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Triage Practices for API 2.18 August

# FIRELIGHT BASE

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FireLight®

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 `IAuthorizationFilter`, 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.

API Insights - Insurance Technologies				
Organization Insurance Technologies				
Date & Time Range				
Start Date:	Start Date			
End Date:	End Date			
		SEARCH		
Trace ID Enter a Value				
		LOAD		
Timestamp		Trace ID	Application ID	Request URL
Tue, 02 Jun 2020 00:00:12 GMT		7b0ca29f-5f2d-4257-93f2-344f419357e9	1d0b6012-c636-4c62-920f-f91770e4f04d	/Activity/GetDocumentList?ActivityId=1d0b6012-c636-4c62-9...
Tue, 02 Jun 2020 00:00:10 GMT		8a09c746-b0c9-4f15-b010-a4264382873	1d0b6012-c636-4c62-920f-f91770e4f04d	/Activity/GetDocumentList?ActivityId=1d0b6012-c636-4c62-9...
Mon, 01 Jun 2020 23:58:23 GMT		88f9777e-d208-4438-b849-cd9834e9f9e6	1d0b6012-c636-4c62-920f-f91770e4f04d	/Activity/GetDocumentList?ActivityId=1d0b6012-c636-4c62-9...
Mon, 01 Jun 2020 23:55:32 GMT		42a59421-ae82-4ae9-96cb-d1341977b0e2	1d0b6012-c636-4c62-920f-f91770e4f04d	/Activity/GetDocumentList?ActivityId=1d0b6012-c636-4c62-9...
Mon, 01 Jun 2020 23:55:10 GMT		642156ae-fe47-43f7-8b3b-2b24d09958a3	1d0b6012-c636-4c62-920f-f91770e4f04d	/Activity/GetDocumentList?ActivityId=1d0b6012-c636-4c62-9...
Mon, 01 Jun 2020 23:54:02 GMT		91e27ab9-f69b-4642-a84d-bb23b69052f3	1d0b6012-c636-4c62-920f-f91770e4f04d	/Activity/GetDocumentList?ActivityId=1d0b6012-c636-4c62-9...
Mon, 01 Jun 2020 23:47:24 GMT		6dbc9ffd-4d79-4256-aa35-e2767e197a48	1d0b6012-c636-4c62-920f-f91770e4f04d	/Activity/GetDocumentList?ActivityId=1d0b6012-c636-4c62-9...
Mon, 01 Jun 2020 23:47:02 GMT		3a4a3599-52c8-48b3-8750-af76ca7aebca	1d0b6012-c636-4c62-920f-f91770e4f04d	/Activity/GetDocumentList?ActivityId=1d0b6012-c636-4c62-9...
Mon, 01 Jun 2020 23:33:57 GMT		649df378-5682-4404-b159-52d4762641a2	1d0b6012-c636-4c62-920f-f91770e4f04d	/Activity/GetDocumentList?ActivityId=1d0b6012-c636-4c62-9...
Mon, 01 Jun 2020 23:33:14 GMT		0e2e8509-6d44-4264-8d11-344fd7d6f94c	1d0b6012-c636-4c62-920f-f91770e4f04d	/Activity/GetDocumentList?ActivityId=1d0b6012-c636-4c62-9...
Mon, 01 Jun 2020 23:20:13 GMT		4ed01992-988e-4d03-b4d4-0aa0bc4f4c93	1d0b6012-c636-4c62-920f-f91770e4f04d	/Activity/GetDocumentList?ActivityId=1d0b6012-c636-4c62-9...
Mon, 01 Jun 2020 23:17:49 GMT		469a5f27-05b3-4e49-8df4-2734956c66b	1d0b6012-c636-4c62-920f-f91770e4f04d	/Activity/GetDocumentList?ActivityId=1d0b6012-c636-4c62-9...
Mon, 01 Jun 2020 23:14:49 GMT		c6ff4dc1-bf07-463d-a250-14ada5c0628c	1d0b6012-c636-4c62-920f-f91770e4f04d	/Activity/GetDocumentList?ActivityId=1d0b6012-c636-4c62-9...
Thu, 21 May 2020 14:47:58 GMT		5fdef9c6-f54d-435c-9d92-83ef1503d693	00000000-0000-0000-0000-000000000000	/Activity/CreateActivity
Wed, 20 May 2020 14:54:11 GMT		0f7c2e0-e089-4aa8-9be6-7c464195c084	00000000-0000-0000-0000-000000000000	/Activity/CreateActivity
Wed, 20 May 2020 01:38:59 GMT		68076233-96d1-4c6e-89b8-6b5636de8fec	00000000-0000-0000-0000-000000000000	/Activity/CreateActivity
Mon, 18 May 2020 23:18:11 GMT		91e587a0-9778-46ab-b4cb-a562db83c855		/Activity/GetActivityPDF
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***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