





Troubleshooting Instructions

VoiceObjects 11.1

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Troubleshooting Instructions

The *Troubleshooting Instructions* provide general guidelines for troubleshooting when working with VoiceObjects products. They are divided into the overall categories [Application Development](#) and [Operation](#). The application development section describes how to find and resolve problems occurring during the creation and deployment of applications while the section on operation covers several other issues, which may occur during the operation of VoiceObjects. Where appropriate, the corresponding topics in the product documentation are referenced.

The *Troubleshooting Instructions* are supposed to help users to do an initial troubleshooting on their VoiceObjects installation or their application. In addition, we recommend reading through the parts of the product documentation, which correspond to your current issue.

Also, the public [VoiceObjects Knowledgebase](#) and the [VoiceObjects FAQ](#) on the Voxeo Evolution page contain articles which might be helpful to solve common issues with VoiceObjects.

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For details on contacting the Customer Engineers refer to the *Voxeo Support Guide* at <https://evolution.voxeo.com/wiki/docs:ExtremeSupportGuide>.

Application Development

If applications do not work as expected they can be debugged in several ways. In the paragraphs below some of the main methods are described in more detail.

Debug Viewer

Use the Debug Viewer provided within VoiceObjects to see the VXML that is created from the server and to step through the dialog flow. This will help you to find out where your application is not working as expected.

For more information see Debug Viewer in Chapter 4 – *Service Deployment* in the *Deployment Guide*.

Trace files

In addition to the Debug Viewer, trace files support you in getting more information about call-time behavior of your application. Trace files will show you, which objects have been used to run the call.

For more information see Session Tracing in Chapter 5 – *Logging and Tracing* in the *Deployment Guide*.

Log files

Relevant log files for call-time behavior can be found in the **Service Logs** section of the **Control Center**. These log files contain system messages from the services as well as custom log entries created with the Log object.

For more information see Service Logs in Chapter 5 – *Logging and Tracing* in the *Deployment Guide*.



Additional log settings

To get more information on what happens during a session, additional log settings are provided: URL logging and VXML logging. It is recommended to reset any of these settings immediately after your test calls are done, otherwise they will produce a huge amount of data. These settings should also not be used in a productive environment.

Changing these settings can be done without restarting the server process.

URL logging

URL logging creates the log file *SRV_URLOutput.log* that contains all incoming requests from the media platform to VoiceObjects. Use URL logging to see, if a certain request reaches VoiceObjects or if the request contains the expected parameter.

To set URL logging, change the setting `<category name="URLLogger">` in the *VOserver_logSettings.xml* from log level `WARN` to `DEBUG`.

VXML Logging

VXML logging creates the log file *SRV_VXMLLogging.log*.

Use VXML logging to see the VoiceXML rendered by VoiceObjects and sent to the media platform. The rendered VXML is the answer to the request from the media platform which can be logged with the URL logging. It is also possible to view the rendered VXML by using the Debug Viewer or creating trace files for a service (see above).

To set VXML logging, change the setting `<category name="VXMLLogger">` in the *VOserver_logSettings.xml* from log level `WARN` to `DEBUG`.

For more information on both settings see *Configuring the Logging Facilities* in Chapter 1 - *Advanced Configuration of VoiceObjects* in the *Administration Guide*.

Log application data

You can also use the Log object to get additional information (like variable values) about what happens during a session.

To achieve this, create a Log object, which logs for example the value of a Variable or Collection object. When you add this Log object to a position in the dialog flow where the dialog expects a certain value, you will later on be able to check if the logged data contains the expected value. This technique is comparable to adding print statements to a batch file to see what is happening during the program execution.

For detailed information refer to the Log Object in the *Object Reference*.

Phone Simulator

Use the Phone Simulator provided with VoiceObjects to test a phone application in the text and Web channel when no media platform is available. The Phone Simulator simulates the look & feel of such an application on a mobile device, providing the same user interface.

For more information see Phone Simulator in Chapter 4 – *Service Deployment* in the *Deployment Guide*.



Operation

During the installation or operation of VoiceObjects some undesired behavior might occur. The following sections describe different ways of detecting possible reasons for this behavior.

Log files

Log files show possible errors and warnings, which are raised by VoiceObjects. Relevant log files are stored in the *WEB-INF/log* folder of your installation or can be reached from within VoiceObjects Desktop. For more information see Service Logs and Server Logs in Chapter 5 – *Logging and Tracing* in the *Deployment Guide*.

- *VODesktop_log* contains log files from the Desktop instance (if available in this installation).
- *VOServer_log* contains log files from the server instance.
- *VoiceServices_log* contains log files from the deployed services on this server instance.

Additionally, check if the file *WEB-INF/Exceptions.dmp* was recently modified. This log file contains information on raised exceptions during startup or shutdown of VoiceObjects.

For further information see Configuring the Logging Facilities in Chapter 1 – *Advanced Configuration of VoiceObjects* in the *Administration Guide*.

Web Services Interface

The Web Services Interface (WSI) of VoiceObjects can be used to obtain information in export/log/trace files from a running server. This is helpful if the respective information is needed without having a graphical user interface or the Desktop process running. For further information on WSI and how to use it refer to the *Web Services Guide*.

Important paths

Below the most important locations inside a VoiceObjects installation are listed. This list refers to a standard installation – if your system has another setup, you need to replace the relevant parts of the paths / addresses.

Type	Setting	File / Folder
General	Start / stop VoiceObjects Desktop and VoiceObjects Server	<i>[VoiceObjects]\Platform\WEB-INF\bin\</i> contains the scripts to start and stop the VoiceObjects Desktop and VoiceObjects Server processes.
	Command Line Interface (CLI)	<i>[VoiceObjects]\Platform\WEB-INF\bin\CLI_ControlCenter.*</i>
	Web Services Interface (WSI)	<i>http://serverhost:port/VoiceObjects/Services/WSPProvider?wsdl</i>
	Debug Viewer	<i>http://serverhost:port/VoiceObjects/Debugview/Info</i>



Type	Setting	File / Folder
	Log into VoiceObjects Desktop	<i>http://desktophost:port/VoiceObjects/Desktop</i>

Replace *serverhost:port* or *desktophost:port* by the respective connection information of your installation.

Important settings

This paragraph illustrates a collection of frequently used settings. They are based on a standard installation with Jetty on a Linux system. Other system configurations are handled similarly.

Most of these settings are critical for running the VoiceObjects platform. Especially within a production system it is strongly recommended to contact VoiceObjects Technical Support before changing any of these settings. Refer to the *Administration Guide* for more detailed information.

Type	Setting	File / Folder
VoiceObjects Desktop	Port	<i>[VoiceObjects]\Platform\WEB-INF\etc\Jetty\VODesktop.xml</i> Search for the element <code><Set name="Port"></code>
	Database connection to Metadata Repository	<i>[VoiceObjects]\Platform\WEB-INF\config\VODesktop_Configuration.xml</i> Search for the element <code><connection name="repositorydb"></code>
	Log settings	<i>[VoiceObjects]\Platform\WEB-INF\config\VODesktop_logSettings.xml</i>
	Heap size of JVM	<i>[VoiceObjects]\Platform\WEB-INF\bin\start_VODesktop.*</i> Search for parameters <code>-Xmx***m</code> and <code>-Xms***m</code>
	Port	<i>[VoiceObjects]\Platform\WEB-INF\etc\Jetty\VOServer.xml</i> Search for the element <code><Set name="Port"></code>



Type	Setting	File / Folder
	Database connection to Metadata Repository	<i>[VoiceObjects]\Platform\WEB-INF\config\VOServer_Configuration.xml</i> Search for the element <code><connection name="repositorydb"></code>
VoiceObjects Server	Database connection to Infostore Repository	<i>[VoiceObjects]\Platform\WEB-INF\config\VOServer_Configuration.xml</i> Search for the element <code><connection name="systemlogdb"></code>
	Database connection to custom logging repository	<i>[VoiceObjects]\Platform\WEB-INF\config\VOServer_Configuration.xml</i> Search for the element <code><connection name="customlogdb"></code>
	Connector URL	<i>[VoiceObjects]\Platform\WEB-INF\config\VOServer_Configuration.xml</i> Search for the element <code><connectorURL></code>
	Server name	<i>[VoiceObjects]\Platform\WEB-INF\config\VOServer_Configuration.xml</i> Search for the element <code><servername></code>
	Log settings	<i>[VoiceObjects]\Platform\WEB-INF\config\VOServer_logSettings.xml</i>
	Heap size	<i>[VoiceObjects]\Platform\WEB-INF\bin\start_VOServer.*</i> Search for parameters <code>-Xmx***m</code> and <code>-Xms***m</code>
	DynamicClass Manager	<i>[VoiceObjects]\Platform\WEB-INF\config\components.xml</i> Set <code><monitorJarFiles></code> to true to switch to the hot jar deployment during development. Not recommended for a production environment!