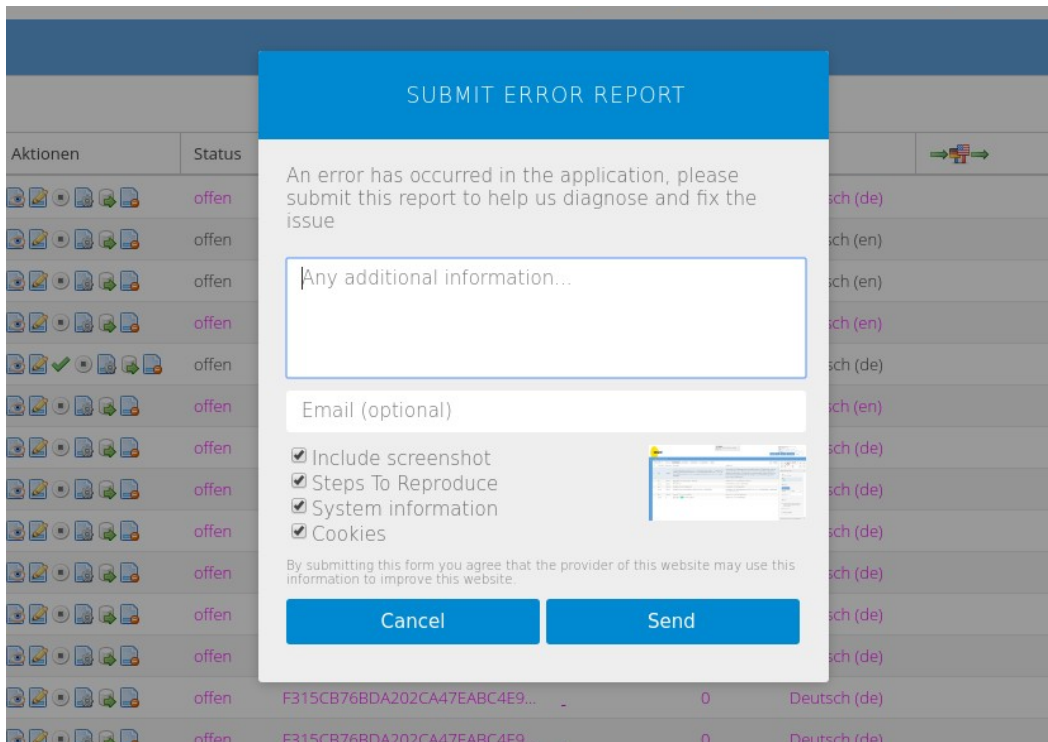


Integration of therootcause.io in Translate5

TheRootCause.io provides an easy way to capture and analyze errors in the frontend.

Error dialog for errors in the frontend

If an error occurs in the frontend, the user gets the following dialog:

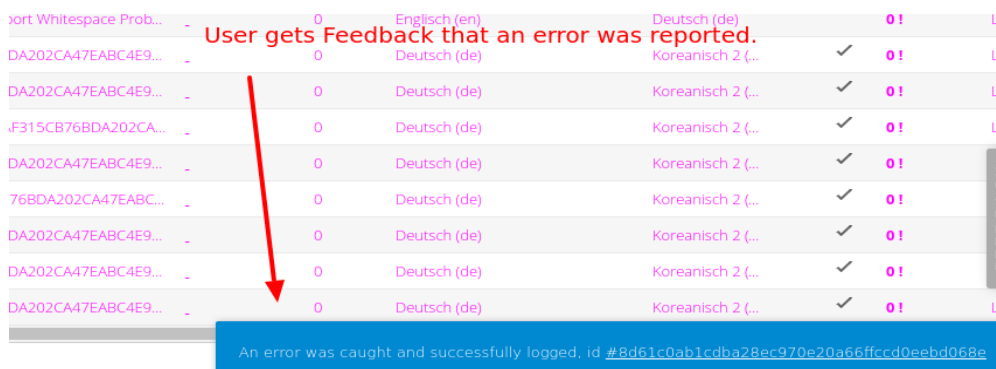


If the user clicks on "Send", a lot of useful debugging information will be transmitted to TheRootCause.io and will be visible through our user account.

This includes general information about the browser, but also information about reproducing the error.

Optionally, a complete screenshot of the browser is created and transmitted when the error occurs.

The user receives feedback that the error has been transmitted:



Configurability

The features shown here correspond to the standard configuration.

Per configuration individual features can be switched off accordingly, for example:

- the dialog when errors occur
- the screenshot creation
- Colors / partially the texts
- And much more

Thus, the topic of data protection can also be addressed by disabling "critical" features.

Presentation of the bugs on TheRootCause

The screenshot shows the 'Test again!' page in TheRootCause. The 'Details' tab is selected, displaying general information about the browser and application. A red arrow points to the 'Browser / Device' section, which includes the following details:

- Message: Test again!
- URL: http://translate5.localdev/editor
- Browser: Chrome 57.0.2987.98
- OS: Linux
- Window size: 1920 x 931
- UserAgent: Mozilla/5.0 (X11; Linux x86_64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/57.0.2987.98 Safari/537.36
- Touch: false
- Language: de

Other sections visible include 'Application', 'Environment', 'Session', and 'Last 14 days'.

Feedback and errors are sending several information:
- Screenshot
- General information about the browser

Illustration 1: General information about the browser

The screenshot shows the 'Test again!' page in TheRootCause, with the 'Timeline' tab selected. A red arrow points to the timeline, which lists actions taken by the user. The timeline is filtered to show 'Errors only'.

Time	Type	Value
5.5 s	← ajax.request	GET /editor/task
5.7 s	← ajax.request	GET /editor/task
5.7 s	← ajax.request	GET /editor/user
5.8 s	← ajax.request	POST /editor/index/logbrowsertype
5.9 s	← ajax.request	GET /editor/plugins_matchresource_resource
5.9 s	← ajax.request	GET /editor/plugins_matchresource_tmmt
6.6 s	→ ajax.load	/editor/task?_dc=1493197164519&page=1&start=0&limit=20, status: 200 OK, duration: 1.1 s
6.6 s	✚ user.moveCursor	264,178,32,13,18,10,19,12,55,31,33,18,35,20,77,44,100,60,39,26,74,57,35,29,34,30,58,60,37,38,19,25,17,23,27,40,20
6.6 s	→ ajax.load	/editor/user?_dc=1493197164786&page=1&start=0&limit=20, status: 200 OK, duration: 0.9 s
6.6 s	→ ajax.load	/editor/index/logbrowsertype, status: 200 OK, duration: 0.8 s
6.7 s	→ ajax.load	/editor/plugins_matchresource_resource?_dc=1493197164900&page=1&start=0&limit=25, status: 200 OK, duration: 0.8 s

The timeline holds all actions the user has done until the Error happened / Feedback was clicked.

Illustration 2: List of actions taken by a user

Browser Support

Supported browsers include:

- Chrome
- Firefox
- Safari
- Edge
- Opera
- IE9+ for logging, screenshot. IE10+ for event recording/replay
- Any modern mobile browser