Mitel MiContact Center Enterprise

DEBUGGING APPLICATIONS SCRIPT MANAGER USER GUIDE

Release 9.1

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TRADEMARKS

Debugging Applications Script Manager
User Guide
Release 9.1 – May 2016

INTRODUCTION

This document contains useful hints on how to debug your applications using SpyTracer.

WHAT YOU WILL LEARN

In this document, we will discuss in detail how to use SpyTracer to debug applications. It will provide some useful hints on how to enable logging.

DEBUGGING YOUR APPLICATIONS

When an application is created using Script Designer, even though it was successfully compiled, it might contain some logical errors. In order to test the newly created script and see if the logical flow is correct, SpyTracer can be used to see visually how the blocks are being executed. This is the first step to debug the logic of the script.

Once the logic flow is correct, you might want to enable the Application Server log to see additional information.

CREATE THE SERVICE ACCESS

Create a Service Access using the binary script. Use Configuration Manager to configure the variables defined in the script.

ENABLE THE SERVICE ACCESS LOG

The following steps enable the logging and the type of information available for SpyTracer for the specified Service Access:

1. From the start menu, select **All Programs**, **Mitel**, **Script Manager**, and **Script Manager Configuration**. The Script Manager Configuration Tool will appear.
2. From Script Manager Configuration Tool, open the Service Application Configuration tree view. It will display the list of Service Accesses currently available.
3. Right click on the **Service Access, All Tasks,** and **Log Setting**. This opens the **Log Settings** dialog, See Figure 1.

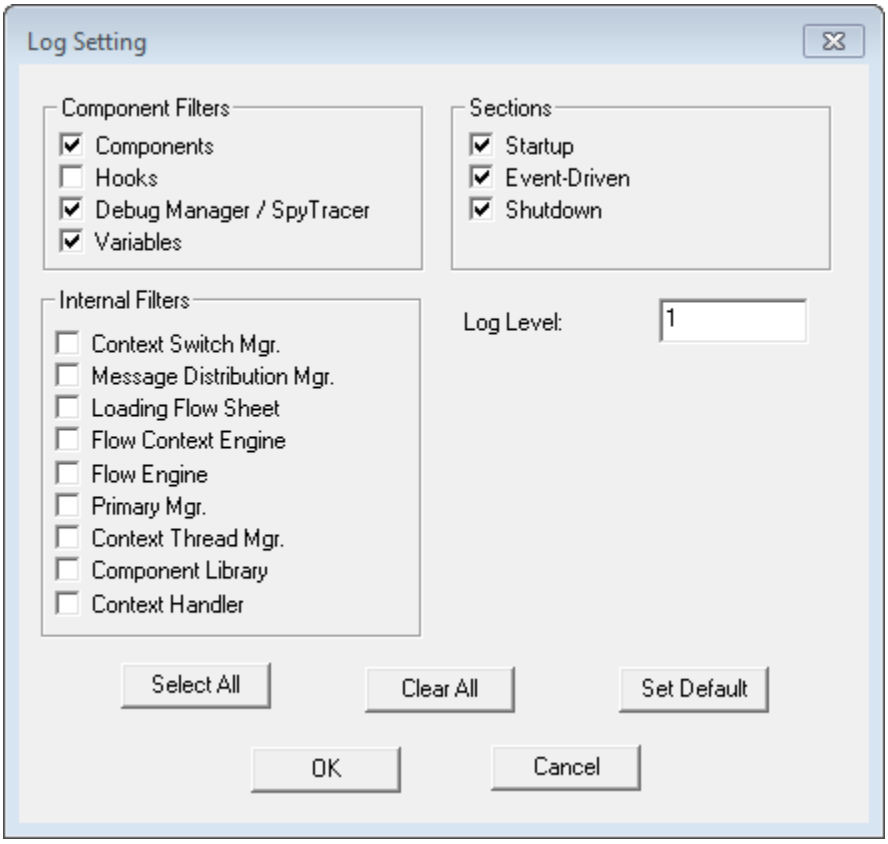

Figure 1: Log Settings dialog box

4. Make sure **Components** and **Debug Manager / SpyTracer** are enabled in the Component Filters. The components control the type of information available in SpyTracer application as well as in the logs.
5. Check **Variables** if you want to view the variable data.
6. Select the **Section(s)** for which you want those logs to apply.
7. Click **OK** to save the settings.
8. Activate your Service Access from Configuration Manager.

Note: Do not enable the Internal Filters unless it is instructed by Mitel Customer Support. Enabling the logging will utilize significant system resources (RAM, CPU and hard disk space) and may degrade system performance. The log settings should be enabled with caution and used only when debugging the application.

DEBUG USING SPYTRACER

From the start menu, select **All Programs**, **Mitel, Script Manager** and **SpyTracer** to start the SpyTracer application, Figure 2.

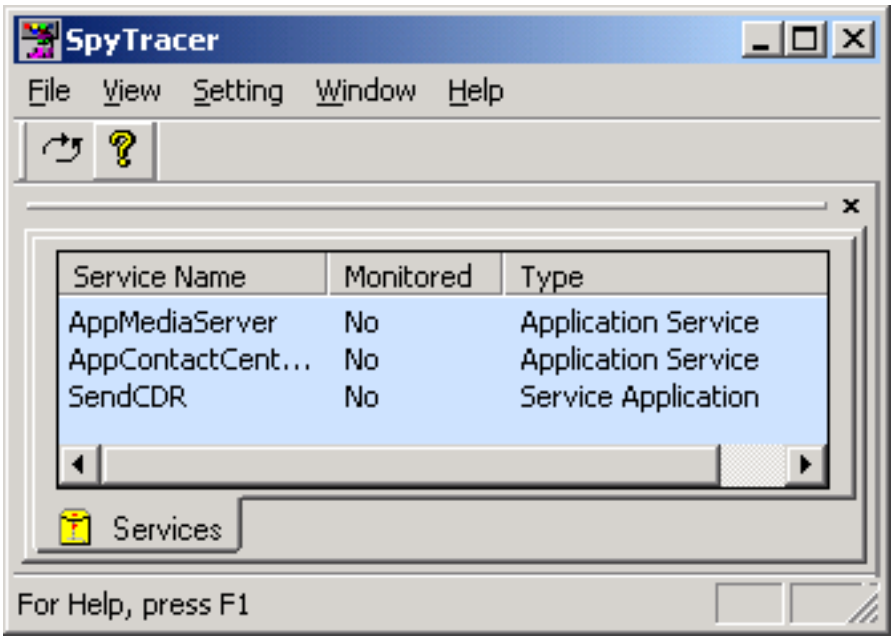

Figure 2: SpyTracer window

You will be prompt for Tenant Selection if more than one tenant is present. See Figure 3. Select the tenant.

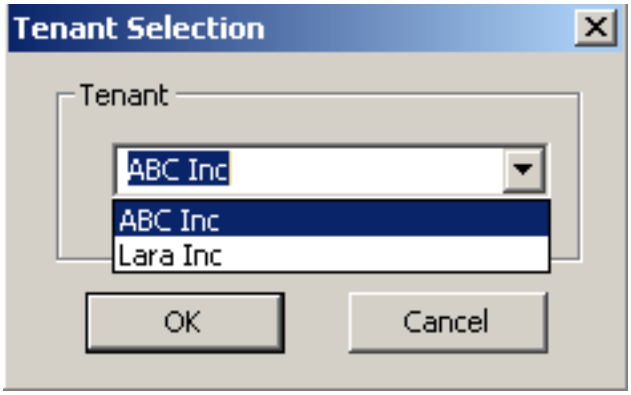

Figure 3: Tenant Selection

You will see five Application Services: AppContactCenterServer, AppEmailServer, AppSMSServer, AppMediaServer and AppVXMLServer on the Services tab. The active service applications will also be listed. If the Service Application does not show in the list, press the Refresh button to refresh the list.

To monitor the Service Access activities, right-click on the Service Access name and select **Monitor**.

The right pane will open a FlowProcessor window with the name of the Service Access and the Script Manager Server. The Service Access should be in Executing state. Make a call to the Service Access.

On the Events window, see Figure 4, you will see the blocks being executed and the branches being executed for the call.

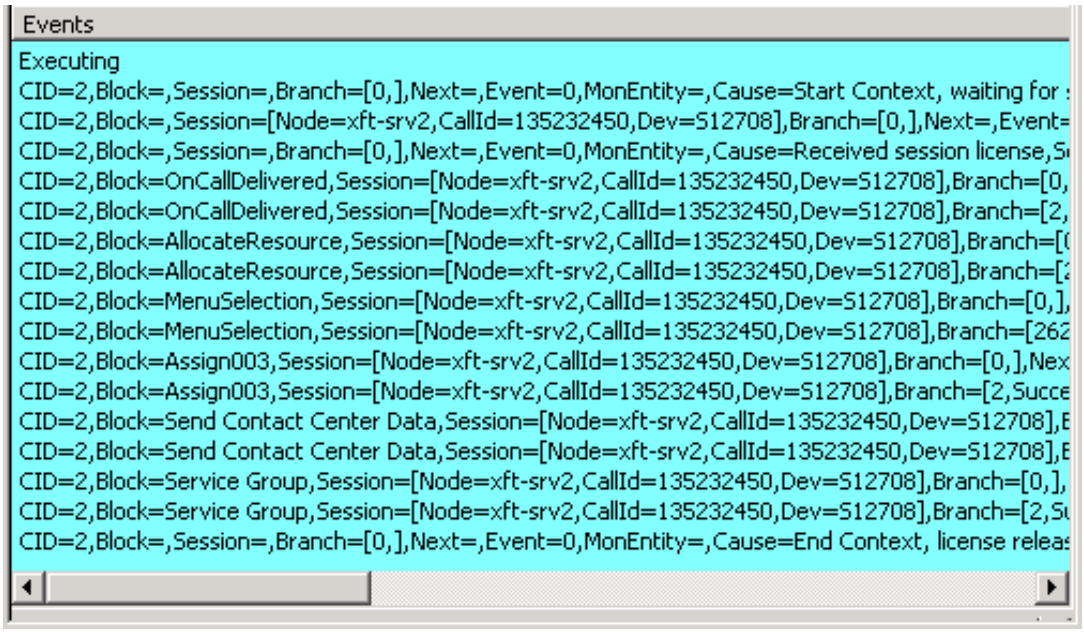

Figure 4: Events window

If there is more than one call, they will be displayed with a different Session ID. This will help the application designer to test through different branches in the script.

DEBUG WITH OTHER SERVICE ACCESSES RUNNING

If debugging is done in a system with more than one active call, filters can be used to minimize what is displayed in the SpyTracer windows. To set the filters, do the following:

1. Select **Setting** menu.
2. Select **Context Filter** to open the Context Filter dialog (see Figure 5).

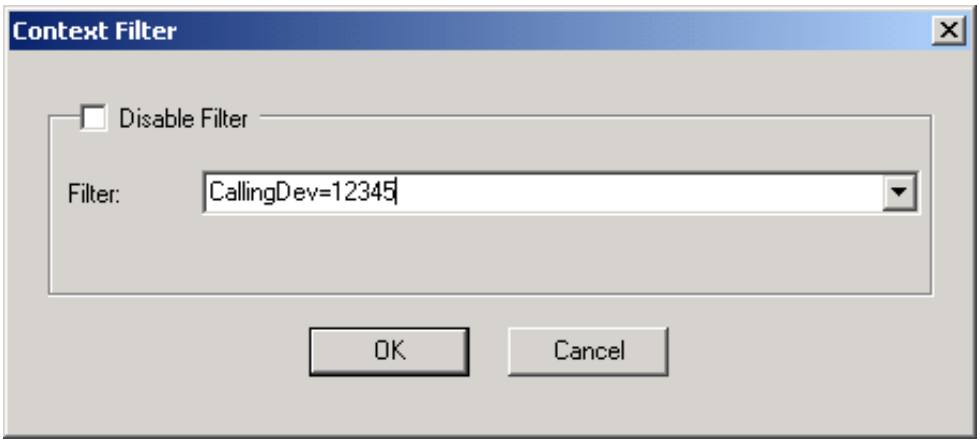

Figure 5: Context Filter dialog box

In this example, the call that has the calling device equal to 12345 is logged. This can be used to manually test the script that is calling from a specific number.

MONITOR APPMEDIASERVER

When debugging the application, you might encounter errors from the OAS Server. This could be caused by an improperly configured script or other causes. To isolate this kind of error, you can enable the AppMediaServer logging.

From the Script Manager Configuration, click the Log Settings menu from the Application Media Service folder, see Figure 6.

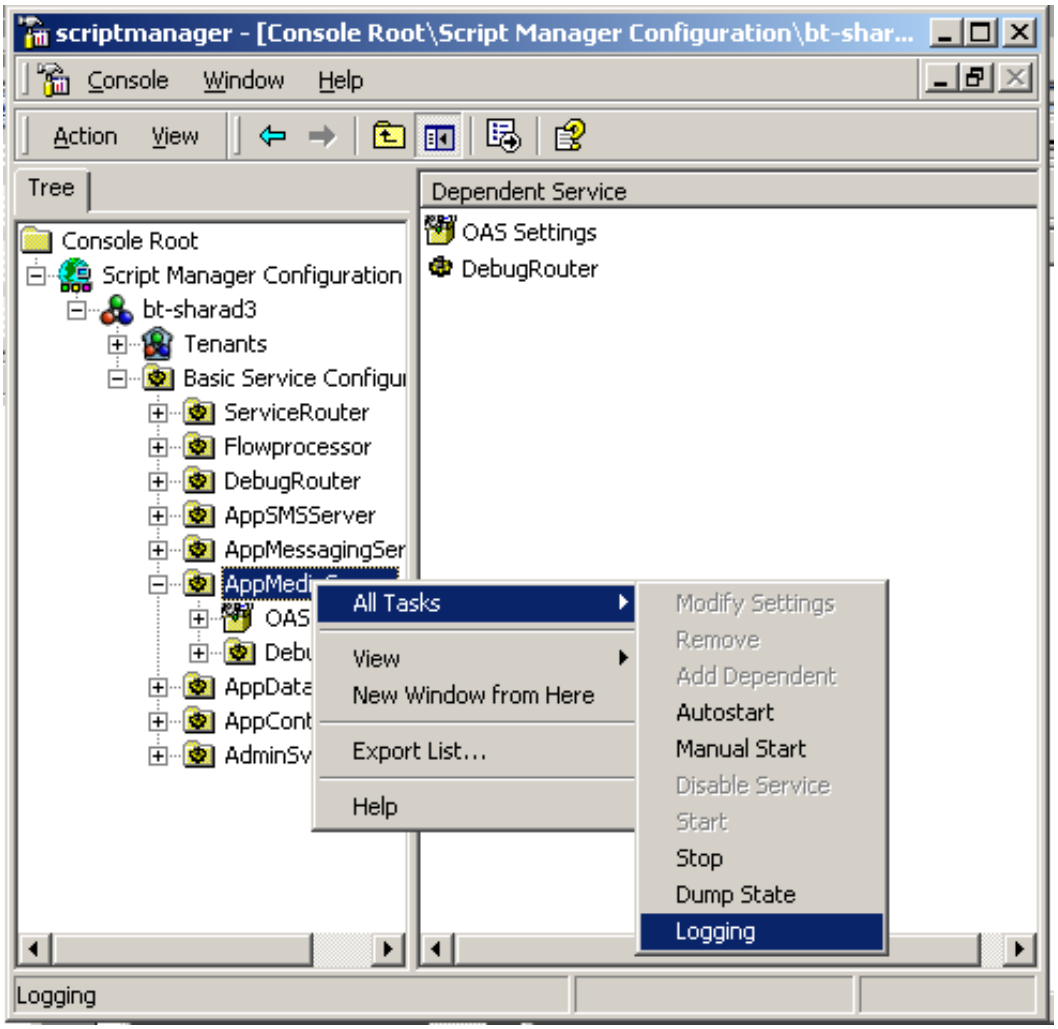

Figure 6: Log Settings menu

This opens the Log Setting dialog where the settings can be enabled. See Figure 7.

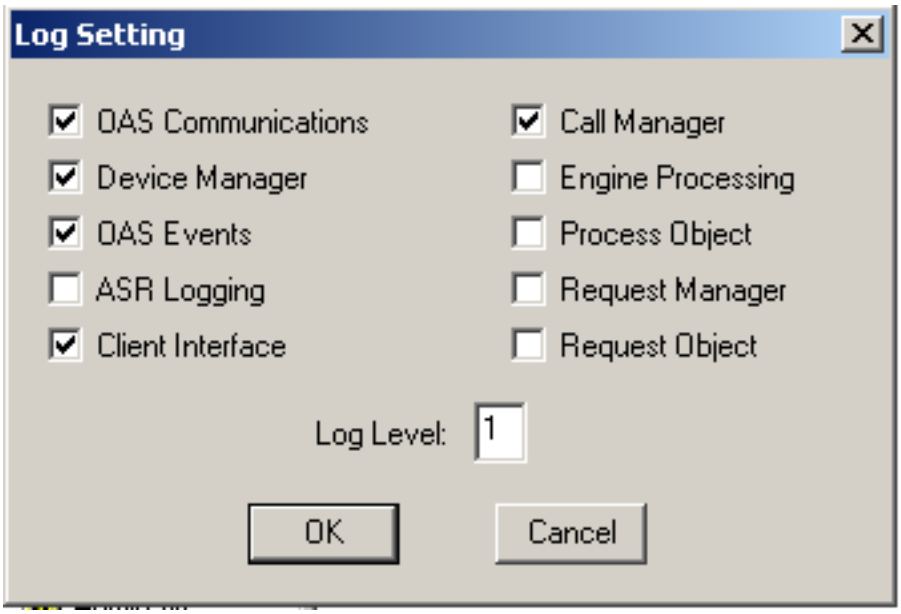

Figure 7: Log Setting dialog box

From SpyTracer, enable the monitor on the AppMediaServer. An AppMediaServer window will be opened (see Figure 8). The AppMediaServer window displays the OAS requests and events. This enables the application designer to isolate problems in the call and media components.

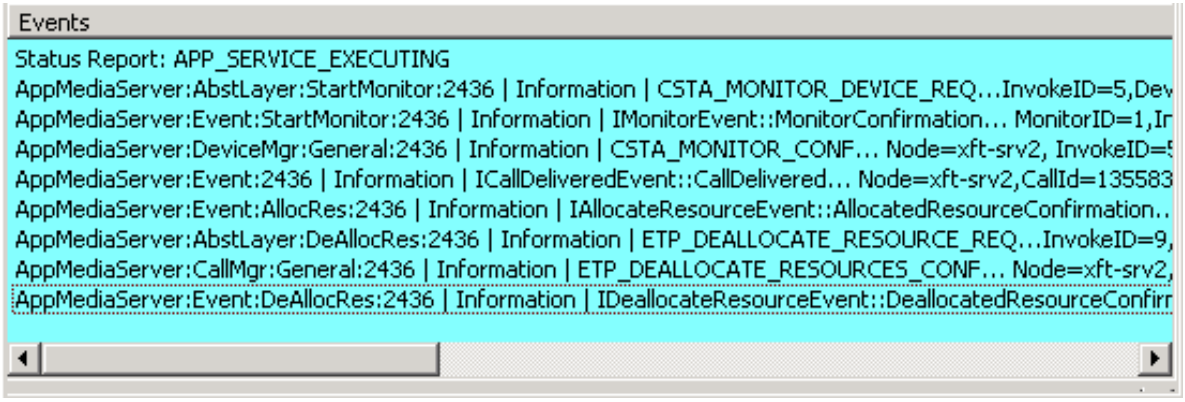

Figure 8: Events window, AppMediaServer

MONITOR APPSMSSERVER

When debugging the application, you might encounter errors from the SMS Gateway. This could be caused by an improperly configured script or other causes. To isolate this kind of error, you can enable the AppSMSServer logging.

From the Script Manager Configuration, click the Log Settings menu from the Application SMS Service folder, see Figure 9.

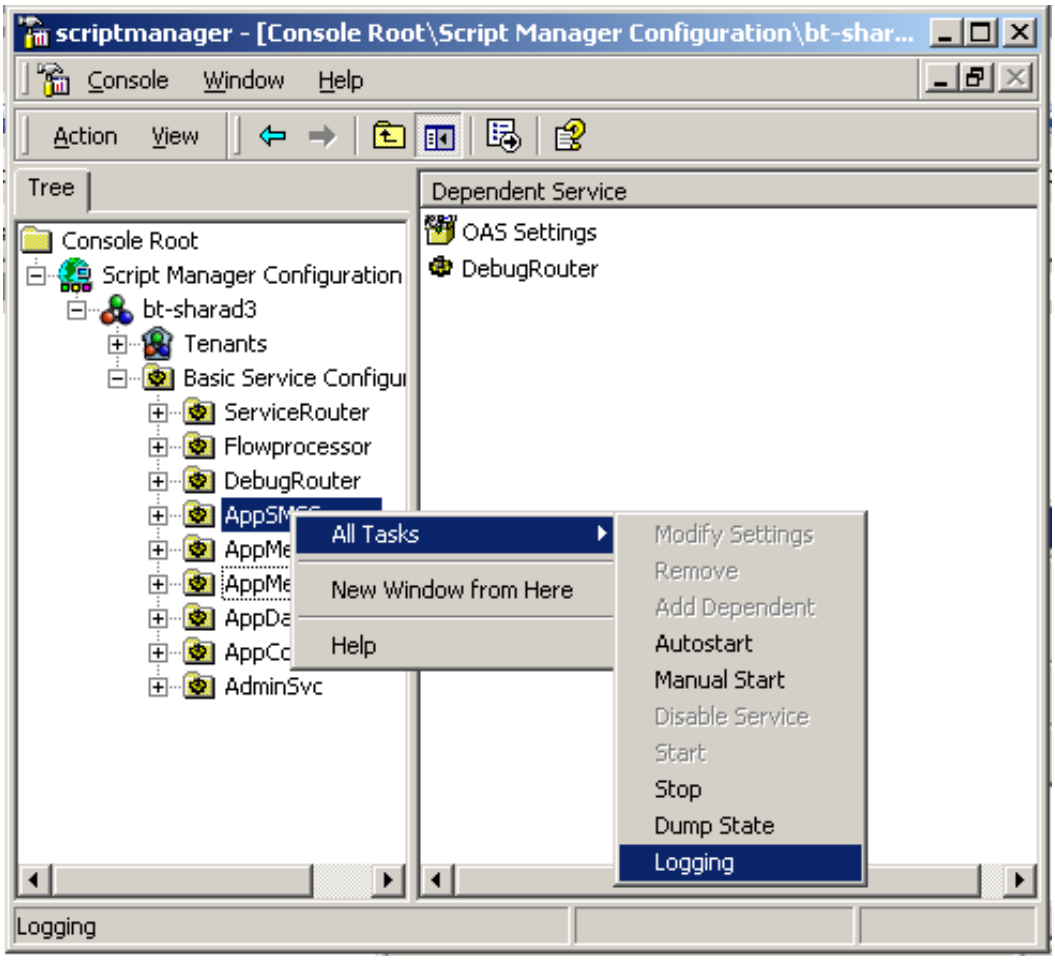

Figure 9: Log Settings menu from the Application SMS Service folder

Enable the settings in the Log Setting dialog, see Figure 10.

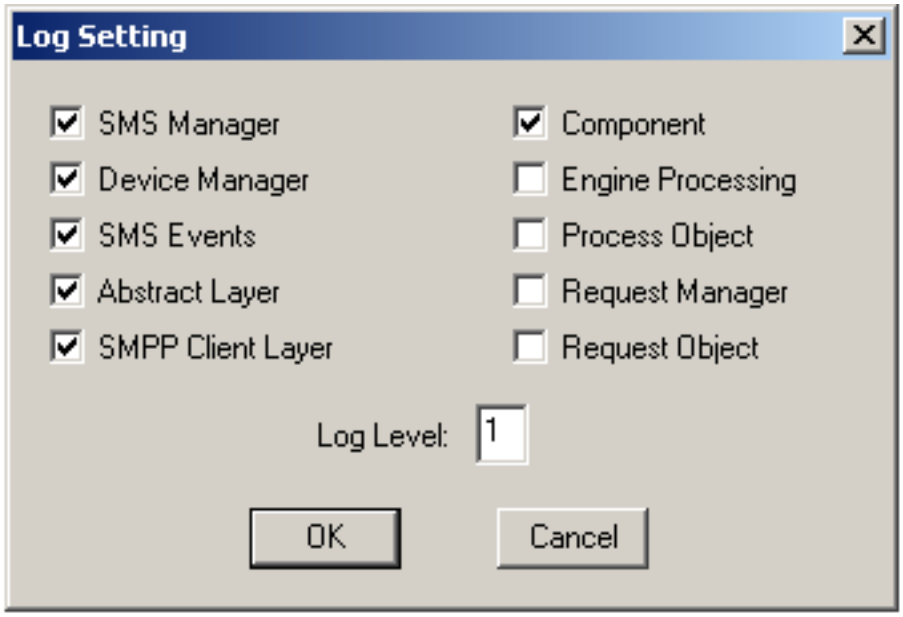

Figure 10: Log Settings dialog box

From SpyTracer, enable the monitor on the AppSMSServer. An AppSMSServer window will be opened. The AppSMSServer window displays the SMPP requests and events. This enables the application designer to isolate problems in the SMS components.

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