



Course title: IBM Case Foundation 5.2.1: Maintain the Workflow System

F233
Course Abstract

Course description

This course is for anyone who is responsible for day-to-day operations of a production IBM Case Foundation workflow application.

Duration

1 day

Delivery Method

Instructor-led (Classroom), Instructor-led Online and SPVC (Self Paced Virtual course)

Audience

- A Workflow System Administrator is responsible for day-to-day operations of a production IBM Case Foundation workflow application.
- A Workflow System Administrator is typically required to help workflow participants to do the following tasks:
 - Locate work and complete workflows.
 - Respond to management decisions that require changes to work items.
 - Gather information about workflow activity to help management make business decisions.
- During the production phase, the Workflow System Administrator manages operation of the workflow application and communicates with users and managers. In the workflow application deployment phase, the Workflow System Administrator coordinates activities with the Workflow Author to plan and control workflow application implementation into the production environment.

Prerequisites

Prerequisite skills and knowledge for this unit are:

- Familiarity with Windows 2008 operating systems.
- Familiarity with Java and Java Virtual Machines.
- General knowledge of relational database management systems.
- General knowledge of P8 Platform security concepts.
- General workflow terminology:
 - Workflow
 - Workflow definitions
 - Queues

- Rosters.
- Start a P8 Platform system.
- Familiarity with P8 Platform administration interfaces, including:
 - Administration Console for Content Platform Engine
 - IBM Content Navigator

Recommended prerequisite courses:

- F212 - IBM Case Manager 5.2: Build a Case Manager Solution
- F120 - IBM Content Navigator 2.0.2: Customize and Extend the Features

Course Objectives

Upon completion of this course, participants will be able to:

- Use administrative tools for maintenance
 - Identify the Workflow system admin tools.
- Monitor with the Process Services Ping page
 - System start
 - Use the Process Services Ping page.
- Monitor with System Dashboard
 - Monitor with System Dashboard.
 - Create Dashboard Archives and Reports.
- Monitor with vwtool
- Maintain event logs
 - View event logs by using Administration Console
 - View event logs by using Process Administrator
 - Disable event categories
 - Prune events

Topics

Use administrative tools for maintenance

Maintaining a workflow system

Administrative tools for the Workflow system

Administration Console for Content Platform Engine

Lock an isolated region

Workflow system component administration

Process Administrator

Start Process Administrator

Process Services Ping page

System Dashboard

vwtool

Logging systems

Monitor with the Process Services Ping page

- Process Services Ping Page
- Process Services Ping Page: Overview
- Process Services Ping Page: URL
- Ping Page: Log file location
- Ping page: Helpful links
- Sample: API Stats

Monitor with System Dashboard

- What is System Dashboard?
- Why use System Dashboard?
- Dashboard Terms (1)
- Dashboard Terms (2)
- System Dashboard Structure
- Create clusters to view data
- Use the Dashboard views
- Execute options for Listener node and view data
- Archiving Manager
- Configuration Guidelines
- Process counters to watch (examples)

Monitor with vwtool

- Use vwtool to monitor an isolated region
- Start vwtool
- Obtain status information on workflow system
- Run loadstatus
- Report memory usage, database usage
- Report version and system configuration

Maintain event logs

- Event tools
- Event architecture1
- About event logging
- View event logs
- View events with New Workflow Search
- View events with Process Administrator
- Event log maintenance guidelines
- Select event log options
- PELog

Troubleshoot the workflow system

- Troubleshooting overview
- Support resources

Collecting data

For Process Clients issues: fnlog4j.properties

Fnlog4j concepts

Enable fnlog4j

Two trace methods both use log4j

vwtool trace log options