

System Monitoring



User manual for system providers and tenants

5/20/2019

Product line neo, version 6.x

The described functions can be used with the following ASC products:

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

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2 Introduction

The application System Monitoring is the central interface for error diagnosis within the recording system. The recording system contains a self-diagnosis system which permanently monitors all system components. All found errors are displayed in the application System Monitoring. Already fixed errors can be tracked here, too. The application System Monitoring offers the possibility to elucidate the system status from different perspectives and to create your personal overview pages about different information.

The application consists of the following modules:

- Overview module
Creating personal overview pages. These overview pages can contain different information.
See [chapter "Overview module", p. 22.](#)
- Status module
Displays the statuses of all monitored objects.
The states of hardware as well as of software components can be monitored. The system settings define which components are monitored.
See [chapter "Status module", p. 29.](#)
- Log Level module (only for system providers)
Displays the log levels and the versions of all services running on the different servers.
See [chapter "Log Level module", p. 44.](#)
- Jobs module
Displays the statuses of all jobs existing in the system.
See [chapter "Jobs module", p. 51.](#)
- Audit Trails module
Display of all received record notifications. Export of record protocol.
See [chapter "Audit Trails module", p. 58.](#)

3 Licenses

3 Licenses

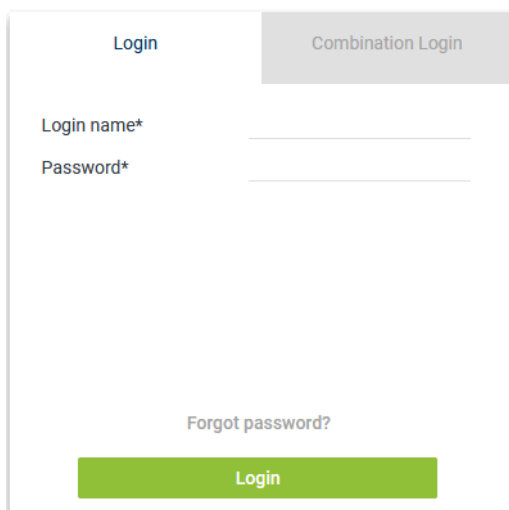
You do not need additional licenses to use the application System Monitoring.

4

Start application

Start the browser and enter the [URL](#) of the application server in the address bar.

After you have entered the [URL](#), the following login screen is displayed.



The screenshot shows a login window with two tabs: 'Login' (active) and 'Combination Login'. Under the 'Login' tab, there are two input fields: 'Login name*' and 'Password*'. Below these fields is a link 'Forgot password?'. At the bottom is a green button labeled 'Login'.

Fig. 1: Login window

In general, there are the following login options:

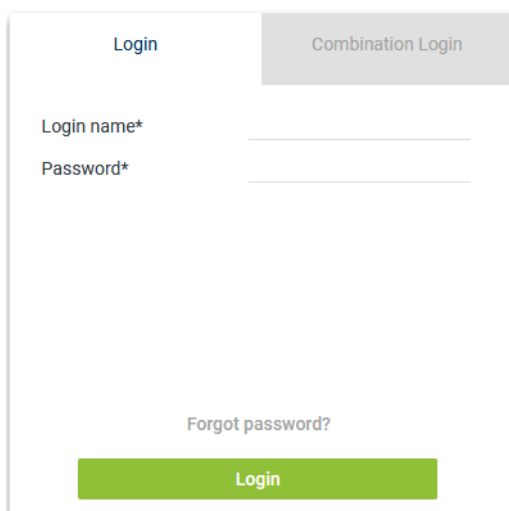
- Single login = normal user login (see [chapter "Single login", p. 8](#))
- Combination login (see [chapter "Combination login", p. 9](#))
- Superadmin login (see [chapter "Superadmin login", p. 10](#))



Your system administrator will tell you which login you have to use.

4.1

Single login

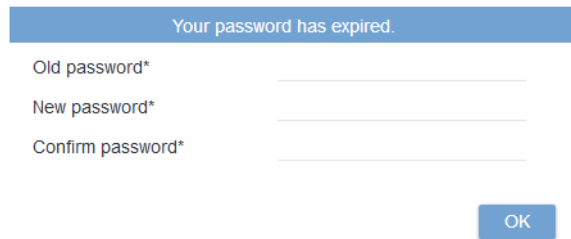


This screenshot is identical to Fig. 1, showing the 'Login' window with 'Login' and 'Combination Login' tabs, input fields for 'Login name*' and 'Password*', a 'Forgot password?' link, and a green 'Login' button.

Fig. 2: Single login

1. Enter your user name and the password.
 2. Click on the button -> *Login*.
- ⇒ The welcome screen of the application appears.

If you have forgotten your password and requested a new one upon your last login, the following window appears:



Your password has expired.

Old password*

New password*

Confirm password*

OK

Fig. 3: Your password has expired

3. In the entry field *Old password*, enter your new password you have received by e-mail.
4. In the entry field *New password*, enter your new, modified password.
5. In the entry field *Confirm password*, repeat your new, modified password.
6. Click on the button *OK*.
⇒ The welcome screen of the application appears.

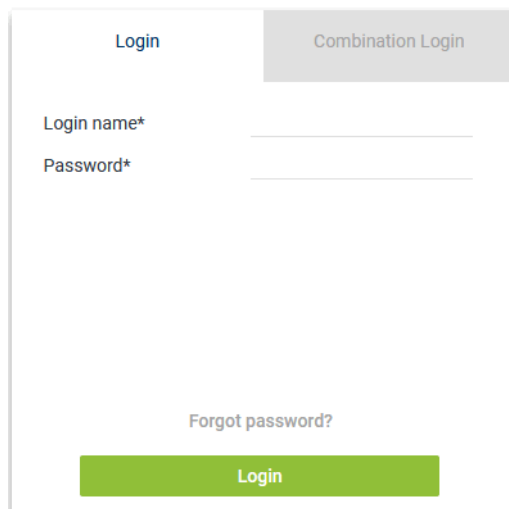
4.2

Combination login

For safety reasons, it may be sensible to assign a combination user to a user.

If a combination user has been defined, the actual user is only allowed to log in when the combination user has logged in, too. If entering the login data of a combination user is required, proceed as follows:

1. In the login window, click on the button *Combination Login*.



Login Combination Login

Login name*

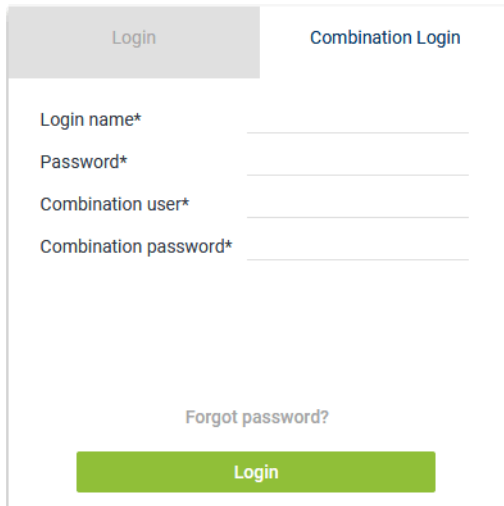
Password*

Forgot password?

Login

Fig. 4: Login

2. The window *Combination Login* appears.



The image shows a web form for 'Combination Login'. It has two tabs at the top: 'Login' (selected) and 'Combination Login'. Below the tabs are four input fields: 'Login name*', 'Password*', 'Combination user*', and 'Combination password*'. Each field has a corresponding input line. Below these fields is a link 'Forgot password?'. At the bottom is a green button labeled 'Login'.

Fig. 5: Combination login

3. Enter your user name and your password as well as the user name and password of your combination user.
 4. Click on the button -> *Login*.
- ⇒ The welcome screen of the application appears.
- To change to the normal login, if required, click on the button *Login*.

4.3 Superadmin login



Superadmin rights are only available in a Cloud environment and have to be activated when needed.

To access applications from a computer via the web as a superadmin, there are the following login possibilities:

Logging in to the system of a certain tenant:

1. Start the browser and enter the following URL in the address bar:
https://<System-IP>/<Application>/index.jsf?tenantName=<nameOfTenant>
2. Replace the parameter<System-IP> in the URL with the IP address of the system.
3. Replace the parameter<Application> in the URL with the *SystemConfiguration*, *System-Monitoring* or *Portal* depending on which application you would like to use.
4. Replace the parameter<nameOfTenant> in the URL with the name of the tenant.
5. Press the [Enter] key.
⇒ The login screen appears.
6. Enter your user name and the password in the login screen.
7. Click on the button *Login*.
⇒ The main window of the application appears.

Logging in after selecting a tenant from a list of available tenants:

1. Start the browser and enter the following URL in the address bar:
https://<System-IP>/<Application>/index.jsf?showTenantSelection=true
2. Replace the parameter<System-IP> in the URL with the IP address of the system.
3. Replace the parameter<Application> in the URL with the *SystemConfiguration*, *System-Monitoring* or *Portal* depending on which application you would like to use.
4. Press the [Enter] key.

- ⇒ The login screen appears.
- 5. Enter your user name and the password in the login screen.
- 6. Select the tenant name from the drop-down list.
- 7. Click on the button *Login*.
 - ⇒ The main window of the application appears.

Logging in to the system of a certain tenant:

1. Start the browser and enter the following URL in the address bar:
`https://<System-IP>/<Application>/index.jsf?tenantName=<nameOfTenant>&show-TenantSelection=true`
2. Replace the parameter<System-IP> in the URL with the IP address of the system.
3. Replace the parameter<Application> in the URL with the *SystemConfiguration*, *System-Monitoring* or *Portal* depending on which application you would like to use.
4. Replace the parameter<nameOfTenant> in the URL with the name of the tenant.
5. Press the [Enter] key.
 - ⇒ The login screen appears.
6. Enter your user name and the password in the login screen.
7. Click on the button *Login*.
 - ⇒ The main window of the application appears.

Directly logging in to the system of a tenant that the superadmin had been logged in to previously:

1. Start the browser and enter the following URL in the address bar:
`https://<System-IP>/<Application>/index.jsf?userName=<nameOfUser>&userPassword=<passwordOfUser>`
2. Replace the parameter<System-IP> in the URL with the IP address of the system.
3. Replace the parameter<Application> in the URL with the *SystemConfiguration*, *System-Monitoring* or *Portal* depending on which application you would like to use.
4. Replace the parameter<nameOfUser> in the URL with the user name.
5. Replace the parameter<passwordOfUser> in the URL with the password.
6. Press the [Enter] key.
 - ⇒ The main window of the application appears.

Directly logging in to the system of a certain tenant:

1. Start the browser and enter the following URL in the address bar:
`https://<System-IP>/<Application>/index.jsf?userName=<nameOfUser>&userPassword=<passwordOfUser>&tenantName=<nameOfTenant>`
2. Replace the parameter<System-IP> in the URL with the IP address of the system.
3. Replace the parameter<Application> in the URL with the *SystemConfiguration*, *System-Monitoring* or *Portal* depending on which application you would like to use.
4. Replace the parameter<nameOfUser> in the URL with the user name.
5. Replace the parameter<passwordOfUser> in the URL with the password.
6. Replace the parameter<nameOfTenant> in the URL with the name of the tenant.
7. Press the [Enter] key.
 - ⇒ The main window of the application appears.

Logging in to the system of a certain tenant with a predefined user name and password:

1. Start the browser and enter the following URL in the address bar:
`https://<System-IP>/<Application>/index.jsf?userName=<nameOfUser>&userPassword=<passwordOfUser>&tenantName=<nameOfTenant>&showTenantSelection=true`
2. Replace the parameter `<System-IP>` in the URL with the IP address of the system.
3. Replace the parameter `<Application>` in the URL with the *SystemConfiguration*, *System-Monitoring* or *Portal* depending on which application you would like to use.
4. Replace the parameter `<nameOfUser>` in the URL with the user name.
5. Replace the parameter `<passwordOfUser>` in the URL with the password.
6. Replace the parameter `<nameOfTenant>` in the URL with the name of the tenant.
7. Press the [Enter] key.
 - ⇒ The login screen appears.
 User name, password, and tenant name have already been entered in the login screen.
8. Click on the button *Login*.
 - ⇒ The main window of the application appears.

Login for last connected tenant (single login):

1. Start the browser and enter the [URL](#) of the application server in the address bar.
2. Press the [Enter] key.
 - ⇒ The login screen appears.
3. Enter your user name and the password in the login screen.
4. Click on the button *Login*.
 - ⇒ The main window of the application appears.



A combination login is not possible for superadmins.

4.4
Request new password

If you have forgotten your password, you can request a new one via the function *Forgot password?* in the different login windows.

1. Click on the text *Forgot password?*

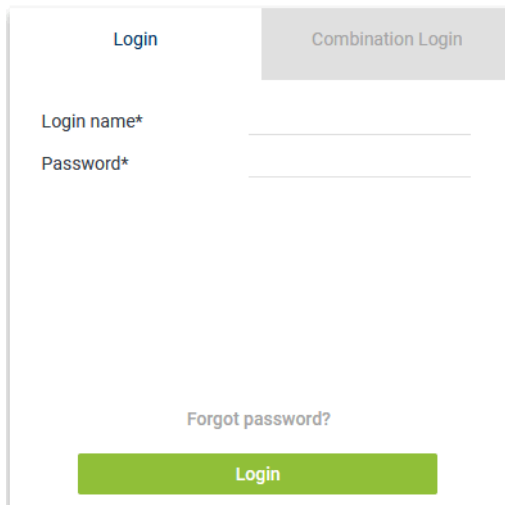


Fig. 6: Login window

2. The window *Forgot password?* appears.

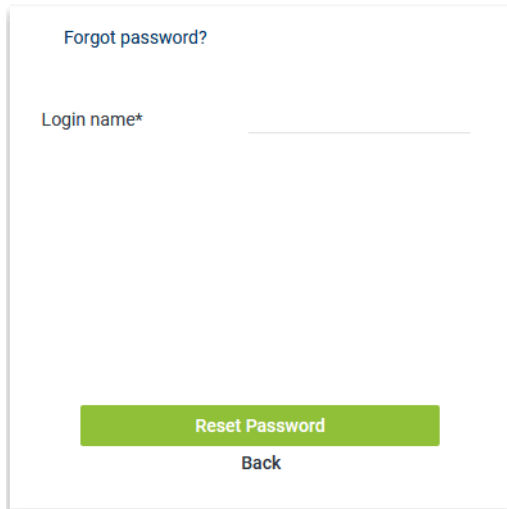


Fig. 7: Request password

3. Enter your user name.
4. Click on the button -> *Reset Password*.
⇒ You will receive an e-mail containing your new password.



For this function, your administrator has to have configured a corresponding e-mail server. Contact your system administrator if you do not receive an e-mail after this step.

5. To return to the login, click on the text *Back*.

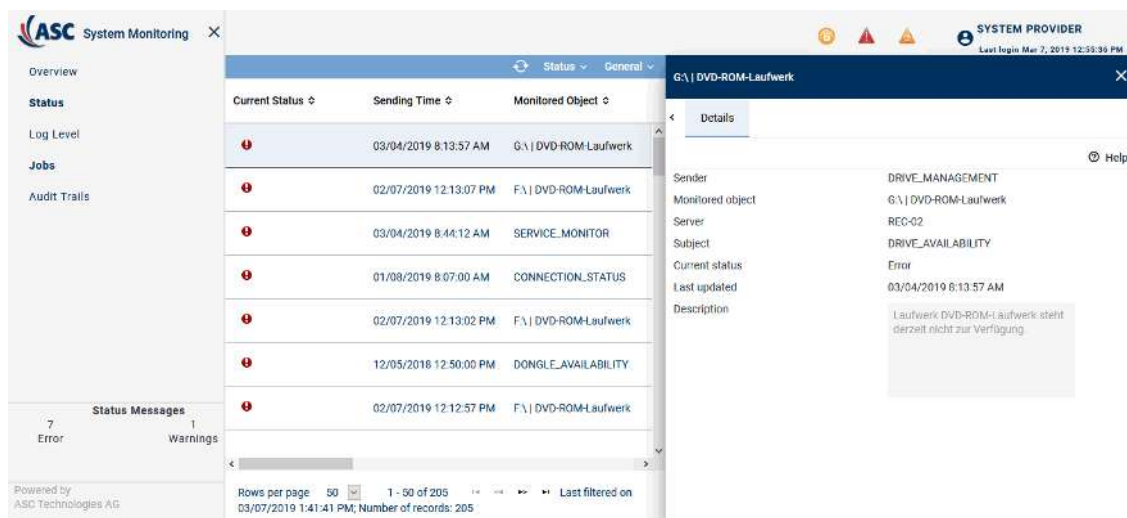









Fig. 8: Welcome screen


Navigation bar		Contains the individual menu items (function modules), see chapter "Navigation bar", p. 15 .
Main view		Contains an overview of the most important information about the selected module.
Detail view		Contains detailed information about as well as functions and setting options of the selected element of the main view. The detail view is not available in the Overview module.
	(Collapse)	Icon which allows collapsing or reducing the displayed areas.
	(Expand)	Icon which allows expanding or opening the displayed areas.
Toolbar		Contains icons and menu items with functions for the elements in the main view. It depends on the selected module which icons and menu items are displayed. The separate icons and menu items are explained in the descriptions of the respective modules.
General	General Help	By clicking on the menu item <i>General Help</i> , a description of the application you are currently viewing is opened. See chapter "Call up online help", p. 19 .
	Module Help	By clicking on the menu item <i>Module Help</i> , a description of the module you are currently viewing is opened. See chapter "Call up online help", p. 19 .
		Shows the date when your password expires. To hide the icon, click on the button <i>Okay</i> .
	(Your latest login has failed. Please use the correct password.)	Shows that the latest attempt to log in to the application was not successful. Click on the warning icon to delete the error message. Always use the correct password to log in to the application.

	(Your last logoff was not correct. Please use the logoff button.)	Indicated that you have not logged off correctly when leaving the application the last time. Click on the warning icon to delete the error message. Always use the logoff icon to log off from the application.
	Change Password (Logged in as).	Menu item which allows changing your password, see chapter "Change password", p. 18.
	Navigation Bar	Menu item which allows changing the way the navigation bar is displayed, see chapter "Change navigation bar", p. 16.
	Language	Menu item which allows selecting the language of the user interface, see chapter "Change language", p. 16.
	Resource String View	Menu item which allows changing between the resource string view and the default view. This view is only available ASC-internally.
	Info	Menu item which allows calling up information about the version of the ASC software, see chapter "Call up info", p. 17.
	Tenant Selection	Menu item which allows changing the tenant, see chapter "Change tenant", p. 18. Only a user with superadmin rights can see this icon.
	Logoff	Menu item which allows logging off from the application.
User		Name of the logged-in user
Last login date		Shows the date of the last login.
		Buttons which allow browsing the pages of the main view. (This function is not available in all modules.)



If the session has been inactive for a longer period of time, the application is closed automatically. Default value for the timeout: 30 minutes. The value can be adjusted by the administrator, see administration manual *System Configuration - User Management*.



To close the application, always use the logoff function.
 (Logged in as) > Logoff.

5.1

Navigation bar

The individual modules of the application are displayed in the navigation bar.

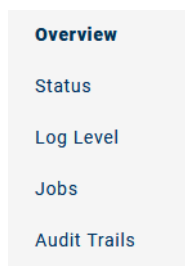




Fig. 9: Navigation bar

You can hide the navigation bar by clicking in the icon  and expand it again by clicking on the icon .

Short description of the modules

Module name	Description
Overview	<ul style="list-style-type: none"> Creation and administration of overviews which depict different information in a compact way.
Status	<ul style="list-style-type: none"> Displays the statuses of all monitored objects.
Log level	<ul style="list-style-type: none"> Displays the log levels and the versions of all services running on the different servers. Adjusts the log levels.
Jobs	<ul style="list-style-type: none"> Displays the statuses of all jobs existing in the system.
Audit Trails	<ul style="list-style-type: none"> Display of all received record notifications. Export of record protocol.

Tab. 1: Module descriptions

At the bottom of the navigation bar, you can see how many errors and warnings currently exist in the system.

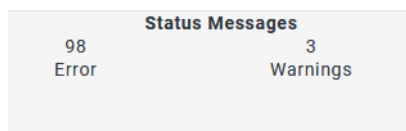



Fig. 10: Overview number of errors and warnings




It depends on your function rights which of the described modules are available.

5.2

Change navigation bar

- Click on the menu item  (*Logged in as*) > *Navigation Bar* in the top right corner of the user interface.
 - ⇒ The window *Change Navigation Bar* appears.
- Activate the check box to collapse the navigation bar.
 - ⇒ The setting is saved permanently. Upon logging in the next time, the application is opened with this settings.

You can expand the navigation bar again by clicking on the icon  (Expand) in the top left corner.

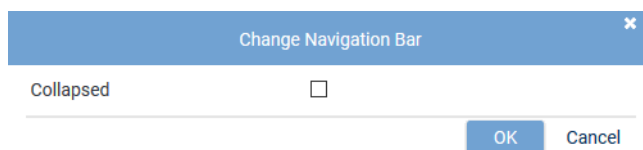


Fig. 11: Change navigation bar

5.3

Change language



- Click on the menu item  *Logged in as* > *Language* in the top right corner of the user interface.
 - ⇒ The following window appears:






Fig. 12: Change language

- Select the language from the drop-down list. Only languages that you have installed during the installation can be selected.
 - ⇒ The texts of the user interface are displayed in the selected language.


5.4 Call up info

- Click on the menu item  *Logged in as > Info* in the top right corner of the user interface.
 - ⇒ The window *Installed Product Versions* appears. It contains information about the version of the *neo* software.

The following information is displayed:

Column Name	Description
<i>Server Name</i>	Name of the server. Click on the arrow  to display the history. In the history, the servers have been sorted by installation date beginning at the top with the first installation date.
<i>Connected</i>	The icon  indicates that the core is used in the current application.
<i>Product Version</i>	Information about the current product version
<i>EC Version</i>	Information about the current Enterprise Core version
<i>Last Start</i>	Date and time of the last system start
<i>Last Stop</i>	Date and time of the last system stop
<i>Installation Date</i>	Date and time of the installation Click on the arrow  in the column <i>Server Name</i> to display the information.

Tab. 2: Information

Installed Product Versions						
Server Name	Connected	Product Version	EC Version	Last Start	Last Stop	Installation Date
▶ CTI-01		6.0.0-0.0	60.1.0	11/19/2018 10:32:09 AM	11/19/2018 10:34:55 AM	
▼ REC-01		6.0.0-10.0	60.16.0	02/11/2019 7:31:46 AM	02/07/2019 10:42:18 AM	
REC-01		6.0.0-0.0	60.1.0			11/12/2018 10:47:18 AM
REC-01		6.0.0-1.0	60.2.0			11/19/2018 11:25:43 AM
REC-01		6.0.0-4.0	60.5.0			12/05/2018 11:17:53 AM
REC-01		6.0.0-8.0	60.10.0			01/09/2019 12:09:12 PM
REC-01		6.0.0-9.0	60.15.0			01/29/2019 12:30:27 PM
REC-01		6.0.0-10.0	60.16.0			02/07/2019 10:51:29 AM

Additional Information Close

Fig. 13: Installed Product Versions

- To obtain additional information about the system, click on the button *Additional Information* in the bottom right corner of the window.
 - ⇒ The window *Additional Information* appears. It contains information about the license.



Additional Information


License Information

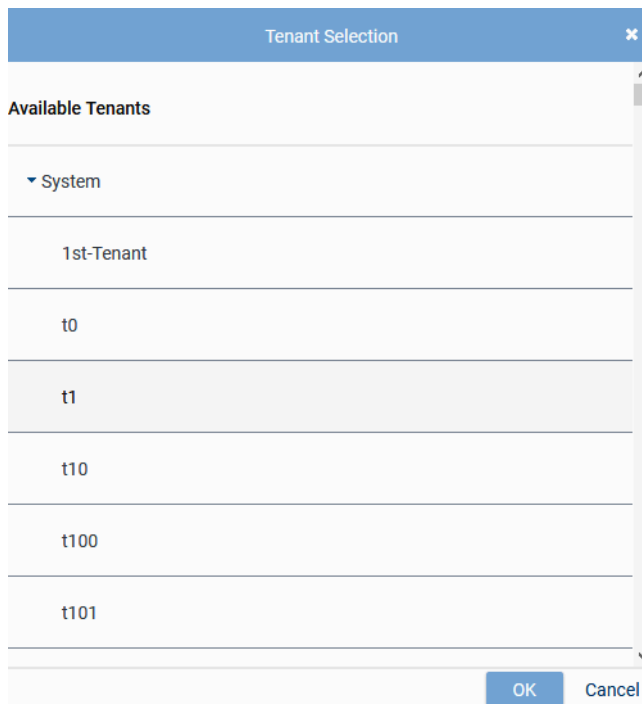
System ID:	2322891
Order ID:	66666666

Close

Fig. 14: Additional Information

5.5 Change tenant

- Click on the menu item  (Logged in as) > Change Tenant in the top right corner of the user interface.
⇒ The following window appears:



Tenant Selection

Available Tenants

▼ System

1st-Tenant
t0
t1
t10
t100
t101

OK Cancel

Fig. 15: Tenant selection


- Select one of the available tenants from the list.
- Click on the button OK.
⇒ The tenant is changed and displayed in the top right corner of the user interface.

5.6 Settings

5.6.1 Change password



If you use the function *Last Call Repeat*, the password must consists of numbers only.

- Click on the menu item  Logged in as > Change Password in the top right corner of the user interface.
⇒ The following window appears:

Change Password
✕

Old password*

New password*

Confirm password*

OK
Reset


Fig. 16: Change password

2. Enter your old password.
3. Enter your new password and confirm it.
4. To save the change of the password, click on the button *OK*.
To delete the entries without saving them, click on the button *Reset*.
To cancel the change of the password, click on the icon ✕ in the top right corner of the window.

Once you have successfully saved the changed password, you have to enter the new password upon opening the application the next time.

5.7 Call up online help

An online help is available at different locations in the system. You can call up the online help as follows:

Menu / Button	Menu item	Location	Result
<i>General</i>	<i>General Help</i>	Toolbar of the main view	By clicking on the menu item <i>General Help</i> , a description of the application you are currently viewing is opened.
	<i>Module Help</i>	Toolbar of the main view	By clicking on the menu item <i>Module Help</i> , a description of the module you are currently viewing is opened.
 Help		Detail view / Additional window	A topic-specific help opens referring to the tab or the additional window you are currently viewing.



Tab. 3: Call up online help

There are the following options to navigate in the online help:

- Navigation bar on the left of the window
- Contents (via the menu item *Contents* in the header)
- Cross reference to additional information at the bottom of the page

5.8 Change sort sequence

In their column headlines, some tables contain arrows which indicate the sort sequence and which allow you to change the sort sequence:

	No sorting
	Descending sort sequence

▲ Ascending sort sequence

Tab. 4: Main view - change sort sequence

To change the sort sequence of the table, click on the arrow in the column headline you would like to sort the table by.

5.9 Adjust table

This function allows adjusting the order of the columns in the table of the main view.

1. Click on the menu item *General > Adjust Table* in the toolbar of the main view.
⇒ The window *Table Configuration* appears.

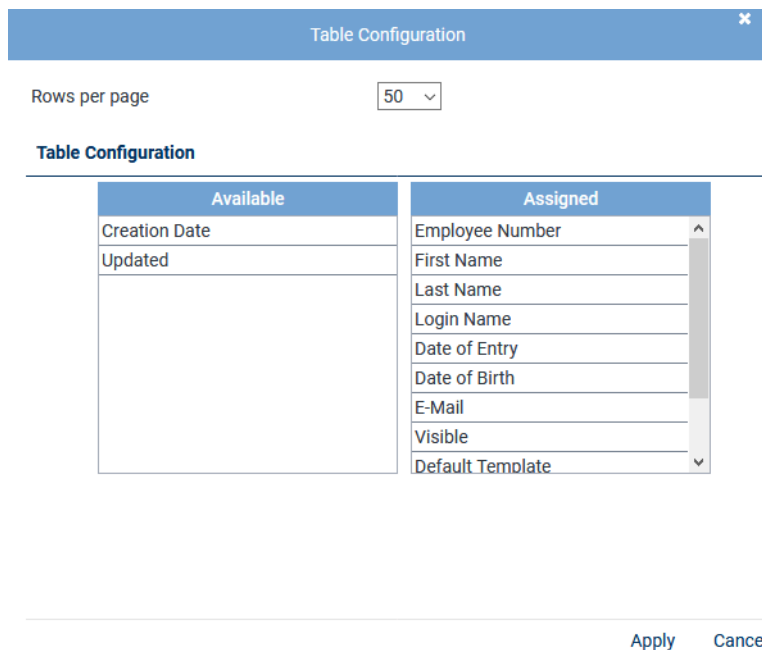


Table Configuration

Rows per page: 50

Available	Assigned
Creation Date	Employee Number
Updated	First Name
	Last Name
	Login Name
	Date of Entry
	Date of Birth
	E-Mail
	Visible
	Default Template

Apply Cancel

Fig. 17: Adjust table of the main view (example)


The different columns can be moved within a list or from one list to the other by dragging them to and dropping them in the required position. Double-clicking on one column moves the column to the end of the opposite list.

The following functions are available:

Rows per page 50	Number of rows per page.
Default	Resets the configuration in the window <i>Table Configuration</i> to the default settings and closes the window.
Apply	Saves all changes and closes the window <i>Table Configuration</i> .
X	Closes the window <i>Table Configuration</i> without applying the changes.

In the list *Available*, all columns which are currently not used are displayed. In the list *Assigned*, all columns used in the main view are displayed. The entries arranged from top to bottom correspond to the columns arranged from left to right in the main view.

2. Configure the column view according to your requirements.
3. In the drop-down list, select how many rows per page are supposed to be displayed.
⇒ You can choose 10, 20, 50 or 100 rows per page.

4. To apply the changes in the current view, click on the button *Apply*.
To discard the changes and close the window, click on the icon .

5.9.1 Change column width of the table

To change the column width of the table in the main view individually, proceed as follows:

1. Left-click on the column of the header, hold the mouse key down, and drag the column to the respective width.

5.10 Save table configuration

1. To save the table configuration, click on the menu item *General > Save Table Configuration* in the toolbar of the main view.

⇒ The table will be displayed in the saved layout in the future.



The changes made only apply for the logged-in user. They are a matter of personal settings.

6

Overview module

In the Overview module, different information is displayed in [widgets](#). A pool containing the available widgets allows users to create their own overview page which may consist of several tabs.

In general, the following [widgets](#) are available:

- Status monitor
See [chapter "Status widget", p. 24](#)
- Memory capacity
See [chapter "Memory Capacity Widget", p. 27](#)
- CPU load
See [chapter "CPU Load Widget", p. 25](#)

It depends on your function rights and the available licenses which of the described [widgets](#) are available.

The layout of the [widgets](#) within a tab can be changed by means of drag and drop.

You can change between the individual tabs by clicking on the name of tabs that you would like to display.

The toolbar allows administrating and saving your personal overview page (see [chapter "Toolbar", p. 22](#)).



The following adjustments are not saved effectively before saving the current view by clicking on the menu item *Save View*:

- Newly created, empty tabs
- Deleted tabs
- Changed layout of the [widgets](#)

6.1

Toolbar

The toolbar offers the following functions:

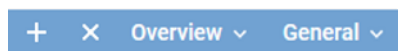





Fig. 18: Overview module - toolbar

	<i>Create</i>	<p>Adds a new widget or a new tab.</p> <p>It depends on the function rights and licenses which widgets are available.</p> <p>See chapter "Add widget", p. 23 or chapter "Add tab", p. 23.</p>
	<i>Delete tab</i>	<p>Deletes the current tab.</p> <p>See chapter "Delete tab", p. 23.</p>
<i>Overview</i>	<i>Save Complete View</i>	Saves the current view as default view of the user.
<i>General</i>	<i>General Help</i>	By clicking on the menu item <i>General Help</i> , a description of the application you are currently viewing is opened. See chapter "Call up online help", p. 19 .
	<i>Module Help</i>	By clicking on the menu item <i>Module Help</i> , a description of the module you are currently viewing is opened. See chapter "Call up online help", p. 19 .

6.2 Add tab

1. Click on the icon  (*Create*) in the toolbar.
2. Select the menu item *Tab*.
3. Enter a name for the new tab.

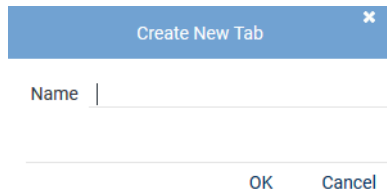



Fig. 19: Add tab

4. Click on the button *OK*.
 - ⇒ A new, empty tab is created and opened.
 - ⇒ The name of the tab is displayed in the header of the overview site.




Empty tabs are not saved automatically and will thus no longer be available after having logged off from the application. To save an empty tab, click on the menu item *Dashboards > Save View* in the toolbar. Once the tab has been edited, e. g. by creating a widget for it or deleting an existing widget, the view is applied automatically.

6.3 Delete tab

1. Open the tab you would like to delete. To do so, click on the name of the tab in the header of the overview site.
2. Click on the icon  (*Delete tab*) in the toolbar.
3. To really delete the tab, confirm the security prompt and save the current view by clicking on the menu item *Dashboards > Save View* in the toolbar.

6.4 Add widget


1. Click on the icon  (*Create*) in the toolbar.
2. Select the [widget](#) type you would like to add to your overview page.
3. Set the respective values in the configuration window of the [widget](#).



The adjustable parameters vary from [widget](#) to [widget](#). For a description of the individual configuration windows, see the description of the respective [widget](#).

4. Click on the button *Save* in the configuration window.
 - ⇒ The new [widget](#) is inserted at the bottom of your overview page.
- The layout of the [widgets](#) within a tab can be changed by means of drag and drop.

6.5 Edit widget settings


1. Click on the icon  (*Settings*) in the title bar of the [widget](#).
2. Select the menu item *Settings*.
 - ⇒ The configuration window of the [widget](#) opens.
3. Make the respective changes.



The adjustable parameters vary from [widget](#) to [widget](#). For a description of the individual configuration windows, see the description of the respective [widget](#).

- To apply the changes, click on the button *Apply*.
To discard the changes and close the window, click on the button *Cancel*.

6.6 Delete widget

- Click on the icon  (*Settings*) in the title bar of the [widget](#).
- Select the menu item *Delete Widget*.
- To really delete the [widget](#), confirm the security prompt.

6.7 Status widget

In the Status [widget](#), you can display the statuses of all monitored objects. Here, information from the Status module is displayed in compressed form.













Status Messages 			
Current Status ↕	Monitored Object ↕	Server ↕	Subject ↕
	6.0.0-10.0 STR-171013-SLA	STR-171013-SLA	CORE_AVAILABILITY_STATUS
	6.0.0-10.0 STR-171013-SLA	STR-171013-SLA	CORE_AVAILABILITY_STATUS
	6.0.0-10.0 STR-171013-SLA	STR-171013-SLA	CORE_AVAILABILITY_STATUS
	SYSTEM_PROVIDER	STR-171013-SLA	TRANSITIONAL_MODE
	SYSTEM_PROVIDER	STR-171013-SLA	LICENSING_AUTHENTICATION_SERVE

Fig. 20: Status widget

The following information is displayed:

Current status	<p>Current status of the object.</p> <p> (OK) = Object works properly.</p> <p> (Error) = Object failed.</p> <p> (Warning) = Object is in a critical state. Component is in danger of failing.</p> <p> (Closed) = Object has been deactivated correctly and thus is not available.</p> <p> (unknown) = Object is in an unknown state.</p>
Monitored Object	<p>Name of the monitored object.</p> <p>The states of hardware as well as of software components can be monitored.</p>
Servers	Name of the server that the object has been assigned to.
Subject	Brief information about which detail the status message refers to.

6.7.1 Configure Status Widget

- Click on the icon  (*Settings*) in the title bar of the [widget](#).
- Select the menu item *Settings*.
- Adjust the respective settings.

Configuration

Name

Status Messages

Refresh cyclically

☒

Interval

10

Second(s)

Priority

Error

Warning

OK

Closed

Unknown

???menuItemSysMonitorSystemLogMonitorState_DELI

Save

Fig. 21: Configure Status Widget

Name	Name of the widget. The name is displayed in the title bar of the widget.
Refresh cyclically	Select whether the information displayed in the widget is supposed to be refreshed cyclically. <input checked="" type="checkbox"/> = Widget is refreshed. <input type="checkbox"/> = Widget is not refreshed.
Interval	Interval in which the widget will be refreshed cyclically if the option <i>Refresh cyclically</i> has been activated. Set the value either with the arrow keys next to the entry field or by entering it directly into the entry field via keyboard. The unit of the entered value is seconds.
Priority	Select whether only status messages with certain priorities are supposed to be displayed. Select one or several entries from the list. To select several entries, click on the entries you would like to select while holding the [Ctrl] key down. If you do not select any priority, all status messages will be displayed regardless of their priority.

4.
- To apply the settings, click on the button *Apply*.
To discard the settings, click on the button *Cancel*.

6.8

CPU Load Widget

The CPU Load [widget](#) offers the possibility to display the CPU load of one or several servers as percentage in graphical form. The CPU load of each server is displayed as a separate line in the diagram.

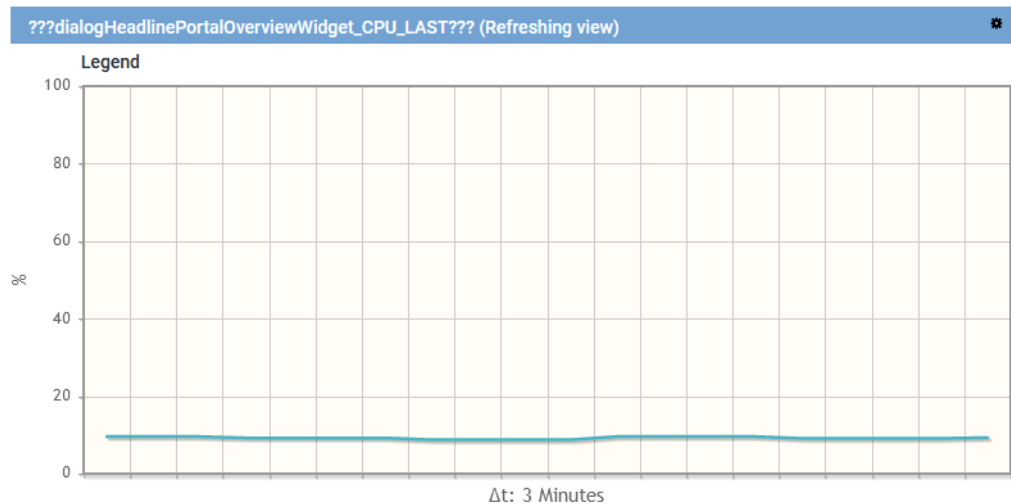



Fig. 22: CPU Load Widget

6.8.1

Configure CPU Load Widget

1. Click on the icon  (*Settings*) in the title bar of the [widget](#).
2. Select the menu item *Settings*.
3. Adjust the respective settings.

Configuration

Name	CPU Load
Refresh cyclically	<input checked="" type="checkbox"/>
Interval	<div style="display: flex; align-items: center;"> <input style="width: 40px; text-align: center;" type="text" value="10"/> <div style="margin: 0 5px;">↑ ↓</div> Second(s) </div>
Server	<div style="background-color: #007bff; color: white; padding: 2px 5px; border: 1px solid #007bff;">STR-171013-SLA</div>

[Save](#)
[Cancel](#)

Fig. 23: Configure CPU Load Widget

Name	Name of the widget. The name is displayed in the title bar of the widget.
Refresh cyclically	Select whether the information displayed in the widget is supposed to be refreshed cyclically. <input checked="" type="checkbox"/> = Widget is refreshed. <input type="checkbox"/> = Widget is not refreshed.
Interval	Interval in which the widget will be refreshed cyclically if the option <i>Refresh cyclically</i> has been activated. Set the value either with the arrow keys next to the entry field or by entering it directly into the entry field via keyboard.
Server	The list contains all servers of the recording system. Select the servers in the list the loads of which you would like to display in the widget. Select one or several entries from the list. To select several entries, click on the entries you would like to select while holding the [Ctrl] key down.

4. To apply the settings, click on the button *Apply*.
To discard the settings, click on the button *Cancel*.

6.9 Memory Capacity Widget

The Memory Capacity [Widget](#) offers the possibility to display the memory capacity of one or several servers as percentage in graphical form. The memory capacity of each server is displayed as a separate line in the diagram.

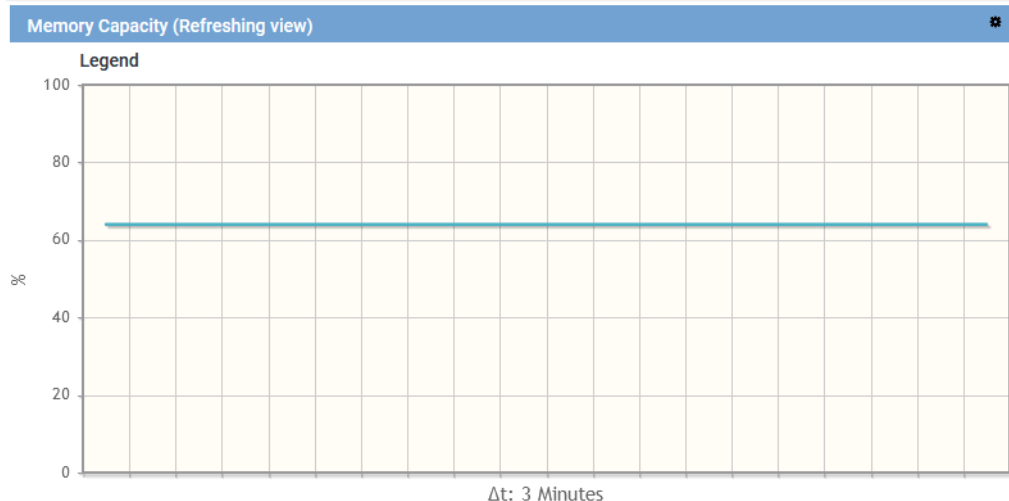

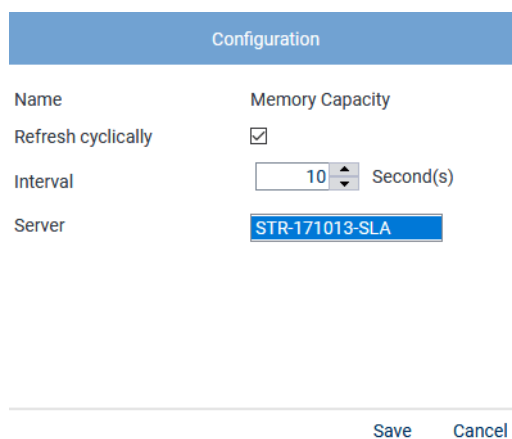


Fig. 24: Memory Capacity Widget

6.9.1 Configure Memory Capacity Widget

1. Click on the icon  (*Settings*) in the title bar of the [widget](#).
2. Select the menu item *Settings*.
3. Adjust the respective settings.



The configuration dialog has a title bar "Configuration". It contains the following fields:

- Name:** Memory Capacity
- Refresh cyclically:** ☒
- Interval:** 10 Second(s)
- Server:** STR-171013-SLA

At the bottom right, there are "Save" and "Cancel" buttons.

Fig. 25: Configure Memory Capacity Widget

Name	Name of the widget. The name is displayed in the title bar of the widget.
Refresh cyclically	Select whether the information displayed in the widget is supposed to be refreshed cyclically. <input checked="" type="checkbox"/> = Widget is refreshed. <input type="checkbox"/> = Widget is not refreshed.
Interval	Interval in which the widget will be refreshed cyclically if the option <i>Refresh cyclically</i> has been activated.

	Set the value either with the arrow keys next to the entry field or by entering it directly into the entry field via keyboard.
<i>Server</i>	<p>The list contains all servers of the recording system.</p> <p>Select the servers in the list the loads of which you would like to display in the widget. Select one or several entries from the list. To select several entries, click on the entries you would like to select while holding the [Ctrl] key down.</p>

4. To apply the settings, click on the button *Save*.
To discard the settings, click on the button *Cancel*.

7

Status module

Here, the statuses of all monitored objects are displayed.

The states of hardware as well as of software components can be monitored.

7.1






Main view

Status ▾ General ▾				
Current Status ▾	Monitored Object ▾	Server ▾	Subject ▾	Sender ▾
	RIA_ASSISTANT_FOR_GENESYS (60.00.00)	RC-02	CONNECTION_STATUS	RIA_ASSISTANT_FOR_GENESYS - 192.168.173.176
	e916aa83-59ed-4342-89f0-77d1bdfc7f3b	REC-03	NTP_CONNECTION	TIME_MANAGER - fe80::19fb:f376:b980:2a7c%ethernet_
	RECORDING_MODULE_MANAGER (60.00.00)	REC-01	CONNECTION_STATUS	RECORDING_MODULE_MANAGER - 192.168.173.171
	RIA (60.00.00)	REC-01	CONNECTION_STATUS	RIA - 192.168.173.171
	RIA (60.00.00)	CTI-01	CONNECTION_STATUS	RIA - 192.168.173.177
	74456f5d-e98a-4179-b7d7-0122485f2c17	REC-01	NTP_CONNECTION	TIME_MANAGER - fe80::a009:7f5b:dc58:aaaf%ethernet_
	RECORDING_CONTROL (60.00.00)	RC-01	CONNECTION_STATUS	RECORDING_CONTROL - 192.168.173.175
	7445b1b9-4d4b-486d-9e99-d47577e03543	REC-02	NTP_CONNECTION	TIME_MANAGER - 192.168.173.172
	6.0.0-0.0 CTI-02	CTI-02	CORE_AVAILABILITY_STATUS	CORE - fe80::b8db:3abc:7e1c:6998%ethernet_
	23cb4f64-774b-47bb-97a4-cf1206e53238	RC-02	NTP_CONNECTION	TIME_MANAGER - 192.168.173.176
	RIA_ASSISTANT_FOR_GENESYS (60.00.00)	CTI-01	CONNECTION_STATUS	RIA_ASSISTANT_FOR_GENESYS - 192.168.173.177

Rows per page 50 ▾ 1 - 50 of 346 < > << >> Last filtered on 11/30/2018 9:24:18 AM; Number of records: 346

Fig. 26: Status module - main view

Depending on the configuration of the columns, the following information is displayed in the main view:

Current Status	<p>Current status of the object.</p> <p> (OK) = Object works properly.</p> <p> (Error) = Object failed.</p> <p> (Warning) = Object is in a critical state. Object is in danger of failing.</p> <p> (Closed) = Object has been deactivated correctly and thus is not available.</p> <p> (unknown) = Object is in an unknown state.</p>
Monitored Object	Name of the monitored object.
Server	Name of the server that the object has been assigned to.
Subject	Brief information about which detail the status message refers to.
Description	Detailed description of the status message.
Sender	Name of the process which has created the status message.
Last Update	Date on which the status message was updated for the last time.
Previous Status	Status of the object before the current status.
Penultimate Update	Date on which the previous status message was created.


Information about the configuration of the columns can be found in [chapter "Adjust table", p. 20](#).

7.1.1 Toolbar

The toolbar offers the following functions.



Fig. 27: Status module - toolbar

	Refresh	Refreshes the main view.
Status	History Search	Displays the first 1,000 sets of data in an unfiltered list. The following 1,000 sets of data are loaded dynamically upon skipping to the next page. Click on the function <i>General > Count Results</i> to display all sets of data.
General	Adjust Table	Opens the window <i>Table Configuration</i> (see chapter "Adjust table", p. 20).
	Save Table Configuration	Saves the current table configuration (see chapter "Save table configuration", p. 21).
	Search	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria, see chapter "Search", p. 30 . When opening the module, a search filter is set automatically so that only data sets of the current day are displayed.
	Reset Search	Resets all manually entered search criteria. The search is started without manual filter settings.
	Count Results	Shows the number of data sets matching the entered search criteria. Maximum of 1,000 sets of data are displayed. The following 1,000 sets of data are loaded dynamically upon skipping to the next page.
	General Help	By clicking on the menu item <i>General Help</i> , a description of the application you are currently viewing is opened. See chapter "Call up online help", p. 19 .
	Module Help	By clicking on the menu item <i>Module Help</i> , a description of the module you are currently viewing is opened. See chapter "Call up online help", p. 19 .

7.1.1.1 Search

The function *Search* allows search for selected criteria systematically. Every search query can be saved to be used again.



The icon  is displayed whenever the search has been adjusted by means of a filter.

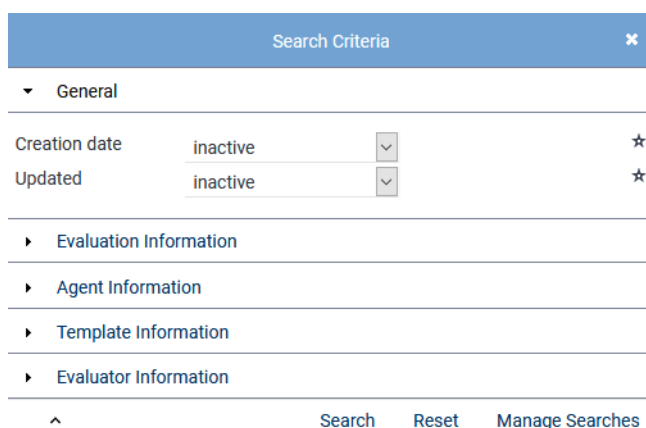









Fig. 28: Search Criteria (example)

The following functions are available:

	Shows the content of the search category.
	Hides the content of the search category.
	Adds the search criterion to the list of favorites.
	Removes the search criterion from the list of favorites.
	Hides the content of the window.
	Shows the content of the window.
Search	Starts the search.
Reset	Resets all manually entered search criteria.
Manage Searches	Enables you to save and load search procedures.
	Closes the window <i>Search Criterion</i> .

7.1.1.1.1 Search criteria




For the search, different search criteria are available which are divided in several search categories. It depends on the respective module which search criteria are available.

For all search criteria, you can select different comparison parameters from a drop-down list. In general, the following comparison parameters are available:

<i>inactive</i>	The search criterion is ignored for the search.
<i>between</i>	A search is made for all objects within the entered range. The initial and the final values are included in the search result.
<i>Period (indiv.)</i>	A search is made for all objects in the selected period of time. In the entry field, enter the period in the following format: <i>month-days-hours-minutes</i> . As an example, the entry <i>03-05-15-20</i> means that a search is made for conversations from the last 3 months, 5 days, 15 hours, and 20 minutes.
<i>Period</i>	A search is made for all objects in the selected period of time.
<i>equal</i>	A search is made for all objects which exactly match the entered value.
<i>not equal</i>	A search is made for all objects which do not match the entered value.
<i>greater or equal</i>	A search is made for all objects the value of which is greater than or equal to the entered value.
<i>greater than</i>	A search is made for all objects the value of which is greater than the entered value.

<i>smaller or equal</i>	A search is made for all objects the value of which is smaller than or equal to the entered value.
<i>smaller than</i>	A search is made for all objects the value of which is smaller than the entered value.
<i>starts with</i>	A search is made for all objects which start with the entered value.
<i>doesn't start with</i>	A search is made for all objects which do not start with the entered value.
<i>ends with</i>	A search is made for all objects which end with the entered value.
<i>doesn't end with</i>	A search is made for all objects which do not end with the entered value.
<i>contains</i>	A search is made for all objects which contain the entered value.
<i>doesn't contain</i>	A search is made for all objects which do not contain the entered value.
<i>in</i>	One or several values are entered which are supposed to be searched for. The search displays all entries which match one of these values.
<i>not in</i>	One or several values are entered which are supposed to be searched for. The search displays all entries which do not match one of these values.

Depending on the search criterion, there are different options to enter or select comparison values:

- If only one entry field is displayed, enter the value directly into the entry field via the keyboard.
- If a drop-down list is displayed, select the value from the drop-down list.
- If a rotating field is displayed, click on one of the arrows to increase or decrease the value.
- If several values can be entered, enter the value directly in the entry field via the keyboard and click on the icon  on the right of the entry field.
To remove a value from the list, click on the icon  on the right of the value.
- If different values are displayed in combination with a check box, select a value by marking the respective check box.
- If entering a date is required, enter the date directly via the keyboard or via the icon .

7.1.1.1.2 Run a search

1. Click on the menu item *General > Search* in the toolbar.
 - ⇒ If no saved searches exist, the window *Search Criteria* appears directly, see [Fig. 30, p. 33](#).
 - ⇒ If saved searches exist, the window *Search* appears.

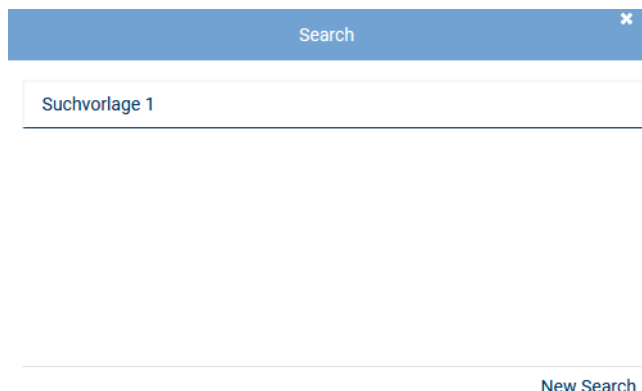


Fig. 29: Window Search (example)

2. If you would like to use one of the saved searches, click on the line with the name of the saved search.
 - ⇒ The search is initiated directly.
 - ⇒ The found results are displayed in the main view.
3. If you do not want to use a saved search but define new search criteria instead, click on the button *New Search*.
 - ⇒ The window *Search Criteria* appears.

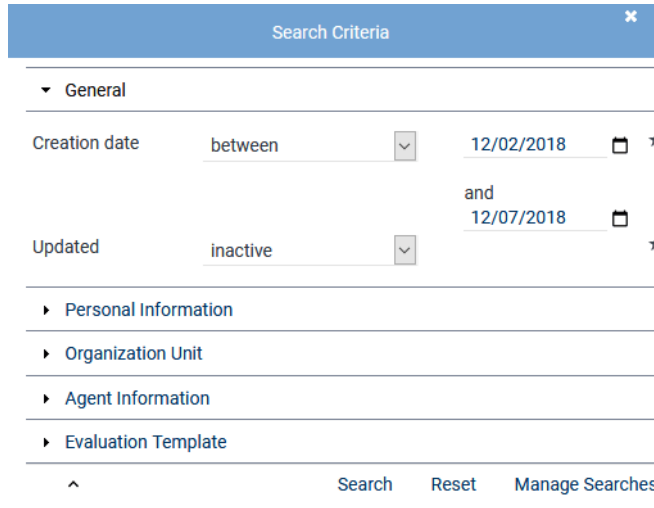



Fig. 30: Window Search Criteria (example)

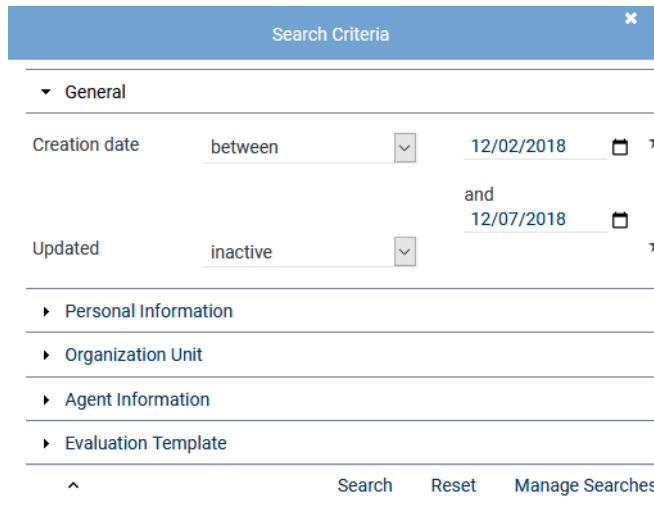
4. Set the respective search criteria, see [chapter "Search criteria", p. 31](#).
5. Click on the button *Search*.
 - ⇒ The found results are displayed in the main view.
6. To save the set search criteria, click on the button *Manage Searches* > menu item *Save as...*, see [chapter "Save search", p. 33](#).
 To reset all manually entered search criteria, click on the button *Reset*.
 To close the window *Search Criteria*, click on the icon .

7.1.1.1.3 Save search

You can save previously defined search settings.

The names of the saved search settings are displayed directly upon calling up the search function, see [chapter "Run a search", p. 32](#).

1. Set the respective search criteria, see [chapter "Search criteria", p. 31](#).



Search Criteria

General

Creation date between 12/02/2018 and 12/07/2018

Updated inactive

Personal Information

Organization Unit

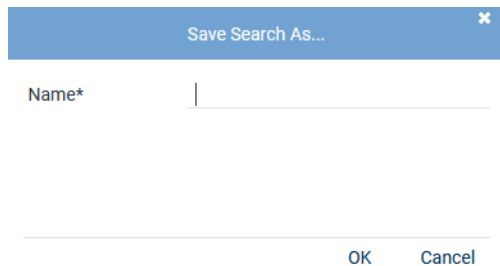
Agent Information

Evaluation Template

Search Reset Manage Searches

Fig. 31: Enter search criteria (example)

- Click on the button *Manage Searches* > menu item *Save as...*
- Enter a name for the search in the entry field *Name*.



Save Search As...

Name*

OK Cancel

Fig. 32: Save search

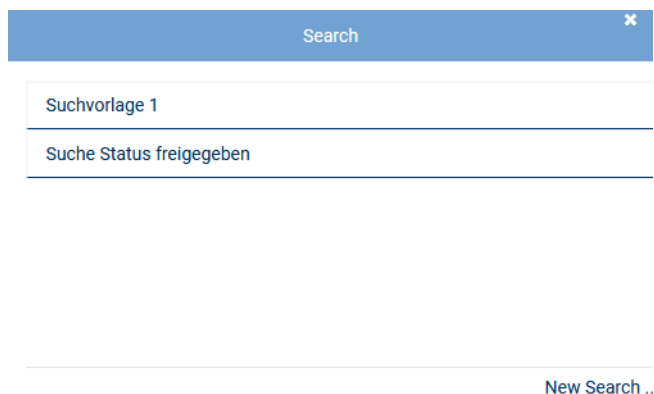
- To save the search, click on the button *OK*.
To cancel the saving process, click on the button *Cancel*.



The fields marked with " * " are mandatory fields. These fields have to be filled out.

7.1.1.1.4 Edit saved search

- Click on the menu item *General* > *Search* in the toolbar.
⇒ The window *Search* appears.



Search

Suchvorlage 1

Suche Status freigegeben

New Search ..

Fig. 33: Window Search (example)

- Click on the button *New Search*.
⇒ The window *Search Criteria* appears.

Search Criteria

General

Creation date	inactive		★
Updated	inactive		★

Evaluation Information

Agent Information

Template Information

Evaluator Information

Search

Reset

Manage Searches

Fig. 34: Window Search Criteria (example)

- Click on the button *Manage Searches* > menu item *Saved Searches*.
⇒ The window *Saved Searches* appears.

Saved Searches

Search Query Name
Suchvorlage 1
Suche Status freigegeben

Load

Delete

Close

Fig. 35: Saved Searches (example)

- Select the saved search you would like to edit.

Saved Searches
×

Search Query Name

Suchvorlage 1

Suche Status freigegeben

<

>

Load
Delete
Close

Fig. 36: Edit saved search (example)

5. Click on the button *Load*.

⇒ The saved search settings are loaded in the window *Search Criteria*.

Search Criteria
×

▸ General

▼ Personal Information

First name	inactive	▼	⌵
Last name	inactive	▼	⌵
Date of birth	inactive	▼	⌵
Date of entry	inactive	▼	⌵
Employee number	inactive	▼	⌵
E-mail	inactive	▼	⌵
Visible	inactive	▼	⌵
Comment	inactive	▼	⌵

▸ Organization Unit

▸ Agent Information

▸ Evaluation Template

^
Search
Reset
Manage Searches

Fig. 37: Search Criteria (example)

6. Adjust the search criteria according to your requirements.

7. To save the edited search under the same name, click on the button *Manage Searches* > menu item *Save*.

To save the edited search under a different name, click on the button *Manage Searches* > menu item *Save as...*, see [chapter "Save search", p. 33](#).

7.1.1.1.5 Search via saved search

If you have saved search settings (see [chapter "Save search", p. 33](#)), you can quickly search for the saved search criteria.

1. Click on the menu item *General* > *Search* in the toolbar.

⇒ The window *Search* appears.

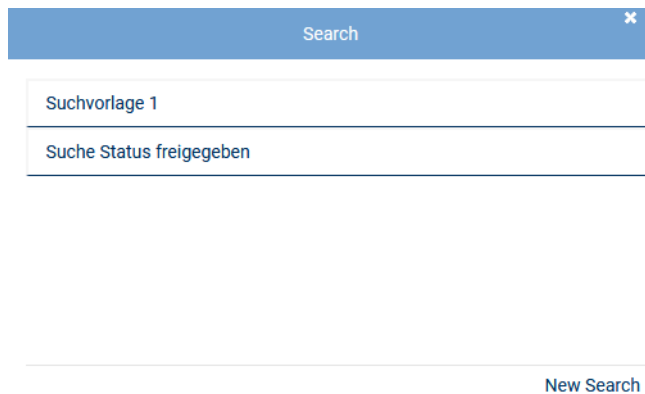


Fig. 38: Search (example)

2. Click on the name of the saved search you would like to use for the search.
 - ⇒ The found results are displayed in the main view.

7.1.1.1.6 Delete saved search

1. Click on the menu item *General > Search* in the toolbar.
 - ⇒ The window *Search* appears.

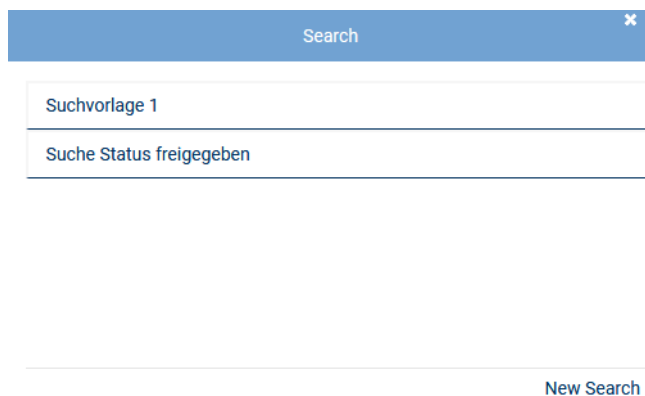


Fig. 39: Window Search (example)

2. Click on the button *New Search*.
 - ⇒ The window *Search Criteria* appears.

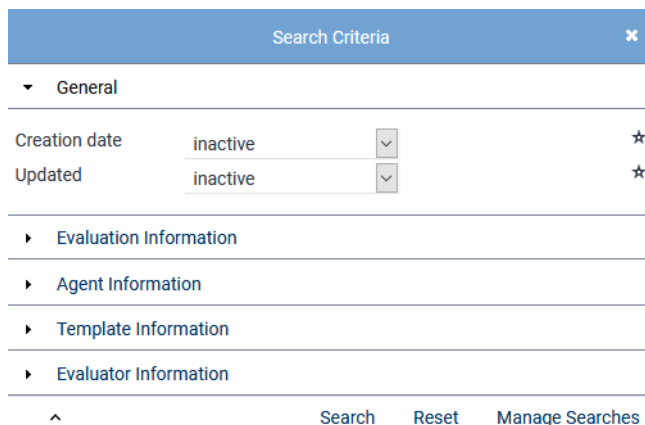


Fig. 40: Window Search Criteria (example)

3. Click on the button *Manage Searches > menu item Saved Searches*.
 - ⇒ The window *Saved Searches* appears.

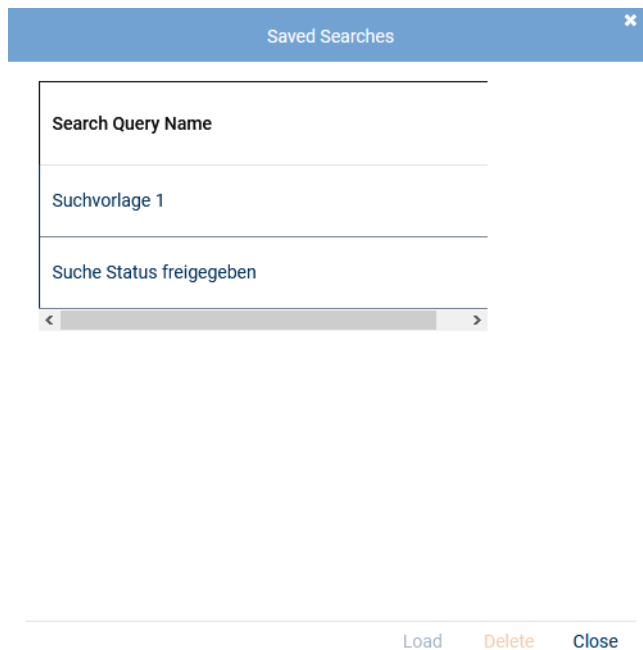


Fig. 41: Saved Searches (example)

4. Select the search you would like to delete.

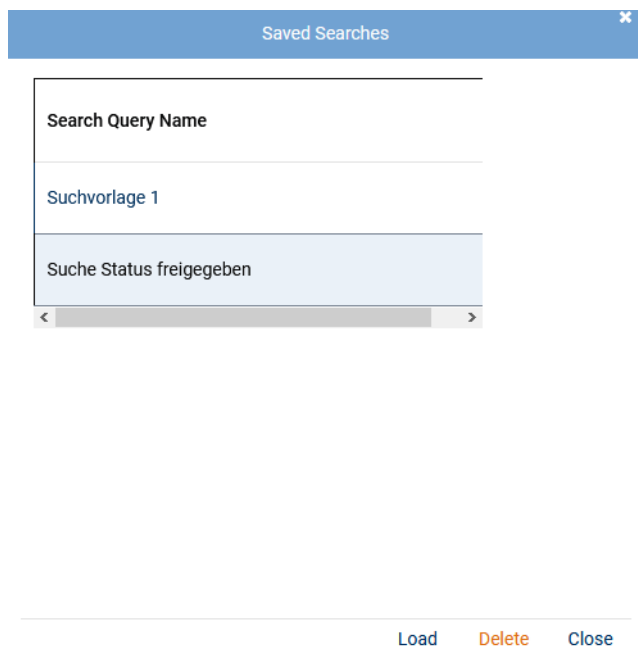


Fig. 42: Delete saved search (example)

5. Click on the button *Delete*.
6. To really delete the search, confirm the security prompt.

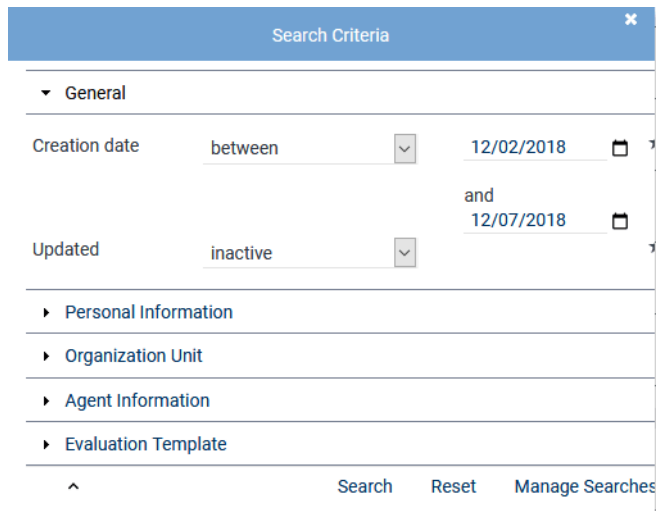
7.1.1.1.7 Create search favorite

You can tag individual search criteria as favorites. Search favorites are displayed additionally in the upper area of the window *Search Criteria* and thus continue to be visible even if all criteria areas have been closed.

1. Click on the menu item *General > Search* in the toolbar.
 - ⇒ If no saved searches exist, the window *Search Criteria* appears.

- ⇒ If saved searches exist, the window *Search* appears.
Open a saved search, see *Edit saved search*, or open the window *Search Criteria* by clicking on the button *New Search*.

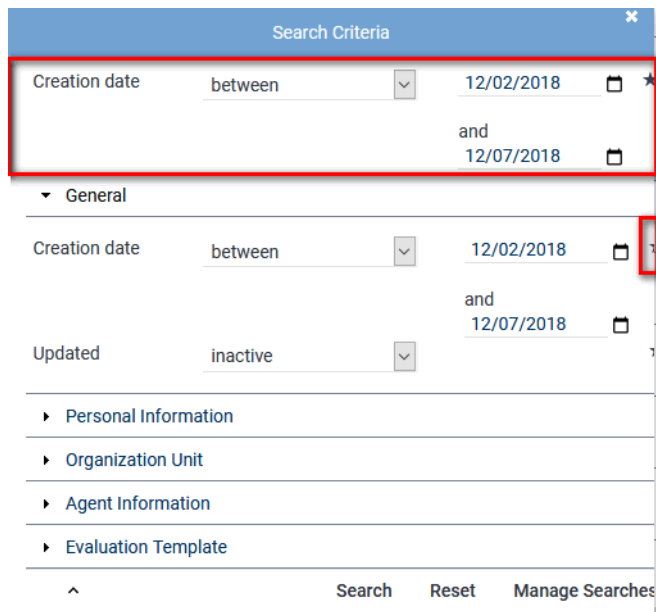
2. Set the respective search criteria, see [chapter "Search criteria", p. 31](#).



The screenshot shows the 'Search Criteria' window with a blue header and a close button. Below the header is a 'General' section with two criteria: 'Creation date' set to 'between' with dates '12/02/2018' and '12/07/2018', and 'Updated' set to 'inactive'. Below this are expandable sections for 'Personal Information', 'Organization Unit', 'Agent Information', and 'Evaluation Template'. At the bottom are buttons for 'Search', 'Reset', and 'Manage Searches'.

Fig. 43: Enter search criteria (example)

3. To tag one criterion as favorite, click on the icon ★ .
⇒ The criterion tagged as favorite is displayed additionally in the upper area of the window and marked with the icon ★ .



This screenshot is similar to Fig. 43 but shows the 'Creation date' criterion tagged as a favorite. A red rectangle highlights the top section of the window, including the 'Creation date' criterion and a star icon. Another red rectangle highlights the star icon on the right side of the 'Creation date' criterion in the main list.

Fig. 44: Search criterion tagged as favorite (example)

4. If you do not want to use a criterion tagged as favorite as a favorite anymore, click on the icon ★ .
⇒ The criterion which is now no longer tagged as favorite is marked with the icon ★ .
⇒ The criterion is no longer displayed in the upper area of the window.

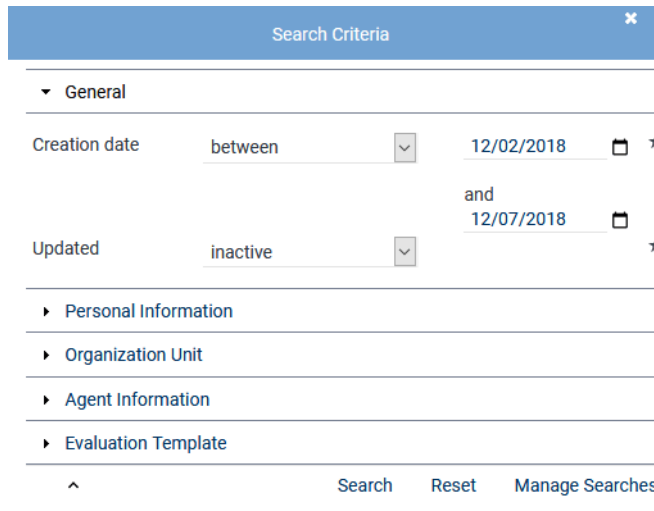


Fig. 45: Search criterion not tagged as favorite (example)

7.2

Detail view

The detail view contains additional information about and functions of the selected object.

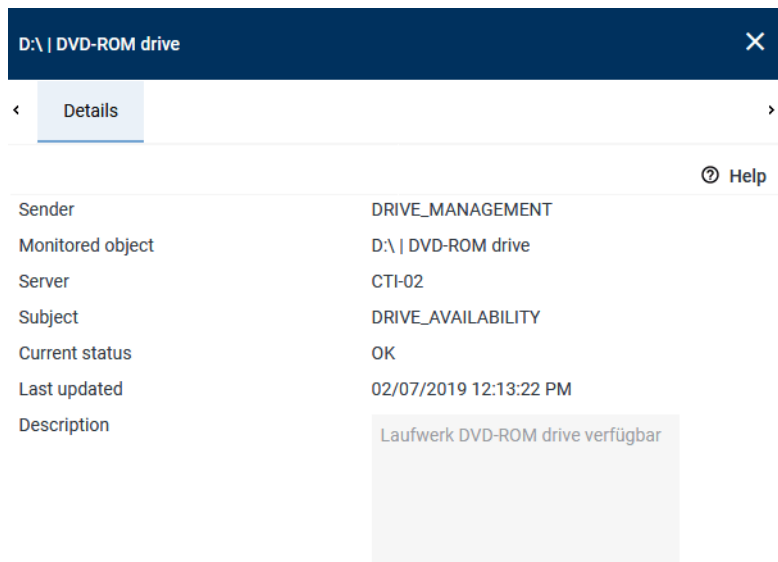


Fig. 46: Status module - detail view (example)

The detail view can contain the following tabs:

- **Details**
Information about the status of the object is displayed here.
See [chapter "Tab Details", p. 41](#).
- **Drive**
Information about the object is displayed here if the monitored object is a drive.
See [chapter "Tab Drive", p. 41](#).
- **Service**
Information about the object is displayed here if the monitored object is a service.
See [chapter "Tab Service", p. 41](#).
- **Status Log**
The history of the object status is displayed here.
See [chapter "Tab Status Log", p. 42](#).



It depends on the type of the monitored object which tabs are available.

7.2.1

Tab Details

Information about the status of the selected object is displayed here.

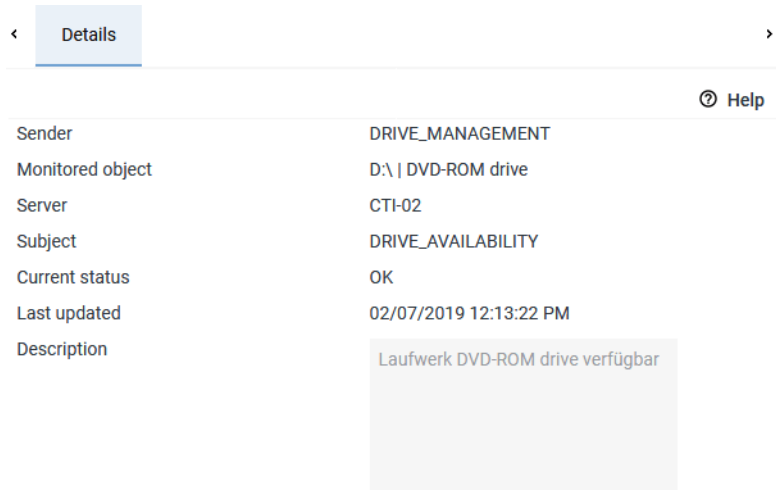


Fig. 47: Status module - tab Details

The displayed information are equivalent to the information in the main view, see [chapter "Main view", p. 29](#).

7.2.2

Tab Drive



This tab is only displayed if the monitored object is a drive.

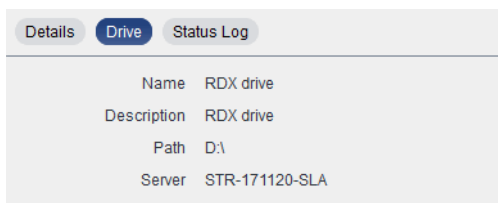


Fig. 48: Status module - tab Drive

Name	Name of the drive.
Description	Description of the drive. NOTICE! A description is only displayed if a description has been entered during the configuration of the drive. This information is optional.
Path	Path of the drive.
Server	Name of the server that the drive has been connected to.

7.2.3

Tab Service



This tab is only displayed if the monitored object is a service.

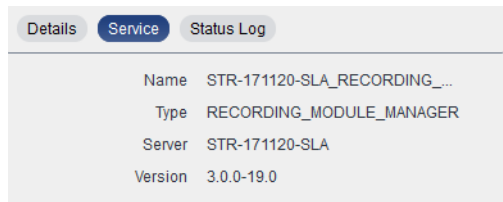


Fig. 49: Status module - tab Service

Name	Exact name of the monitored object. This name allows an unambiguous identification of the object. The <i>name</i> consists of the server name and the type of the service, e. g. <i>SERVER-1_FILE_MANAGER</i> .
Type	Name of the service which is monitored, e. g. <i>FILE_MANAGER</i> .
Server	Name of the server that the service runs on.
Version	Current version of the service.

7.2.4

Tab Status Log

The history of the object status is displayed here.

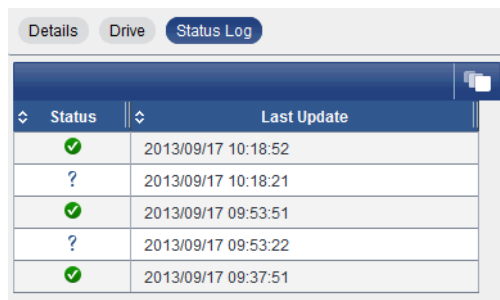



Fig. 50: Status module - tab Status Log

The last 20 changes of the object status are displayed in the table.

- To open the complete history of the object status, click on the icon  (*History*).
⇒ The following window appears:

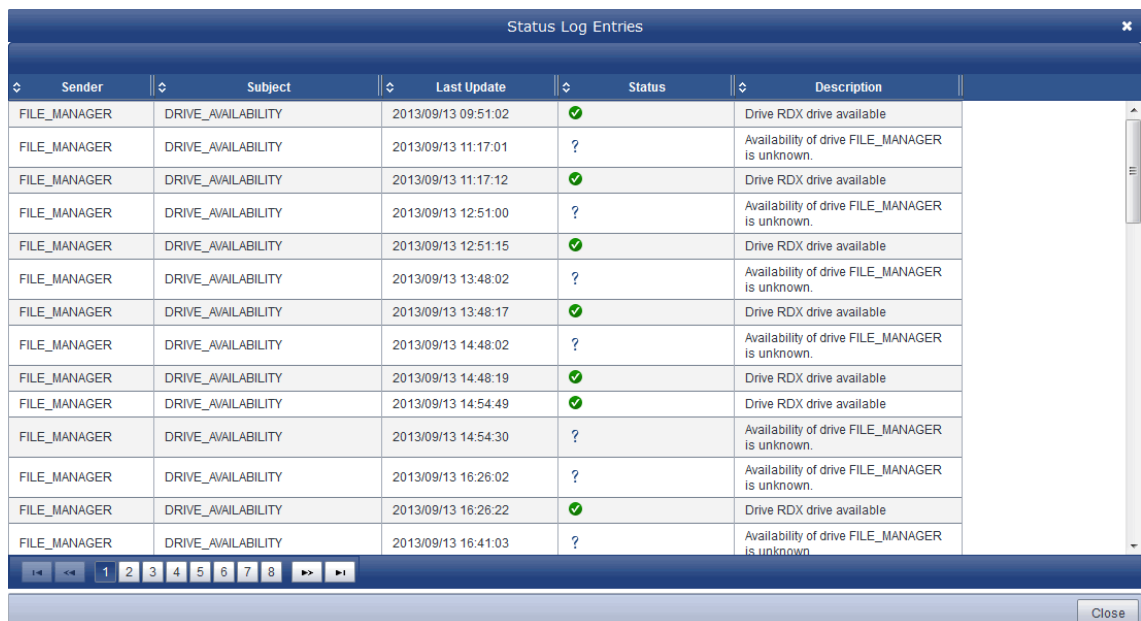


Fig. 51: History object status

2. Use the arrows in the column headline to change the sort sequence of the display, see [chapter "Change sort sequence", p. 19](#).

Use the buttons at the bottom of the window to switch the pages of the history.

3. To close the window, click on the button *Close*.

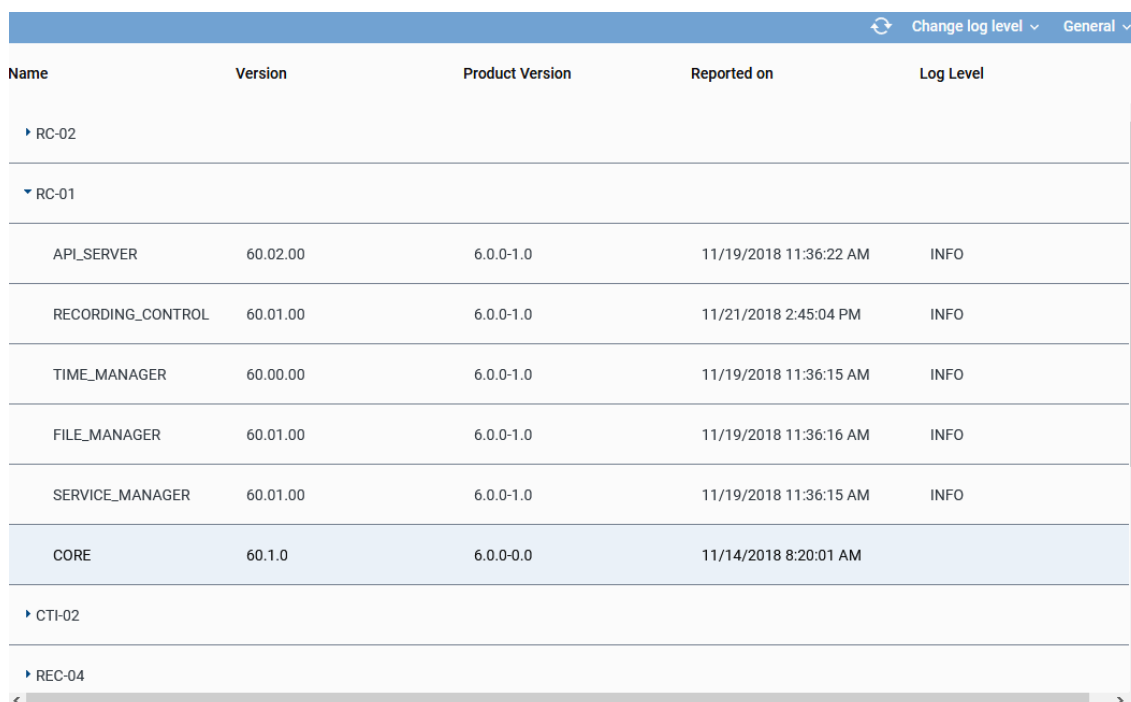
The content of the displayed information is equivalent to the information in the main view, see [chapter "Main view", p. 29](#).

8 Log Level module

The log levels and versions of all services running on the different servers are displayed here. As system provider you can additionally adjust the log levels of the different services.

8.1 Main view

The log levels and versions of all services as well as the versions of the cores running on the different servers are displayed in the main view. You can show or hide the information about the individual servers by clicking on the arrow in front of the server name.



Name	Version	Product Version	Reported on	Log Level
▶ RC-02				
▼ RC-01				
API_SERVER	60.02.00	6.0.0-1.0	11/19/2018 11:36:22 AM	INFO
RECORDING_CONTROL	60.01.00	6.0.0-1.0	11/21/2018 2:45:04 PM	INFO
TIME_MANAGER	60.00.00	6.0.0-1.0	11/19/2018 11:36:15 AM	INFO
FILE_MANAGER	60.01.00	6.0.0-1.0	11/19/2018 11:36:16 AM	INFO
SERVICE_MANAGER	60.01.00	6.0.0-1.0	11/19/2018 11:36:15 AM	INFO
CORE	60.1.0	6.0.0-0.0	11/14/2018 8:20:01 AM	
▶ CTI-02				
▶ REC-04				

Fig. 52: Log Level module main view

The following information is displayed in the main view:


<i>Name</i>	Name of the server or service or of the core.
<i>Version</i>	Version number of the service or of the core.
<i>Product Version</i>	Version of the ASC software that the current version of the service or core has been installed with.
<i>Reported on</i>	Date on which the service conveyed the information displayed here.
<i>Log Level</i>	Log levels for the events of the service. For a description of the different log levels see chapter "Change log level for services", p. 47 .

8.1.1 Toolbar

The toolbar offers the following functions.



Fig. 53: Log Level module - toolbar

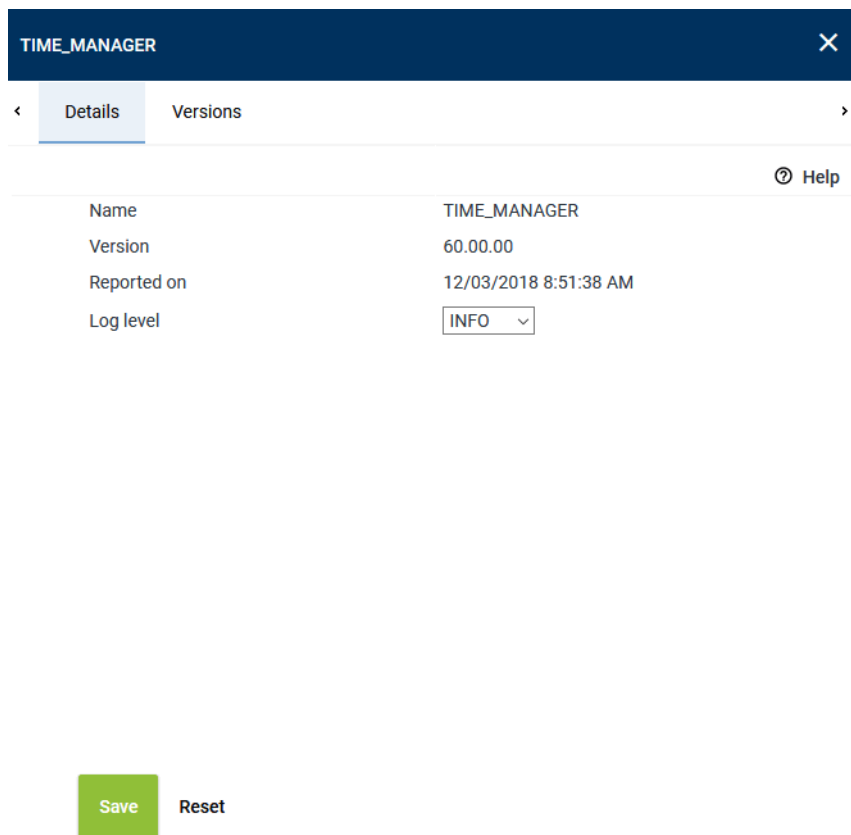
	Refresh	Refreshes the main view.
---	----------------	--------------------------

<i>Change Log Level</i>	Opens a window in which you can set the log levels of the core packages, see chapter "Change log levels for core packages", p. 48.
NOTICE! This function is only available for cores.	
<i>General</i>	By clicking on the menu item <i>General Help</i> , a description of the application you are currently viewing is opened. See chapter "Call up online help", p. 19.
	By clicking on the menu item <i>Module Help</i> , a description of the module you are currently viewing is opened. See chapter "Call up online help", p. 19.

8.2

Detail view

The detail view contains additional information about and functions of the selected entry.



TIME_MANAGER	
Name	TIME_MANAGER
Version	60.00.00
Reported on	12/03/2018 8:51:38 AM
Log level	INFO

Fig. 54: Log Level module - detail view (example)

The detail view consists of the following tabs:

- *Details*

Detailed information about the selected entry in the main view is displayed here. In addition, you have the possibility to adjust the log level settings for services here.

See [chapter "Tab Details", p. 46.](#)

- *Versions*

The history of the all versions of the selected service is displayed here.

See [chapter "Tab Versions", p. 47.](#)

Cores

Details	
Help	
Name	CORE
Version	60.1.0
Last update	12/03/2018 9:19:26 AM
Start time	11/19/2018 10:32:09 AM

Fig. 57: Log Level module - tab Details for cores

Name	Name of the core.
Version	Current version number of the core.
Last update	Date on which a log level of the core was updated for the last time, see chapter "Change log levels for core packages", p. 48.
Start time	Displays when the core was started for the last time.

8.2.2

Tab Versions

The history of the all versions of the selected service is displayed here.

Versions	
Version	Reported on
60.01.00	11/19/2018 12:40:29 PM
60.00.00	11/19/2018 10:33:29 AM

Fig. 58: Log Level module - tab Versions

Version	Version number.
Reported on	Date on which the service conveyed the version information.

8.3

Change log level for services



This function is only available for the administrators of the system provider.

1. Select the service in the main view.
2. Click on the tab *Details* in the detail view.
3. Select the log level in the drop-down list *Log level*.

TIME_MANAGER

<

Details

Versions

>

Name

Version

Reported on

Log level

TIME_MANAGER

60.00.00

12/03/2018 8:51:38 AM

INFO

?

Help

Save

Reset

Fig. 59: Change log level - services



It depends on the type of the respective service which log levels are available.

Log Level	Description
OFF	Event logging has been switched off completely.
ALWAYS	Logs all events. (Only for C++ services)
ALL	Logs all events. (Only for Java services)
ERROR	Logs sever errors.
WARN	Logs all indications of a possible problem in the program execution.
INFO	Logs general status information about the duration and the release of the notification protocol between the application System Monitoring and the re-play server.
DEBUG	Logs detailed internal program functions for debugging purposes. NOTICE! Do not use this option unless prompted by technicians, hotline or developers of ASC. It is not suitable for daily use.

Tab. 5: Log Level

- To save the change, click on the button *Save*.
To reset the changes, click on the button *Reset*.

8.4

Change log levels for core packages



This function is only available for the administrators of the system provider.

- In the main view, select the core the log level of which you would like to change.
- In the toolbar in the menu *Change Log Level*, click on the menu item *Change Log Level*.
⇒ The following window appears:

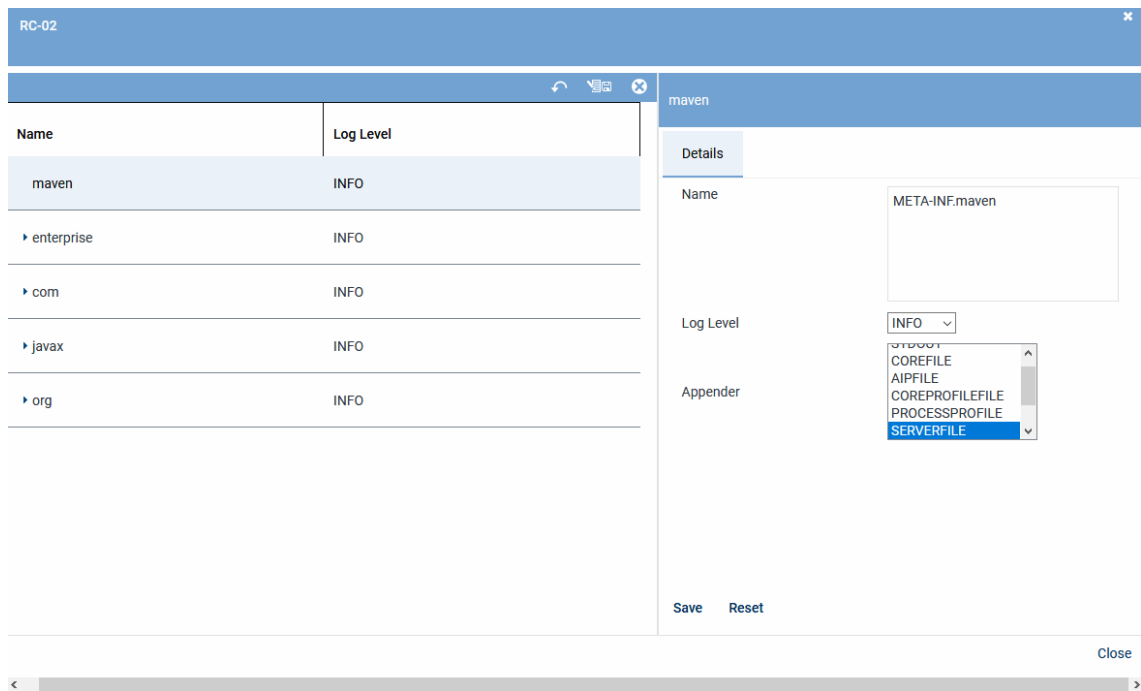




Fig. 60: Change log level - core packages



By clicking on the icon  or on  in front of an entry, you can show or hide the sub-entries of this entry.

3. Select the core package from the list.
4. Select the log level in the drop-down list *Log level*.

Log Level	Description
OFF	Event logging has been switched off completely.
ALL	Logs all events.
ERROR	Logs sever errors.
WARN	Logs all indications of a possible problem in the program execution.
INFO	Logs general status information about the duration and the release of the notification protocol between the application System Monitoring and the replay server.
DEBUG	Logs detailed internal program functions for debugging purposes. NOTICE! Do not use this option unless prompted by technicians, hotline or developers of ASC. It is not suitable for daily use.




Tab. 6: Log Level

5. In the list *Appender*, select the log file that the logged events are supposed to be written into. The log files are located in the installation directory of the ASC software under ASC \ASC Product Suite\logs\ in the path indicated in the table.

Appender	Log file
STDOUT	The logged events are written into the console. NOTICE! Do not use this option unless prompted by technicians, hotline or developers of ASC. It is not suitable for daily use. Log information in the console exclusively serve ASC employees as the basis of the development process and error analysis.
COREFILE	\EnterpriseCore\ASC.EnterpriseCore.log

Appender	Log file
AIPFILE	\AIP\ASC.AIP.log
COREPROFILEFILE	\EnterpriseCore\ASC.EnterpriseCoreProfile.log
PROCESSPROFILE	Logs the execution times of processes
SERVERFILE	\Glassfish\server.log
SYSTEMINFO	For logging system-relevant information

Tab. 7: Appender

6. To apply the set log level to all sub-packages of the selected core package, click on the icon  (*Apply log level to sub-packages*) in the toolbar of the window.
7. To temporarily save the change without closing the window, click on the button *Save*. To reset the change for the selected core package, click on the button *Reset*.
8. To change additional log levels, proceed as described in the previous 4 steps.
9. To eventually and operatively save all changes for the core of the selected server and close the window, click on the button *Close*.
To apply and save the current settings **for the cores of all servers**, and to close the window, click on the icon  (*Apply for all cores*) in the toolbar of the window.
To discard all changes and close the window, click on the icon  (*Reset*) in the toolbar of the window. In this case the temporarily saved changes are discarded, too.

9

Jobs module

Here, the statuses of all jobs existing in the system are displayed. You receive information about the job configuration, about the current job status, and about the status of already finished job executions.

9.1

Main view

In the main view, all jobs existing in the system are displayed.

Job Monitor General				
Name	Description	Type	Last Execution	Next Execution
Delete recording packages-REC_01(System storage)	Job for deletion of recording packages		12/03/2018 1:59:10 PM	12/03/2018 2:00:10 PM
ETL data processing	Job to process meta data		12/03/2018 1:47:26 PM	12/03/2018 2:47:26 PM
Löschen von Zuweisungen	Job zum Löschen von Zuweisungen		12/01/2018 10:47:23 AM	01/01/2019 10:47:23 AM
Database cleanup	Job to clean up the database from data that is not used anymore		12/03/2018 10:47:26 AM	12/04/2018 10:47:26 AM
Delete: recordings	Delete recordings		12/03/2018 1:56:32 PM	12/03/2018 2:01:35 PM
Utilization capturing job	Captures utilization data of CPU/RAM, licenses, and drives.		12/03/2018 10:47:26 AM	12/04/2018 10:47:26 AM
Delete: conversations	Delete conversations		12/03/2018 1:56:32 PM	12/03/2018 2:01:35 PM
Check of accounts	Job to notify the employee, e. g. due to inactivity		12/03/2018 10:47:26 AM	12/04/2018 10:47:26 AM
labelSysMonitorJobMonitorRecArc - Multi-Server Failover	Recording architecture failover job		12/03/2018 1:59:15 PM	12/03/2018 2:00:15 PM
Task creation for Retrospectively creates the tasks for				

Rows per page 50 1 - 34 of 34 Last filtered on 12/03/2018 1:59:20 PM; Number of records: 34

Fig. 61: Jobs module main view

Depending on the configuration of the columns, the following information is displayed in the main view:

Name	Name of the job
Description	Description of the job. NOTICE! A description is only displayed if a description has been entered during the configuration of the job. This information is optional.
Type	Symbolization of the job type. A description of all job types can be found in Icons job type.
Last Execution	Date on which the job was executed for the last time.
Next Execution	Date on which the job will be executed for the next time.
Job Status	Current job status
Creation Date	Date on which the job was created.
Updated	Date on which the job configuration was updated for the last time.

Information about the configuration of the columns can be found in [chapter "Adjust table", p. 20](#).


9.1.1

Toolbar

The toolbar offers the following functions.





























Fig. 62: Jobs module - toolbar







	<i>Refresh</i>	Refreshes the main view.
<i>Job Monitor</i>	<i>Versions</i>	Opens the window <i>Versions</i> . In this window, all versions of the selected job are displayed. On the right side in the window <i>Versions</i> , details of the version selected on the left side are displayed. These details are the same as the information displayed in the tabs of the detail view.
	<i>Reset dynamic interval</i>	Resets the dynamic interval in post-processing jobs. The dynamic interval of post-processing jobs can be increased automatically to up to 4 hours in case of reduced recording activity.
	<i>Execute job now</i>	Executes the selected job with a delay of a maximum of 30 seconds. NOTICE! To avoid delays, wait until the job has been finished before activating the function once again.
	<i>Pause job</i>	Pauses the selected job.
<i>General</i>	<i>Adjust table</i>	Opens the window <i>Table Configuration</i> (see chapter "Adjust table", p. 20).
	<i>Save table configuration</i>	Saves the current table configuration (see chapter "Save table configuration", p. 21).
	<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria, see chapter "Search", p. 30 . When opening the module, a search filter is set automatically so that only data sets of the current day are displayed.
	<i>Reset Search</i>	Resets all manually entered search criteria. The search is started without manual filter settings.
	<i>Count Results</i>	Shows the number of table entries currently loaded in the cache.
	<i>General Help</i>	By clicking on the menu item <i>General Help</i> , a description of the application you are currently viewing is opened. See chapter "Call up online help", p. 19 .
	<i>Module Help</i>	By clicking on the menu item <i>Module Help</i> , a description of the module you are currently viewing is opened. See chapter "Call up online help", p. 19 .

9.1.2

Icons Job type

Job type	Name	Description
	<i>Check of accounts</i>	Verified <ul style="list-style-type: none"> the validity of an account the validity of the password for the account
	<i>Activity Guard</i>	Checks the recording activities and issues an alarm if required.
	<i>Archiving</i>	Archives the recording data.
	<i>ASC key generation</i>	Creates a new key for the encryption of the recording data.
	<i>Audio analysis</i>	Runs an audio analysis.

Job type	Name	Description
	<i>Finalization of calibration</i>	Finishes a calibration completely. Neither users nor supervisors may edit the calibration once the job has been finished.
	<i>Calibration start</i>	Starts a calibration. Users can submit evaluations for this calibration once the job has been finished.
	<i>Calibration end</i>	Closes all open evaluations of a calibration. Users cannot submit evaluations for this calibration once the job has been closed. Supervisors can edit the calibration until the deadline.
	<i>Finalization of training package</i>	Finalizes a training package. Users cannot edit the training package anymore, once the job has been finished.
	<i>Notification about training package deadline</i>	Creates a notification for a training package which informs the users that the time to work on the training package is about to run out.
	<i>Cleanup of process notifications</i>	Deletes old process notifications from the database.
	<i>Data copy to storage expansion</i>	Copies recording data from one server to the storage expansion.
	<i>Data transfer</i>	Copies recording data from one server to another server.
	<i>Check of core units</i>	Checks whether the enterprise core or the application server is available.
	<i>Send CSM status report</i>	Sends information about the system state to the application Central Service Management (CSM).
	<i>Database cleanup</i>	Checks the database for data which is no longer needed and deletes it.
	<i>Cleanup of recording packages</i>	Checks the hard disk for recording packages which are no longer needed and deletes them.
	<i>Export</i>	Exports recording data.
	<i>Import</i>	Imports recording data.
	<i>Post-compression</i>	Compresses recording data.
	<i>Quality alarm</i>	Creates a quality alarm for a quiz or an evaluation.
	<i>Finalization of quizzes</i>	Finalizes a quiz. Users cannot edit the quiz anymore once the job has been finished.
	<i>Notification about quiz deadline</i>	Creates a notification for a quiz which informs the users that the time to work on the quiz is about to run out.
	<i>Cleanup of recordings</i>	Recording data is deleted.
	<i>Report</i>	Creates a report.
	<i>Removal of assignments</i>	All assignments to all employees are deleted.
	<i>Agent feedback time limit</i>	Automatically sets the feedback status to <i>I agree</i> for all evaluations for which an agent feedback is required but for which the time limit has exceeded.
	<i>Cleanup of evaluations</i>	Discards all evaluations which have been generated by the Assignments module but which have not been processed during the defined processing time.
	<i>License release</i>	Checks whether active sessions exist for active licenses and releases those licenses for which no active sessions exist.
	<i>Configuration import</i>	Imports configuration data.
	<i>Synchronization</i>	Synchronizes 2 system storages.

Job type	Name	Description
	<i>Phonetic indexing</i>	Runs an audio analysis of the type <i>Phonetic search</i> .
	<i>Create phones for Avaya PBX</i>	Creates phone configurations for Avaya PBXs via a web service.
	<i>Release sessions reminder</i>	Reminds agent to release sessions for evaluation.
	<i>Automatic release of agent sessions</i>	Automatically releases agent sessions if the concerned agent has not released the minimum number of sessions.
	<i>ETL data processing</i>	Processes meta data.
	<i>Task creation job</i>	Creates tasks for the individual post-processing jobs such as archiving, export, etc.

Tab. 8: Job types

As long as a **job is active**, the icon for the job type is displayed in white.

As long as a **job is inactive**, the icon for the job type is displayed as in the table (in color).

9.2

Detail view

The detail view contains additional information about the selected job.

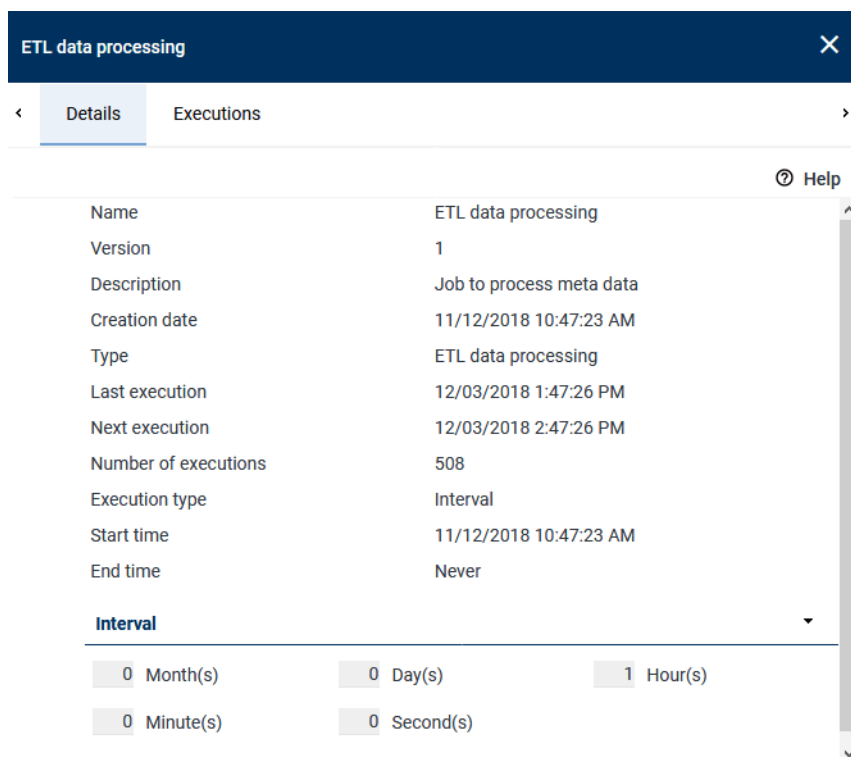


Fig. 63: Jobs module - detail view

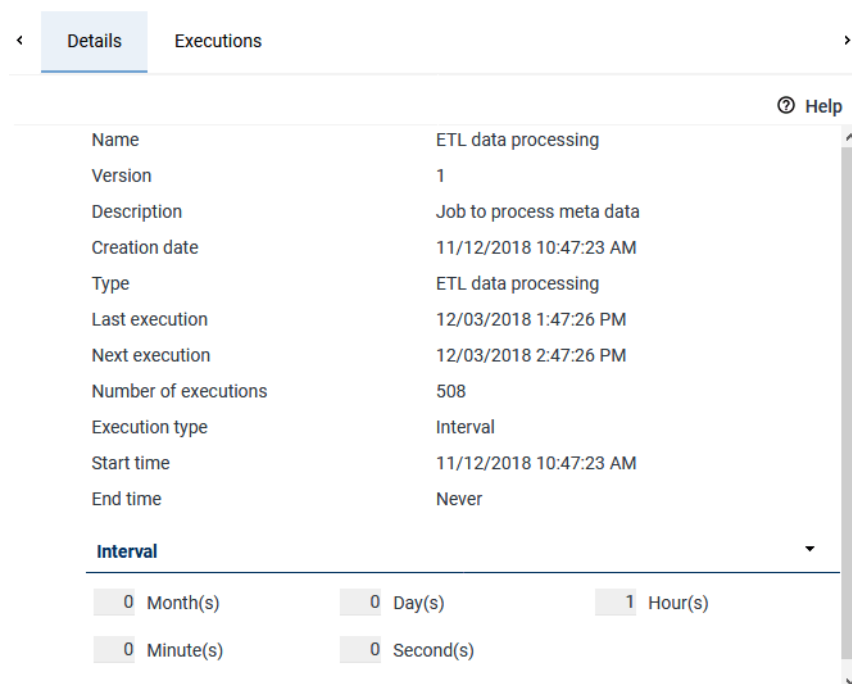
The detail view consists of the following tabs:

- **Details**
Shows detailed information about the job configuration.
See [chapter "Tab Details", p. 55](#).
- **Executions**
The history of the executions of the job is displayed here.
See [chapter "Tab Executions", p. 55](#).

9.2.1

Tab Details

Shows detailed information about the job configuration.



Name	ETL data processing
Version	1
Description	Job to process meta data
Creation date	11/12/2018 10:47:23 AM
Type	ETL data processing
Last execution	12/03/2018 1:47:26 PM
Next execution	12/03/2018 2:47:26 PM
Number of executions	508
Execution type	Interval
Start time	11/12/2018 10:47:23 AM
End time	Never

Interval

0 Month(s)	0 Day(s)	1 Hour(s)
0 Minute(s)	0 Second(s)	

Fig. 64: Jobs module - tab Details

<i>Name</i>	Name of the job
<i>Version</i>	Version number of the job configuration.
<i>Description</i>	Description of the job. NOTICE! A description is only displayed if a description has been entered during the configuration of the job. This information is optional.
<i>Creation date</i>	Date on which the job was created.
<i>Type</i>	Description of the job type.
<i>Last execution</i>	Date on which the job was executed for the last time.
<i>Next execution</i>	Date on which the job will be executed for the next time.
<i>Number of executions</i>	Shows how often the job has already been executed.
<i>Execution type</i>	Shows whether the job is executed in intervals, series or only once.
<i>Start time</i>	Time and date of the first execution of the job.
<i>End time</i>	Time and date of the last execution of the job.
Group field <i>Interval</i>	Displays the configuration of the interval that the job is executed in. This group field is only displayed if the job has been configured to be executed in intervals.
Group field <i>Series</i>	Displays the configuration of the serial repetitions that the job is executed in. This group field is only displayed if the job has been configured to be executed in series.

9.2.2

Tab Executions

The history of the executions of the job is displayed here.














<div> <div><</div> <div>Details</div> <div>Executions</div> <div>></div> </div>	
<div> <div><</div> <div>Last 20 executions</div> <div>></div> </div>	
Execution Date ↕	Status ↕
12/03/2018 1:47:26 PM	
12/03/2018 12:47:26 PM	
12/03/2018 11:47:26 AM	
12/03/2018 10:47:26 AM	
12/03/2018 9:47:26 AM	
12/03/2018 8:47:26 AM	
12/03/2018 7:47:26 AM	
12/03/2018 6:47:26 AM	

Fig. 65: Jobs module - tab Executions

The last 20 executions of the job are displayed in the table.

Execution Date	Date and time of the execution.
Status	Status of the execution.
	 (<i>In progress</i>) = Job is being executed.
	 (<i>Finished</i>) = Job has been executed successfully and has been finished.
	 (<i>Stopped</i>) = Job has been finished without having to complete tasks according to the configuration.
	 (<i>unknown</i>) = Job execution is in an unknown state.

- To open the complete history of the executions, click on the icon  (*History*).
⇒ The following window appears:













Executions				
Execution Date ↕	Status ↕	Last Update ↕	Description ↕	Status Report ↕
12/03/2018 1:47:26 PM		12/03/2018 1:47:26 PM	Die Datenaufbereitung wurde erfolgreich abgeschlossen.	
12/03/2018 12:47:26 PM		12/03/2018 12:47:26 PM	Die Datenaufbereitung wurde erfolgreich abgeschlossen.	
12/03/2018 11:47:26 AM		12/03/2018 11:47:26 AM	Die Datenaufbereitung wurde erfolgreich abgeschlossen.	
12/03/2018 10:47:26 AM		12/03/2018 10:47:26 AM	Die Datenaufbereitung wurde erfolgreich abgeschlossen.	
12/03/2018 9:47:26 AM		12/03/2018 9:47:26 AM	Die Datenaufbereitung wurde erfolgreich abgeschlossen.	
12/03/2018 8:47:26 AM		12/03/2018 8:47:26 AM	Die Datenaufbereitung wurde erfolgreich abgeschlossen.	
12/03/2018 7:47:26 AM		12/03/2018 7:47:26 AM	Die Datenaufbereitung wurde erfolgreich abgeschlossen.	
12/03/2018 6:47:26 AM		12/03/2018 6:47:26 AM	Die Datenaufbereitung wurde erfolgreich abgeschlossen.	
Rows per page 50  1 - 50 of 417 << >> >>> <<<				
				Close

Fig. 66: History job executions

- If additional information is available for a job execution, then the icon  is displayed in the column *Status Report*. When clicking on the icon  (*Show detailed status report*), the status report is opened in a new window.
- Use the arrows in the column headline to change the sort sequence of the display, see [chapter "Change sort sequence", p. 19](#).
Use the buttons at the bottom of the window to switch the pages of the history.
- If you would like to refresh the history, click on the icon  (*Refresh*) in the toolbar of the window.
- To close the window, click on the button *Close*.

10 Audit Trails module

In this module, all record messages are displayed in a list. The list can be searched and filtered. The record protocol can be exported in [CSV](#) format. Record protocols can be archived to have the complete history of status messages available. The Audit Trails module offers different views for the system administrator and each tenant.

10.1 Main view

All notifications addressed to you within the recording system are displayed in the main view.

Priority ↕	Date ↕	Read ↕	Subject ↕	Sender ↕
◆	11/23/2018 8:06:12 AM	✉*	Der Mitarbeiter hat sich angemeldet.	SYSTEM
◆	11/23/2018 8:42:26 AM	✉*	Der Mitarbeiter hat sich angemeldet.	SYSTEM
◆	11/23/2018 8:51:13 AM	✉*	Der Mitarbeiter hat sich abgemeldet.	SYSTEM
◆	11/23/2018 10:34:19 AM	✉*	Der Mitarbeiter hat sich abgemeldet.	SYSTEM
◆	11/23/2018 10:18:03 AM	✉*	Der Mitarbeiter hat sich angemeldet.	SYSTEM
◆	11/23/2018 11:18:19 AM	✉*	Der Mitarbeiter hat sich abgemeldet.	SYSTEM
◆	11/23/2018 12:28:02 PM	✉*	Der Mitarbeiter hat sich angemeldet.	SYSTEM
◆	11/23/2018 1:26:41 PM	✉*	Der Mitarbeiter hat sich abgemeldet.	SYSTEM
◆	11/23/2018 1:28:51 PM	✉*	Der Mitarbeiter hat sich angemeldet.	SYSTEM

Rows per page 50 1 - 50 of 777 Last filtered on 02/21/2019 10:01:18 AM; Number of records: 777

Fig. 67: Main view Audit Trails module

Depending on the configuration of the columns, the following information is displayed in the main view:

Priority	Priority of the notification. ↑↑ = very high ↑ = high ◆ = medium ↓ = low
Date	Date on which you received the notification.
Read	Shows whether the notification has already been read. ✉* = unread notification ✉✓ = read notification
Subject	Subject line of the notification.
Sender	Name of the sender of the notification.





You can change the sort sequence and order of the columns arbitrarily, see [chapter "Change sort sequence", p. 19](#) and [chapter "Adjust table", p. 20](#). You can adjust the column width, too, by clicking on the right margin of the field containing the column headline, holding the mouse key down, and dragging the column to the required width.

The main view contains a toolbar with all functions which can be used for the elements of the main view.

At the bottom edge of the main view, buttons allow you to browse the pages of the main view and indicate which page you are on.

51 - 100 of 298 ◀ ◁ ▷ ▶

Fig. 68: Changing pages

	Jumps to the first page of the main view.
	Jumps to the previous page of the main view.
51 - 100 of 298	Shows the range of the displayed sets of data on the current page of the main view.
	Jumps to the next page of the main view.
	Jumps to the last page of the main view.

You can also navigate horizontally with the scrollbar in the main view.




10.2

Toolbar

The toolbar offers the following functions.



Fig. 69: Toolbar Audit Trails module

	<i>Refresh</i>	Refreshes the main view.
	<i>Mark as read</i>	Sets the selected notification on the status "read".
	<i>Delete</i>	Deletes the selected notification.
<i>Audit Trails</i>	<i>Export</i>	Exports the selected notification.
<i>General</i>	<i>Adjust Table</i>	Opens the window <i>Table Configuration</i> (see chapter "Adjust table" , p. 20).
	<i>Save Table Configuration</i>	Saves the current table configuration (see chapter "Save table configuration" , p. 21).
	<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria, see Search.
	<i>Reset Search</i>	Resets all manually entered search criteria. The search is started without manual filter settings.
	<i>Count Results</i>	Shows the number of table entries currently loaded in the cache.
	<i>General Help</i>	By clicking on the menu item <i>General Help</i> , a description of the application you are currently viewing is opened. See chapter "Call up online help" , p. 19.

10.3

Detail view

The detail view contains information of the selected notification in a compressed format.

Der Mitarbeiter hat sich angemeldet. ✕

< Details >

Subject	Der Mitarbeiter hat sich angemeldet.
Text	<div style="border: 1px solid #ccc; padding: 5px; min-height: 150px;"> Der Mitarbeiter PROVIDER, SYSTEM hat sich von 192.168.10.114 in der Applikation System Configuration angemeldet. </div>
Date	11/23/2018 8:06:12 AM
Sender	SYSTEM
Priority	Normal
Read	No

Fig. 70: Detail view Audit Trails module

<i>Subject</i>	Subject line of the notification.
<i>Text</i>	Complete content of the notification.
<i>Date</i>	Date on which you received the notification.
<i>Sender</i>	Name of the sender of the notification.
<i>Priority</i>	Priority of the notification.
<i>Read</i>	Shows whether the notification has already been read.

10.3.1 Tab Details

< Details >

Subject	Der Mitarbeiter hat sich angemeldet.
Text	<div style="border: 1px solid #ccc; padding: 5px; min-height: 150px;"> Der Mitarbeiter PROVIDER, SYSTEM hat sich von 192.168.10.114 in der Applikation System Configuration angemeldet. </div>
Date	11/23/2018 8:06:12 AM
Sender	SYSTEM
Priority	Normal
Read	No

Fig. 71: Tab Details Audit Trails module

10.4 Export notification

To export a notification in **CSV** format, click on the menu item *Audit Trails > Export* in the toolbar.

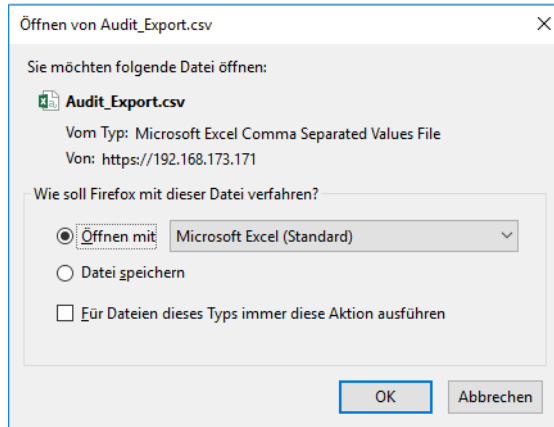


Fig. 72: Export notification

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Glossary

CSM

Central Service Management, tool to monitor recording systems.

CSV

Comma-separated values is a file format which stores tabular data in plain text form.

IP

Internet Protocol, basic protocol for Internet communication

URL

Uniform resource locator. Identifies and locates a resource (e. g. a website) about the used access method (e. g. the used network protocol as HTTP or FTP) and the location of the resource in the computer network. (Source: Wikipedia 20th November 2013)

Widget

Component of a graphical dialog system. Consists of a visible window and an invisible object which saves the configuration of the component. Is used for the interaction with the user and the automatically updatable display of information.