



Generating Debug Logs

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Editor's Note: In this article, Mike Wright shows us how to keep from digging ourselves into a deeper hole when attempting to resolve software issues. He gives us a nice reminder of the importance of debug logs for capturing recurring problems for resolution either in-house or for reporting to JDE. He helps us out with timing, how to get the logs set up, and how to get them out of the way for later use.

Introduction

It seems like a lot of people, both technical and non-technical, struggle with how to generate a good debug log in OneWorld[®], so I thought it would be useful to explain how to do this.

Debug logs are essential for troubleshooting issues and it's one of the first things I look for when working on issues. Knowing how to generate a useful log can save a lot of time. It's also important to generate good logs for JDE when logging issues with the Response Line. It's usually one of the first things they ask for.

One of the things I always emphasize when researching a problem is the ability to duplicate the problem. If an issue is reported, but it can't be duplicated, you obviously aren't going to get a good debug log. It has to be something you can make happen again. I can't tell you how many times I've seen logging turned on only for the issue to work, so make sure you are running a good test. Try to use the same data and setup and in some cases the same security settings.

If you can duplicate the issue, then you have a prime candidate for generating a good debug log. I tend to treat getting a log differently for online applications than for batch jobs. I'll address online applications first.

Logs for Online Applications

If you have an issue that's happening while running an online application, then you want to set up your client JDE.INI file for debug logging to capture the log. I prefer an environment where business functions run locally, but sometimes you will have an issue where it only happens with business functions running on the server. I try duplicating the issue with everything running locally first, though, because you will get a better log.

You set logging by changing Output=FILE in the debug section of the client jde.ini, as shown in Figure 1.



Generating Debug Logs

```
!oneworld initialization file JDE.INI
!client specific version - B73.3.3

[JDE_CG]
STDLIBDIR=C:\Program Files\Microsoft Visual Studio\VC98\lib
TPLNAME=EXEFORM2
ERRNAME=CGERR
TARGET=OPTIMIZE
INCLUDES=C:\Program Files\Microsoft Visual Studio\VC98\include;$(SYSTEM)\include;$(SYSTEM)\cg;$(APP)\include;$(SYSTEM)\include
LIBS=C:\Program Files\Microsoft Visual Studio\VC98\lib;$(SYSTEM)\lib32;$(APP)\lib32;$(SYSTEM)\libv32
MAKEDIR=C:\Program Files\Microsoft Visual Studio\VC98\bin;c:\Program Files\Microsoft Visual Studio\Common\MSDev98\Bin
USER=JDE

[DEBUG]
TAMMUltiUserOn=0
Output=FILE
ServerLog=1
LEVEL=BSFN, EVENTS
;BSFN, EVENTS, SF_CONTROL, SF_GRID, SF_PARENT_CHILD, SF_GENERAL, SF_MESSAGING, SF_WORKFLOW, SF_WORKFLOW_ADMIN, SF_MEDIA_OBJ
DebugFile=c:\jdedebug.log
JobFile=c:\jde.log
Frequency=10000
RepTrace=0

[Explorer]
ExplorerHomeURL=\\OWDPLY\B7333\Activera\PortalLite\index.html
ExplorerStart=INTERNET

[PORTALENVMAP]
PD7333=JPD7333
PY7333=JPY7333
OV7333=JOV7333
TS7333=JTS7333
PR7333=JPR7333

[EVEREST]
ColorScheme=1
ShowAlias=1
ServerHelpPath=\\OWDPLY\B7333\helps

[svr]
EnvType=1
EnvironmentName=PD7333
SpecPath=spec
SourcePath=source
ObjectPath=obj
HeaderPath=include
HeaderVpath=includev
BinPath=bin32
LibPath=lib32
LibvPath=libv32
```

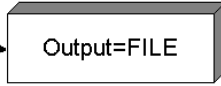


Figure 1 – JDE.INI File, Output = FILE Setting

This setting will cause detailed logging to occur in a file called jdedebug.log. Figure 2 is a sample log.

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