How to create a Level 3 ICM Trace

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Purpose

The purpose of this Wiki Page is to explain the required steps for creating a Level 3 ICM Trace.

Overview

A Level 3 ICM Trace can be particularly useful for Web Services Product Support incidents as it contains all of the HTTP traffic and the errors that occur during communication. Creating a Level 3 ICM Trace provides the Supporting Processors with detailed information about every connection activity (For example: why has it been closed, what caused the timeout, why has the host name not been found etc.).

Trace creation

Preliminary steps for tracing communications that are using HTTPS protocol

⚠ These first steps are only necessary for tracing communications that are using HTTPS protocol. It is important to mention that all of the information interchange is still encrypted, the preliminary steps only make the information visible in the trace file.

The preliminary steps for releases higher than 7.40:

- Go to **Transaction SMICM**,
- **>> Goto >> Parameters >> Change**,
- Set the parameter **icm/trace_secured_data = TRUE**.

The preliminary steps for releases lower than 7.40:

- Go to **Transaction RZ11**,
- Set the parameter **icm/trace_secured_data = TRUE** in the instance profile.

Trace creation of the issue at hand

1. Prepare everything in the application up until the point where the SOAP Web Service call will be triggered, or to the point just before the error occurs,
2. Go to **transaction SMICM**,
3. Reset the trace file to reduce the size of the resulting trace file in the end:
   To reset the Trace File: **>> Goto >> Trace File >> Reset** *(The trace file could be very large without this step)*

   > ⚠ If your system is **not a Productive System** then feel free to reset the trace file. If your system **is a Productive System,** however, make sure you have the right authorizations to reset the trace file before doing so.

4. From the menu select: **Goto >> Trace >> level >> Set it to 3**,
5. **Execute the service call**, which fails, ie. reproduce the issue,
6. **Display the ICM trace** from the menu: **Goto >> Trace file >> Display All**,
7. **Save** the trace file to a local file: Type '%pc' or go to **System >> List >> Save >> Local File >> unconverted**,
8. Go back to transaction SMICM, from the menu select: **Goto >> Trace >> level >> Set it back to 1**.

Concluding step when using HTTPS protocol

> ⚠ This step is only necessary if the preliminary steps had to be done.

- Reset the parameter **icm/trace_secured_data = FALSE**.

> ✔ **Customer incidents**
> If a processor asks you to send or attach the ICM trace file, put it in a zip archive and attach the zip to the incident. *Please don't send Word, Excel, screenshots or any other formats.*

No labels

1 Comment

Clebio Dossa

The step 3 is dangerous and not required.

"Restart the ICM: >> Administration >> ICM >> **Exit Hard >> Global"**

A shurdown in ICM will release all current sessions and may cause inconsistencies with dispatcher. This may lead to even more troubles.

Note that a Global shutdown will involve also all application servers from the system.