

Identifying the cause of errors




Version 8.7.1

A red event icon in the timeline indicates that an error occurred during event processing. Select the error icon and analyze the event data to identify the cause of the error.

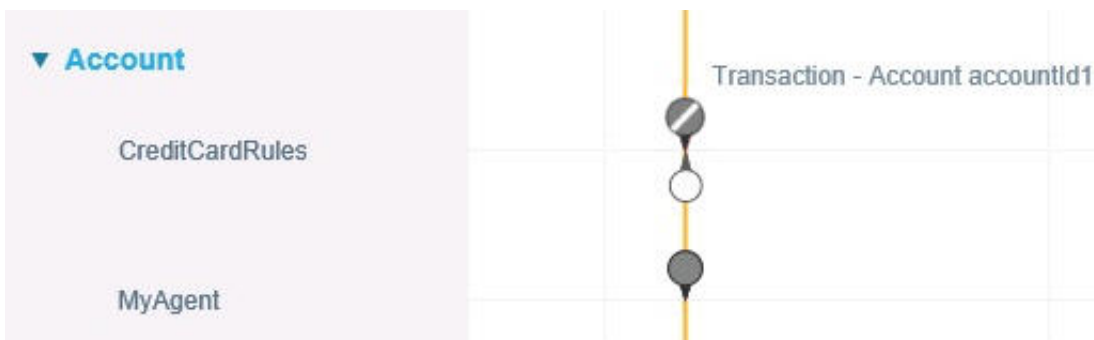
Procedure

1. In the solution timeline section of the Insight Inspector window, look for event icons with a slashed center. An error icon might be red or gray, depending on whether there are additional events related to the error in the timeline.

Table 1. Event error icons

Event error icon	Description
	The event error is not selected. There are no other instances of the same event, and no related emitted events.
	The event error is not selected. There are additional instances of the same event, or related emitted events.
	The event error is selected. There are additional instances of the same event, or related emitted events.

The error icon remains visible when you collapse an entity section and when you navigate between multiple events in a stack. When you select the event that produced an error, you might see a related event selected in the solution timeline. If the related event did not produce an error, then the related event icon is not slashed. For example:



2. Expand collapsed entity sections to determine which event in the section produced an error. When event processing ends due to an unrecoverable exception before completion, then the error icon appears in the agent timeline that contains the stopped event. In a solution recording where the same event is processed by several agents, the error icon appears in each timeline to indicate that event processing is incomplete. If event processing is tried again multiple times, the error icon appears only when the maximum number of attempts is reached. In this case, the system no longer tries to process the event and the system logs an error.
3. Select an error icon, then analyze the event data to identify the cause of the error. Information about the event appears in the **Data** tab. The server logs contain detailed messages about the error. These messages begin with the letters CWMBD and include the letter E to identify them as errors. The log files are in the `<InstallDir>/runtime/wlp/usr/servers/server_name/logs` directory.
4. Search for the following error messages in the `trace.log` file:
 - CWMBD9356E: OutboundBufferFullException detected during processing of event.
 - CWMBD9303E: Error detected during event processing.
 - CWMBD9304E: Fatal error occurred during event processing.
5. Fix the errors and then run the test again to create a new recording.

Parent topic: [Recording and analyzing solution behavior](#)

Previous topic: [Verifying rules as fired or not fired](#)

Next topic: [Uploading and downloading solution recordings](#)

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[Checking the event and entity data](#)

[Verifying rules as fired or not fired](#)