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ESW INTEGRATION MONITORING GUIDE



**SFCC - ESW Cartridge**

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## ESW Integration Monitoring

The ESW Integration Monitoring module provides a comprehensive configuration analysis report for plugins within Salesforce Commerce Cloud (SFCC). This report serves as a valuable resource for identifying and troubleshooting potential issues stemming from misconfigurations. By leveraging the generated report, users gain the ability to:

* **Proactively Identify Misconfigurations**: The report highlights deviations from recommended or expected plugin configuration settings. This proactive approach helps to prevent unexpected behaviour or functionality issues within the plugins.
* **Expedite Troubleshooting**: The detailed report streamlines the troubleshooting process by pinpointing potential configuration errors that might be causing problems. This allows users to focus their efforts on resolving the root cause of the issue more efficiently.

The Plugin Integration Monitoring tool, through its configuration analysis report,

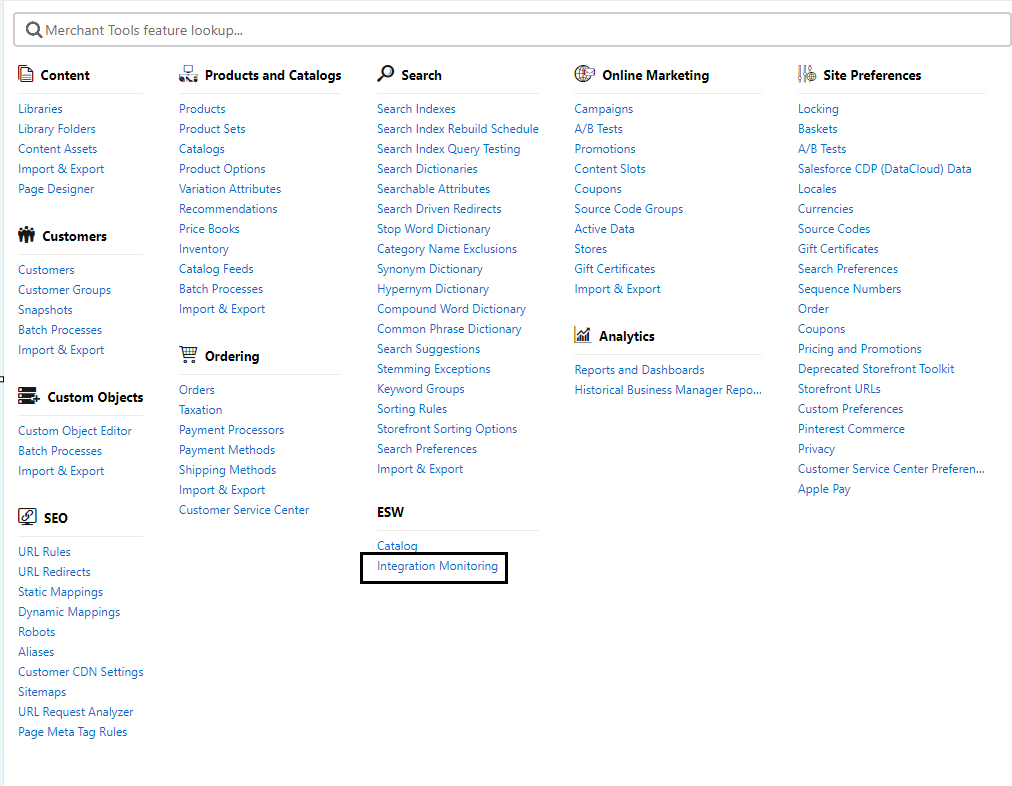
empowers users to maintain optimal plugin functionality and performance within their

SFCC environment.

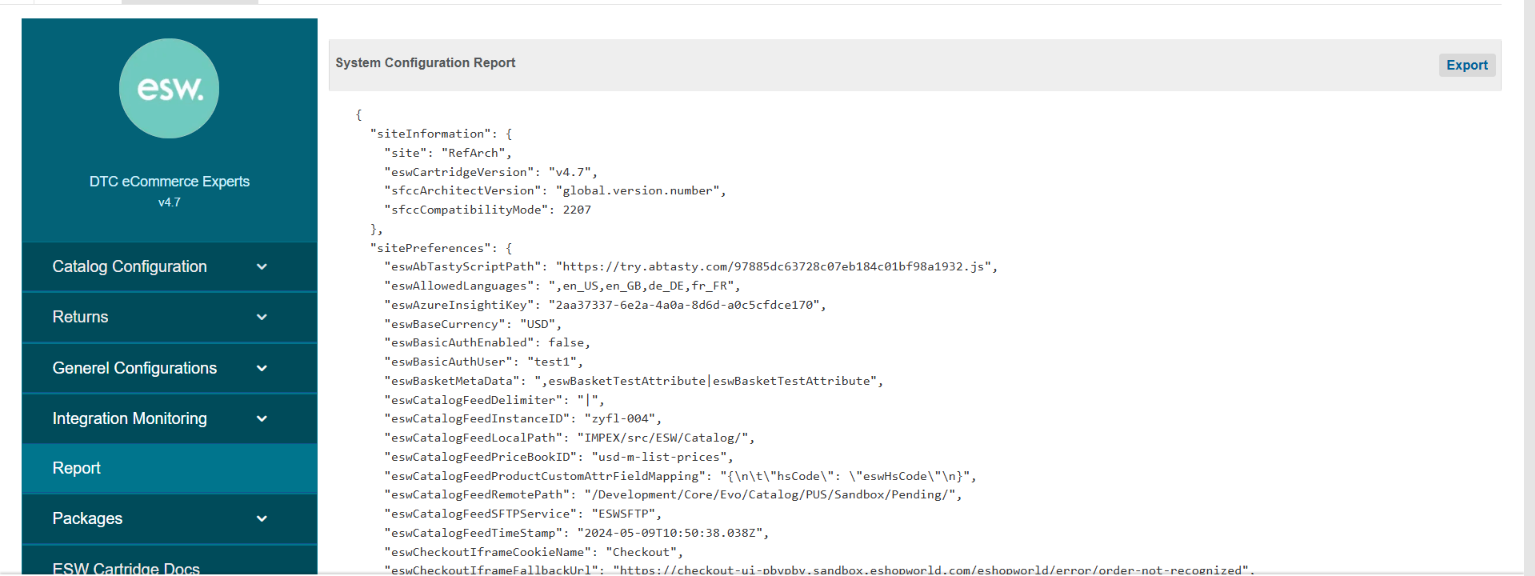
* 1. **ESW Integration Monitoring Menu**

ESW cartridge allows to manage the Integration Monitoring from the Business Manager.

Navigate to *Merchant Tools > ESW > Integration Monitoring*



Upon navigation, the following screen will be displayed, showcasing the PIM Report.



The integration monitoring report contain the System Configurations, Site Preferences, and custom object related data in JSON format.

* **Export**:This button is used to export/download the report.

A screenshot of a computer

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* 1. **ESW Integration Monitoring Report Fields**

|  |  |
| --- | --- |
| **Component** | **Included Fields** |
| siteInformation | **Site:** site ID  **eswCartridgeVersion:** Esw Cartridge Version number  **sfccArchitectVersion:** SFCC Architect Version  **sfccCompatibilityMode:** SFCC Sandbox Compatibility Mode |
| **sitePreferences** | * Contains all information that is related to the Esw configs (all groups under custom site preferences) |
| **customObjects** | * All information related to all ESW related custom objects includes ESW\_COUNTRIES, ESW\_PA\_DATA related configs |
| **services** | * All ESW related services along with URLs and service name includes, checkout pricing, auth and other package related services |
| **globalConfigs** | * Contains following:   + Allowed locales   + Allowed currencies   + Shipping methods configured   + Order related configurations |

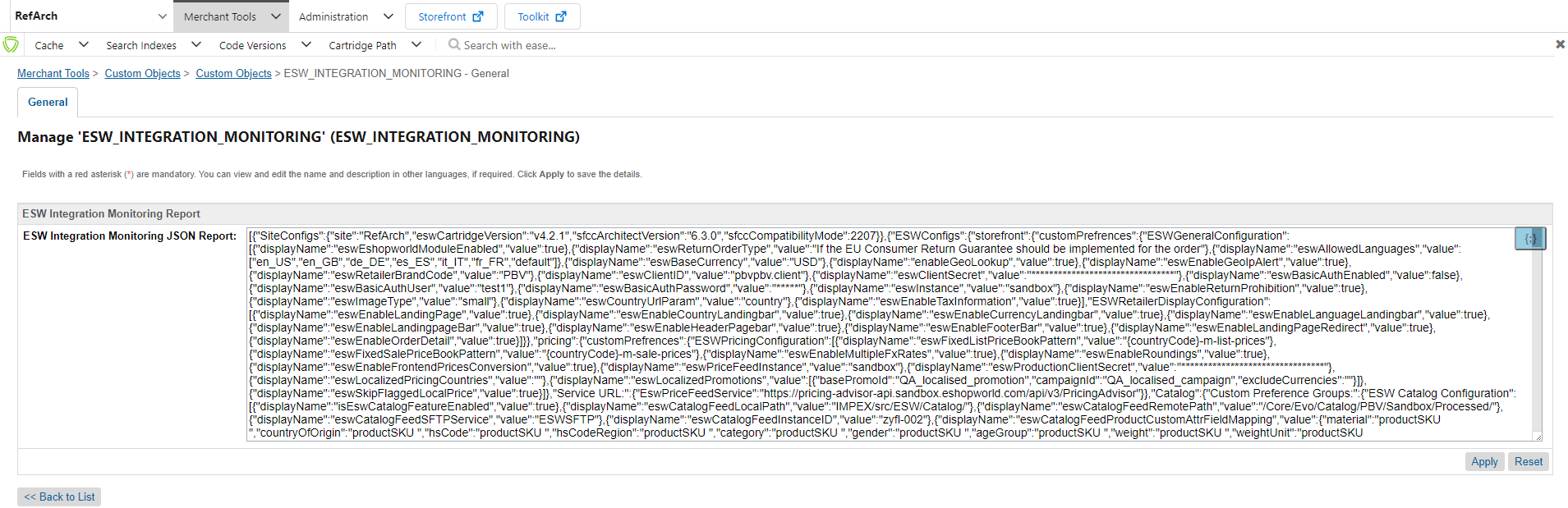
Top of Form

# **ESW Integration Monitoring Configuration**

## Import Metadata

Import Custom Object (customobjects.xml) from **link\_eshopworld\Metadata\meta.**

The following **ESW\_INTEGRATION\_MONITORING** custom Object will be present in Custom Objects:



* 1. Cartridge Path

The ESW BM cartridge should be set in the cartridge path to view the Integration Monitoring menu. The path in BM should be set as

 int\_eshopworld\_core:bm\_eshopworld\_core:bm\_custom\_plugin

Note: For the Business Manager (BM) user to successfully export a report that includes shipping methods, they must have access to the Shipping Module within the BM. Without this access, shipping information will not be retrievable and consequently, will not be included in the report

# **Logging to ESW’s Azure Insight**

With Azure Application Insight enabled, ESW will be able to review the logs using the azure error logs. Incase of an error, the ESW cartridge will transmit the error information to ESW’s Azure Insight Logs. This will expedite the troubleshooting process and will be helpful in pinpointing the rootcause of the issue.

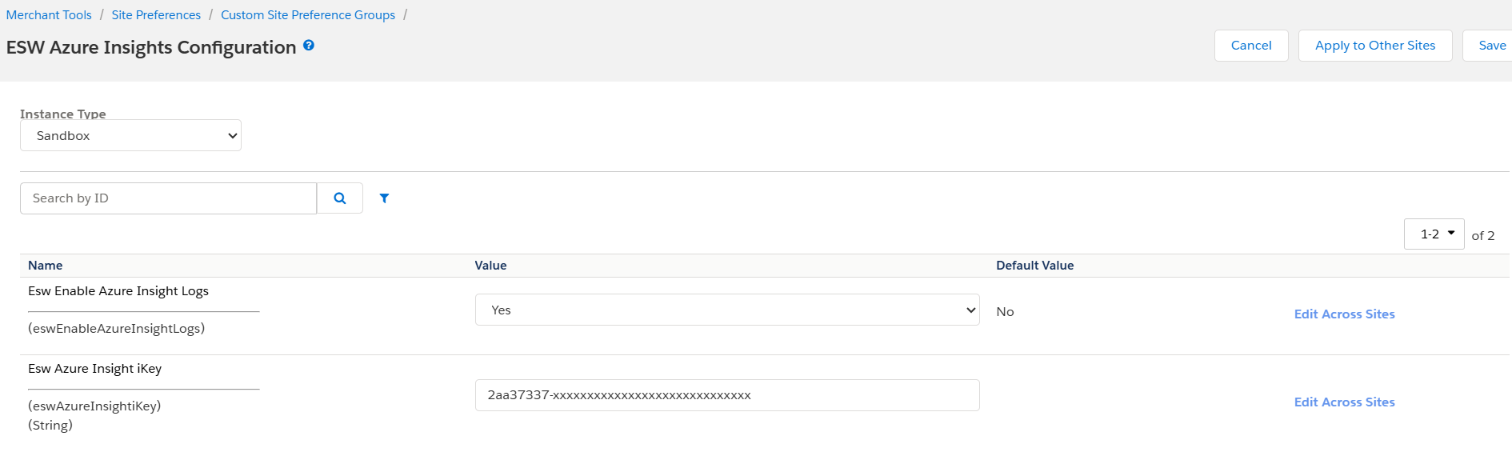
The configuration is straightforward, with a custom preference as a toggle switch and a service. Once configured, ESW will be ready to receive error and monitoring logs in the Azure Insights.

* 1. **How the Logging works?**

Azure insight can log run time error and integration logs using following ways:

* Whenever an error occurs on the storefront, it will be logged to the azure insight using an API which will store the error. The ESW team will be able to review the error logs if logging is enabled.
* Retailers can send integration details to Azure Insight directly from the BM cartridge by clicking a button. In this scenario, the "Esw Enable Azure Insight Logs" step will be bypassed, and an API request will be sent to ESW regardless.
  1. **Feature configurations**

To configure the feature retailer can take following steps:

* Goto “Merchant Tools > Site Preferences > Custom Site Preference Groups > ESW Azure Insights Configuration”
  + Set “Esw Enable Azure Insight Logs” to “YES” in case you want to send run time errors from storefront to ESW
  + Set “Esw Azure Insight iKey” value after getting it from ESW in “Merchant Tools > Site Preferences > Custom Site Preference Groups > ESW Azure Insights Configuration”
* Goto “Administration > Operations > Services > Service Credentials”
  + Set URL for “EswAzureInsightServiceCredentials” after getting it from ESWA close-up of a person's hand

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  1. **Send logs manually to ESW**

You can send integration logs manually to ESW so that ESW can review the integration detail of your environment in case any troubleshooting is required. To achieve this

* Navigate to “Merchant Tools > ESW > Integration Monitoring”
* Click Send logs to ESW button, the logs will be sent to ESW via Azure InsightA screenshot of a computer

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