logged is because the system checks if there is a parent comment to determine wether the event is a top-level comment or a reply to a comment.

In most cases these warning can be ignored, but if there is an actual problem, the provided information can be used to determine the cause.

```
Jun 25 18:57:45 worker.dodo.local quadworker[]: WARN  [context.mail.PostCommentContext] -
[com.cisco.ecp.outbound.jms.instant.notifications.Container-2] - [] - []: parentcomment is
null for event { {event id: 48e29b78-8968-4845-b1dc-ef13366c634c , event type:
POST_COMMENT, action user: {{id: 210600, url: https://quad.dodo.local/web/tm}, display
name: Todor Minakov, image id: 0, email address: tm@dodo.local, organization: [,]} ,
eventTime:1340650665448, subscribedUsers=[210280]} , post: {{id: 1700026, url:
https://quad.dodo.local/web/view-post/post/-/posts?postId=1700026}, author: 210280, type:
POST, title: My post with a lot stuff in it, summary: null}, comment: {{id: 2610480, url:
https://quad.dodo.local/web/view-post/post/-/posts?postId=1700026&messageScrollId=2610480}
, title: null, summary: a, user:  {{id: 210600, url: https://quad.dodo.local/web/tm},
display name: Todor Minakov, image id: 0, email address: tm@dodo.local, organization: [,]}
, parent comment: null}}
```

An Email is Sent Following a User Action

When an email event is sent based on a user action, you see a log message on the App Server node that looks similarly to the following:

```
Apr 25 22:35:09 test-int.example.com quad[]: DEBUG [QUAD_EVENTING] - [TP-Processor40]:
Sending event POST_CREATE
Apr 25 22:35:09 test-int.example.com quad[]: DEBUG [QUAD_EVENTING] - [TP-Processor40]:
Event content for event: POST_CREATE:
{"addedRecipients":[{"class":"com.cisco.ecp.vdl.post.model.impl.PostRecipientImpl","id":11
0005,"permission":{"allPermissions":null,"authorize":false,"authorized":false,"class":"com
.cisco.ecp.vdl.post.model.impl.PostPermissionImpl","comment":false,"commentable":false,"ed
it":false,"editable":false,"share":false,"shared":false,"view":true,"viewable":true},"reci
pientType":"USER"},{"class":"com.cisco.ecp.vdl.post.model.impl.PostRecipientImpl","id":110
057,"permission":{"allPermissions":null,"authorize":false,"authorized":false,"class":"com.
c...
```

The above message shows a POST_CREATE event being sent to RabbitMQ when a user creates a post.

On the Worker node, a corresponding log message appears when the event is being processed by the email service:

```
Apr 25 22:35:09 test-int.example.com quad[]: DEBUG [digest] - [pool-3-thread-2]:
DigestEventReceiver.processEvent(): delivery tag = 27, event = {{ eventType: POST_CREATE,
eventTime: 1335393308458, client ip: 0, Quad Ip: 0, classPK: 4700001, classNameId: 10060,
creator id: 10399, creator name: Compliance Officer, screen name:
ciscosyscomplianceofficer, small portrait: 0, medium portrait 1: 0, medium portrait 2: 0,
company id: 10193}, post version: 1, public scope: false, owner id: 10399, owner name:
Compliance Officer, owner screen name: ciscosyscomplianceofficer, title: Solomon Wu's
content has been hidden (Case 9010211), post type: TEXT_POST, mentioned users: []}
```

Email Sent to a Community or a Discussion Category

When an email has been sent to a community for processing, messages similar to the following appear in the Worker log:

```
2012-04-27 13:53:16,295 DEBUG [MailHandler:97]
[org.subethamail.smtp.server.Session-/10.62.73.210:46524] Received mail for processing.
FROM: user@example.com
2012-04-27 13:53:16,303 DEBUG [MailHandler:172]
[org.subethamail.smtp.server.Session-/10.62.73.210:46524] Received mail for processing.
RCPTO: 257bdfdf4f@example.com
2012-04-27 13:53:16,320 DEBUG [HookFactory:13]
[org.subethamail.smtp.server.Session-/10.62.73.210:46524] Instantiate
com.cisco.ecp.inbound.FileSystemHook
2012-04-27 13:53:16,325 DEBUG [HookFactory:20]
[org.subethamail.smtp.server.Session-/10.62.73.210:46524] Return
com.cisco.ecp.inbound.FileSystemHook
```

```
2012-04-27 13:53:16,363 DEBUG [MailHandler:68]
[org.subethamail.smtp.server.Session-/10.62.73.210:46524] Received mail for processing.
Sent for processing.
2012-04-27 13:53:16,364 DEBUG [MailHandler:83]
[org.subethamail.smtp.server.Session-/10.62.73.210:46524] Received mail for processing.
DONE.
2012-04-27 13:53:16,365 DEBUG [MailHandler:83]
[org.subethamail.smtp.server.Session-/10.62.73.210:46524] Received mail for processing.
DONE.
```

The App Server log contains the following additional messages:

```
Apr 27 13:29:48 appserv.example.com quad[]: DEBUG [mail.jms.InboundJmsListenerContainer] -
[com.cisco.ecp.inbound.Container-1]: Received message of type [class
org.apache.activemq.command.ActiveMQObjectMessage] from consumer [Cached JMS
MessageConsumer: ActiveMQMessageConsumer {
value=ID:appserv.example.com-39732-1335513294312-4:1:7:1, started=true }] of session
[Cached JMS Session: ActiveMQSession
{id=ID:appserv.example.com-39732-1335513294312-4:1:7,started=true}]
Apr 27 13:29:48 appserv.example.com quad[]: DEBUG [ecp.inbound.HookFactory] -
[com.cisco.ecp.inbound.Container-1]: Return com.cisco.ecp.inbound.FileSystemHook
2012-06-22 09:00:36,114 DEBUG [MimeMessageCollectorImpl:158]
[com.cisco.ecp.inbound.Container-3] Processing MIME part [headers={Content-Type:
text/plain; charset=UTF-8; format=flowed; Content-Transfer-Encoding: 8bit; }]
2012-06-22 09:00:36,132 DEBUG [MimeMessageCollectorImpl:158]
[com.cisco.ecp.inbound.Container-3] Processing MIME part [headers={Content-Type:
text/html; charset=UTF-8; Content-Transfer-Encoding: 8bit; }]
2012-06-22 09:00:36,135 DEBUG [MimeMessageCollectorImpl:158]
[com.cisco.ecp.inbound.Container-3] Processing MIME part [headers={Content-Type:
image/jpeg;
 name="Tulips.jpg"; Content-Transfer-Encoding: base64; Content-ID:
<part1.07080504.09090309@dev.example.com>; Content-Disposition: inline;
 filename="Tulips.jpg"; }]
Apr 27 13:29:48 appserv.example.com quad[]: DEBUG [mail.processor.MailProcessorImpl] -
[com.cisco.ecp.inbound.Container-1]: Recipients that will process the action
[{emailaddress=257bdfdf4f, classNameId=10087, classPK=710083, companyId=10195,
displayName=Ope1, outgoingEmailAddress=, outgoingDisplayName=, errorReporting=3}]. Content
should be shared with [257bdfdf4f@example.com].
 Apr 27 13:29:48 appserv.example.com quad[]: DEBUG [mail.processor.MailProcessorImpl] -
[com.cisco.ecp.inbound.Container-1]: Parent message id [0]
Apr 27 13:29:48 appserv.example.com quad[]: DEBUG [mail.processor.MailProcessorImpl] -
[com.cisco.ecp.inbound.Container-1]: Inline image addition for [tulips.jpg]
Apr 27 13:29:48 appserv.example.com quad[]: DEBUG [processor.action.PostMailAction] -
[com.cisco.ecp.inbound.Container-1]: Adding a new post.
Apr 27 13:29:48 appserv.example.com quad[]: DEBUG [processor.action.PostMailAction] -
[com.cisco.ecp.inbound.Container-1]: Creating a post [[PostImpl =>, body=<font size=2
face="sans-serif">GIF below:</font>#015#012<br>#015#012<br><img
src=/image/image_gallery?img_id=6810626 style=";max-width:100.0%;padding:5.0px;">,
categoryId=1, companyId=10195, createdUserName=Ordinary Joe, creatorUserId=5910003,
editCount=0, lastModifiedUserId=5910003, lastModifiedUserName=Ordinary Joe,
originalPostId=-1, parentPostId=-1, postId=-1, title=LN-Embedded GIF, version=1, tags=,
comments count=0, edit counts=0, transaction type=null, transaction user id=-1,
transaction time=null, hasAttachments =false, uri=null, isRead=false, favorite=false,
showOnProfile=false, publicPost=true, state=0]].
Apr 27 13:29:49 appserv.example.com quad[]: DEBUG [mail.processor.MailProcessorImpl] -
[com.cisco.ecp.inbound.Container-1]: Recipient {emailaddress=257bdfdf4f,
classNameId=10087, classPK=710083, companyId=10195, displayName=Ope1,
outgoingEmailAddress=, outgoingDisplayName=, errorReporting=3} processed the mail and
created content with id [2,600,012]
Apr 27 13:29:49 appserv.example.com quad[]: DEBUG [ecp.inbound.HookFactory] -
[com.cisco.ecp.inbound.Container-1]: Return com.cisco.ecp.inbound.FileSystemHook
```

The messages that appear when the email has been sent to a discussion category are similar.

If the email is a reply and the parent email is present in WebEx Social, then the Parent message id [0] will have a value different than 0, as shown in the next example:

```
2012-06-22 09:00:36,347 DEBUG [ParentMessageIdentifierImpl:48]
[com.cisco.ecp.inbound.Container-3] Parent message found by in-reply-to header
[quad-ed0af916facd454ab18f4edabc5dcafa-34110004-1340352778537@example.com] and resource id
28,710,004
2012-06-22 09:00:36,348 DEBUG [MailProcessorImpl:249] [com.cisco.ecp.inbound.Container-3]
Parent message id [34,110,004]
```

Email Plug-in Logs

This section is organized as follows:

User Enters Wrong Server URL in Settings

These log messages appear in the email plug-in log file on the user computer when a wrong or inexistent server URL has been entered in the settings dialog box.

```
ERROR 2012-06-27 10:06:40 Unable to connect to the remote server    at
System.Net.HttpWebRequest.GetRequestStream(TransportContext& context)
   at System.Net.HttpWebRequest.GetRequestStream()
   at QuadConnector.OAuth.OAuthManager.RequestPOST(String aUrl, NameValueCollection
aHeaders, Dictionary`2 aPostDataList) in C:\work\Quad\email
plugin\email-plugin\Source\Outlook\CommonLibs\QuadConnector\OAuth\OAuthManager.cs:line 177
```

In addition, this GUI error is displayed:

Email Plug-in Has Loaded Successfully

These log messages appear in the email plug-in log file on the user computer when the email plug-in has loaded successfully.

```
INFO 2012-06-27 11:49:15 Plugin loading. The current user is: Anatoliy Atanasov (aatanaso)
```

```
INFO 2012-06-27 11:49:16 Plugin loaded.
```

Cisco WebEx Social Call Plug-in Logs

This section is organized as follows:

Error in User Configuration

The following softphone.log log messages are an example of an error that occurrs as a result of an incorrect user configuration where the device and operation mode are incompatible.

```
04-May-2012 17:01:46,626 -0700 DEBUG [0x00002110] csf.ecc.api: isDeskPhone()
04-May-2012 17:01:46,626 -0700 DEBUG [0x00002110] csf.ecc.api: isSoftPhone()
04-May-2012 17:01:46,626 -0700 DEBUG [0x00002110] csf.ecc.api: getConfigStatus()
04-May-2012 17:01:46,626 -0700 DEBUG [0x00002110] csf.ecc.api: getServiceState()
04-May-2012 17:01:46,626 -0700 DEBUG [0x00002110] csf.ecc.api: getName()
04-May-2012 17:01:46,626 -0700 INFO  [0x00002110] csf.ecc.evt: PHONE_EVENT: eFound, Name:
ecprarasike, IsDeskPhone, ServiceState: eUnknown, ConfigStatus: eFetchedConfig
04-May-2012 17:01:46,626 -0700 DEBUG [0x00002110] csf.ecc.api: getName()
04-May-2012 17:01:46,626 -0700 INFO  [0x00002110] webuc: Received Phone Event. Event:
eFound Name: ecprarasike
04-May-2012 17:01:46,626 -0700 INFO  [0x00002110] csf.ecc.api: getLastTFTPServerUsed() =
gigantic-6
04-May-2012 17:01:46,627 -0700 INFO  [0x00002110] webuc: Received Network Event: 2
04-May-2012 17:01:46,627 -0700 INFO  [0x00002110] webuc: Received Network Event: 0
04-May-2012 17:01:46,627 -0700 INFO  [0x00002110] csf.ecc.api: getPreferredDeviceName() =
04-May-2012 17:01:46,627 -0700 INFO  [0x00002110] csf.ecc.api:
setLocalIpAddressAndGateway("198.51.100.35", "198.51.100.133")
04-May-2012 17:01:46,627 -0700 INFO  [0x00002110] webuc: Based on remote address:
gigantic-6, local IP address is: 198.51.100.35 and gateway is: 198.51.100.133
04-May-2012 17:01:46,627 -0700 INFO  [0x00002110] csf.ecc.api: connect(eDeskPhone,
ecprarasike, )
04-May-2012 17:01:46,627 -0700 ERROR [0x00002110] csf.ecc: doConnect() failed -
credentials not specified! : eNoCredentialsConfigured
04-May-2012 17:01:46,628 -0700 INFO  [0x00002110] csf.ecc: --->
04-May-2012 17:01:46,628 -0700 INFO  [0x00002110] csf.ecc: <---
04-May-2012 17:01:46,628 -0700 ERROR [0x00002110] csf.ecc.api: connect() failed -
doConnect() returned error : eNoCredentialsConfigured
04-May-2012 17:01:46,628 -0700 INFO  [0x00002110] webuc: Connect returned. Code:
eNoCredentialsConfigured
04-May-2012 17:01:46,629 -0700 INFO  [0x00001f18] webuc:
NamedMutexHelper::ReleaseWorkItem::run()
04-May-2012 17:01:46,629 -0700 INFO  [0x00001f18] webuc: about to notify
04-May-2012 17:01:46,629 -0700 INFO  [0x00002110] webuc: NamedMutexHelper::release:wait
complete
04-May-2012 17:01:46,633 -0700 INFO  [0x000022e4] webuc: logout called
04-May-2012 17:01:46,633 -0700 INFO  [0x00002110] webuc: releaseInternal - cleaning up
calls in preparation for disconnect
04-May-2012 17:01:46,633 -0700 INFO  [0x00002110] webuc: releasing logging
04-May-2012 17:01:46,633 -0700 INFO  [0x00002110] webuc: destroying logging file appender
```

In this line taken from the example above, you can see that the user is trying to use the Call Plug-in (named: ecprarasike) in deskphone mode (eDeskPhone) instead of in the correct softphone mode.

```
04-May-2012 17:01:46,627 -0700 INFO  [0x00002110] csf.ecc.api: connect(eDeskPhone,
ecprarasike, )
```

WebEx Social for Office Logs

This section is organized as follows:

Client Lists Attachments to a Post

These log messages appear on the server when the client requests the list of attachments to a post.

```
Apr 27 20:49:47 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor40]: updated post id=34227003
Apr 27 20:49:47 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor40]: looking up attachments for post id=34227003
Apr 27 20:49:47 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor40]: found 1 attachments for post=34227003
Apr 27 20:49:47 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor40]: after pruning dups, 1 attachments for post=34227003
```

Client Lists Comments to a Post and Adds New Comment

These log messages appear on the server when the client requests the list of comments to a post and then comments on the post.

```
Apr 27 20:49:47 quad.example.com quad[]: DEBUG [office.server.CommentController] -
[TP-Processor39]: getComments with query
params=discussionId=00000000-0000-0000-0000-0000020a433b
Apr 27 20:49:47 quad.example.com quad[]: DEBUG [office.server.CommentController] -
[TP-Processor39]: get comments returning 2 comment(s)
Apr 27 20:49:47 quad.example.com quad[]: DEBUG [office.server.CommentController] -
[TP-Processor39]: creating message on postId=34227003 parentMsgId=48463826
threadId=48463827 as Dave Brown
Apr 27 20:49:47 quad.example.com quad[]: DEBUG [office.server.CommentController] -
[TP-Processor39]: created msg with id=48463835 guid=00000000-0000-0000-0000-000002e37fdb
```

Client Downloads File Successfully

These log messages appear on the server when the client downloads a file successfully.

```
Apr 27 20:49:48 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor37]: done writing stream for contentId=319ae504-7d74-47d2-8234-77a2a725bf03
version=1, 10449 bytes.
```

Client Adds New Version of an Attachment

These log messages appear on the server when the client uploads a new version downloads (v.2 in this case) of a file attachment.

```
Apr 27 20:49:53 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor47]: Update content '319ae504-7d74-47d2-8234-77a2a725bf03 (nextVersion is
'null')
Apr 27 20:49:53 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor47]: Version is: Version{date=2012-04-27T20:49:46.920Z,
contentId=319ae504-7d74-47d2-8234-77a2a725bf0\
3, spaceId=319ae504-7d74-47d2-8234-77a2a725bf03, member=Member, shortName='Dave Brown',
fullName='Dave Brown', emailAddress='davebro@example.com', active=true, role=Admin},
comment='null', diff='null', numericV\
ersion=2, via=Unknown,
url=/c/post_action/get_attachment?postId=34227003&postVersionId=2&attachmentId=48463833,
md5=null, size=13467}
Apr 27 20:49:53 quad.example.com quad[]: DEBUG [office.server.PrincipalUtil] -
[TP-Processor47]: in getId(), permission checker is
com.liferay.portal.security.permission.CMRPermissionChecker@54b97122 o\
n thread TP-Processor47
Apr 27 20:49:53 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor47]: Data is: Version{date=2012-04-27T20:49:46.920Z,
contentId=319ae504-7d74-47d2-8234-77a2a725bf03, \
spaceId=319ae504-7d74-47d2-8234-77a2a725bf03, member=Member, shortName='Dave Brown',
fullName='Dave Brown', emailAddress='davebro@example.com', active=true, role=Admin},
comment='null', diff='null', numericVers\
ion=2, via=Unknown,
url=/c/post_action/get_attachment?postId=34227003&postVersionId=2&attachmentId=48463833,
md5=null, size=13467}
Apr 27 20:49:53 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor47]: creating new attachment version for
id=319ae504-7d74-47d2-8234-77a2a725bf03, name=New_Doc.docx, \
client passed in version 2
Apr 27 20:49:53 quad.example.com quad[]: DEBUG [office.server.QuadContentController] -
[TP-Processor47]: created content id=319ae504-7d74-47d2-8234-77a2a725bf03
```

Server Side Logs of the Shared Changes Feature

When users are uploading an attachment while creating or editting a post, you should see the debug messages shown below. The document is not associated with an asset (such as post) at this point as the asset has not been saved, but tagging of the document with certain information (such as version info and a UUID split into two 64-bit integers (VerslyUUID_MSB, VerslyUUID_LSB) has already been done completed.

```
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl:addAttachment:{attachmentId=49800012, companyId=100193,
versionUserId=100256, groupId=100264, createDate=Fri Apr 27 17:57:17 GMT 2012,
modifiedDate=Fri Apr 27 17:57:17 GMT 2012, type_=0, legacy=false, contentState=0,
embedded=false, fileName=upgrading_ecp_test.docx, dirPath=, summary=0,
parentClassNameId=0, parentClassPK=0, repositoryId=49800012, version=0.0, size=387476,
extraData=, locale=, verslyUUID_MSB=0, verslyUUID_LSB=0}
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl:addAttachment:not yet associated with asset
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]: The
type assigned for temporary attachment is:DOCUMENT
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]: Enter
AttachmentLocalServiceImmpl::addDocumentAttachment(attachment,userId)
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImmpl::addDocumentAttachment(attachment,userId): Temporary one found
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
getBasePath:for the attachment:{attachmentId=49800012, companyId=100193,
versionUserId=100256, groupId=100264, createDate=Fri Apr 27 17:57:17 GMT 2012,
modifiedDate=Fri Apr 27 17:57:17 GMT 2012, type_=0, legacy=false, contentState=0,
embedded=false, fileName=upgrading_ecp_test.docx, dirPath=, summary=4,
```

```
parentClassNameId=0, parentClassPK=0, repositoryId=49800012, version=0.0, size=387476,
extraData=, locale=, verslyUUID_MSB=0, verslyUUID_LSB=0}the path determined is
:Post/49800012/
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImmpl::addAttachment(attachment,userId): basePath= Post/49800012/
Apr 27 17:57:17 quad.example.com quad[]: INFO  [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImmpl::addAttachment(attachment,userId): commit phase: add default
version
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl : calling tagDocumentForVersly before addFile()
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
property=versly.office.extensions value:.docx,.xlsx,.pptx
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
extension[i]:.docx
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]: Got
an office extension document:upgrading_ecp_test.docx
Apr 27 17:57:17 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
verslyData.loading file:upload_00000001.docx @ Fri Apr 27 17:57:17 GMT 2012
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
verslyData.load file completed upload_00000001.docx in Fri Apr 27 17:57:21 GMT 2012
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
tagDocumentForVersly :  document before tagging[VerslyData: version=1
contentId=c2d54b4d-4537-465e-9080-67771e15dd65
spaceId=c2d54b4d-4537-465e-9080-67771e15dd65 localModificationId=null
lastModifiedBy=Prasad Velagaleti lastModified=2012-04-18T20:23:00Z creator=Prasad
Velagaleti created=2012-04-18T20:23:00Z app=Microsoft Macintosh Word appVersion=14.0000
company=Cisco customProps={{assetId=0, repositoryId=46363836}}]
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
spaced Id :
c2d54b4d-4537-465e-9080-67771e15dd65contentId:c2d54b4d-4537-465e-9080-67771e15dd65
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
verslyData.storing file:upload_00000001.docx started @ Fri Apr 27 17:57:21 GMT 2012
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
verslyData.storing file:upload_00000001.docx started @ Fri Apr 27 17:57:21 GMT 2012
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
verslyData.storing file:upload_00000001.docx completed @ Fri Apr 27 17:57:21 GMT 2012
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
tagDocumentForVersly :  document after updating.[VerslyData: version=1
contentId=d5c1fde1-33a5-46f2-9801-314867966e0d
spaceId=d5c1fde1-33a5-46f2-9801-314867966e0d localModificationId=null
lastModifiedBy=Prasad Velagaleti lastModified=2012-04-18T20:23:00Z creator=Prasad
Velagaleti created=2012-04-18T20:23:00Z app=Microsoft Macintosh Word appVersion=14.0000
company=Cisco customProps={{assetId=0, repositoryId=49800012}}]
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]: Saved
versly data done.[VerslyData: version=1 contentId=d5c1fde1-33a5-46f2-9801-314867966e0d
spaceId=d5c1fde1-33a5-46f2-9801-314867966e0d localModificationId=null
lastModifiedBy=Prasad Velagaleti lastModified=2012-04-18T20:23:00Z creator=Prasad
Velagaleti created=2012-04-18T20:23:00Z app=Microsoft Macintosh Word appVersion=14.0000
company=Cisco customProps={{assetId=0, repositoryId=49800012}}]
Apr 27 17:57:21 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImmpl::addAttachment(attachment,userId): update attachment in db
with attachment= {attachmentId=49800012, companyId=100193, versionUserId=100256,
groupId=100264, createDate=Fri Apr 27 17:57:17 GMT 2012, modifiedDate=Fri Apr 27 17:57:17
GMT 2012, type_=0, legacy=false, contentState=0, embedded=false,
fileName=upgrading_ecp_test.docx, dirPath=, summary=4, parentClassNameId=0,
parentClassPK=0, repositoryId=49800012, version=1.0, size=387476, extraData=, locale=,
verslyUUID_MSB=-3043872729449806094, verslyUUID_LSB=-7493654117922476531}
```

Once the user saves the post, you should see the following debug messages where VerslyUUID_MSB and VerslyUUID_LSB (the tagged information before) will be visible on the attachment:

```
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl:addAttachment:{attachmentId=49800012, companyId=100193,
versionUserId=100256, groupId=100264, createDate=Fri Apr 27 17:57:17 GMT 2012,
modifiedDate=Fri Apr 27 17:57:17 GMT 2012, type_=0, legacy=false, contentState=0,
embedded=false, fileName=upgrading_ecp_test.docx, dirPath=, summary=4,
parentClassNameId=100060, parentClassPK=4800002, repositoryId=49800012, version=1.0,
size=387476, extraData=, locale=en_US, verslyUUID_MSB=-3043872729449806094,
verslyUUID_LSB=-7493654117922476531}
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl:addAttachment: associated with asset
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]: Enter
AttachmentLocalServiceImmpl::addDocumentAttachment(attachment,userId)
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImmpl::addDocumentAttachment(attachment,userId): asset of attachment
found
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
getLatestTempAttachment:companyId 100193   fileName:upgrading_ecp_test.docx
TemporaryAttachment:userId100256
Apr 27 18:07:00 quad.example.com quad[]: INFO  [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImpl::addAttachment(attachment,userId): commit phase: latest ver=
1.0
Apr 27 18:07:00 quad.example.com quad[]: INFO  [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImmpl::addAttachment(attachment,userId): commit phase of temporary
attachment= upgrading_ecp_test.docx
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
getBasePath:for the attachment:{attachmentId=49800012, companyId=100193,
versionUserId=100256, groupId=100264, createDate=Fri Apr 27 17:57:17 GMT 2012,
modifiedDate=Fri Apr 27 17:57:17 GMT 2012, type_=0, legacy=false, contentState=0,
embedded=false, fileName=upgrading_ecp_test.docx, dirPath=, summary=4,
parentClassNameId=100060, parentClassPK=4800002, repositoryId=49800012, version=1.0,
size=387476, extraData=, locale=en_US, verslyUUID_MSB=-3043872729449806094,
verslyUUID_LSB=-7493654117922476531}the path determined is :Post/49800012/
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_EVENTING] - [TP-Processor47]: Sending
event ATTACHMENT_UPLOAD
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_EVENTING] - [TP-Processor47]: Event
content for event: ATTACHMENT_UPLOAD:
{"attachmentId":49800012,"attachmentName":"upgrading_ecp_test.docx","class":"com.cisco.ecp
.vdl.event.model.impl.attachment.AttachmentUploadEvent","classNameId":100060,"classPK":480
0002,"clientIp":0,"communityId":100264,"companyId":100193,"eventCreatorFirstName":"Test","
eventCreatorMedium1PortraitId":32000035,"eventCreatorMedium2PortraitId":32000036,"eventCre
atorMedium3PortraitId":32000037,"eventCreatorName":"Test
Test","eventCreatorScreenName":"test","eventCreatorSmallPortraitId":32000034,"eventCreator
UserId":100256,"eventCreatorUtil":null,"eventTime":1335550020075,"eventType":"ATTACHMENT_U
PLOAD","excludes":null,"includes":null,"quadServerIp":0,"size":387476,"versionId":1.0}
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_EVENTING] - [TP-Processor47]:
Finished sending event ATTACHMENT_UPLOAD for 4800002
Apr 27 18:07:00 quad.example.com quad[]: DEBUG [QUAD_ATTACHMENT] - [TP-Processor47]:
AttachmentLocalServiceImmpl::addAttachment(attachment,userId): update attachment in db
with attachment= {attachmentId=49800012, companyId=100193, versionUserId=100256,
groupId=100264, createDate=Fri Apr 27 17:57:17 GMT 2012, modifiedDate=Fri Apr 27 17:57:17
GMT 2012, type_=0, legacy=false, contentState=0, embedded=false,
fileName=upgrading_ecp_test.docx, dirPath=, summary=1, parentClassNameId=100060,
parentClassPK=4800002, repositoryId=49800012, version=1.0, size=387476, extraData=,
locale=en_US, verslyUUID_MSB=-3043872729449806094, verslyUUID_LSB=-7493654117922476531}
```

Client Side Logs of the Shared Changes Feature

These messages appear when the user opens a document and connection to the XMPP server is established:

```
2012-04-18 15:43:44 [p:10416] [t:1]
[Cisco.Office.AbstractAddIn.AbstractOfficeObjectWatcher`2[TApplication,TOfficeObject]]
[Trace] - OfficeApplication_WindowActivate - C:\Users\shrmohan\Downloads\QFO.docx
2012-04-18 15:43:45 [p:10416] [t:4] [Cisco.Office.Sidebar.Client.ConnectionManager] [Info]
- Trying to reconnect
2012-04-18 15:43:45 [p:10416] [t:4] [Cisco.Office.Sidebar.Client.XmppClient] [Info] -
Reconnecting XMPP
2012-04-18 15:43:45 [p:10416] [t:4] [Cisco.Office.Sidebar.Client.XmppClient] [Info] -
IsRunning was False
2012-04-18 15:43:45 [p:10416] [t:4] [Cisco.Office.Sidebar.Client.XmppClient] [Trace] -
Closing XMPP connection
```

The user then makes edits to the document and clicks “Share Changes” to upload their changes to Quad, resulting in these messages:

```
2012-04-18 15:43:46 [p:10416] [t:9]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - [1] Modification
change detected in LocalModificationCallback via timer. Recording new modification id:
0ee8aa0e-22f4-47ad-bd6e-8721279f1a05. Detected status: DirtyWithoutModificationId.
2012-04-18 15:43:46 [p:10416] [t:1] [Cisco.Office.Sidebar.Client.SidebarDataContext]
[Trace] - [Word] Updating content modification status: Dirty. Local mod status:
DirtyWithModificationId; IsContentStale: False
2012-04-18 15:43:50 [p:10416] [t:7] [Cisco.Office.Sidebar.Client.ConnectionManager] [Info]
- Trying to reconnect
2012-04-18 15:43:50 [p:10416] [t:7] [Cisco.Office.Sidebar.Client.XmppClient] [Info] -
Reconnecting XMPP
2012-04-18 15:43:50 [p:10416] [t:7] [Cisco.Office.Sidebar.Client.XmppClient] [Info] -
IsRunning was False
2012-04-18 15:43:50 [p:10416] [t:7] [Cisco.Office.Sidebar.Client.XmppClient] [Trace] -
Closing XMPP connection
2012-04-18 15:43:51 [p:10416] [t:11] [Cisco.Office.Sidebar.Client.XmppClient] [Trace] -
XMPP connection established. Auth: False; SSL: False
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.AuthenticatingRestClient] [Trace] - req 20950175: Get
http://198.51.100.35/office/api/v1/contents/3b324dd5-bd32-4b6f-acce-efefbdb813ee/metadata.
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.AuthenticatingRestClient] [Trace] - req 20950175 response:
RestResponse[status:OK, body:{"status":0,"message":"Operation
succeeded","requestUri":null,"timeStamp":"2012-04-18T15:43:51.261-07:00","data":{"id":"3b3
24dd5-bd32-4b6f-acce-efefbdb813ee","version":{"name":"QFO.docx","id":"00000000-0000-0000-0
000-000000000002","size":8950,"comment":null,"contentType":"application/vnd.openxmlformats
-officedocument.wordprocessingml.document","member":{"shortName":"B Jim","fullName":"B
Jim","emailAddress":"b@example.com","avatarUrl":"/office/api/v1/users/portraits/154903018"
,"active":true,"url":"/web/b","permissions":["READ","COMMENT","WRITE","ADMIN"],"role":"Adm
in"},"creationDate":"2012-04-18T15:42:46.441-07:00","url":"/c/post_action/get_attachment?p
ostId=200007&postVersionId=1&attachmentId=155400220","diff":null,"contentId":"3b324dd5-bd3
2-4b6f-acce-efefbdb813ee","spaceId":"3b324dd5-bd32-4b6f-acce-efefbdb813ee","mergePolicy":n
ull,"numericVersion":2,"md5":"a20e4bbfb46de075812b0d24124ce085","via":"Unknown","contentSh
ortId":null,"scribdData":null},"creationDate":"2012-04-18T15:42:46.441-07:00","folderId":n
ull,"spaceId":"3b324dd5-bd32-4b6f-acce-efefbdb813ee","lastUpdated":"2012-04-18T15:42:46.44
1-07:00","dateDeleted":null,"shortId":null}}, source:Server]
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.SidebarController]
[Trace] - [Word] Updating content version banner visibilities. Server: v2, controller: v2
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.SidebarDataContext]
[Trace] - [Word] Updating content modification status: Dirty. Local mod status:
DirtyWithModificationId; IsContentStale: False
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.AuthenticatingRestClient] [Trace] - req 61677545: Get
http://198.51.100.35/office/api/v1/spaces/3b324dd5-bd32-4b6f-acce-efefbdb813ee/members/.
Request stack:
Tuple[http://198.51.100.35/office/api/v1/contents/3b324dd5-bd32-4b6f-acce-efefbdb813ee/met
adata,Get,20950175]
```

```
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.ContentRepository]
[Trace] - loaded content version data {"HeadVersion":2} from
C:\Users\shrmohan\AppData\Local\Cisco\Quad for
Office\b\stage\3b324dd5-bd32-4b6f-acce-efefbdb813ee-version-info
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.ContentRepository]
[Trace] - loaded content version data {"HeadVersion":2} from
C:\Users\shrmohan\AppData\Local\Cisco\Quad for
Office\b\stage\3b324dd5-bd32-4b6f-acce-efefbdb813ee-version-info
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.Office.WordContentAdapter] [Trace] - content base is current
(v2) -- promoting client version without merge
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.ContentRepository]
[Trace] - loaded content version data {"HeadVersion":2} from
C:\Users\shrmohan\AppData\Local\Cisco\Quad for
Office\b\stage\3b324dd5-bd32-4b6f-acce-efefbdb813ee-version-info
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - added latch for
3b324dd5-bd32-4b6f-acce-efefbdb813ee: 47684453
2012-04-18 15:43:51 [p:10416] [t:11]
[Cisco.Office.Sidebar.Client.AuthenticatingRestClient] [Trace] - req 61677545 response:
RestResponse[status:OK, body:{"status":0,"message":"Operation
succeeded","requestUri":null,"timeStamp":"2012-04-18T15:43:51.307-07:00","data":["b@exampl
e.com"]}, source:Server]
2012-04-18 15:43:51 [p:10416] [t:11]
[Cisco.Office.Sidebar.Client.AuthenticatingRestClient] [Trace] - req 59810769: Get
http://198.51.100.35/office/api/v1/spaces/3b324dd5-bd32-4b6f-acce-efefbdb813ee/members/b@e
xample.com. Request stack:
Tuple[http://198.51.100.35/office/api/v1/contents/3b324dd5-bd32-4b6f-acce-efefbdb813ee/met
adata,Get,20950175],
Tuple[http://198.51.100.35/office/api/v1/spaces/3b324dd5-bd32-4b6f-acce-efefbdb813ee/membe
rs/,Get,61677545]
2012-04-18 15:43:51 [p:10416] [t:1]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - released and
removed latch for 3b324dd5-bd32-4b6f-acce-efefbdb813ee: 47684453
2012-04-18 15:43:51 [p:10416] [t:11]
[Cisco.Office.Sidebar.Client.AuthenticatingRestClient] [Trace] - req 59810769 response:
RestResponse[status:OK, body:{"status":0,"message":"Operation
succeeded","requestUri":null,"timeStamp":"2012-04-18T15:43:51.339-07:00","data":{"shortNam
e":"B Jim","fullName":"B
Jim","emailAddress":"b@example.com","avatarUrl":"/office/api/v1/users/portraits/154903018"
,"active":true,"url":"/web/b","permissions":["READ","COMMENT","WRITE","ADMIN"],"role":"Adm
in"}}, source:Server]
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - waiting for latch
47684453
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - added latch for
3b324dd5-bd32-4b6f-acce-efefbdb813ee: 44248072
2012-04-18 15:43:51 [p:10416] [t:1]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - released and
removed latch for 3b324dd5-bd32-4b6f-acce-efefbdb813ee: 44248072
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - waiting for latch
44248072
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.SidebarController]
[Trace] - [Word] Updating content version banner visibilities. Server: v3, controller: v3
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.SidebarDataContext]
[Trace] - [Word] Updating content modification status: Dirty. Local mod status:
DirtyWithModificationId; IsContentStale: False
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.AuthenticatingRestClient] [Trace] - req 7219481: Post
http://198.51.100.35/office/api/v1/contents/3b324dd5-bd32-4b6f-acce-efefbdb813ee/versions/
```

```
3?spaceId=3b324dd5-bd32-4b6f-acce-efefbdb813ee. Body:
Cisco.Office.RestClient.MultipartRequestData[version:VersionPost[Comment: ],
data:<application/vnd.openxmlformats-officedocument.wordprocessingml.document>]
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.AuthenticatingRestClient] [Trace] - req 7219481 response:
RestResponse[status:OK, body:{"status":0,"message":"Operation
succeeded","requestUri":null,"timeStamp":"2012-04-18T15:43:51.879-07:00","data":{"id":"3b3
24dd5-bd32-4b6f-acce-efefbdb813ee","shortId":null,"version":"3","headVersion":{"name":"QFO
.docx","id":"00000000-0000-0000-0000-000000000003","size":9020,"comment":null,"contentType
":"application/vnd.openxmlformats-officedocument.wordprocessingml.document","member":{"sho
rtName":"B Jim","fullName":"B
Jim","emailAddress":"b@example.com","avatarUrl":"/office/api/v1/users/portraits/154903018"
,"active":true,"url":"/web/b","permissions":["READ","COMMENT","WRITE","ADMIN"],"role":"Adm
in"},"creationDate":"2012-04-18T15:43:51.819-07:00","url":"/c/post_action/get_attachment?p
ostId=200007&postVersionId=1&attachmentId=155400221","diff":null,"contentId":"3b324dd5-bd3
2-4b6f-acce-efefbdb813ee","spaceId":"3b324dd5-bd32-4b6f-acce-efefbdb813ee","mergePolicy":n
ull,"numericVersion":3,"md5":null,"via":"Unknown","contentShortId":null,"scribdData":null}
}}, source:Server]
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.ContentRepository]
[Trace] - loaded content version data {"HeadVersion":2} from
C:\Users\shrmohan\AppData\Local\Cisco\Quad for
Office\b\stage\3b324dd5-bd32-4b6f-acce-efefbdb813ee-version-info
2012-04-18 15:43:51 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.ContentVersionInfo]
[Trace] - stored new content version data {"HeadVersion":3} in
C:\Users\shrmohan\AppData\Local\Cisco\Quad for
Office\b\stage\3b324dd5-bd32-4b6f-acce-efefbdb813ee-version-info
2012-04-18 15:43:51 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - added latch for
3b324dd5-bd32-4b6f-acce-efefbdb813ee: 47088197
2012-04-18 15:43:51 [p:10416] [t:1]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - released and
removed latch for 3b324dd5-bd32-4b6f-acce-efefbdb813ee: 47088197
2012-04-18 15:43:52 [p:10416] [t:12]
[Cisco.Office.Sidebar.Client.PollingLocalModificationWatchdog] [Trace] - waiting for latch
47088197
2012-04-18 15:43:52 [p:10416] [t:12] [Cisco.Office.Sidebar.Client.SidebarDataContext]
[Trace] - [Word] Updating content modification status: Clean. Local mod status: Clean;
IsContentStale: False
```

User Provided Invalid Token or Invalid Credentials

These messages appear when the user has provided invalid token or invalid credentials:

```
Apr 10 22:49:58 quad.example.com quad[]: ERROR [OFFICE_API] - [TP-Processor45]: login
failed Apr 10 22:49:58 quad.example.com java.lang.IllegalAccessException
Apr 10 22:49:58 quad.example.com     at
com.cisco.quad.office.server.LoginUtil.login(LoginUtil.java:104)
Apr 10 22:49:58 quad.example.com     at
com.cisco.quad.office.server.QuadUserController.login(QuadUserController.java:87)
Apr 10 22:49:58 quad.example.com     at
sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
Apr 10 22:49:58 quad.example.com     at
sun.reflect.NativeMethodAccessorImpl.invoke(Unknown Source)
Apr 10 22:49:58 quad.example.com     at
sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source)
Apr 10 22:49:58 quad.example.com     at java.lang.reflect.Method.invoke(Unknown Source)
Apr 10 22:49:58 quad.example.com     at
org.springframework.web.bind.annotation.support.HandlerMethodInvoker.invokeHandlerMethod(H
andlerMethodInvoker.java:176)
Apr 10 22:49:58 quad.example.com     at
org.springframework.web.servlet.mvc.annotation.AnnotationMethodHandlerAdapter.invokeHandle
rMethod(AnnotationMethodHandlerAdapter.java:436)
```

```
Apr 10 22:49:58 quad.example.com     at
org.springframework.web.servlet.mvc.annotation.AnnotationMethodHandlerAdapter.handle(Annot
ationMethodHandlerAdapter.java:424)
Apr 10 22:49:58 quad.example.com     at
org.springframework.web.servlet.DispatcherServlet.doDispatch(DispatcherServlet.java:900)
Apr 10 22:49:58 quad.example.com     at
org.springframework.web.servlet.DispatcherServlet.doService(DispatcherServlet.java:827)
Apr 10 22:49:58 quad.example.com     at
org.springframework.web.servlet.FrameworkServlet.processRequest(FrameworkServlet.java:882)
expected failure but is harmless, when user has invalid token or invalid credentials:
```

Open API Logs

This section is organized as follows:

Message Format

Similarly to all Cisco WebEx Social log messages, API log messages follow this format:

<Timestamp> <Log Level> [Class name] - [thread name] - [user screen name] - [session id]: <log message>

The <log message> part has format that is specific to API log messages, as follows:

- For log levels different than TRACE, the format is:

  [API] - message text

- For log level TRACE, the format is:
  - When capturing an entry into an API method:

    >>Class.Method(args) [

    Where Class is the API class name, Method is the method name and args are the arguments that have been passed to the method.
  - When capturing an exit from an API method:

    < return data >

    ] Class.method() << <time elapsed>

    Where return data is the result from the method execution, Class is the API class name, Method is the method name, and time elapsed is the time spend executing this method.
  - When capturing an exception:

    < Exception >

    ] Class.method()

    Where Exception is the exception text, Class is the API class name, and Method is the method name.

An example log excerpt follows. Section explanations are included inline in bold:

API entry point

```
2011-07-31 21:45:05,984 TRACE [auth.servlet.QuadAuthenticationServletFilter] -
[http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>QuadAuthenticationServletFilter.doFilter(
```

```
org.apache.catalina.connector.RequestFacade@4bdc8171,
org.apache.catalina.connector.ResponseFacade@79b6489f,
org.apache.catalina.core.ApplicationFilterChain@2e59fd26 ) [
<...lines omitted for brevity...>
2011-07-31 21:45:06,176 DEBUG [common.util.LoginUtil] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
com.cisco.ecp.openapi.common.util.LoginUtil.login() <Login attempt with login
test@example.com and auth type emailAddress >
<...lines omitted for brevity...>
```

Announcing successful login

```
2011-07-31 21:45:06,955 DEBUG [common.util.LoginUtil] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
com.cisco.ecp.openapi.common.util.LoginUtil.login() <Login attempt successful for login
test@example.com and auth type emailAddress >
.<...lines omitted for brevity...>
```

HTTP request details

```
2011-07-31 21:45:06,580 INFO  [common.logging.QuadLoggingJerseyFilter] - [http-8080-2] -
[test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -


=====>

GET http://ws01.example.com/quadopen/api/rest/users/@me/

host               : ws01.example.com
user-agent         : Mozilla/5.0 (Windows NT 6.1; WOW64; rv:10.0.2) Gecko/20100101
Firefox/10.0.2
accept             : application/json
Accept-Encoding    : gzip, deflate
connection         : keep-alive
authorization      : OAuth
realm="http%3A%2F%2Fws01.example.com%2Fquadopen%2Fapi%2Frest%2Fusers%2F%40me%2F",oauth_sig
nature_method="HMAC-SHA1",oauth_version="1.0",oauth_nonce="c1JUD2",oauth_timestamp="132987
9921",oauth_consumer_key="34a1c046163e1659c38b4a98c1db61f2c00a1f24",oauth_token="82c60559-
75a1-fb03-67c3-451964144643",oauth_signature="zXHJK%2FAke2q%2F%2BCCk3Im3UizTFNk%3D"
content-type       : application/json
cookie             : GUEST_LANGUAGE_ID=en_US; COOKIE_SUPPORT=true;
JSESSIONID=B062955A6C15CC6F74029C5355E461BE.ws01.example.comjvm; LOGIN=6368616e646c6572;
SCREEN_NAME=374b33682f3273465349766e6d45422b5756693537413d3d
content-length     : 0


=====>
```

Invoking REST handler

```
2011-07-31 21:45:07,110 TRACE [api.rest.UserRestHandlerImpl] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - >>UserRestHandlerImpl.getUser( 10382,
@basic,images, com.cisco.ecp.openapi.protocol.model.QueryParameters@799e525a ) [
<...lines omitted for brevity...>
```

Processors initiate request processing

```
2011-07-31 21:45:07,111 TRACE [openapi.processor.DefaultProcessorDelegate] - [http-8080-2]
- [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>DefaultProcessorDelegate.processRequest(
{co=com.cisco.ecp.openapi.protocol.model.QueryParameters@799e525a, userId=10382,
_this=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_args=[Ljava.lang.Object;@366ec9d4,
```

```
_target=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_jp=execution(Response com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl.getUser(long,
String, QueryParameters)), fields=@basic,images} ) [
2011-07-31 21:45:07,112 TRACE [openapi.processor.AbstractProcessorDelegate] -
[http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>AbstractProcessorDelegate.getProcessors() [
2011-07-31 21:45:07,112 TRACE [openapi.processor.AbstractProcessorDelegate] -
[http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
<[com.cisco.ecp.openapi.processor.FieldsSelectorProcessor@79c05dfa,
com.cisco.ecp.openapi.processor.MetadataSelectorProcessor@445a0688,
com.cisco.ecp.openapi.processor.RequestFiltersProcessor@7262edc6,
com.cisco.ecp.openapi.processor.ServerMessageProcessor@3ce89cd5]>
2011-07-31 21:45:07,112 TRACE [openapi.processor.AbstractProcessorDelegate] -
[http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - ]
AbstractProcessorDelegate.getProcessors()<< 0ms
2011-07-31 21:45:07,112 TRACE [openapi.processor.FieldsSelectorProcessor] - [http-8080-2]
- [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>FieldsSelectorProcessor.processRequest(
{co=com.cisco.ecp.openapi.protocol.model.QueryParameters@799e525a, userId=10382,
_this=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_args=[Ljava.lang.Object;@366ec9d4,
_target=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_jp=execution(Response com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl.getUser(long,
String, QueryParameters)), fields=@basic,images} ) [
2011-07-31 21:45:07,112 TRACE [openapi.processor.FieldsSelectorProcessor] - [http-8080-2]
- [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>FieldsSelectorProcessor.getFieldsFromContext(
{co=com.cisco.ecp.openapi.protocol.model.QueryParameters@799e525a, userId=10382,
_this=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_args=[Ljava.lang.Object;@366ec9d4,
_target=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_jp=execution(Response com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl.getUser(long,
String, QueryParameters)), fields=@basic,images} ) [
2011-07-31 21:45:07,112 TRACE [openapi.processor.Processor] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - >>Processor.getQueryParametersOrNull(
{co=com.cisco.ecp.openapi.protocol.model.QueryParameters@799e525a, userId=10382,
_this=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_args=[Ljava.lang.Object;@366ec9d4,
_target=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_jp=execution(Response com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl.getUser(long,
String, QueryParameters)), fields=@basic,images} ) [
2011-07-31 21:45:07,113 TRACE [openapi.processor.Processor] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
<com.cisco.ecp.openapi.protocol.model.QueryParameters@799e525a>
2011-07-31 21:45:07,113 TRACE [openapi.processor.Processor] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - ]
Processor.getQueryParametersOrNull()<< 0ms
<...lines omitted for brevity...>
2011-07-31 21:45:07,118 TRACE [openapi.processor.Processor] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - >>Processor.processRequest(
{co=com.cisco.ecp.openapi.protocol.model.QueryParameters@799e525a, userId=10382,
_this=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_args=[Ljava.lang.Object;@366ec9d4,
_target=com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl@53a21d0b,
_jp=execution(Response com.cisco.ecp.openapi.api.rest.UserRestHandlerImpl.getUser(long,
String, QueryParameters)), fields=@basic,images} ) [
2011-07-31 21:45:07,118 TRACE [openapi.processor.Processor] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - <null>
2011-07-31 21:45:07,119 TRACE [openapi.processor.Processor] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - ] Processor.processRequest()<< 0ms
2011-07-31 21:45:07,119 TRACE [openapi.processor.DefaultProcessorDelegate] - [http-8080-2]
- [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - <null>
```

```
2011-07-31 21:45:07,119 TRACE [openapi.processor.DefaultProcessorDelegate] - [http-8080-2]
- [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - ]
DefaultProcessorDelegate.processRequest()<< 8ms
```

Request processing completed. Invoking common service.

```
2011-07-31 21:45:07,119 TRACE [common.service.UserService] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - >>UserService.getUser( 10382 ) [
```

Calling VDL for data.

```
2011-07-31 21:45:07,119 TRACE [common.service.BaseService] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - >>BaseService.getVdlUserById( 10382 )
[
<...lines omitted for brevity...>
2011-07-31 21:45:07,193 TRACE [common.service.BaseService] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - ] BaseService.getVdlUserById()<< 73ms
```

VDL Service returns data. API layer processes the returned data.

```
<...lines omitted for brevity...>
2011-07-31 21:45:07,737 TRACE [common.service.UserService] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
<com.cisco.ecp.openapi.common.model.UserModel@f08f2a[firstName=Test,lastName=Test,fullName
=Test
Test,screenName=test,images=[],startWorkHour=-1,endWorkHour=-1,timeZone=America/Los_Angele
s,jobTitle=,friendlyJobTitle=,addresses=[],emails=[com.cisco.ecp.openapi.common.model.Emai
lModel@3e70bcbe[address=test@example.com,primary=true,id=0,resource=http://ws.example.com/
schema/1.0/email]],phones=[],tags=[],id=10382,resource=http://ws.example.com/schema/1.0/us
er]>
2011-07-31 21:45:07,737 TRACE [common.service.UserService] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - ] UserService.getUser()<< 618ms
```

Common service returns processed data to handler layer.

```
2011-07-31 21:45:07,737 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>AbstractRestHandlerImpl.createResponseItems(
com.cisco.ecp.openapi.common.model.UserModel@f08f2a[firstName=Test,lastName=Test,fullName=
Test
Test,screenName=test,images=[],startWorkHour=-1,endWorkHour=-1,timeZone=America/Los_Angele
s,jobTitle=,friendlyJobTitle=,addresses=[],emails=[com.cisco.ecp.openapi.common.model.Emai
lModel@3e70bcbe[address=test@example.com,primary=true,id=0,resource=http://ws.example.com/
schema/1.0/email]],phones=[],tags=[],id=10382,resource=http://ws.example.com/schema/1.0/us
er] ) [
2011-07-31 21:45:07,738 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>AbstractRestHandlerImpl.createResponseItem(
com.cisco.ecp.openapi.common.model.UserModel@f08f2a[firstName=Test,lastName=Test,fullName=
Test
Test,screenName=test,images=[],startWorkHour=-1,endWorkHour=-1,timeZone=America/Los_Angele
s,jobTitle=,friendlyJobTitle=,addresses=[],emails=[com.cisco.ecp.openapi.common.model.Emai
lModel@3e70bcbe[address=test@example.com,primary=true,id=0,resource=http://ws.example.com/
schema/1.0/email]],phones=[],tags=[],id=10382,resource=http://ws.example.com/schema/1.0/us
er] ) [
2011-07-31 21:45:07,738 TRACE [common.service.MetaService] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - >>MetaService.createMeta(
com.cisco.ecp.openapi.common.model.UserModel@f08f2a[firstName=Test,lastName=Test,fullName=
Test
Test,screenName=test,images=[],startWorkHour=-1,endWorkHour=-1,timeZone=America/Los_Angele
s,jobTitle=,friendlyJobTitle=,addresses=[],emails=[com.cisco.ecp.openapi.common.model.Emai
lModel@3e70bcbe[address=test@example.com,primary=true,id=0,resource=http://ws.example.com/
schema/1.0/email]],phones=[],tags=[],id=10382,resource=http://ws.example.com/schema/1.0/us
er] ) [
<...lines omitted for brevity...>
```

```
2011-07-31 21:45:07,740 TRACE [common.service.MetaService] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - <null>
2011-07-31 21:45:07,741 TRACE [common.service.MetaService] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - ] MetaService.createMeta()<< 2ms
2011-07-31 21:45:07,741 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
<com.cisco.ecp.openapi.protocol.model.ResponseItem@3021ef0d>
2011-07-31 21:45:07,741 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - ]
AbstractRestHandlerImpl.createResponseItem()<< 3ms
2011-07-31 21:45:07,742 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
<com.cisco.ecp.openapi.protocol.model.ResponseItems@3d5572b>
2011-07-31 21:45:07,742 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - ]
AbstractRestHandlerImpl.createResponseItems()<< 5ms
2011-07-31 21:45:07,742 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - >>AbstractRestHandlerImpl.ok(
com.cisco.ecp.openapi.protocol.model.ResponseItems@3d5572b ) [
2011-07-31 21:45:07,745 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
<com.sun.jersey.core.spi.factory.ResponseImpl@486090fa>
2011-07-31 21:45:07,745 TRACE [api.rest.AbstractRestHandlerImpl] - [http-8080-2] - [test]
- [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - ] AbstractRestHandlerImpl.ok()<<
3ms
```

Handlers return processed data to processors. Processors start processing the response.

```
2011-07-31 21:45:07,746 TRACE [openapi.processor.DefaultProcessorDelegate] - [http-8080-2]
- [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>DefaultProcessorDelegate.processResponse(
com.sun.jersey.core.spi.factory.ResponseImpl@486090fa ) [
<...lines omitted for brevity...>
2011-07-31 21:45:08,081 TRACE [openapi.processor.DefaultProcessorDelegate] - [http-8080-2]
- [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
<com.sun.jersey.core.spi.factory.ResponseImpl@48362efe>
2011-07-31 21:45:08,081 TRACE [openapi.processor.DefaultProcessorDelegate] - [http-8080-2]
- [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - ]
DefaultProcessorDelegate.processResponse()<< 335ms
2011-07-31 21:45:08,081 TRACE [common.util.RequestContextThreadLocal] - [http-8080-2] -
[test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>RequestContextThreadLocal.unset() [
2011-07-31 21:45:08,081 TRACE [common.util.RequestContextThreadLocal] - [http-8080-2] -
[test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - <null>
2011-07-31 21:45:08,081 TRACE [common.util.RequestContextThreadLocal] - [http-8080-2] -
[test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - ]
RequestContextThreadLocal.unset()<< 0ms
2011-07-31 21:45:08,081 TRACE [api.rest.UserRestHandlerImpl] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
<com.sun.jersey.core.spi.factory.ResponseImpl@48362efe>
2011-07-31 21:45:08,081 TRACE [api.rest.UserRestHandlerImpl] - [http-8080-2] - [test] -
[C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - ] UserRestHandlerImpl.getUser()<<
971ms
```

HTTP response details

```
2011-07-31 21:45:08,081 INFO  [common.logging.QuadLoggingJerseyFilter] - [http-8080-2] -
[test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -

<=====
STATUS 200 OK
Content-Type        : application/json
Content-Encoding    : gzip
```

{"statusCode":200,"startIndex":0,"itemsPerPage":1,"totalResults":0,"filtered":false,"sorte
d":false,"entry":[{"data":{"addresses":[],"emails":[{"id":21010003,"resource":"http://ws.e
xample.com/schema/1.0/email","address":"vishal@ws.example.com","primary":true},{"id":0,"re
source":"http://ws.example.com/schema/1.0/email","address":"vveda@ws.example.com","primary
":false}],"endWorkHour":-1,"firstName":"Vishal","friendlyJobTitle":"","fullName":"Vishal
Veda","id":310003,"images":[{"image":{"id":310058,"resource":"","size":1272,"published":0,
"updated":1327177505058,"fileName":null,"mimeType":"jpg","author":null,"uri":"/image/user_
portrait?img_id=310058&t=1327177505058","height":102,"width":102},"sizeType":"large"},{"im
age":{"id":310062,"resource":"","size":1531,"published":0,"updated":1329527064801,"fileNam
e":null,"mimeType":"jpg","author":null,"uri":"/image/user_portrait?img_id=310062&t=1329527
064801","height":60,"width":60},"sizeType":"medium2"},{"image":{"id":310060,"resource":"",
"size":867,"published":0,"updated":1329527064761,"fileName":null,"mimeType":"jpg","author"
:null,"uri":"/image/user_portrait?img_id=310060&t=1329527064761","height":25,"width":25},"
sizeType":"small"},{"image":{"id":310061,"resource":"","size":994,"published":0,"updated":
1329527064781,"fileName":null,"mimeType":"jpg","author":null,"uri":"/image/user_portrait?i
mg_id=310061&t=1329527064781","height":33,"width":33},"sizeType":"medium1"}],"jobTitle":""
,"lastName":"Veda","manager":{"firstName":"Vishal","fullName":"Vishal
Veda","id":310003,"images":null,"jobTitle":"","lastName":"Veda","resource":"http://ws.exam
ple.com/schema/1.0/manager","screenName":"vveda"},"phones":[{"id":21010004,"resource":"htt
p://ws.example.com/schema/1.0/phone","primary":false,"number":"+1-555-222-6666","extension
":"","type":"business"},{"id":21010005,"resource":"http://ws.example.com/schema/1.0/phone"
,"primary":true,"number":"555-111-8888","extension":"1234","type":"business"}],"resource":
"http://ws.example.com/schema/1.0/user","screenName":"vveda","startWorkHour":-1,"tags":[],
"timeZone":"America/Los_Angeles"}}],"serverMessages":null}

<=====

2011-07-31 21:45:08,239 TRACE [auth.servlet.UserPermissionServletFilter] - [http-8080-2] -
[test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - <null>

Response processing completed.

2011-07-31 21:45:08,239 TRACE [auth.servlet.UserPermissionServletFilter] - [http-8080-2] -
[test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -]
UserPermissionServletFilter.doFilter()<< 1,221ms
2011-07-31 21:45:08,239 TRACE [auth.servlet.QuadAuthenticationServletFilter] -
[http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - <null>
2011-07-31 21:45:08,239 TRACE [auth.servlet.QuadAuthenticationServletFilter] -
[http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -]
QuadAuthenticationServletFilter.callChain()<< 1,222ms
2011-07-31 21:45:08,239 TRACE [auth.servlet.QuadAuthenticationServletFilter] -
[http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - <null>
2011-07-31 21:45:08,239 TRACE [auth.servlet.QuadAuthenticationServletFilter] -
[http-8080-2] - [test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -]
QuadAuthenticationServletFilter.doFilter()<< 2,255ms
2011-07-31 21:45:08,240 TRACE [common.util.RequestContextThreadLocal] - [http-8080-2] -
[test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -
>>RequestContextThreadLocal.unset() [
2011-07-31 21:45:08,240 TRACE [common.util.RequestContextThreadLocal] - [http-8080-2] -
[test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] - <null>
2011-07-31 21:45:08,240 TRACE [common.util.RequestContextThreadLocal] - [http-8080-2] -
[test] - [C57D705B208B92CDFD81991173B34914.quadjvm1]: [API] -]
RequestContextThreadLocal.unset()<< 0ms

Response is sent to the client