

TIBCO KT DOCUMENT

TIBCO PROD ADMINISTRATOR URL:

Please click the below TIBCO Production Administrator link and login with the HP credential.

<https://tibco-admin-prd04-gslb1-aa-8443.glb.itcs.hpcorp.net:8443/>

[Username: xxxx@hp.com](#)

[assword: HP NT Password](#)

TIBCO Production server details:

c1t26908.itcs.hpcorp.net
c1t26910.itcs.hpcorp.net
c2t26915.itcs.hpcorp.net
c2t26916.itcs.hpcorp.net

Note: If any UNIX Patching Related to TIBCO Production Servers, then please raise an IM ticket to TIBCO Platform Team and restart all the service instances.

After login into TIBCO admin Console, we can able to see ECOM folder and expand it. PFS.

The screenshot displays the TIBCO Administrator web interface. The top navigation bar shows 'Application Management > ECOM > ADAPTER_SERVICES'. The left sidebar contains a tree view with 'ECOM' expanded, showing sub-folders like 'ADAPTER_SERVICES' and 'APP_SERVICES'. The main content area shows the 'Folder Information' for 'ADAPTER_SERVICES' and a table of its contents.

Name	Description	Contact
SAPInventorySync_adapc_Adapter		
SAPProductAttributes_adapc_Adapter		
SAPSalesItemStatusNotifv_adapc_Adapter		
SAPSalesOrderRelease_adapc_Adapter		
SAPSalesReturns_adapc_Adapter		

In ECOM, there are two types of services like adapter services and application services.

Adapter Services is for **TIBCO to SAP & SAP to TIBCO** Stream

Application Services is for **TIBCO > OMS > WESB > WCS & WCS > WESB > OMS >TIBCO** Stream.

Queues in GEMS TOOL:

Screenshot from Gems tool (will share Installation document)

Connection	Server Info	Event Monitor(stopped)	Queues Info				
QueueName				PendingMsgCount	PendingMsgSize	ReceiverCo...	
HP.GLBLECOM-TRAN.ITEMSTATUSNOTIFICATION.SHIPMENTNOTIFY.200536.V1.XML.Q				0	0b		8
HP.GLBLECOM-TRAN.RMAPROCESSING.RESPONSE.200536.V1.XML.Q				0	0b		8
HP.GLBLECOM-TRAN.ADAPTER.ORDERRELEASE.REQ.RES.200536.V1.XML.Q				746	6.2MB		4
HP.GLBLECOM-TRAN.FQMSTATUS.RESPONSE.200536.V1.TEXT.Q				0	0b		4
HP.GLBLECOM-TRAN.INVENTORYSYNC3PP.INVENTORYFEED.RESPONSE.200536.V1.TEXT.Q				0	0b		4
HP.GLBLECOM-TRAN.INVENTORYSYNCSTO.INTRADAYFEED.RESPONSE.200536.V1.TEXT.Q				0	0b		4
HP.GLBLECOM-TRAN.ITEMSTATUSNOTIFICATION.ORDERCANCEL.200536.V1.XML.Q				0	0b		4
HP.GLBLECOM-TRAN.ITEMSTATUSNOTIFICATION.ORDERCONFIRM.200536.V1.XML.Q				0	0b		4
HP.GLBLECOM-TRAN.OMS.HANDLERETURNERROR.200536.V1.TEXT.Q				0	0b		4
HP.GLBLECOM-TRAN.ORDERRELEASE.ORDERHANDLE.RESPONSE.200536.V1.TEXT.Q				0	0b		4
HP.GLBLECOM-TRAN.TIBCO.HANDLEFAILURE.200536.V1.TEXT.Q				0	0b		4
HP.GLBLECOM-TRAN.ORDERRELEASE.ORDERHANDLE.REQUEST.200536.V1.TEXT.Q				0	0b		3
HP.GLBLECOM-TRAN.ADAPTER.RETURNSPROCESSING.REQ.RES.200536.V1.XML.Q				0	0b		2
HP.GLBLECOM-TRAN.ADAPTER.INVENTORYSYNC.SUBSCRIBE.200536.V1.XML.Q				0	0b		1
HP.GLBLECOM-TRAN.ADAPTER.ITEMSTATUSNOTIFICATION.SUBSCRIBE.200536.V1.XML.Q				0	0b		1
HP.GLBLECOM-TRAN.ADAPTER.ORDERMONITORING.REQ.RES.200536.V1.XML.Q				0	0b		1
HP.GLBLECOM-TRAN.ADAPTER.PRODUCTATTRIBUTES.SUBSCRIBE.200536.V1.XML.Q				0	0b		1
HP.GLBLECOM-TRAN.DB_LOGGER.EMAILNEWSLETTER.LOGDB.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.DB_LOGGER.EMAILSERVICE.LOGDB.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.DB_LOGGER.FRAUDHOLD.LOGDB.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.DB_LOGGER.INVENTORYSYNCSTO.LOGDB.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.DB_LOGGER.ITEMSTATUSNOTIFICATION.LOGDB.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.DB_LOGGER.ORDERRELEASEOMS.LOGDB.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.DB_LOGGER.REPROCESS.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.DB_LOGGER.RETURNSPROCESSINGOMS.LOGDB.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.EMAILSERVICE.FRAUDDECLINE.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.EMAILSERVICE.ORDERCANCEL.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.EMAILSERVICE.ORDERCREATE.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.EMAILSERVICE.ORDERREFUND.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.EMAILSERVICE.ORDERSHIPMENT.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.EMAILSERVICE.VGCSHIPMENT.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.EXACTTARGET.EMAILNEWSLETTER.200536.V1.XML.Q				0	0b		1
HP.GLBLECOM-TRAN.EXACTTARGET.PURCHASESUMMARY.200536.V1.XML.Q				0	0b		1
HP.GLBLECOM-TRAN.FEEDBACKEMAILSERVICE.HANDLEEMAIL.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.FQMSTATUS.BI.RESPONSE.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.ORDERRELEASE.BI.ORDERHANDLE.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.ORDERRELEASE.STRS.ORDERHANDLE.200536.V1.TEXT.Q				0	0b		1
HP.GLBLECOM-TRAN.RETURNSPROCESSING.BI.HANDLERETURNS.REQUEST.200536.V1.XML.Q				0	0b		1
HP.GLBLECOM-TRAN.RETURNSPROCESSING.HANDLERETURNS.REQUEST.200536.V1.XML.Q				0	0b		1
HP.GLBLECOM-TRAN.RMAPROCESSING.REQUEST.200536.V1.XML.Q				0	0b		1
HP.GLBLECOM-TRAN.SFDC.200536.V1.TEXT.Q				0	0b		1

Queue from each service were configured over in gems tool.

ReceiverCount indicates no of services instances available for each service. If any error in service instances , ReceiverCount will reduced. Receiver details were explained below.

PendingMsgCount indicates the accumulated messages in each queue (requests) . If messages exceed 50 to 100, raise IM/SD ticket to platform for restart those errored instance.

PendingMsgSize indicates size of messages accumulated in a queue.

Application Path for all the Services in TIBCO: Application Management > ECOM > ADAPTER_SERVICES

SAP Adapter:

SAP adapter it helps to communicate with SAP and TIBCO System.

1. TIBCO will transform the input XML and converted into IDOC format. IDOC was the format that is understood by SAP System.
2. SAP will send the IDOC and TIBCO will convert it to XML format.

ADAPTERS --> Connectivity with SAP System	
Queue Names	Receiver Count
HP.GLBLECOM-TRAN.ADAPTER.INVENTORYSYNC.SUBSCRIBE.200536.V1.XML.Q	1
HP.GLBLECOM-TRAN.ADAPTER.ITEMSTATUSNOTIFICATION.SUBSCRIBE.200536.V1.XML.Q	3
HP.GLBLECOM-TRAN.ADAPTER.ORDERRELEASE.REQ.RES.200536.V1.XML.Q	4
HP.GLBLECOM-TRAN.ADAPTER.PRODUCTATTRIBUTES.SUBSCRIBE.200536.V1.XML.Q	1
HP.GLBLECOM-TRAN.ADAPTER.RETURNSPROCESSING.REQ.RES.200536.V1.XML.Q	2

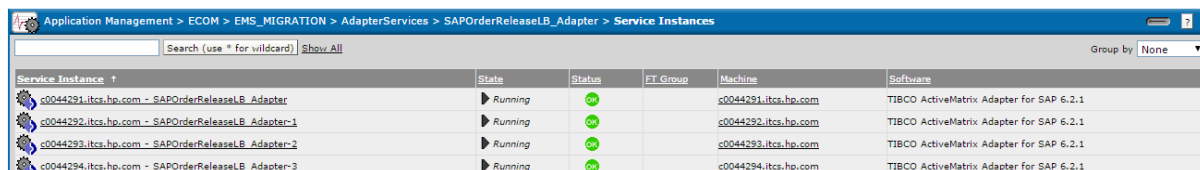
If we receive any hawk alert in the above-mentioned queue. We will have to check three possible way to identify the status of the adapters.

3. Please check the receiver counts are available for the above-mentioned queues (Gems Tools helps to shows the receivers count details).
4. If the Receiver count is available and please check whether the receivers is consuming the messages or not.
5. We will have to check the status of the service instances in the TIBCO Administrator Console.

Order Release Adapter: SAPOrderReleaseLB Adapter

This adapter will help to send the orders to SAP for fulfillment process.

Application Path: Application Management > ECOM > AdapterServices > SAPOrderReleaseLB_Adapter > Service Instances



The screenshot shows the TIBCO Administrator console interface. The breadcrumb navigation at the top reads: Application Management > ECOM > EMS_MIGRATION > AdapterServices > SAPOrderReleaseLB_Adapter > Service Instances. Below the navigation bar, there is a search field with the text "Search (use * for wildcard)" and a "Show All" button. On the right, there is a "Group by" dropdown menu set to "None". The main table displays four service instances, all of which are in a "Running" state with a green status icon. The columns are: Service Instance, State, Status, FT Group, Machine, and Software.

Service Instance	State	Status	FT Group	Machine	Software
c0044291.itcs.hp.com - SAPOrderReleaseLB_Adapter	▶ Running	OK		c0044291.itcs.hp.com	TIBCO ActiveMatrix Adapter for SAP 6.2.1
c0044292.itcs.hp.com - SAPOrderReleaseLB_Adapter-1	▶ Running	OK		c0044292.itcs.hp.com	TIBCO ActiveMatrix Adapter for SAP 6.2.1
c0044293.itcs.hp.com - SAPOrderReleaseLB_Adapter-2	▶ Running	OK		c0044293.itcs.hp.com	TIBCO ActiveMatrix Adapter for SAP 6.2.1
c0044294.itcs.hp.com - SAPOrderReleaseLB_Adapter-3	▶ Running	OK		c0044294.itcs.hp.com	TIBCO ActiveMatrix Adapter for SAP 6.2.1

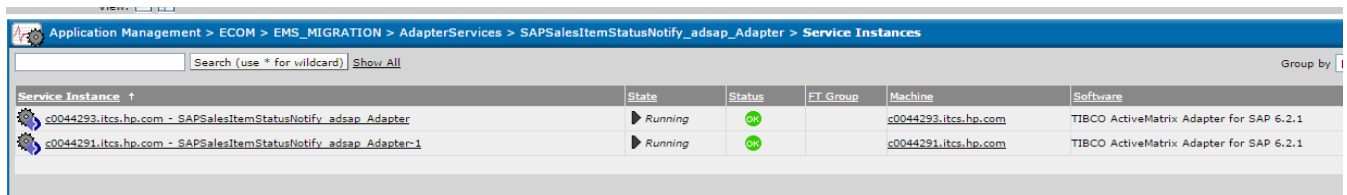
Note: Please click each and every Service Instances (SAPOrderReleaseLB_Adapter) → Tracing → Search for the log. If any exception occurs in the logs, check with Dev team or raise an IM ticket to restart the SAPOrderReleaseLB_Adapter.

Order Release Adapter Queue: HP.GLBLECOM-
TRAN.ADAPTER.ORDERRELEASE.REQ.RES.200536.V1.XML.Q

Item Status Notification: SAPSalesItemStatusNotify_adsap_Adapter

This Adapter will help to receive the Shipment/Cancellation/Confirmation Notification from SAP to TIBCO System.

Application Path: Application Management > ECOM > AdapterServices > SAPSalesItemStatusNotify_adsap_Adapter > Service Instances



Service Instance ↑	State	Status	FT_Group	Machine	Software
c0044293.itcs.hp.com - SAPSalesItemStatusNotify_adsap_Adapter	▶ Running	OK		c0044293.itcs.hp.com	TIBCO ActiveMatrix Adapter for SAP 6.2.1
c0044291.itcs.hp.com - SAPSalesItemStatusNotify_adsap_Adapter-1	▶ Running	OK		c0044291.itcs.hp.com	TIBCO ActiveMatrix Adapter for SAP 6.2.1

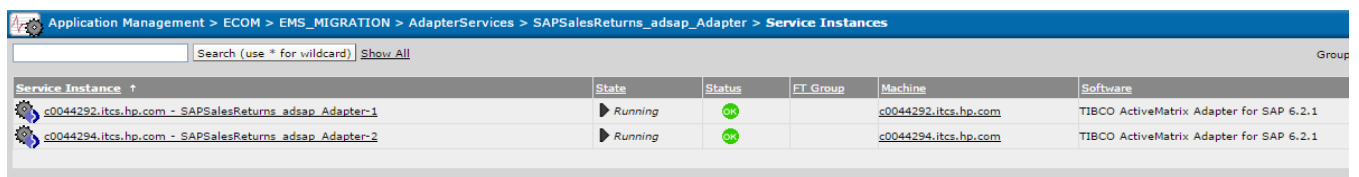
Note: Please click each and every Service Instances (SAPSalesItemStatusNotify_adsap_Adapter) → Tracing → Search for the log. If any exception occurs in the logs, check with Dev team or raise an IM ticket to restart the SAPSalesItemStatusNotify_adsap_Adapter.

Item Notification Adapter Queue: HP.GLBLECOM-
TRAN.ADAPTER.ITEMSTATUSNOTIFICATION.SUBSCRIBE.200536.V1.XML.Q

Sales Return Adapter: SAPSalesReturns_adsap_Adapter

This Adapter will help to send the Return Orders and Misc. Credit Orders (R and M orders) to SAP System.

Application Path: Application Management > ECOM > AdapterServices > SAPSalesReturns_adsap_Adapter > Service Instances



Service Instance ↑	State	Status	FT_Group	Machine	Software
c0044292.itcs.hp.com - SAPSalesReturns_adsap_Adapter-1	▶ Running	OK		c0044292.itcs.hp.com	TIBCO ActiveMatrix Adapter for SAP 6.2.1
c0044294.itcs.hp.com - SAPSalesReturns_adsap_Adapter-2	▶ Running	OK		c0044294.itcs.hp.com	TIBCO ActiveMatrix Adapter for SAP 6.2.1

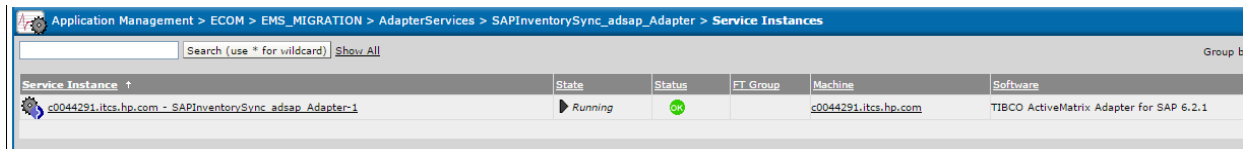
Note: Please click each and every Service Instances (SAPSalesReturns_adsap_Adapter) → Tracing → Search for the log. If any exception occurs in the logs, check with Dev team or raise an IM ticket to restart the SAPSalesReturns_adsap_Adapter.

Sales Return Adapter Queue: HP.GLBLECOM-
TRAN.ADAPTER.RETURNSPROCESSING.REQ.RES.200536.V1.XML.Q

Inventory Sync Adapter: SAPInventorySync_adsap_Adapter

This Adapter will help to receive the Inventory load (Full Feed and Delta Feed) from SAP System.

Application Path: Application Management > ECOM > AdapterServices > SAPInventorySync_adsap_Adapter > Service Instances



Service Instance	State	Status	FT Group	Machine	Software
c0044291.itcs.hp.com - SAPInventorySync_adsap_Adapter-1	Running	OK		c0044291.itcs.hp.com	TIBCO ActiveMatrix Adapter for SAP 6.2.1

Note: Please click each and every Service Instances (SAPInventorySync_adsap_Adapter) → Tracing → Search for the log. If any exception occurs in the logs, check with Dev team or raise an IM ticket to restart the SAPInventorySync_adsap_Adapter.

Inventory Sync Adapter Queue: HP.GLBLECOM-
TRAN.ADAPTER.INVENTORYSYNC.SUBSCRIBE.200536.V1.XML.Q

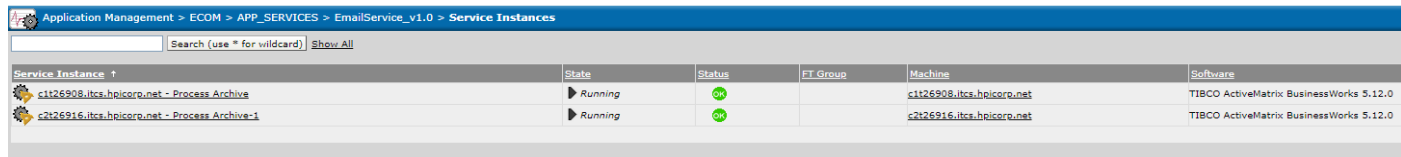
Application Path for all the Services in TIBCO: Application Management > ECOM > APP_SERVICES >

TIBCO APPLICATION SERVICES

Email Service: EmailService_v1.0 (OMS→TIBCO→WLI)

It helps to send the emails (Order Creation, Fraud Decline, Shipment, Refund, VGC Shipment, and Cancellation) to customer. WLI is the end system help to trigger emails to customers.

Application Path: Application Management > ECOM > APP_SERVICES > EmailService_v1.0 > Service Instances



Service Instance	State	Status	FT Group	Machine	Software
c1126908.itcs.heicorp.net - Process Archive	Running	OK		c1126908.itcs.heicorp.net	TIBCO ActiveMatrix BusinessWorks 5.12.0
c2126916.itcs.heicorp.net - Process Archive-1	Running	OK		c2126916.itcs.heicorp.net	TIBCO ActiveMatrix BusinessWorks 5.12.0

➤ **Queue's Related to Email Service:**

Queue Name	Receiver Count
HP.GLBLECOM-TRAN.EMAILSERVICE.ORDERCREATE.200536.V1.TEXT.Q	2
HP.GLBLECOM-TRAN.EMAILSERVICE.ORDERREFUND.200536.V1.TEXT.Q	2
HP.GLBLECOM-TRAN.EMAILSERVICE.ORDERSHIPMENT.200536.V1.TEXT.Q	2
HP.GLBLECOM-TRAN.EMAILSERVICE.VGCSHIPMENT.200536.V1.TEXT.Q	2
HP.GLBLECOM-TRAN.EMAILSERVICE.ORDERCANCEL.200536.V1.TEXT.Q	2
HP.GLBLECOM-TRAN.EMAILSERVICE.FRAUDDECLINE.200536.V1.TEXT.Q	2

If we receive any hawk alert in the above-mentioned Service/queues. We will have to check three possible way to identify the status of the service instances.

1. Please check the receiver counts are available for the above-mentioned queues (Gems Tools helps to view the receivers count details).
2. If the Receiver count is available and please check whether the receivers is consuming the messages or not.
3. We will have to check the status of the service instances and logs in the TIBCO Administrator Console.

Note: (Check the logs in Admin Console) Click the Service Instances (EmailService_v1.0) → Primary/Secondary Process Archive (Status-Running) → Tracing → Search for the log. Please check whether any exception has been throwing in the logs.

- If any exceptions/errors have been thrown in the logs, check with the Dev Team or raise an IM ticket to TIBCO platform Team.

Order Release Service: OrderRelease v1.0 (WCS→OMS→TIBCO→SAP)

Order Release service will help to transmit the order details (Order Information details) to SAP for fulfillment process.

Application Path: Application Management > ECOM > APP_SERVICES > OrderRelease_v1.0 > Service Instances

Application Management > ECOM > APP_SERVICES > OrderRelease_v1.0 > Service Instances					
Search (use * for wildcard) Show All					
Service Instance	State	Status	FT Group	Machine	Software
c1126908.itcs.beicore.net - Process Archive	▶ Running	ON		c1126908.itcs.beicore.net	TIBCO ActiveMatrix BusinessWorks 5.12.0
c1126910.itcs.beicore.net - Process Archive-1	▶ Running	ON		c1126910.itcs.beicore.net	TIBCO ActiveMatrix BusinessWorks 5.12.0
c2126915.itcs.beicore.net - Process Archive-2	▶ Running	ON		c2126915.itcs.beicore.net	TIBCO ActiveMatrix BusinessWorks 5.12.0
c2126916.itcs.beicore.net - Process Archive-3	▶ Running	ON		c2126916.itcs.beicore.net	TIBCO ActiveMatrix BusinessWorks 5.12.0

Queue's Related to Order Release Service	Receiver Count	Details
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HP.GLBLECOM- TRAN.ORDERRELEASE.ORDERHANDLE.REQUEST.200536.V1.TEXT.Q	4	This queue is the entry point of OMS to TIBCO. It will consume the Order Release XML from OMS to TIBCO.
HP.GLBLECOM- TRAN.ORDERRELEASE.ORDERHANDLE.RESPONSE.200536.V1.TEXT.Q	4	It will send the SAP Customer ID Details from SAP to OMS
HP.GLBLECOM- TRAN.ORDERRELEASE.BI.ORDERHANDLE.200536.V1.TEXT.Q	1	It will send the Order Release XML to BI System.

If we receive any hawk alert in the above-mentioned services/queues. We will have to check three possible way to identify the status of the service instances.

1. Please check the receiver counts are available for the above-mentioned queues (Gems Tools helps to view the receivers count details).
2. If the Receiver count is available and please check whether the receivers is consuming the messages or not.
3. We will have to check the status of the service instances and logs in the TIBCO Administrator Console.

Note: (Check the logs in Admin Console) Click the Service Instances (OrderRelease_v1.0)→(Status-Running) →Tracing → Search for the log. Please check whether any exception has been throwing in the logs.

- If any exceptions/errors have been thrown in the logs, check with the Dev Team or raise an IM ticket to TIBCO platform Team.

Item Status Notification Service: ItemStatusNotification_v1.0 (SAP→TIBCO→ OMS)

Item status notification service will help to send the Shipment/Cancellation/Confirmation Notification from SAP→TIBCO→ OMS System.

Application Path: Application Management > ECOM > APP_SERVICES > ItemStatusNotification_v1.0 > Service Instances

Application Management > ECOM > APP_SERVICES > ItemStatusNotification_v1.0 > Service Instances					
Search (use * for wildcard) Show All					
Service Instance	State	Status	ET Group	Machine	Software
c1t26908.itcs.hpccorp.net - ItemStatusNotification_v1	▶ Running	🟢		c1t26908.itcs.hpccorp.net	TIBCO ActiveMatrix BusinessWorks 5.12.0
c1t26910.itcs.hpccorp.net - ItemStatusNotification_v1-1	▶ Running	🟢		c1t26910.itcs.hpccorp.net	TIBCO ActiveMatrix BusinessWorks 5.12.0
c1t26915.itcs.hpccorp.net - ItemStatusNotification_v1-2	▶ Running	🟢		c1t26915.itcs.hpccorp.net	TIBCO ActiveMatrix BusinessWorks 5.12.0

Queue's Related to Item Status Notification Service	Receiver Count	Details
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HP.GLBLECOM-TRAN.ITEMSTATUSNOTIFICATION. ORDERCONFIRM .200536.V1.XML.Q	4	It will help to send the order confirmation from SAP to OMS System
HP.GLBLECOM-TRAN.ITEMSTATUSNOTIFICATION. SHIPMENTNOTIFY .200536.V1.XML.Q	8	It will help to send the Shipment Notification from SAP to OMS System
HP.GLBLECOM-TRAN.ITEMSTATUSNOTIFICATION. ORDERCANCEL .200536.V1.XML.Q	4	It will help to send the order Cancellation Notification from SAP to OMS System

If we receive any hawk alert in the above-mentioned services/queues. All the queue related to OMS System, please check any Agent server was down in OMS end.

We will have to check three possible way to identify the status of the service instances in TIBCO.

1. Please check the receiver counts are available for the above-mentioned queues (Gems Tools helps to view the receivers count details).
2. If the Receiver count is available and please check whether the receivers is consuming the messages or not.
3. We will have to check the status of the service instances and logs in the TIBCO Administrator Console.

Return Processing Service: ReturnsProcessing_v1.0 (OMS→TIBCO→SAP)

Return Processing Service will help to send the Invoice details of Return Order and Misc. Credit Order (R and M Order) from OMS to SAP system.

Application Path: Application Management > ECOM > APP_SERVICES > ReturnsProcessing_v1.0 > Service Instances

Application Management > ECOM > APP_SERVICES > ReturnsProcessing_v1.0 > Service Instances					
Search (use * for wildcard) Show All					
Service Instance +	State	Status	FT Group	Machine	Software
c1t26910.its.heicore.net - Process Archive	▶ Running	OK		c1t26910.its.heicore.net	TIBCO ActiveMatrix BusinessWorks 5.12.0
c2t26915.its.heicore.net - Process Archive-1	▶ Running	OK		c2t26915.its.heicore.net	TIBCO ActiveMatrix BusinessWorks 5.12.0

Queue's Related to Return Processing Service	Receiver Count	Details
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HP.GLBLECOM- TRAN.RETURNSPROCESSING.HANDLEReturns.REQUEST.200536.V1.X ML.Q	2	It will send the R and M order invoice details to SAP from OMS.
HP.GLBLECOM- TRAN.RETURNSPROCESSING.BI.HANDLEReturns.REQUEST.200536.V1 .XML.Q	1	It will send the R and M order invoice details to BI System.

If we receive any hawk alert in the above-mentioned services/queues. We will have to check three possible way to identify the status of the service instances.

1. Please check the receiver counts are available for the above-mentioned queues (Gems Tools helps to view the receivers count details).
2. If the Receiver count is available and please check whether the receivers is consuming the messages or not.
3. We will have to check the status of the service instances and logs in the TIBCO Administrator Console.

Note: (Check the logs in Admin Console) Click the Service Instances
(ReturnsProcessing_v1.0)→(Status-Running) →Tracing → Search for the log. Please check whether any exception has been throwing in the logs.

- If any exceptions/errors have been thrown in the logs, check with the Dev Team or raise an IM ticket to TIBCO platform Team.

Inventory Sync and Inventory 3PP Service:

Inventory Service will help to receive the Full Feed/Intraday Feed from the source system and will send to OMS system for maintaining the inventory for each and every product.

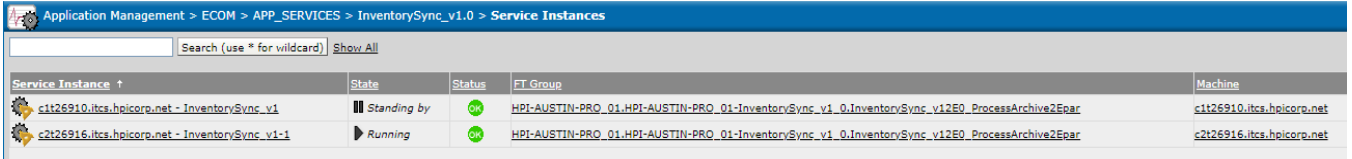
For 3PP Product- Source System was **Ingram**. (INGRAM→TIBCO→OMS)

Ingram Server location: mercury.ingrammicro.com (TIBCO will keep on check the Full Feed/ Intraday Feed file in Ingram Server location for every 15 mins. If the files are available, TIBCO will process it and send the inventory count to OMS.)

For STO Products- Source System was **SAP System**. (SAP→TIBCO→OMS)

Inventory Sync (InventorySync v1.0)

Application Path: Application Management > ECOM > APP_SERVICES > InventorySync_v1.0 > Service Instances



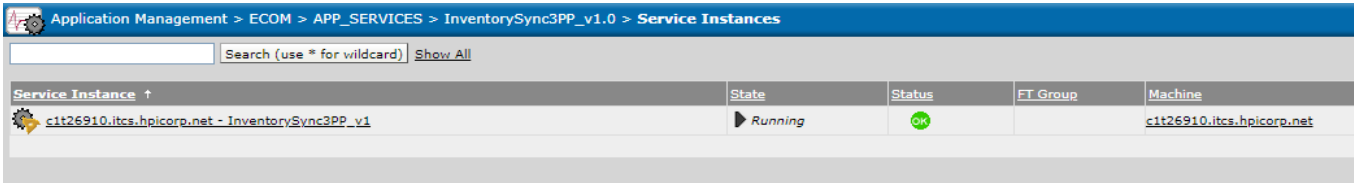
Service Instance ↑	State	Status	FT Group	Machine
c1t26910.itcs.hpccorp.net - InventorySync_v1	Standing by	OK	HPI-AUSTIN-PRO_01.HPI-AUSTIN-PRO_01-InventorySync_v1_0.InventorySync_v12E0_ProcessArchive2Epar	c1t26910.itcs.hpccorp.net
c2t26916.itcs.hpccorp.net - InventorySync_v1-1	Running	OK	HPI-AUSTIN-PRO_01.HPI-AUSTIN-PRO_01-InventorySync_v1_0.InventorySync_v12E0_ProcessArchive2Epar	c2t26916.itcs.hpccorp.net

Queue's Related to Inventory Sync Service	Receiver Count	Details
HP.GLBLECOM-TRAN.INVENTORYSYNCSTO.INTRADAYFEED.RESPONSE.200536.V1.TEXT.Q	4	TIBCO will send the STO Intraday Inventory file to OMS.

If we receive any hawk alert in the above-mentioned queue. This queue related to OMS System, please check any Agent server was down in OMS end.

Inventory Sync 3PP (InventorySync3PP v1.0)

Application Path: Application Management > ECOM > APP_SERVICES > InventorySync3PP_v1.0 > Service Instances



Service Instance ↑	State	Status	FT Group	Machine
c1t26910.itcs.hpccorp.net - InventorySync3PP_v1	Running	OK		c1t26910.itcs.hpccorp.net

Queue's Related to Inventory Sync 3PP Service	Receiver Count	Details
HP.GLBLECOM-TRAN.INVENTORYSYNC3PP.INVENTORYFEED.RESPONSE.200536.V1.TEXT.Q	4	TIBCO will send the 3PP file Inventory file to OMS.

If we receive any hawk alert in the above-mentioned queue. This queue related to OMS System, please check any Agent server was down in OMS end.

INVENTORY FILE Check Steps:

- Please find Inventory Flow for both 3PP and STO file below:

Ingram >> SeeBurger >> HPSB >> XI >> HHOSAP >> ETR

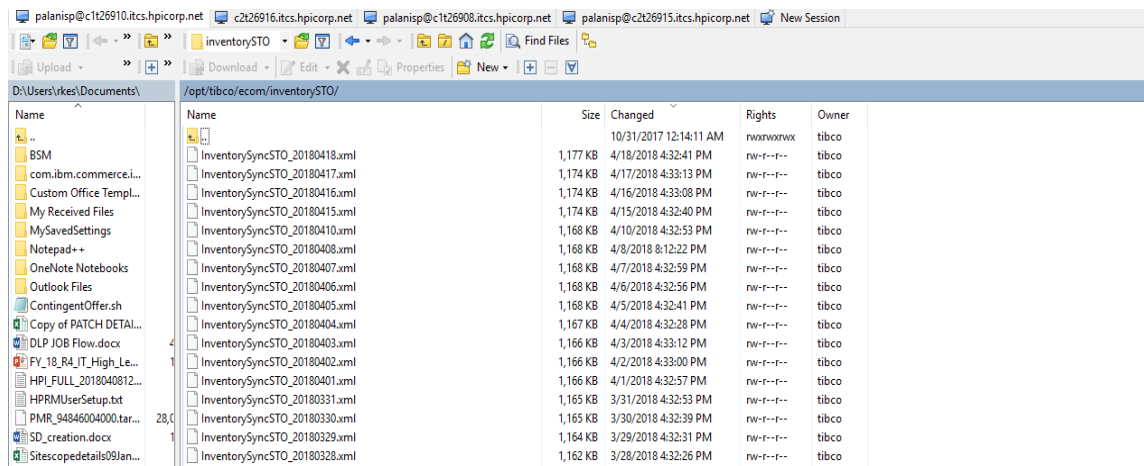
- From SAP, TIBCO will receive inventory files in any one of the below server,

c1t26910.itcs.hplicorp.net

c2t26916.itcs.hplicorp.net

- Path to check inventory file in above TIBCO Servers:

STO : /opt/tibco/ecom/inventorySTO



Name	Size	Changed	Rights	Owner
InventorySyncSTO_20180418.xml	1,177 KB	10/31/2017 12:14:11 AM	rw-rw-rw-r	tibco
InventorySyncSTO_20180417.xml	1,174 KB	4/18/2018 4:32:41 PM	rw-r--r--	tibco
InventorySyncSTO_20180416.xml	1,174 KB	4/17/2018 4:33:13 PM	rw-r--r--	tibco
InventorySyncSTO_20180415.xml	1,174 KB	4/16/2018 4:33:08 PM	rw-r--r--	tibco
InventorySyncSTO_20180410.xml	1,168 KB	4/15/2018 4:32:40 PM	rw-r--r--	tibco
InventorySyncSTO_20180408.xml	1,168 KB	4/10/2018 4:32:53 PM	rw-r--r--	tibco
InventorySyncSTO_20180407.xml	1,168 KB	4/8/2018 8:12:22 PM	rw-r--r--	tibco
InventorySyncSTO_20180406.xml	1,168 KB	4/7/2018 4:32:59 PM	rw-r--r--	tibco
InventorySyncSTO_20180405.xml	1,168 KB	4/6/2018 4:32:56 PM	rw-r--r--	tibco
InventorySyncSTO_20180404.xml	1,167 KB	4/5/2018 4:32:41 PM	rw-r--r--	tibco
InventorySyncSTO_20180403.xml	1,166 KB	4/4/2018 4:32:28 PM	rw-r--r--	tibco
InventorySyncSTO_20180402.xml	1,166 KB	4/3/2018 4:33:12 PM	rw-r--r--	tibco
InventorySyncSTO_20180401.xml	1,166 KB	4/2/2018 4:33:00 PM	rw-r--r--	tibco
InventorySyncSTO_20180331.xml	1,165 KB	4/1/2018 4:32:57 PM	rw-r--r--	tibco
InventorySyncSTO_20180330.xml	1,165 KB	3/31/2018 4:32:53 PM	rw-r--r--	tibco
InventorySyncSTO_20180329.xml	1,164 KB	3/30/2018 4:32:39 PM	rw-r--r--	tibco
InventorySyncSTO_20180328.xml	1,162 KB	3/29/2018 4:32:31 PM	rw-r--r--	tibco
InventorySyncSTO_20180328.xml	1,162 KB	3/28/2018 4:32:26 PM	rw-r--r--	tibco

3PP: /opt/tibco/ecom/inventorySync/inventory3PP/archive

Name	Size	Changed	Rights	Owner
HP_Inventory_Delta_04192018_0215.csv	1 KB	5/9/2017 6:27:37 AM	rw-r--r--	tibco
HP_Inventory_Delta_04012018_1900.csv	2 KB	4/19/2018 2:54:12 PM	rw-r--r--	tibco
HP_Inventory_Delta_04192018_0200.csv	11 KB	4/19/2018 2:39:12 PM	rw-r--r--	tibco
HP_Inventory_Delta_04192018_0145.csv	71 KB	4/19/2018 2:24:13 PM	rw-r--r--	tibco
HP_Inventory_Delta_04192018_0130.csv	5 KB	4/19/2018 2:09:12 PM	rw-r--r--	tibco
HP_Inventory_Delta_04192018_0115.csv	1 KB	4/19/2018 1:54:12 PM	rw-r--r--	tibco
HP_Inventory_Delta_04192018_0100.csv	1 KB	4/19/2018 1:39:12 PM	rw-r--r--	tibco
HP_Inventory_Delta_04192018_0045.csv	1 KB	4/19/2018 1:24:12 PM	rw-r--r--	tibco
HP_Inventory_Delta_04192018_0030.csv	1 KB	4/19/2018 1:09:12 PM	rw-r--r--	tibco
HP_Inventory_Delta_04192018_0015.csv	1 KB	4/19/2018 12:54:12 PM	rw-r--r--	tibco
HP_Inventory_Delta_04192018_0000.csv	4 KB	4/19/2018 12:39:12 PM	rw-r--r--	tibco
HP_Inventory_Delta_04182018_2345.csv	1 KB	4/19/2018 12:24:12 PM	rw-r--r--	tibco
HP_Inventory_Delta_04182018_2330.csv	1 KB	4/19/2018 12:09:17 PM	rw-r--r--	tibco
HP_Inventory_Delta_04182018_2315.csv	2 KB	4/19/2018 11:54:12 AM	rw-r--r--	tibco
HP_Inventory_Delta_04182018_2300.csv	4 KB	4/19/2018 11:39:12 AM	rw-r--r--	tibco
HP_Inventory_Delta_04182018_2245.csv	3 KB	4/19/2018 11:24:12 AM	rw-r--r--	tibco
HP_Inventory_Delta_04182018_2230.csv	5 KB	4/19/2018 11:09:17 AM	rw-r--r--	tibco
HP_Inventory_Delta_04182018_2215.csv	6 KB	4/19/2018 10:54:12 AM	rw-r--r--	tibco

Check 1:

We have received files from SAP and found it in above TIBCO location. But xml files didn't found in OMS.

Then we need to check below inventory sync application services under APP_SERVICES tab in TIBCO admin Console

InventorySync_v1.0

Service Instance	State	Status	FT Group	Machine
c1t26910.itcs.hpccorp.net - InventorySync_v1	Standing by	OK	HPI-AUSTIN-PRO_01.HPI-AUSTIN-PRO_01-InventorvSync_v1_0-InventorvSync_v12E0_ProcessArchive2Eear	c1t26910.itcs.hpccorp.net
c2t26916.itcs.hpccorp.net - InventorySync_v1.1	Running	OK	HPI-AUSTIN-PRO_01.HPI-AUSTIN-PRO_01-InventorvSync_v1_0-InventorvSync_v12E0_ProcessArchive2Eear	c2t26916.itcs.hpccorp.net

InventorySync3PP_v1.0

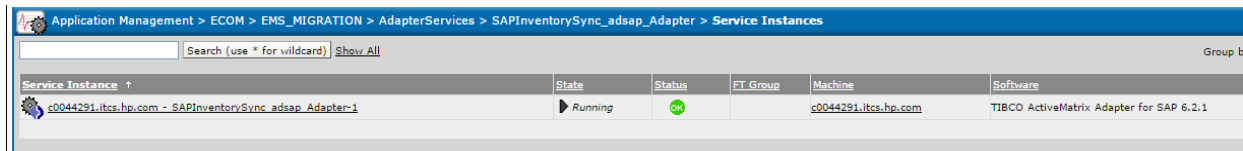
Service Instance	State	Status	FT Group	Machine
c1t26910.itcs.hpccorp.net - InventorySync3PP_v1	Running	OK	HPI-AUSTIN-PRO_01.HPI-AUSTIN-PRO_01-InventorvSync_v1_0-InventorvSync_v12E0_ProcessArchive2Eear	c1t26910.itcs.hpccorp.net

Check the state of services instances and raise ticket to platform for restart if it is in down status. After restart, check file sync up in OMS

Check 2:

Suppose, Inventory files were not found in TIBCO location. Then we need to check in below SAP Adapter Services under ADAPTER_SERVICES in TIBCO admin console.

SAPInventorySync_adsap_Adapter



Application Management > ECOM > EMS_MIGRATION > AdapterServices > SAPInventorySync_adsap_Adapter > Service Instances

Search (use * for wildcard) Show All

Service Instance	State	Status	FT Group	Machine	Software
c0044291.itcs.hp.com - SAPInventorySync_adsap_Adapter-1	▶ Running	OK		c0044291.itcs.hp.com	TIBCO ActiveMatrix Adapter for SAP 6.2.1

Check the state of services instances and raise ticket to platform for restart if it is in down status. After restart, check for file sync up in TIBCO and OMS location.

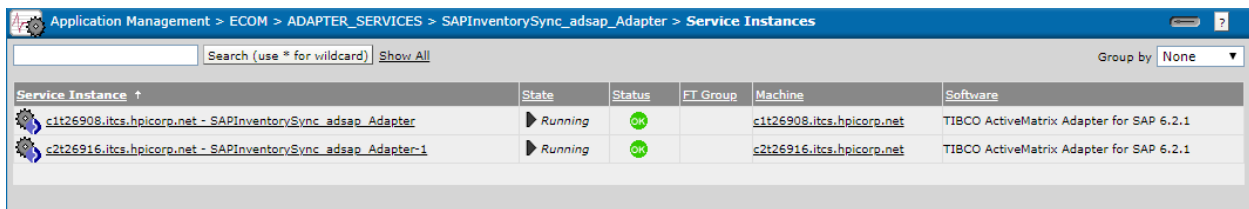
Check 3:

Both Adapter Services and Application Services for Inventory were running fine in TIBCO. But we didn't get inventory files. Then raise ticket to SAP Team and go for MI if needed.

NOTE: If state of service Instances were unknown, it means Hawk agent were down in TIBCO. Then we need to raise ticket to TIBCO Platform Team for restart of those agents.

TRACING:

We can able to see error/info messages in every service instances by following as below



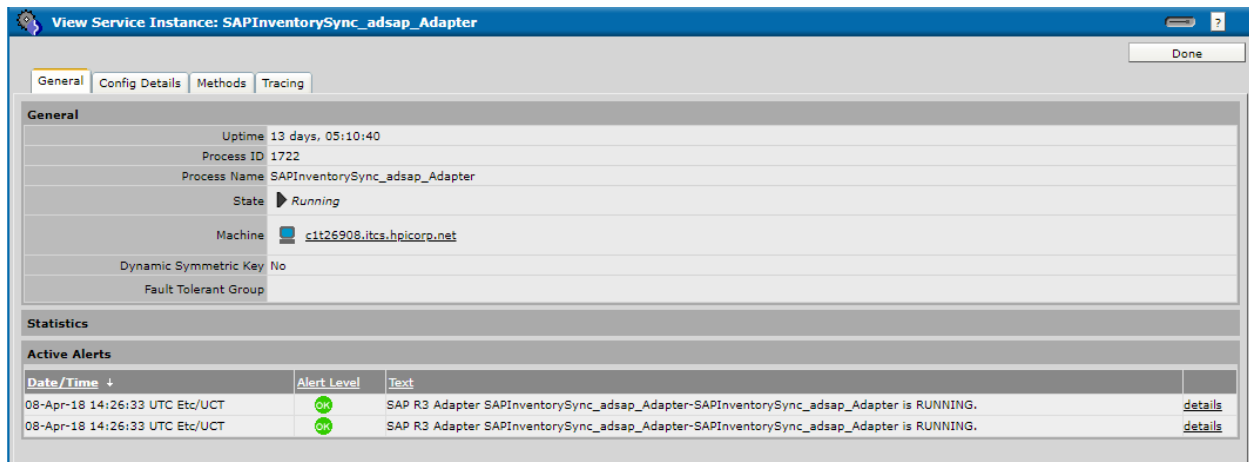
Application Management > ECOM > ADAPTER_SERVICES > SAPInventorySync_adsap_Adapter > Service Instances

Search (use * for wildcard) Show All

Group by: None

Service Instance	State	Status	FT Group	Machine	Software
c1t26908.itcs.hp.com - SAPInventorySync_adsap_Adapter	▶ Running	OK		c1t26908.itcs.hp.com	TIBCO ActiveMatrix Adapter for SAP 6.2.1
c2t26916.itcs.hp.com - SAPInventorySync_adsap_Adapter-1	▶ Running	OK		c2t26916.itcs.hp.com	TIBCO ActiveMatrix Adapter for SAP 6.2.1

By clicking any one of services, we can see view like below screenshot.



View Service Instance: SAPInventorySync_adsap_Adapter

General Config Details Methods Tracing

Done

General

Uptime 13 days, 05:10:40

Process ID 1722

Process Name SAPInventorySync_adsap_Adapter

State ▶ Running

Machine c1t26908.itcs.hp.com

Dynamic Symmetric Key No

Fault Tolerant Group

Statistics

Active Alerts

Date/Time	Alert Level	Text	
08-Apr-18 14:26:33 UTC Etc/UCT	OK	SAP R3 Adapter SAPInventorySync_adsap_Adapter-SAPInventorySync_adsap_Adapter is RUNNING.	details
08-Apr-18 14:26:33 UTC Etc/UCT	OK	SAP R3 Adapter SAPInventorySync_adsap_Adapter-SAPInventorySync_adsap_Adapter is RUNNING.	details

Then Click on Tracing tab and click search. We will able to see Role and message code. PFB

Application Management - ECOM - ADAPTER SERVICES - SAPInventorySync_adsap_Adapter - Service Instances

View Service Instance: SAPInventorySync_adsap_Adapter

General Config Details Methods **Tracing** Done

Search

File is

Lines to fetch less than

Add Search Condition

Export Items 1 - 20 of 142 << >>

<input type="checkbox"/>	Date/Time	Role	Message Code	Description	
<input type="checkbox"/>	21-Apr-18 11:02:59 UTC Etc/UTC	Info	AER3-000166	Connection State: Available	details
<input type="checkbox"/>	21-Apr-18 11:02:59 UTC Etc/UTC	Info	AER3-000198	Transaction confirmed 0F5E00612EDB5ADB1A5F0000	details
<input type="checkbox"/>	21-Apr-18 11:02:59 UTC Etc/UTC	Info	AER3-000166	Connection State: Available	details
<input type="checkbox"/>	21-Apr-18 11:02:59 UTC Etc/UTC	Info	AER3-000112	Data sent back to SAP R/3 System	details
<input type="checkbox"/>	21-Apr-18 11:02:59 UTC Etc/UTC	Info	AER3-000091	Total IDOCs processed: 1533	details
<input type="checkbox"/>	21-Apr-18 11:02:59 UTC Etc/UTC	Info	AER3-000197	Transaction committed 0F5E00612EDB5ADB1A5F0000	details
<input type="checkbox"/>	21-Apr-18 11:02:59 UTC Etc/UTC	Info	AER3-000085	IDOC sent in explode mode tracking=#a8ZHBjEFKhgOMUvMeA0/1nY4iU8UE#SAPAdapter.SAPInventorySync_adsap_Adapter-	details
<input type="checkbox"/>	21-Apr-18 11:02:56 UTC Etc/UTC	Info	AER3-000107	Number of records in table IDOC_DATA_REC_40 = 6934	details
<input type="checkbox"/>	21-Apr-18 11:02:56 UTC Etc/UTC	Info	AER3-000084	Received IDOC Name/Number/Receiving Partner: ZINVCON1/0000000193319692/SVP500TINV, Count: 1	details
<input type="checkbox"/>	21-Apr-18 11:02:56 UTC Etc/UTC	Info	AER3-000107	Number of records in table IDOC_CONTROL_REC_40 = 1	details
<input type="checkbox"/>	21-Apr-18 11:02:56 UTC Etc/UTC	Info	AER3-000106	Table = { IDOC_DATA_REC_40 }	details
<input type="checkbox"/>	21-Apr-18 11:02:56 UTC Etc/UTC	Info	AER3-000098	IDOC RFC Function invoked: IDOC_INBOUND_ASYNCHRONOUS	details
<input type="checkbox"/>	21-Apr-18 11:02:56 UTC Etc/UTC	Info	AER3-000116	Function call is transactional, TID: 0F5E00612EDB5ADB1A5F0000	details
<input type="checkbox"/>	21-Apr-18 11:02:56 UTC Etc/UTC	Info	AER3-000106	Table = { IDOC_CONTROL_REC_40 }	details
<input type="checkbox"/>	21-Apr-18 11:02:55 UTC Etc/UTC	Info	AER3-000195	Transaction created 0F5E00612EDB5ADB1A5F0000	details
<input type="checkbox"/>	21-Apr-18 07:18:19 UTC Etc/UTC	Info	AER3-000166	Connection State: Available	details
<input type="checkbox"/>	21-Apr-18 07:18:19 UTC Etc/UTC	Info	AER3-000198	Transaction confirmed 0F45314039E55ADA5E5BA000C	details

GIS.EMS.CLE.log Queue (Common Logging and Exception Handling)

QueueName	PendingMsgCo...	PendingMsgSize	ReceiverCount	InTotalMsgs	OutTotalMsgs	InMsgRate	OutMsgRate	PendPersMsgC
HPI.NEXTGENCRM.ST.INACTIVE.READWRITE.SFDC...	0	0b	0	0	0	0	0	0
GIS.EMS.CLE.Log	0	0b	2	120546681	121143000	21	21	0
queue.sample	0	0b	0	0	0	0	0	0
HPI.ACE.CREATECASE.CDM.REPLAY.118047.V1.X...	0	0b	0	0	0	0	0	0
GIS.EMS.CLE.Resolution.Internal	0	0b	2	0	0	0	0	0
HPI.SSC.SALESFORCEAPI.SUBSCRIPTION.REPLAY....	0	0b	0	0	0	0	0	0
\$sys.undelivered	0	0b	0	0	0	0	0	0
GIS.EMS.CLE.LogLevelRequest	0	0b	0	0	0	0	0	0
GIS.EMS.CLE.InterfaceCache	0	0b	0	0	0	0	0	0
GIS.EMS.CLE.EventHandler	0	0b	2	0	0	0	0	0
HPI.SSC.TPESUBSCRIPTION.SUBSCRIPTION.REPLA...	0	0b	0	0	0	0	0	0
HPI.NEXTGENCRM.HP_EXTREAM.WRITE.200271.V...	0	0b	0	0	0	0	0	0
HPI.NEXTGENCRM.STA.ACCOUNT.READWRITE.20...	0	0b	0	0	0	0	0	0
GIS.EMS.CLE.WorkflowRequest	0	0b	2	0	0	0	0	0
\$sys.redelivery.delay	0	0b	0	0	0	0	0	0
a.b.c	0	0b	0	0	0	0	0	0
HPI.NEXTGENCRM.ST.READWRITE.SFDC.200271.V...	0	0b	0	0	0	0	0	0
sample	0	0b	0	0	0	0	0	0
GIS.EMS.CLE.Exception	0	0b	2	4350499	4357121	0	0	0
HPI.SSC.SALESFORCESUBSCRIPTION.SUBSCRIPTI...	0	0b	0	0	0	0	0	0
GIS.EMS.CLE.LogLevelReply	0	0b	0	0	0	0	0	0
GIS.EMS.CLE.Resolution	0	0b	163	0	0	0	0	0
HPI.ACE.CASE.GSEMCLIENT.REPLAY.118047.V1.JS...	0	0b	0	0	0	0	0	0
GIS.EMS.CLE.Notification	0	0b	2	77341	77341	0	0	0
HPI.ACE.UPDATECLOSECASE.CDM.REPLAY.11804...	0	0b	0	0	0	0	0	0
\$sys.admin	0	0b	0	5934080	0	0	0	0
GIS.EMS.CLE.ExceptionCache	0	0b	0	0	0	0	0	0
\$sys.lookup	0	0b	0	0	0	0	0	0

Suppose, pending messages count increases in CLE queue, we need to check all services were up or not.

If not, kindly raise SD ticket to Tibco platform team.

From TIBCO Community(CLE):

In the enterprise level, application failures might occurs during runtime and leads to several risks or impacts to business down situation if they are not handled properly. ♣ Intelligent Common Logging Error framework (iCLE) addresses these issues by providing a common solution framework for logging and exception handling as enterprise services with a common standard structure format Exceptional Handling & Logging

Guidelines to Create or Search SD tickets to TIBCO team

For all TIBCO related requests or Incidents please raise an SD ticket from ESS

AG : W-HPI-INCLV3-EA-TCS-TIBCO

EPR ID:202330

ESS Link : <https://itsm-support.corp.hp.com/sm-ess/ess.do>

How to create and search SD Tickets:

- ❖ Log into ESS portal <https://itsm-support.corp.hp.com/sm-ess/ess.do>

The screenshot shows the HP Service Manager (PRO) - IT Support portal. The browser address bar displays the URL: <https://itsm-support.corp.hp.com/sm-ess/ess.do?lang=en&mode=ess.do&>. The page title is "HP Service Manager (PRO) - IT Support". The left sidebar contains a navigation menu with the following items: Self-Service Ticketing, IT Event Notification, Miscellaneous, Main Menu, and logoff. The main content area is titled "Request Assistance" and contains the "Identify Request Item" section. This section has a "Search" field with the label "Search Services or Applications:" and a hint: "For best results, enter name of the application or service. Examples: procurement, supply chain, siebel." Below the search field is a "Browse" section with a link to "All Categories". To the right of the "Browse" section is a list of "Service Category" links, including: 3com.it, authentication, business intelligence and analytics, corporate finance, customer services and support, database management, delivery operations, directories and authentication, ecommerce, eds.it, enterprise applications operations, enterprise business, enterprise business - lab services - cms - bangalore, enterprise business - lab services - essn - nonstop, and enterprise business - lab services - essn - us. A "Cancel" button is located at the bottom of the page.

- ❖ Search for TIBCO EprID 202330

Request Assistance

Identify Request Item

Search

Search Services or Applications:

Go

For best results, enter name of the application or service. Examples: procurement, supply chain, siebel.

Browse

Service Categories

[All Categories](#) > [business intelligence and analytics](#) > [platform](#) > [global integration services - inc](#) > [tibco implementation prd hpi 202330](#)

- **Select the category to submit the request**

Submit a Request

Provide Request Details

Contact Information

Service Recipient: *

Contact:

Contact Method: *

Email Address:

Problem Description

Impact: *

Request Summary: *

Service Category:

Category: *

Problem Description: *

Attach local files to help describe the problem

Add File...

Submit

Cancel

Back

- **Fill required fields and submit the request.**

TIBCO Wiki

TIBCO Wiki will helps to understand the overall architecture in ETR and it contains queue configuration and server details of all TIBCO Environment.

TIBCO WIKI: https://c1t11995.its.hplicorp.net/wiki/TIBCO_Platform_HPECOM