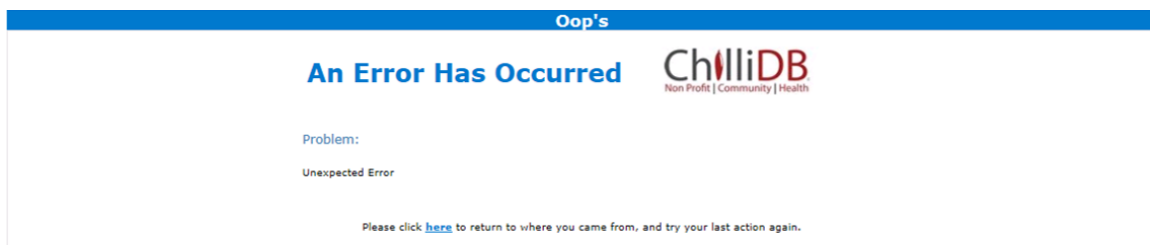


Accessing Detailed Error Information

Introduction

This guide is intended for clients who run ChilliDB on their own servers. If your ChilliDB is hosted with Polymorphic Solutions, ChilliDB HelpDesk will refer to your error logs as needed if you lodge a HelpDesk ticket.

When an unexpected error occurs in ChilliDB, ChilliDB presents a friendly message with recovery options if possible.



Sometimes however when there is an error which persists, more detailed error information is required to properly diagnose or help ChilliDB HelpDesk diagnose the issue.

Most errors within ChilliDB are logged within ChilliDB, all those except those which are to do with accessing your database. ChilliDB provides a viewer of your error log through a special URL (web address) which you can paste into your web browser and then browse through any errors which are occurring. This information can then be reported to the ChilliDB HelpDesk to help them diagnose the error.

The remainder of this document requires an intermediate level of technical capability and access to your servers. You may need to utilise your IT support services to assist performing these activities. ChilliDB HelpDesk can also perform these tasks, however there will be a charge for doing them at our standard hourly rates.

Accessing the Error Log

To access the error log, append elmah.axd to the end of your url. For example, if the name of the server running the ChilliDB application is MyServer and the ChilliDB application is named ChilliDB then you would use the following link. <http://MyServer/ChilliDB/elmah.axd>

If the above does not work then please follow these steps:

Steps

1. Connect to the Server which runs ChilliDB using Remote Desktop or physically go and log onto the Server itself. *Hint: you can get the server name from the URL you use to access ChilliDB. E.g. if the URL is <http://myserver/ChilliDB/>..... Then the name of the server running the ChilliDB web application is called MyServer, that is the server you need to connect to*

2. Open a web browser, e.g. Internet Explorer
3. Using the example above, where the name of the server running the ChilliDB application is MyServer, type in <http://MyServer/ChilliDB/elmah.axd> and hit enter to load the error log
4. You will see a list of errors including:
 - a. The **Type** of error
 - b. The **Error** itself and a link to further **Details**
 - c. The **User** logged into ChilliDB at the time
 - d. The **Date** of the error
 - e. The **Time** of the error

Host	Code	Type	Error	User	Date	Time
POLYXSP08	0	OutOfMemory	Exception of type 'System.OutOfMemoryException' was thrown. Details...	super_user	12/11/2014	1:18 PM
POLYXSP08	0	OutOfMemory	Exception of type 'System.OutOfMemoryException' was thrown. Details...	super_user	12/11/2014	1:18 PM
POLYXSP08	404	Http	The file 'AfterHours/CORE/Email/EmailTrackOpens.aspx' does not exist. Details...	super_user	11/11/2014	4:39 PM
POLYXSP08	500	Format	Invalid length for a Base-64 char array or string. Details...	Super_User	6/11/2014	2:29 PM
POLYXSP08	500	Format	Invalid length for a Base-64 char array or string. Details...	Super_User	6/11/2014	2:28 PM

NOTE: In the above screen shot, the ChilliDB Application is named AfterHours (yours will likely just be ChilliDB), and the server is called POLYXSP08 (yours would be MyServer using the example above)

You should use the **User**, **Date** and **Time** information to identify the error you wish to have investigated, then find the error in the listing, then click on the **Details** link to access the error details.

Name	Value
ALL_HTTP	HTTP_CONNECTION:keep-alive HTTP_ACCEPT:/* HTTP_ACCEPT_ENCODING:gzip, deflate HTTP_ACCEPT_LANGUAGE:en-US,en;q=0.5 HTTP_C..._utmz=232162509.1412318998.31.4.utmcsr=chillidbnightly utmcsn={referral} utmcmd=referral utmctt=/Main/default.aspx; ASP.NET_Session ULYSSES=98C4C2C0909A37C7CB4F58F0D0AD8BAF8DC443770A09EDD24779EED8FF8221309622F3B75866E41B262F5B71CD9F30AB8225E9D4..._utmc=232162509 HTTP_HOST:dis.chillidb.com HTTP_REFERER:http://dis.chillidb.com/AfterHours/CORE/System/view_page.aspx?page_id=5&f
ALL_RAW	Connection: keep-alive Accept: /* Accept-Encoding: gzip, deflate Accept-Language: en-US,en;q=0.5 Cookie: uITree_ct100_body_ct17_ul (referral) utmcmd=referral utmctt=/Main/default.aspx; ASP.NET_SessionId=vnnodcmkssrtz22fmj2ex0; ULYSSES=98C4C2C0909A37C7CB4F58F0D0AD8BAF8DC443770A09EDD24779EED8FF8221309622F3B75866E41B262F5B71CD9F30AB8225E9D4..._utmc=232162509 Host: dis.chillidb.com Referer: http://dis.chillidb.com/AfterHours/CORE/System/view_page.aspx?page_id=5&function=add&
APPL_MD_PATH	/LM/W3SVC/6/ROOT/AfterHours

You should then copy this information and report that to ChilliDB HelpDesk through www.chillidb.com/HelpDesk

Best Practices

The more information provided with your support ticket, the quicker it is for ChilliDB HelpDesk staff to identify the issue and provide options to resolve the issue.

The following tips will help achieve this:

- Getting a screen shot of ChilliDB from before the error message is encountered helps ChilliDB HelpDesk staff to spot potential issues
- Include a screenshot of the full Error listing to provide context when reporting your error
- Include all of the information from the **Details** link for the error message you are reporting

Further Help?

If you require further help diagnosing your server issue or do not have access to IT support services, then Polymorphic Solutions can perform this work for you. You will be charged at our standard hourly rate.