

# **AE Log Viewer User's Guide**

Application Enablement

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## AE Log Viewer User's Guide

### ***Intended Audience***

This document is intended for anyone who is interested to view the logs using AE Log Viewer application.

### ***What is AE Log Viewer***

AE Log Viewer is a common medium to view the log messages for multiple applications (UPM, Foundation and WMB) in various environments. It provides the capability to search the logs with many different parameters.

### **Security**

AE Log Viewer provides a user authentication and authorization using Active Directory Global groups. Non AE users should request group membership to get access to view the log messages.

## ***AE Log Viewer Screen Overview***

### **Logon Prompt**

At the logon prompt enter your MS domain Window user id and password. Press Login to authenticate your user name/password credentials and authorize your use of the system.



Application Enablement - Logon	
User:	<input type="text"/>
Password:	<input type="password"/>
Use your windows id and password to log on.	
<input type="button" value="Login"/>	<input type="button" value="Reset"/>

### **AE Log Viewer Screen**

After successfully logging into the system you will be presented with the Log Viewer screen.

The screen is divided by Search Criteria and Search Results.

## Application Enablement Log Viewer User's Guide

Applications Utilities Documentation

Search

\*Environment Start Timestamp End Timestamp Unique ID External ID AE System AE System Version

TEST 2014-11-08 05:02:22

Consumer Provider Appl Instance Event CD Severity Service Service Version

Cluster ID Log Data Label Max Rows Sort Options Search Reset Save Load

Results  
Nothing found to display. 20 Rows per page.

Search Criteria allows you to search the logs by entering some filter conditions. By default the start time stamp is set to one hour before the current time, the sort order is set to ascending and the max rows is set to 500.

Environment provides a capability to search on a particular environment. It would be the application environment for UPM (dev, devint, uata etc.), CICS regions for Foundation (UHGTG4T1, UHGTUPT1 etc.) and Queue managers for WMB (WMBT01, WMBRM02 etc.). It is internally mapped to the corresponding environments based on the selection criteria. This field is mandatory for any search without the unique id. With the unique id, this field is ignored.

Applications Utilities Documentation

Search

\*Environment Start Timestamp End Timestamp Unique ID

TEST 2014-11-08 05:02:22

Provider Appl Instance Event CD

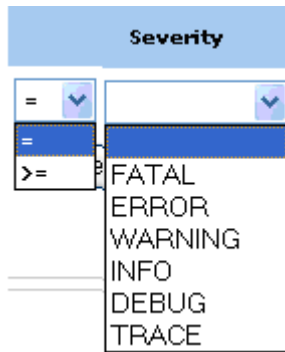
Log Data Label Max Rows Sort Options

Results  
Nothing found to display. 20 Rows per page.

Start Time Stamp is set to one hour before the current time by default. This field is mandatory for any search without the unique id. With the unique id, this field is ignored.

Unique ID is the system generated unique id of the service call. This field is mandatory if the Start Time Stamp is not present.

The Severity field has options to search with a particular severity or more than a particular severity. If “>=” is selected, the log messages with more than or equal to that severity are displayed.



The maximum number of results fetched from the search is defaulted to 500. This can be changed using the Max Rows drop down.

The log messages are sorted in ascending order of the time stamp by default. To view the recent messages, the sort order can be changed to descending.

### ***Search function***

The search can be further narrowed by using any of the other fields. Once the search criterion is ready, Search button can be clicked to view the search results. The search results are sorted either in the ascending or descending order of the time stamp based on the selected sort order.

The search function groups the results by the unique id and the first message in the group is displayed in the results section.

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<div>[[B2B  81798181 UHGORE-PROD-GATEWAY  2014-11-08 05:02:22.101</div>	U3	ReadConsumerCoverage	13	B2B	UPM	UPM Prod Instance	HTTP_REQUEST	
<div>[[a3c0ptumrx.uhc.com  k1n5s1 u3c pr6  1415432758814 LoadGovernanceDBImpl  2014-11-08 05:02:22.176</div>	U3	LoadGovernanceDBImpl	1	UPM	UPM	LoadGovernanceDatabase	CONFIGURATION	
<div>[[B2B  81524709 UHGORE-PROD-GATEWAY  2014-11-08 05:02:22.360</div>	U3	ReadConsumerCoverage	13	B2B	UPM	UPM Prod Instance	LOG_MESSAGE	
<div>[[B2B  130257 UHGORE-PROD-GATEWAY  2014-11-08 05:02:22.368</div>	U3	ReadConsumerCoverage	13	B2B	UPM	UPM Prod Instance	LOG_MESSAGE	
<div>8F11B3BA0149-4000-E000-5A8F0AB30CA0 2014-11-08 05:02:22.406</div>	WSB	EPPlanSummary	1	PORTAL	maps		MAIN_REQUEST	
<div>[[B2C  B2C  1415444542464  7fc47942  2014-11-08 05:02:22.466</div>	UPM	selectConsumerCoverageList	2.2.0	B2C	UPM	B2C	upm.service.foma...	LOG_MESSAGE
<div>[[B2C  B2C  1415444542480  9c719094  2014-11-08 05:02:22.482</div>	UPM	selectConsumerCoverageList	2.2.0	B2C	UPM	B2C	upm.service.foma...	LOG_MESSAGE
<div>[[B2C  B2C  1415444542504  a1289ba5  2014-11-08 05:02:22.507</div>	UPM	selectConsumerCoverageList	2.2.0	B2C	UPM	B2C	upm.service.foma...	LOG_MESSAGE
<div>[[B2C  B2C  1415444542615  19545536  2014-11-08 05:02:22.617</div>	UPM	selectConsumerCoverageList	2.2.0	B2C	UPM	B2C	upm.service.foma.consumer- 1.0::selectConsumerCoverageList	LOG_MESSAGE
<div>[[B2C  B2C  1415444540915  c8d5a33a  2014-11-08 05:02:22.654</div>	UPM	selectConsumerCoverageList	2.2.0	B2C	UPM	B2C	upm.dataservice...	LOG_MESSAGE
<div>[[B2B  18244018 UHGORE-PROD-GATEWAY  2014-11-08 05:02:22.737</div>	U3	ReadConsumerCoverage	13	B2B	UPM	UPM Prod Instance	LOG_MESSAGE	
<div>[[B2C  B2C  1415444542845  1134850e  2014-11-08 05:02:22.848</div>	UPM	selectConsumerCoverageList	2.2.0	B2C	UPM	B2C	upm.service.foma...	LOG_MESSAGE

Unique  
ID hyper  
link

Log Details link

## Unique ID hyperlink

Each unique id is displayed with a hyper link. The complete set of results for a particular unique id can be viewed by clicking on the hyper link.

## Back to Search Results link

When the log messages are viewed by the unique id, another link called “Back to Search Results” is displayed above the search results. This link navigates back to the original search result set and avoids clicking the back button on the browser. This link is available only when the unique id hyper link is clicked.

## Severity

The severity level is displayed with a unique colored block beside the time stamp for each log message in the search results section. The color represents a severity level.

Results

[Back to Search Results](#)

Severity




















Unique ID/Timestamp	System	Service	Service Version	Consumer	Provider	External ID	Application Instance	System Log Data	Log Data Label	Log Data
[[a3c0umrx.uhc.com  k1n5s1 u3c pr6  1415432758814 LoadGovernanceDBImpl  2014-11-08 03:01:00.780	U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		SERVICE LISTENER	
2014-11-08 03:01:00.781	U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		EXTERNAL_HTTP_REQUEST	
2014-11-08 03:01:00.806	U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		SERVICE LISTENER	
2014-11-08 03:01:00.808	U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		EXTERNAL_HTTP_RESPONSE	
2014-11-08 03:01:00.808	U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		SERVICE LISTENER	
2014-11-08 03:01:00.809	U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		EXTERNAL_HTTP_REQUEST	
2014-11-08 03:01:00.827	U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		SERVICE LISTENER	
2014-11-08 03:01:00.827	U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		EXTERNAL_HTTP_RESPONSE	
2014-11-08 03:03:21.742	U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		CONFIGURATION	
2014-11-08 03:07:21.749	U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		CONFIGURATION	
2014-11-08 03:14:21.765	U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		CONFIGURATION	

Severity

Back to Search results

***Search by unique Id for non AE users***

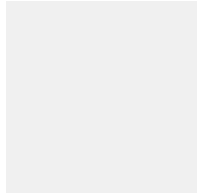
RESULTS



Unique ID/Timestamp	System	Service	Service Version	Consumer	Provider	External ID	Application Instance	System Log Data	Log Data Label	Log Data
[[PTRSR 33571649]UPM3-PROD-FRONTEND] 2014-11-10 06:16:46.039	DP	mpGateway_UPM3_nmtoken	v1	PTRSR	UPM		mpGateway_UPM3_nmtoken@UP...	String	request	
	U3	ReadConsumerCoverage	12	PTRSR	UPM		PTRSR		SERVICE LISTENER	
	U3	ReadConsumerCoverage	12	PTRSR	UPM		PTRSR		HTTP_REQUEST	
	U3	ReadConsumerCoverage	12	PTRSR	UPM		PTRSR		CONFIGURATION	
	U3	ReadConsumerCoverage	12	PTRSR	UPM		PTRSR		CONFIGURATION	
	U3	ReadConsumerCoverage	12	PTRSR	UPM		PTRSR		CONFIGURATION	
	U3	ReadConsumerCoverage	12	PTRSR	UPM		PTRSR		CONFIGURATION	
	DP	MPGateway_datasvcgw	v1	PTRSR	UPM		MPGateway_datasvcgw@UPM_P...	String	request	
	U3	ReadConsumerCoverage	12	PTRSR	UPM		PTRSR		SERVICE LISTENER	
	DP	MPGateway_phsnice	v1	PTRSR	UPM		MPGateway_phsnice@UPM_PRO...	String	request	

Non AE users do not have the privilege to view the complete details with the unique id search. They can only see the first line in the series.

***Refresh & Page navigation***

By default, a maximum of 20 rows are displayed per page in the results section. This can be changed by entering a desired number and clicking the “refresh”



button. If the results span across multiple pages, the next or previous set can be viewed by clicking either the  or  buttons.

***Save function***

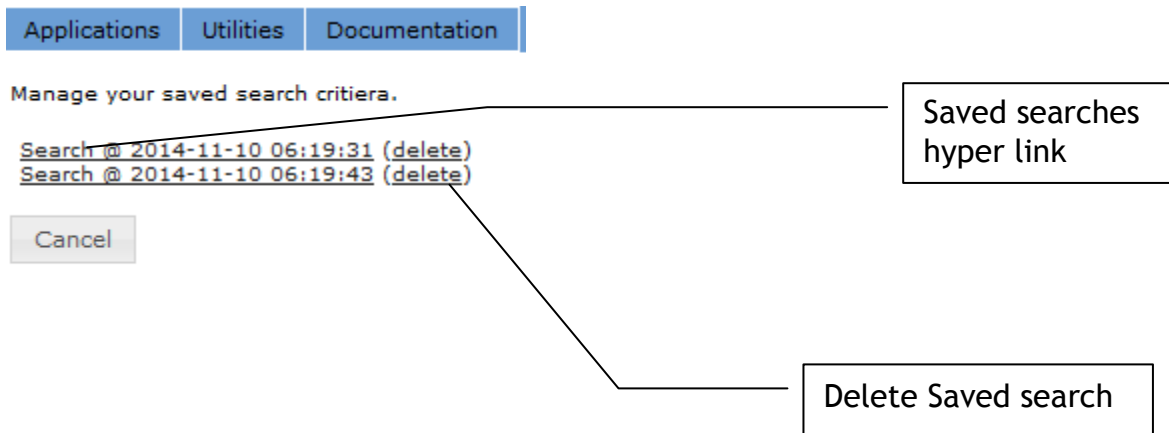
Each search is saved and is displayed as a hyper link with the time stamp in the search criteria section. When the hyper link is clicked, the screen is loaded with the search criteria and the corresponding results. At any time a maximum of 5 recent searches can be seen.

The saved searches are only available for that particular user session. Search criteria can also be persisted permanently by clicking the “Save” button. “Save” function saves the last performed search to the database for the current user.



### ***Load function***


The saved searches can be viewed by clicking the “Load” button. When the load button is clicked, the screen is refreshed with all the saved searches for the current user. Each search is displayed with a hyper link with the time stamp the search is performed. Another link “delete” is displayed next to each search link to delete the search permanently. The “Cancel” button navigates back to the Log Viewer search screen in the previous state. When the hyper link on any search criteria is clicked, the Log Viewer screen is displayed with the search criteria from the saved search and the results corresponding to it.



### ***Reset function***

“Reset” button clears all the values in the search and results sections and loads the screen with the defaults.

## ***AE Log Viewer Detail Screen Overview***

The detailed view of a log message can be seen by clicking on the  button in the search results section. The details are opened in a new window as below. The details of the log message are shown in a tabular format and the actual content of the message is shown in the bottom half of the window.

The content of the message is showed in different formats based on the data type of the message. The Base64 messages are decoded, the XML messages are



formatted to a readable format and the Foundation messages are formatted to a wrapped text. The message can also be viewed in its original format by clicking on the “Raw Data” tab. The view can be switched between the tabs.

Previous

Next

Displaying records with unique id [[PTRSR|33571649]UPM3-PROD-FRONTEND]

Previous
Next
Close

Unique ID	[[PTRSR 33571649]UPM3-PROD-FRONTEND]		
Log Timestamp	2014-11-10 05:16:46.96	Sequence #	3
Environment	u3c-pr1		
AE System	U3	AE System Version	U3
Service	ReadConsumerCoverage	Service Version	12
Consumer	PTRSR	Provider	UPM
Log Level	DEBUG	Severity	■ INFO
External ID			
Application Instance	PTRSR		
Task	com.uhg.upm.core.interceptor.internal.CoreServiceInterceptorImpl		
Event CD			
Cluster ID	kin8s1_u3c_pr1		
Sys Log Data			
Log Data Label	HTTP_REQUEST	Log Data Type	TEXT
		Log Data Size	14627 Bytes
		TEXT	RAW DATA

operation: invokeService  
Inbound Message

URL: http://u3c.uhc.com/upm3\_gateway/upm3/member/ReadConsumerCoveragev12

Encoding: UTF-8

Headers: { \$WSIS=[false], \$WSRP=[HTTP/1.1], \$WSRA=[10.175.226.7], \$WSRH=[10.175.226.7], \$WSSC=[http], \$WSSN=[u3c.uhc.com], \$WSSP=[80], \_WS\_HAPRT\_WLMVERSION=[-1], Co

Payload: <?xml version="1.0" encoding="UTF-8"?>

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Header>
    <wsse:Security xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd">
      <saml2:Assertion xmlns:saml2="urn:oasis:names:tc:SAML:2.0:assertion" version="2.0" ID="Id344d5d97-a470-4bb5-9b2d-57abf0238978" IssueInstant="2014-11-10T11:16:46.96Z">
        <saml2:Issuer>XS</saml2:Issuer>
        <Signature xmlns="http://www.w3.org/2000/09/xmldsig#">
          <_contentref_>

```

**Message content in raw format**

Previous

Next

Unique ID	[[PTRSR 33571649]UPM3-PROD-FRONTEND]		
Log Timestamp	2014-11-10 05:16:54.130	Sequence #	19
Environment	u3c-pr1		
AE System	U3	AE System Version	U3
Service	ReadConsumerCoverage	Service Version	12
Consumer	PTRSR	Provider	UPM
Log Level	DEBUG	Severity	■ DEBUG
External ID			
Application Instance	PTRSR		
Task	com.uhg.upm.core.base.internal.UpmServiceListener		
Event CD			
Cluster ID	kin8s1_u3c_pr1		
Sys Log Data			
Log Data Label	SERVICE LISTENER	Log Data Type	TEXT
		Log Data Size	88 Bytes
		TEXT	RAW DATA

lookupKey returning thekey as:/upm3\_gateway/upm3/upm3/member/ReadConsumerCoveragev12\_637

Tabbed view of the message content

**Log detail screen for non AE users**

Displaying records with unique id [[PTRSR||33571649]UPM3-PROD-FRONTEND]

Previous

Next

Unique ID	[[PTRSR  33571649]UPM3-PROD-FRONTEND]		
Log Timestamp	2014-11-10 06:16:54.127	Sequence #	17
Environment	u3c-pr1		
AE System	U3	AE System Version	U3
Service	ReadConsumerCoverage	Service Version	12
Consumer	PTRSR	Provider	UPM
Log Level	DEBUG	Severity	■ DEBUG
External ID			
Application Instance	PTRSR		
Task	com.uhg.upm.core.interceptor.internal.ServerOutboundCxfInterceptorImpl		
Event CD			
Cluster ID	k1n8s1_u3c_pr1		
Sys Log Data			
Log Data Label	MQ_INFO	Log Data Type	TEXT
		Log Data Size	Bytes

You are not authorized to view log data on this log event.

Non AE users cannot view the content of the log message.

**Previous / Next buttons**

The details of the previous and the next messages can be viewed by clicking the “Previous” and “Next” buttons respectively. The screen is refreshed with the details of the next or previous message. The buttons are grayed out if there are no more messages in the list.