# Integration of therootcause.io in Translate5

heRootCause.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:

		SUBMIT ERROR REPORT	
Aktionen	Status		⇒∰⇒
	offen	An error has occurred in the application, please submit this report to help us diagnose and fix the	sch (de)
	offen	issue	sch (en)
	offen	Any additional information	sch (en)
	offen		sch (en)
	offen		sch (de)
	offen	Email (optional)	sch (en)
	offen	🗹 Include screenshot	sch (de)
	offen	<ul> <li>✓ Steps To Reproduce</li> <li>✓ System information</li> </ul>	sch (de)
	offen		sch (de)
	offen	By submitting this form you agree that the provider of this website may use this information to improve this website.	sch (de)
	offen	Cancel Send	sch (de)
	offen		sch (de)
	offen	F315CB76BDA202CA47EABC4E9 0 De	utsch (de)
	offen	F315CR76RDA202CA47FARC4F9 0 De	utsch (de)

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:

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DA202CA47EABC4E9	USCI	gets		Deutsch (de)	Koreanisch 2 (	~	0!	L
DA202CA47EABC4E9	1	C	)	Deutsch (de)	Koreanisch 2 (	$\checkmark$	0!	L
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DA202CA47EABC4E9		o	)	Deutsch (de)	Koreanisch 2 (	$\checkmark$	0!	
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DA202CA47EABC4E9		•	)	Deutsch (de)	Koreanisch 2 (	$\checkmark$	0!	L

## 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

	dback > 8c71bb49a0a67f34d39334fb030b7d8e5bcb6776	Dashboard Errors Feedback Set
st again!	Feedback and errors are sending several Apr 26 11:24 (26 actions)	
Details	- Screenshot Timeline Custom data - General information about the browser	
General:		Last 14 days
Message:	Test again!	
URL:	http://translate5.localdev/editor	First seen: 5 minutes ago     (Apr 26, 2017 11)       Last seen: 5 minutes ago     (Apr 26, 2017 11)
Browser / Device:		Tags
Browser:	Chrome 57.0.2987.98 🕜	Application Translate5
OS:	Linux	Logger Build 2017-04-25 11:30
Window size:	1920 x 931	Environment
UserAgent:	Mozilla/5.0 (X11; Linux x86_64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/57.0.2987.98 Safari/537.36	▲ <b>9</b> <sup>57</sup>
Touch:	false	A inst Anoffin
Language:	de	Ajax traffic
Application:		QUser
Environment:		name
Version identifier:		Thomas Lauria
Session:		
Start URL:	http://translate5.localdev/editor	
Duration:	25min 8s	

Illustration 1: General information about the browser

	ransiates > recuback > a	71bb49a0a67f34d39334fb030b7d8e5k	0000//0				Da	shboard	Errors	Feedback	Setti	
UNRESOL est agai	in!	t (26 actions) V 🗘 Export V Custom data	•	The time the user Error haj clicked.	has doi	ne un			Area         Image: Section 1         Image: Section 2         Image: Section 2	Line         Line <thline< th="">         Line         Line         <thl< th=""><th></th></thl<></thline<>		
		Ajax C	onsole User	Connectivity I	Browser	Logs	Errors only	Last 14	lays		_	
ime †	Туре	Value										
	← ajax.request	GET /editor/task							7 minutes ag	n (Apr	26, 2017 11:24	
.7 s	← ajax.request	GET /editor/task							Last seen: 7 minutes ago (Apr 26, 2017 11:2			
7 s	← ajax.request	GET /editor/user							Tags			
.8 s	← ajax.request	POST /editor/index/logbrowsertype							Application Translate5			
	← ajax.request	GET /editor/plugins_matchresource_resource							Logger Build 2017-04-25 11:30			
	🔶 ajax.request	GET /editor/plugins_matchresource_tmmt							Environment			
.6 S	→ ajax.load	/editor/task?_dc=1493197164519&page=1&start=0&limit=20, status: 200 OK, duration: 1.1 s						Δ 🧐	57			
.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						Ajax traffic				
	→ ajax.load	/editor/user?_dc=1493197164786&page=1&start=0&limit=20, status: 200 OK, duration: 0.9 s						All ajax requests successful				
6 s	→ ajax.load	/editor/index/logbrowsertype, status: 200 C	DK, duration: 0.8 s					🖸 Use	r			
7 s	→ ajax.load	/editor/plugins_matchresource_resource?_	dc=149319716490	0&page=1&start=0	)&limit=25, s	tatus: 200	OK, duratic	name				
	.,						•	Thomas I	.auria			

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