

HOWTO: Add Verbose Logging to WebDocumentViewer

When encountering errors saving and other errors where you get a vague/minimal error in the error message on the network trace, the handler may return an error message that says {System.Web.Exception} without much useful detail

In order to 'dial up' logging, it is necessary to add some diagnostic listeners to your web.config

In this example we're going to assume your login username is YOUR_USERNAME. Obviously, here you will change this to your actual username

Alternately, if you want to set the folder to something more generic, just make sure NOT to use a protected directory such as c:\Temp etc.

- Open your web project in Visual studio
- Find the web.config file
- In that file, inside the <configuration> closure, paste this in:

```
<!-- The Following section can be enabled to add verbose logging for debugging issues
with Handlers --> <!-- It is suggested to only use this when actively troubleshooting and
disabling for production--> <!-- For the log filepath in initializeData set to a directory
you have full control over --> <!-- SUGGESTED your user profile directory - make sure to
change "YOUR_USERNAME" --> <system.diagnostics> <trace autoflush="true"/> <switches> <add
name="TraceLevelSwitch" value="Verbose"/> </switches> <sharedListeners> <add
name="WebControls"
initializeData="c:\users\YOUR_USERNAME\AppData\Local\Atalasoftware\webcontrols.log"
type="System.Diagnostics.TextWriterTraceListener"/> </sharedListeners> <sources> <source
name="Atalasoftware.dotImage.WebControls" switchName="TraceLevelSwitch"> <listeners> <clear/>
<add name="WebControls"/> </listeners> </source> </sources> </system.diagnostics>
```

Save this out then rebuild and refresh your browser to start logging. You can attach the log to a support case as a text file attachment (PLEASE DO NOT paste long logs or blocks of code into cases directly - please attach as a file attachment)

Atalasoftware Knowledge Base

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