

Triage Practices for API 2.18 August

FIRELIGHT BASE



Platform

TRIAGE PRACTICES FOR API 2.18 AUGUST

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Design Approach – Triage Practices for API 2.18 August

Continuing with the changes that were made in the 2.17 release, this enhancement is to improve the triage practices for the API functionality. For this enhancement, the trace table was improved by adding the token ID as well as better messaging for each error that is received within the API Insights table.

The Tracing capabilities for the Trace Table has also been enhanced, and the Application ID was also added to the API Insights page, allowing greater detail to be displayed on each trace ID. All of these changes will assist the user in a greater ability to troubleshoot any issues that are being sent back to the user.

Impacts:

API Insights Tool - UI and Table Changes - Added the Application ID for great detail. Also will display greater messaging for each exception that is sent back to the user

1 Add Token and allow for Better Messaging to the Trace table

Currently, the authentication token is not added to the trace information, however the organization ID is available. We will need to establish the organization ID earlier in order to write the token to the organization trace table. This OrgID is in the Body of the message so we need to use this to write to the trace log.

Once we have the org stored, we will write out some of the additional trace information and the trace errors.

Acceptance Criteria

- Token will be added to the Organization trace table
- Greater detail provided within the API Insight tool will provide the user with the troubleshooting information they need without the assistance of InsTech support team
- For all exceptions, the message sent within the API will lead the user back to the API tool.

2 Enhance tracing capabilities for API calls

According to Ron there is a WebRequestAttribute that we should decorate on REST API calls that are not gets. This would set better trace data in our logs.



We could also look at setting the identity attribute on the thread in our base class so the current user gets written out to the IIS logs.

Populating the Username field of the IIS logs was desired. We testing added an IAuthenticationFilter, but that failed to populate IIS. A query was submitted to Stack Overflow, with the following suggestions:

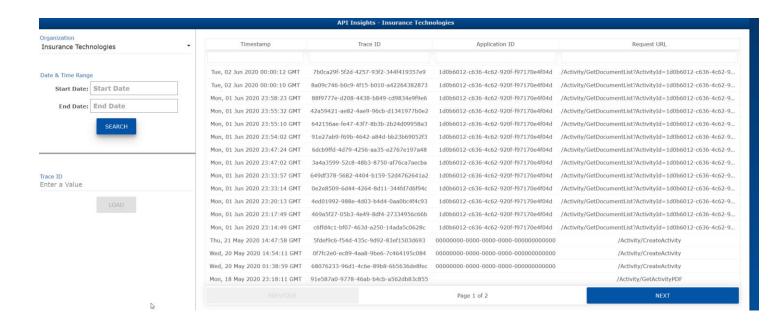
- 1) Disable anonymous authentication, which is not an option
- 2) Write our own logging system, eg Microsoft. Extensions. Logging InsTech already has tracing, but need additional details to the IIs Logs.

3 Add Application Column to the API Insight tool

In order for the user to have a greater detail of the issues that they are trying to troubleshoot, we will need to add a new column in the API insights tool that will provide that detail.

This column will display the Application ID, which is the correlation ID, and will be able to provide greater detail in our Support Tool, as it will be used to get the audits, exceptions, and traces for this case.

This column will be called "Application ID" and will be after the Trace ID column, and before the Request URL column.





Acceptance Criteria

- An Application Column has been added to capture the correlation ID
- The correlation ID can be used to get all audits, traces, and exceptions in the Support Tool (not attached to the API Insights tool)
- This column will be listed after the trace ID and before the request URL