GENESYS™

Web Services and Applications Deployment Guide

Troubleshooting

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Troubleshooting

Contents

This page provides solutions to common problems in Web Services and Applications.

The following log for GWS API Service is saved to the **./log** directory on the Web Services node, unless configured differently as part of the deployment.

- **gws-api-v2.log** — Stores WARN level messages about Web Services.

To modify the log message levels, you can edit the **logback.xml** file and change the level to DEBUG or TRACE (instead of WARN):

```
<logger name="com.genesyslab" level="DEBUG" />
```

The following log for GWS Platform Service is saved to the **/var/log/gws-service-platform** directory on the Web Services node, unless configured differently as part of the deployment. To modify the log message levels, you can change the **GWS_LOG_LEVEL** environment variable to the following allowed values: ERROR, WARN, INFO, DEBUG, TRACE .

For Golden Signals to help with troubleshooting Web Services and Applications, see Monitoring section.

Caching

Common troubleshooting steps

- **Cache invalidation**: The Cache invalidation operation cleans all caches where Configuration data is stored. However, it doesn't clean voice or mutlimedia context but only Configuration data.

Method	POST
Request mapping	.../api/v2/ops/cache
Permissions	Cloud Administrator
Required attributes	operationName (should be "ResetCache")

Examples

```
POST .../api/v2/ops/cache

{
    "operationName": "ResetCache"
}
```