

Adeptia Suite Maintenance Guidelines Template

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# Document Information

*Adeptia Suite Maintenance Guidelines Template*

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Adeptia Support Information

For support queries, please contact us at support@adeptia.com.
Access the Adeptia Web site at the following URL:

www.adeptia.com

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**Preface**

This document acts as a maintenance guideline template so that you can keep a track of various configurations related to Adeptia Suite.

### Pre-requisites

Please install Adeptia Suite on your machine.

### Target Audience

This document is for all those users of Adeptia Suite, who needs to carry out the maintenance task of Adeptia Suite.

### Other resource materials

The following other resource materials are available:

|  |  |
| --- | --- |
| Title | Description |
| Installation Guide | This guide is for developers. They can use these details to perform all the design features of Adeptia Suite. |
| Getting Started Guide | This document is a reference for those working with Adeptia Suite for the first time. |
| Business User Guide | This guide is for business users. They can use this guide to perform all the functions of Adeptia Suite. |
| Admin Guide | This document provides a detailed description of the Administrative features of Adeptia Suite. It guides you to manage the functioning, design and integration of business processes using these administrative features. |
| Developer Guide | This document covers a detailed description of all activities and services of Adeptia Suite that are available to a developer. It acts as a guideline to use these services seamlessly and use them in a design environment using Adeptia Suite. |

## How is this guide organized?

This guide is organized into the following sections:

| Section | Description |
| --- | --- |
|  | Introduction to this document |
| **Overview of Adeptia Suite** | This section contains the overview of Adeptia Suite |
| **Adeptia Support Contacts** | This section contain quick contact details  |
| **Configuration Of Adeptia In The <Your Company’s> Environment** | This section contains information related to Adeptia Suite that is specific to your company. For Example - Types of server deployed and their configuration. |
| **Adeptia Suite Procedures** | This section contains information related to shutting down and restarting Adeptia Suite. |
| **Adeptia Suite Maintenance and Support** | This section contains information related to Support and Maintenance activity of Adeptia Suite |

## Conventions

The following tables list the various conventions used in Adeptia documentation. We follow these conventions to help you quickly and easily identify particular elements, processes, and names that occur frequently in documents.

### Typographical conventions

This guide uses the following typographical conventions:

| Convention | Description |
| --- | --- |
| **Bold text** | Indicates one of the following:Screen elementNew terminologyA file or folder nameA control in an application’s user interfaceA registry key* + Important information
 |
| *Italic text* | Indicates a reference or the title of a publication. |
| Monospaced text | Indicates code examples or system messages. |
| **Monospaced bold text** | Indicates system commands that you enter. |
| Hyperlink | Indicates an Internet link to target material. |

### Graphical conventions

This guide uses the following graphical conventions:

|  |  |
| --- | --- |
| Convention | Description |
| **infoIcon** | Indicates additional information that may be of interest to the reader. |
| Highlight | Indicates the place where you would need to input your information in the document. |

## Contacts/Reporting problems

These sections present contact information for a variety of situations.

### Sales

In case of any sales queries, please contact us at sales@adeptia.com.

### Support

For support queries, please contact us at support@adeptia.com.

### Latest updates and information

For the latest updates and information, please visit us at www.adeptia.com.

### Adeptia Web site

Access the Adeptia Web site at the following URL:

www.adeptia.com

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Overview of Adeptia Suite

Please fill this section with the following things:

* What Suite you have installed. (Enterprise Business Integration, Business Process Management (BPM), Business-to-Business Integration, Application Integration (ESB), and Data Integration)
* How do you implement it within your environment

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Adeptia Suite Support Contacts

Please see the below table to get a list of contact information.

| Contact Person | Contact Information |
| --- | --- |
| Adeptia Support (Phone Number) | 312-229-1727 ext. 115 |
| Adeptia Support (Email) | * support@adeptia.com
 |
| Adeptia Support (Forum) | <support.adeptia.com> (This should be your first contact) |
| Adeptia After-Hours **EMERGENCY Production** Support | <Name and number of your dedicated *Point of Contact* in Adeptia> |
| Adeptia System Admins | <Name and number of your Adeptia Suite System Admin within your organization> |
| Group Admins | Group-Name | <Name and contact info of group Admin within your organization> |
|  | Group-Name | <Name and contact info of group Admin within your organization> |

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Configuration of Adeptia Suite in the *<Your Company’s>* Environment

Adeptia Suite runs on its own server not shared with any other application. We offer four types of server:

* **Development Server** - You should use this type of server to develop process flows and activities.
* **Staging Server (QC/Testing Server)** - You should use this type of server to test the process flows and activities that you have developed.
* **Production Server** - You should use this type of server to deploy the process flows and activities that have passed the testing phase.
* **Disaster Recovery Server** - You should use this type of server to recover the data of your process flow and activities, in case there is some error in execution.

|  |  |
| --- | --- |
| **infoIcon** | We recommend that you at least deploy Development, Staging, and Production servers so that you can easily isolate a problem of your process flow and activities at an early stage and hence avoid any breakdowns in the production line. |

| Servers Category | Server Name | IP Address | Adeptia Suite Version | Build Tags |
| --- | --- | --- | --- | --- |
| Development | <Server-Name> | <IP Address> | Your Adeptia Suite Version | Build Tag |
| Staging | <Server-Name> | <IP Address> | Your Adeptia Suite Version | Build Tag |
| Production | <Server-Name> | <IP Address> | Your Adeptia Suite Version | Build Tag |
| Disaster Recovery | <Server-Name> | <IP Address> | Your Adeptia Suite Version | Build Tag |

## System Configuration

Please mention the server configuration of your servers.

| Servers Category | OS | CPU | No. of Cores | Total RAM of System | Allocated RAM for Adeptia Suite | Allocated RAM for Adeptia Kernel | Allocated RAM for Adeptia Webrunner |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Development | Name of OS | CPU Configuration | No. of cores in CPU | Total RAM | Available RAM for Adeptia Suite | Available RAM for Kernel | Available RAM for Webrunner |
| Staging | Name of OS | CPU Configuration | No. of cores in CPU | Total RAM | Available RAM for Adeptia Suite | Available RAM for Kernel | Available RAM for Webrunner |
| Production | Name of OS | CPU Configuration | No. of cores in CPU | Total RAM | Available RAM for Adeptia Suite | Available RAM for Kernel | Available RAM for Webrunner |
| Disaster Recovery | Name of OS | CPU Configuration | No. of cores in CPU | Total RAM | Available RAM for Adeptia Suite | Available RAM for Kernel | Available RAM for Webrunner |

Adeptia Suite (GUI-mode) can be accessed by:

* Sign-in in Adeptia Server of your company by Remote Desktop Connection on the Windows-based server and then start Internet Explorer. You should have the sign-in screen for Adeptia Suite.
* Using link http://***<server-name>***:***<port>*** from your local pc.

Once you have the sign in screen, user-id ***<User-ID>*** and password ***<Password>*** in the respective fields. (You can also use the Admin User-ID ***admin*** and password ***indigo1*** to sign-in. It gives you extended privileges that may not be necessary.)

|  |  |
| --- | --- |
| **infoIcon** | Here ***<server-name>*** refers to the name of your server.***<port>*** refers to the port that is allocated to access Adeptia Suite. The default port used is 8080. |

## Backend And Log Database Configuration

Please mention the details related to the Backend and Log Databases in the table below.

| Servers Category | Database Type | IP Address | User ID | Password | Database Name |
| --- | --- | --- | --- | --- | --- |
| Backend Database | Database Type | IP Address of Database | User ID of Database | Password of Database | Name of the Database |
| Log Database | Database Type | IP Address of Database | User ID of Database | Password of Database | Name of the Database |

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Adeptia Suite Procedures

This section describe some procedures that you may need to follow in Adeptia Suite’s production environment.

Please read the entire procedure before starting to make sure you understand all the steps. Follow the steps for each procedure in sequence.

## Shutting down Adeptia Suite

Before shutting down Adeptia Suite, **make sure you pause the Adeptia Kernel**. If you do not pause the Adeptia Kernel then, any files that are accumulated while Adeptia Suite is shut down will not be automatically processed on restart.

Here are some reasons you may need to shut down Adeptia Suite:

* You made changes to the System Properties and need to restart Adeptia Suite so they take effect.
* System must be shut down so more memory can be added to the box.
* Other system maintenance must be performed on the box.

When shutting down Adeptia Suite, it is important to make sure all process flows currently executing, have finished, and no new process flows are started.

To shut down Adeptia Suite, follow these steps:

1. Log in to Adeptia Suite with administrator id **admin** and password **indigo1**.
2. Go to **Administer 🡪 Maintenance 🡪 Kernel**.
3. Click on the **Pause Kernel** button.
4. Go to **History 🡪 Process Flow Log** and make sure all existing processes have completed. (All processes should have a status of *Executed* and not *Running*.)
5. Establish a Remote Desktop Connection to the Adeptia Server.
6. From the Start menu, click on Services.
7. Change the **Startup Type** for the **Adeptia Suite Kernel** from **Automatic** to **Manual**.
8. Change the **Startup Type** for the **Adeptia Suite Webrunner** from **Automatic** to **Manual**.
9. Click on **Stop the Service** for the **Adeptia Suite Webrunner**.
10. Click on **Stop the Service** for the **Adeptia Suite Kernel**.

Now Adeptia Suite is gracefully shut down. If you need then, you can shut down or restart the box.

## Restarting Adeptia Suite (after gracefully shutting down Adeptia Suite)

1. Do a Remote Desktop Connection to the Adeptia server.
2. From the Start menu on the box, click on **Services**.
3. For the Adeptia Suite Kernel, click on the **Start the Service** button.
4. For the Adeptia Suite Webrunner, click on the **Start the Service** button.
5. Change the **Startup Type** to **Automatic** for the Adeptia Suite Kernel and Adeptia Suite Webrunner.
6. Log in to Adeptia Suite with Administrator user-id **admin** and password **indigo1**.
7. Go to **History 🡪 Process Flow Log** and make sure process flows are running. You will see process flows with status of **Executed**. Click on the **Details** button to refresh the screen and make sure you see process flows ending and new ones executing.

## Restarting File Event Trigger

If you need to stop the processing for a specific process flow, you will need to de-activate the file event trigger. Then when you are ready to resume the process flow, you can activate the file event trigger again.

Please note that when you de-activate a file event trigger then, any files that accumulate in the source folder, until the file event is activated again, will not be processed. These files will require manual intervention to be processed, using procedure E. Processing a “stuck” file.

To de-activate the file event:

1. Log in to Adeptia Suite as “***<User-Id>***” with password “***<Password>***”.
2. Click on the **Develop** tab and then go to **Events 🡪 File**.
3. Click on the file event that you want to de-activate and then click the **Deactivate** button.

When you are ready to have the file event process again

1. Log in to Adeptia Suite as “***<User-Id>***” with password “***<Password>***”.
2. Click on the **Develop** tab and then go to **Events 🡪 File**.
3. Click on the file event that you want to activate and then click the **Activate** button.
4. Look at the source folder for that file event.

## Processing a “stuck” file

A file may become “stuck” in a source folder if one of the following occurs:

* A file event is de-activated and then activated while the kernel is running. When the file event is activated, any files already sitting in the folder are ignored. Only files created while the file event is running are processed.
* Adeptia Suite is shut down without a graceful shutdown.

To force a file that is “stuck” in the source folder, there are 2 different types of procedures that you can follow. Either works equally well you may want to consider the number of stuck files when choosing which method to use.

Using rename of file(s)

|  |  |
| --- | --- |
| **infoIcon** | This method is best if there is only a small number of files to process. |

1. Open the source folder.
2. For each “stuck” file, rename the file by placing “\_1” after the filename but before the suffix. (For example, you would rename **9Z2.110512105924\_06022011015758PM.xml** to **9Z2.110512105924\_06022011015758PM\_1.xml**.)

|  |  |
| --- | --- |
| **infoIcon** | The processes that eventually use these files rely on the filenames being consistent. You should not change the filename itself or the suffix. |

There is nothing special about the characters used to rename the file. It’s a convention to use “**\_1**” to help identifying the files that were “forced through” when looking at the archives.

1. You will see the file process the next time the file event triggers.

Temporarily removing file(s) from source folder:

|  |  |
| --- | --- |
| **infoIcon** | This method is best if there are a large number of files to process. |

1. Open the source folder.
2. Copy all the stuck files to your desktop or some other safe location.
3. Delete the stuck files from the source folder.
4. Log in to Adeptia Suite as “***<User-Id>***” with password “***<Password>***”.
5. Click on the **Develop** tab and then go to **Events 🡪 File**.
6. Put your cursor on the Name of the file event that uses the source folder and click.
7. Check the time in the **NextFireTime** field.
8. Once that time has passed, copy all the stuck files from your desktop or safe location back to the source folder.
9. You will see the files process the next time the file event triggers.

## Responding to Adeptia Suite Error Email

When Adeptia Suite encounters any error in a process flow, it will generate an error email that is sent to <your company’s email-id>. The file that was being processed when the error occurs is not deleted from the source folder and remains there.

The following steps will point you in the general direction to begin solving the problem. As specific errors are encountered in the production environment, the specific errors and their resolution will be included as individual procedures.

1. Look at the error email and note the name of the process flow in which the error occurred, the time of execution, and the step that is shown with status Aborted.
2. Log in to Adeptia Suite as “***<User-Id>***” with password “***<Password>***”.
3. Go to **History 🡪 Process Flow Log**.
4. Select the **Aborted** list-item from the **Status** drop-down list.
5. Click on the **Details** button.
6. For the process flow being investigated, click on the **Diagnostics** button. Most often, there will be a text description of the problem.
7. If there is no text description of the problem available in **Diagnostics**, click on the **Details** button to see the specific steps in the process flow and the status of each. This may give you some idea of where the problem occurred (e.g., writing to UNIX or deleting a file from VLTrader).
8. If you cannot determine the problem and if the source file still exists in the source folder, you can try resubmitting the file. It may process successfully when resubmitted if the problem was due to some internal Adeptia Suite failure. Please refer to the [Using rename of file(s)](#Usingrenameoffiles) section.

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Adeptia Suite Maintenance And Support

This section contains covers the following sections:

* [System Configuration Properties](#_System_Configuration_Properties)
* [Adeptia Backup Schedule](#_Adeptia_Backup_Schedule)
* [Adeptia Upgrade History](#_Adeptia_Upgrade_History)
* [File Location of Install Packages](#_File_Location_of)
* [File Location of License Keys](#_File_Location_of_1)

## Level of Support

Please see the details about the various types of support that Adeptia Provides.

| Support Level | Service Hours | SLA |
| --- | --- | --- |
| Gold | 9am – 5pm CDT | Production System Down | 3 Hours - Next Day |
| Production System Impacted | 4 Hours - Next Day |
| Technical Query or Problem | 8 Hours - Next Day |
| Product Questions | 16 Hours - 2 Days |
| Enhancement Request | 24 Hours - 3 Days |
| Platinum | 24 x 7 | Production System Down | 1 Hour - 2 Hours |
| Production System Impacted | 2 Hours - 4 Hours |
| Technical Query or Problem | 2 Hours - Next Day |
| Product Questions | 8 Hours - Next Day |
| Enhancement Request | 8 Hours - Next Day |

Enter the level of support that you have purchased in the **Level of Support Purchased** column. Enter the date of purchase of support in the **Purchased On** column. Enter the date till your support is valid in the **Valid Till** column.

| Level of Support Purchased | Purchased On | Valid Till |
| --- | --- | --- |
| Level of support purchased | Date of purchase | Date till which support valid |
| Level of support purchased | Date of purchase | Date till which support valid |
| Level of support purchased | Date of purchase | Date till which support valid |

## System Configuration Properties

Please include details about the system properties whose values you might have changed. It is important to keep a log of those properties here as whenever you apply a new patch then all your properties values are set to default then, in order to Adeptia Suite to perform smoothly you would need to set these custom values again in your upgraded Adeptia Server. The **Property Name** column should contain the name of the property whose value you have changed. The **Default Value** column should contain the default value that was originally there and the **Custom Value** column should contain the value that you have entered.

| Property Name | Default Value | Custom Value |
| --- | --- | --- |
| PropertyName1 | DefaultValue1 | CustomValue1 |
| PropertyName2 | DefaultValue2 | CustomValue1 |
| PropertyName3 | DefaultValue3 | CustomValue1 |

## Adeptia Suite Backup Schedule

Enter the backup schedule in the below table. The **Backup Schedule** column should contain the date and time when the backup process was started. The **Location of Backup Files** column should contain the absolute-path of the backup files. The **Process Followed** column should contain the steps that you followed during the backup process.

| Backup Schedule | Location of Backup Files | Process Followed |
| --- | --- | --- |
| Date & Time | Absolute-Path of Backup Files |  |
| Date & Time | Absolute-Path of Backup Files |  |
| Date & Time | Absolute-Path of Backup Files |  |

## Adeptia Suite Upgrade History

Please enter the details related to the upgrade history of Adeptia Suite along with the patch installs. The **Adeptia Suite Version Upgrade** column should contain the name of the Adeptia Suite that you have installed. If you have not updated your Adeptia Suite and instead have applied a patch then, the **Patch Applied** column should contain the name of the patch applied. The **Build Tag** column should contain the tag of the build that is currently installed. The **Updated On** column should contain the date when the upgrade/patch was installed.

| Adeptia Suite Version Upgrade | Patch Applied | Build Tag | Updated On |
| --- | --- | --- | --- |
| Name of Adeptia Suite Version | Name of Patch | Build Tag | Date of upgrade/patch applied |
| Name of Adeptia Suite Version | Name of Patch | Build Tag | Date of upgrade/patch applied |
| Name of Adeptia Suite Version | Name of Patch | Build Tag | Date of upgrade/patch applied |

## File Location of Install Packages

Please enter the details related to the install packages and their location. The **Install Packages** column should contain the name of the install package. The **Location** column should contain the absolute path where these packages are stored.

| Install Packages | Location |
| --- | --- |
| Date & Time | Absolute-Path of the install packages |
| Date & Time | Absolute-Path of the install packages |
| Date & Time | Absolute-Path of the install packages |

## Details About License Keys

Please enter the details related to the license keys and their location. The **License Key** column should contain the name of the various license keys. The **Location** column should contain the absolute path where these license keys are stored. The **License From** column should contain the date from when the license was applied. The **License To** column should contain the date when the license was will expire.

| License Key | Location | License From | License Till |
| --- | --- | --- | --- |
| Name of the license key | Absolute-Path of the install packages | Date of commencement of license | Date of end of license |
| Name of the license key | Absolute-Path of the install packages | Date of commencement of license | Date of end of license |
| Name of the license key | Absolute-Path of the install packages | Date of commencement of license | Date of end of license |