Configure error reporting: collecting data for fixing errors

See also page "Error reporting: collecting data & data protection" for:

- Integration of therootcause.io in Translate5
- Data Protection

Enable reporting bugs

Step 1: Enable reporting bugs by configuration

By configuration, the admin can

- enable theRootCause in the translate5 instance (Zf_configuration flag: enableJsLogger)

Step 2: User can send reports

If theRootCause is enabled in Zf_configuration and an error occurs, the user will be asked to decide if this error gets reported or not.

Enable Video-Recording

Step 1: Enable video recording in general for your users by configuration

By configuration, the admin can

- enable video recording of bugs in the translate5 instance (Zf_configuration flag: enableJsLoggerVideo)

The video-recording only starts when a segment is opened for editing and stops when the editing ends.

Step 2: User can activate video-recording after login

If the video recording is activated in Zf_configuration and by the user and the user reports an error that occured, a video is sent to the server.

Every user decides by himself, if s/he wants video recording activated, after s/he logs into translate5. Directly after log in, the user is presented the following text:

> *Help translate5's development with screen videos in case of errors*
>
> *For a number of errors it is only possible for translate5's Open Source development team to reproduce and fix them, if user actions that led to the error are recorded as video. Only what happens inside translate5 will be recorded. The video-recording only starts when a segment is opened for editing and stops when the editing ends.*
>
> *translate5's team would be very thankful, if you activate this feature - thank you very much in advance!*
>
> *If the video recording is activated, video recordings are only sent, when you report an error that occurred.*
>
> *Otherwise videos are deleted automatically, when your browser session ends.*
>
> *Videos that are connected to an error and have been sent to the server are deleted, when they are not needed any more for fixing of the error. The only usage purpose of the videos is translate5s development, and the data will be only used for this purpose.*
>
> *More information about video recording with theRootCause and data protection you can find at ...*

Then the user can click 2 buttons: "Activate" and "Disable".

Step 3: User can send reports with or without video

When an error occurs, the user still can choose to not report the error at all (and thus the video is not kept, but deleted).

By disabling the "Steps to reprocude"-checkbox before sending the error, the user can report the error, but the video will not be sent.