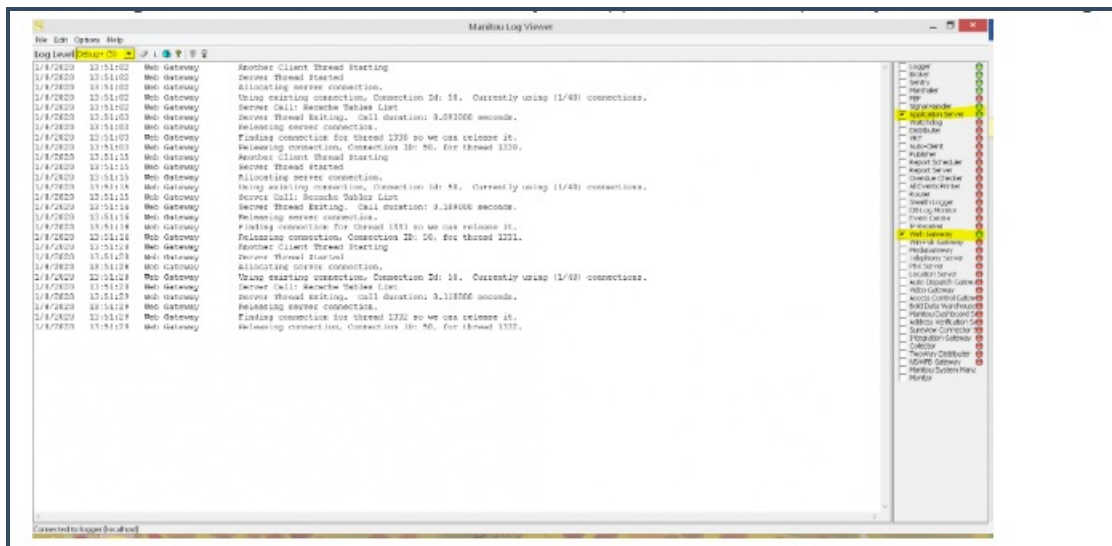


02/01/2024 5:11 pm EST

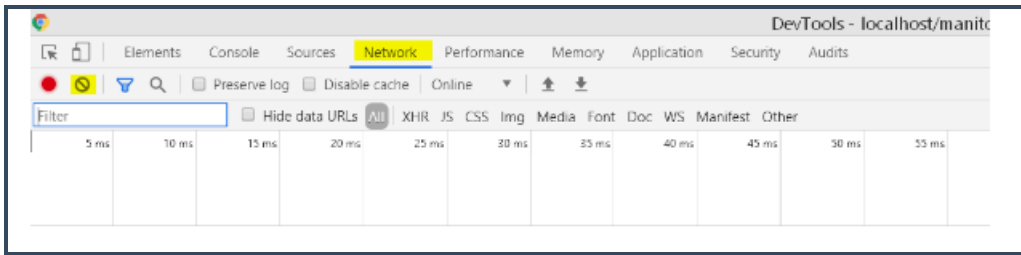
1. Make sure that you have listed steps to reproduce

1. Launch Log Viewer and filter down to Web Gateway and Application Server (optionally: throw it onto debug level 5)

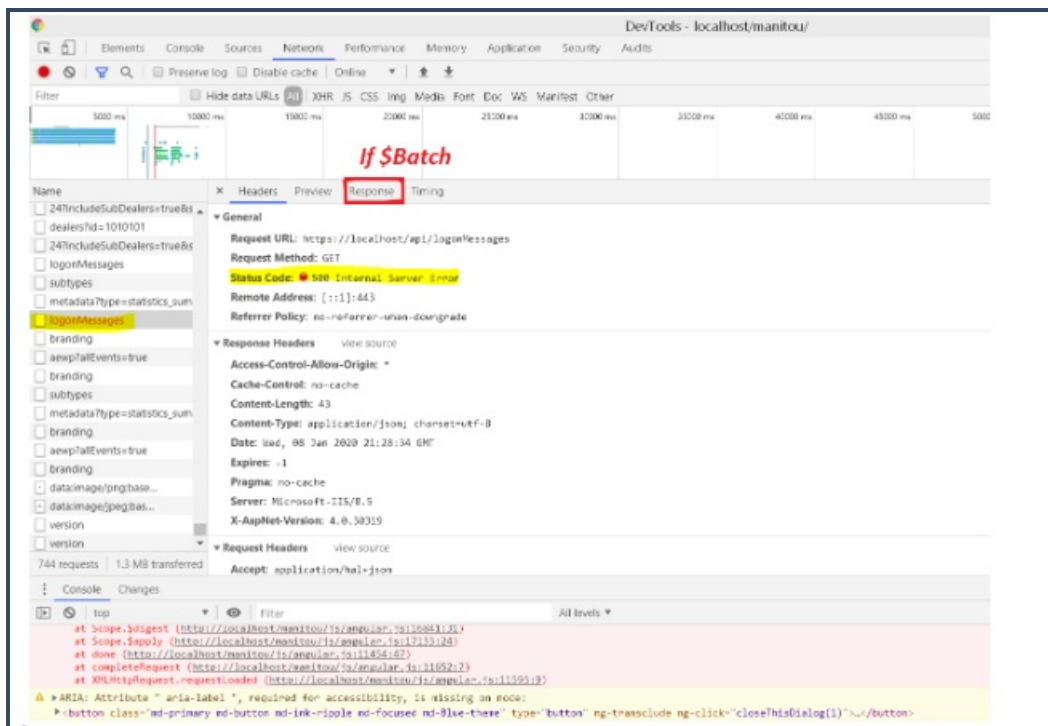


- ```
<add key="Debug" value="true"/>
<add key="ErrorDetails" value="true"/>
```

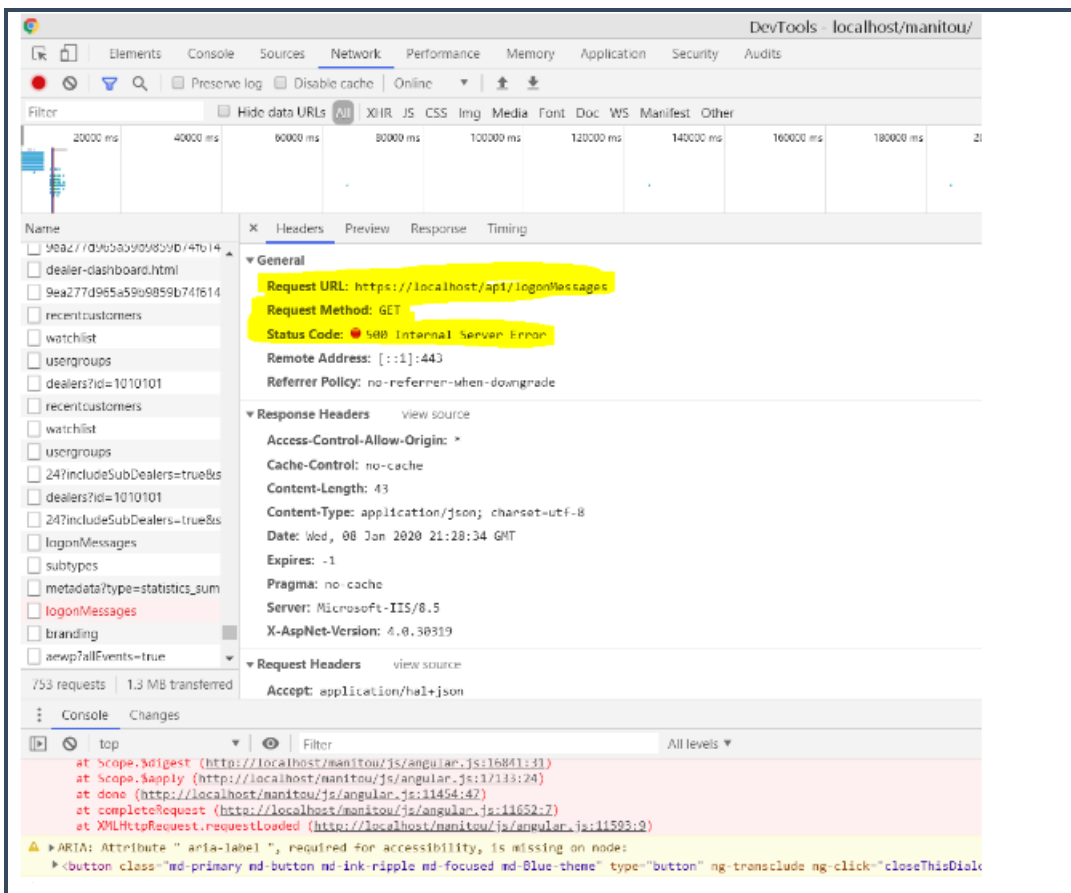
1. In the web client, open the web console by pressing Ctrl + Shift + J, switch to the Network tab, and then press the clear button in your console right before reproducing the issue



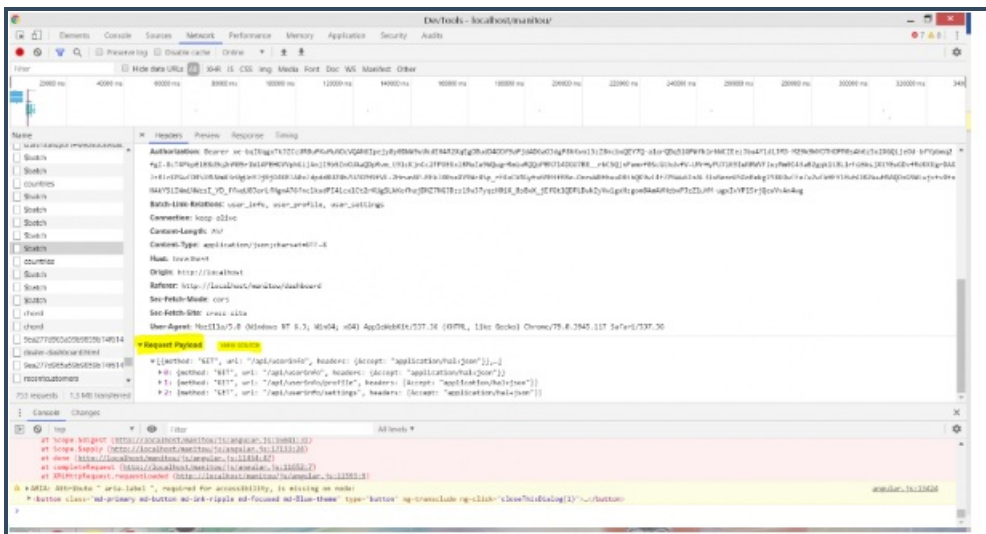
2. After following the steps to reproduce, search the network calls that were made focusing on the HTTP response; you will find one that has a response of '500' (if it is a \$batch call, this response will be in the response tab so you will need to check there on batches)



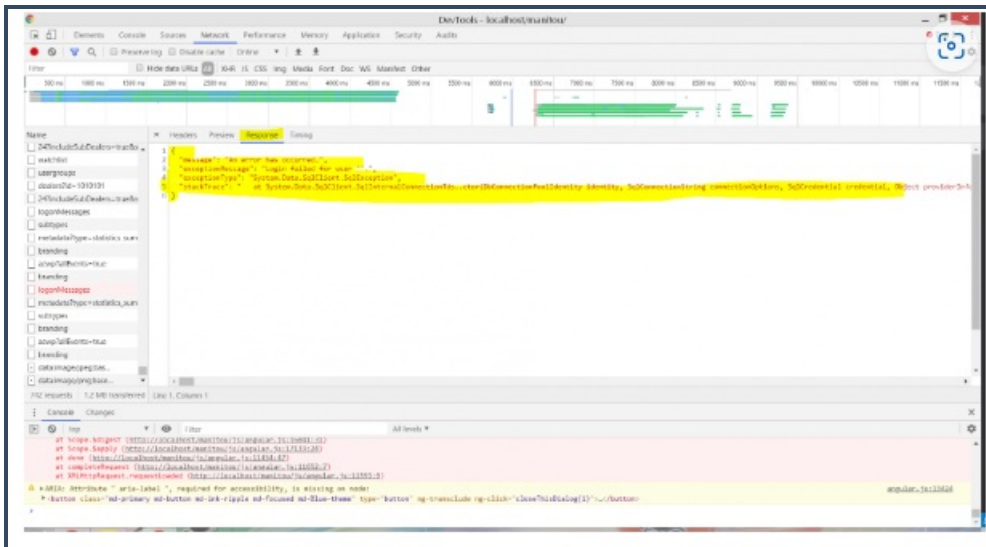
3. Capture the Headers under General



4. Copy all of the information in Request Payload; you will need to press 'view source' so that it will expand and give you all of the information



5. Copy all of the information in the Response tab



Things to send: Steps to reproduce, Log Viewer logs, API log file, HTTP Headers, HTTP Payload, HTTP response.

## No Data Error, Things Not Acting As Expected:

1. Make sure that you have listed steps to reproduce

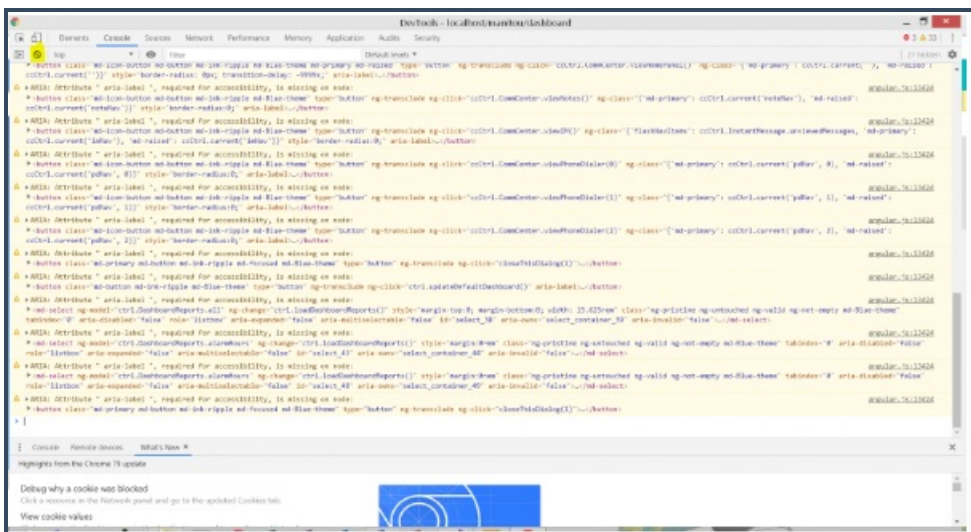
## Server Side

1. Set the following keys in the web client's web.config and restart IIS:

```
<add key="LogListeners" value="ConsoleLogListener" />
<add key="LogLevel" value="5" />
<add key="LogCategoriesFilter" value="Exceptions,Debugging,ApiSignalR" />
```

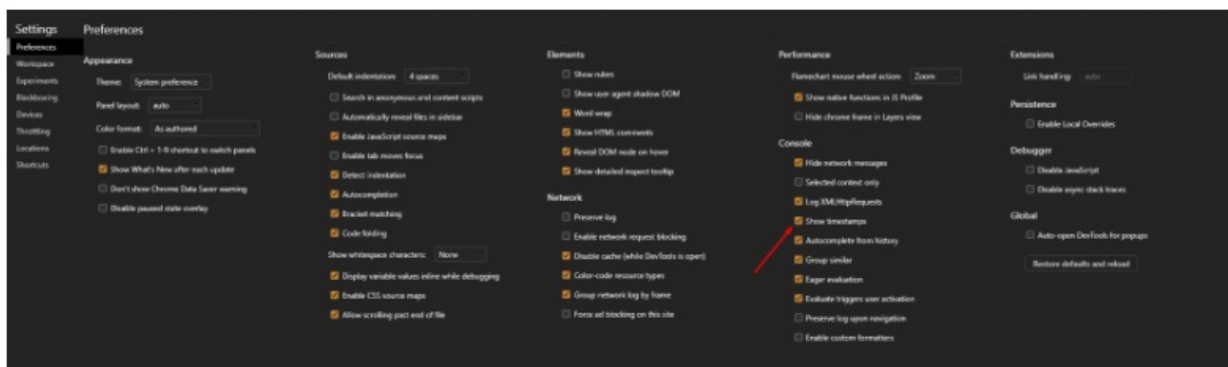
## Workstation Side

1. Open console when on the web client page by pressing Ctrl + Shift + J and press the clear button in your console right before reproducing issue

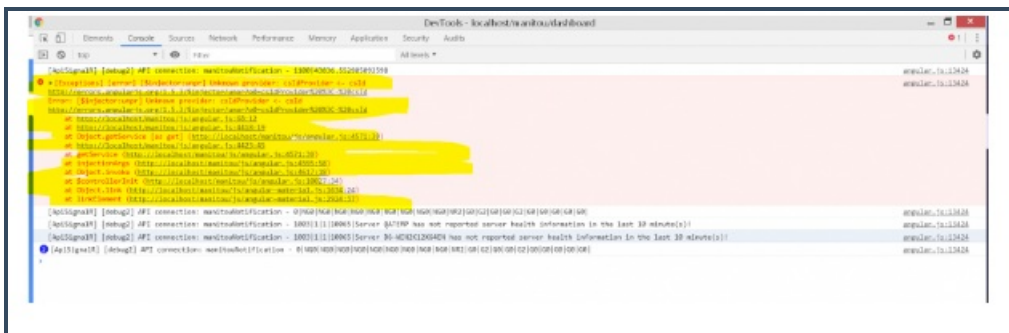


2. Open the console settings (Hit F1 in the Dev Tools window) and turn on Timestamps

3.



Screenshot anything that happens in the console after following the steps (Optionally right click and save to a file)



Things to send: Steps to reproduce, screenshots of the console.