

# Signavio Workflow Accelerator Administrator Guide

3.56





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## Chapter 1

# Introduction

This is the Signavio Workflow Accelerator administration manual. It will provide you with information to setup the Workflow Accelerator system on your own server infrastructure. Workflow Accelerator officially supports Microsoft Windows Server 64Bit and Debian Stable 64Bit.

It is possible to setup Workflow Accelerator also on other Linux distributions. However, the instructions in this manual are only tested for Debian. Probably, you will have to adjust the instructions to your system, but the used software should work on most distributions.

### 1.1 Software components

In order to setup and work with Workflow Accelerator, several software components are necessary.

#### 1.1.1 Workflow Accelerator system

The Workflow Accelerator system refers to the application that you will run on your server and that consists of a Java web archive (WAR) that is deployed on Tomcat and a MongoDB database.

#### 1.1.2 Apache Tomcat

The Apache Tomcat is an application server that hosts the Workflow Accelerator web application. The Workflow Accelerator web application serves the Workflow Accelerator application to the users' browser and it also includes the backend of the Workflow Accelerator system.

#### 1.1.3 MongoDB

MongoDB is a document-oriented database system. It is the only database system that Workflow Accelerator supports. You can find more detailed information in the [MongoDB documentation](https://docs.mongodb.org)<sup>1</sup>.

#### 1.1.4 Node.js

Node.js is a runtime environment for JavaScript which is used by Workflow Accelerator to execute custom JavaScript tasks created by the user.

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<sup>1</sup> <https://docs.mongodb.org>



### 1.1.5 Mail server (SMTP)

The mail server is necessary to send notifications and invitation requests to users. Any server that is accessible via SMTP can be used.

### 1.1.6 Web browser

Workflow Accelerator runs as a web application. The user interface can be accessed using a modern web browser. More details about the supported browsers can be found in the section [Web browser](#) (page 7).

## 1.2 Naming conventions

Within this administrator's guide, several placeholders are used to increase readability.

\$WORKFLOW_HOME	Refers to the directory that contains the unzipped content of the downloaded signavio-workflow-{version}.zip.
\$TOMCAT_HOME	Refers to the directory where your Apache Tomcat is installed. This directory contains the folders webapps and conf. On Linux for example the directory might be located in /var/lib/tomcat8.
\$MONGO_HOME	Refers to the directory where your MongoDB is installed.
\$SCRIPT_ENGINE_HOME	Refers to the directory where your Workflow Accelerator Script Engine is installed.
\$MAIL_RELAY_HOME	Refers to the directory where your Workflow Accelerator Mail Relay is installed.

Those placeholders are used within example command line code. You need to replace those placeholders with the appropriate paths on your system.



## Chapter 2

# Installing Signavio Workflow Accelerator

This section will guide you through the set-up of Workflow Accelerator. Simply follow the subsections step by step. If you have already installed Workflow Accelerator and want to update the system to a newer version, you can skip this chapter.

## 2.1 System requirements

### 2.1.1 Operating system

The Workflow Accelerator system can be deployed on different operating systems. Officially supported are the following operating systems:

- Debian Stable Release 64-bit
- Microsoft Windows Server 64-bit

**Important:** In general, it is possible to install Workflow Accelerator on other Linux distributions. However, the installation process can differ from the following instructions and the Signavio team cannot offer official support in case of an installation problem.

You are advised to use a 64-bit operating system in order to be able to assign more than 1.5GB of heap space to the Java VM. Furthermore, MongoDB is limited to 2GB of content on 32-bit operating systems.

### 2.1.2 Hardware requirements

The described installation in this administrator's guide will set up the database and the application server on the same system. However, it is also possible to set up the database and application server on separate systems. For instance, if you already have an infrastructure that provides MongoDB instances for different applications, you can simply reuse your infrastructure and just create another database for Workflow Accelerator.

The minimal hardware requirements for the combined system of application and database server are:

- 8 GB RAM
- 4 core CPU
- 50 GB disk space

The required disk space depends on how you will use Workflow Accelerator. 50 GB should be sufficient disk space for most scenarios. However, if you plan on using a lot of file uploads in your processes the required disk space depends largely on the number and size of the uploaded files.



Note that the required disk space does not include the space necessary for backups. If you plan on storing the backups on the same server, you should add more.

### 2.1.3 Other systems

The Workflow Accelerator system relies on a SMTP mail server to send notifications and invite users. You can simply reuse any existing mail server in your organization that supports access via SMTP.

### 2.1.4 Software requirements

In order to run Workflow Accelerator on your server, you will need to install some additional software. Depending on your deployment strategy (combined or separate system for application and database), you have to install the following required software either on the same server or the respective separate servers.

The following sections contain detailed instructions on how to install and configure the additional software components.

The application server requires the following additional software:

- Java: Oracle JSE version 8 (1.8.0\_66+)

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**Important:** Pay attention to the version number. Signavio Workflow Accelerator does not yet support Java 9.

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- Apache Tomcat 8 64-bit (recommended) or Apache Tomcat 7 64-bit

The database server requires the following additional software:

- MongoDB version 3.4.x or version 3.6.x

The optional script engine requires the following additional software:

- Node.js 8.x LTS

### 2.1.5 Web browser

A current web browser is necessary on every client that shall display the Workflow Accelerator user interface. The following list shows the supported web browsers and versions:

- Google Chrome from version 50
- Mozilla Firefox from version 52
- Microsoft Edge
- Microsoft Internet Explorer 11
- Apple Safari from version 10

## 2.2 Unpack Signavio Workflow Accelerator

Unzip the `signavio-workflow-{version}.zip` to a directory of your choice, e.g. `/yourlocation/signavio-workflow-{version}`. In the rest of this guide, we'll refer to the Workflow Accelerator home directory as `$WORKFLOW_HOME`. The directory will contain the following files:

- `*.sh` - Linux shell scripts
- `db` - directory that contains MongoDB configuration files



- mongod.conf - configuration file for Linux
  - mongod.cfg - configuration file for Windows
- mail-relay - directory that contains the mail relay
- script-engine - directory that contains the script engine
- optional - directory that contains optional resources
  - spnego - directory that contains resources to setup SSO with SPNEGO
- webapps - directory
  - ROOT - this directory contains the web application

On Linux systems you need to make the scripts executable with the `chmod` command like this:

```
chmod a+x $WORKFLOW_HOME/*.sh
```

## 2.3 Installing Java

The application server requires a Java runtime environment in order to execute Workflow Accelerator's Java backend. You must install Java 8 64-bit on the application server. Download an installation package for your operating system here:

<https://www.java.com/en/download/manual.jsp>

## 2.4 Installing Tomcat

The Java backend of the Workflow Accelerator system is executed using Apache Tomcat. Workflow Accelerator supports Apache Tomcat 64-bit versions 8. It does not support Apache Tomcat 64-bit 9.

You can download the latest installation files for different operating systems from the following site:

<https://tomcat.apache.org/download-80.cgi>

In general, please make sure the user executing the Tomcat has read/write permissions for the `$TOMCAT_HOME/webapps` directory and its sub-directories.

### 2.4.1 Windows

If you are using a Windows system, the download site offers a Windows Service Installer ("32-bit/64-bit Windows Service Installer"). This installer will install the Apache Tomcat as a Windows service which can be started, stopped and configured over a graphical user interface. The service installer is the recommended way for Windows users to install the Tomcat server. Make sure you execute the installer with administrator privileges.

Furthermore, it is recommended to install the Apache Tomcat into a root directory on `C:\`.

### 2.4.2 Debian

If you are using Linux, consider installing Apache Tomcat using a package manager. On Debian, you can use the Advanced Packaging Tool (APT) and execute one of the following commands:

```
apt-get install tomcat8
```





## 2.5 Configuring Tomcat

This section will point the configuration options that are required to run Workflow Accelerator. However, Tomcat offers more configuration options that can be found in the official documentation:

<http://tomcat.apache.org/tomcat-8.0-doc/>

### 2.5.1 Java options

There are some Java options that need to be configured before starting the Tomcat server. These options are configured using the `JAVA_OPTS` environment variable. It should contain the following values:

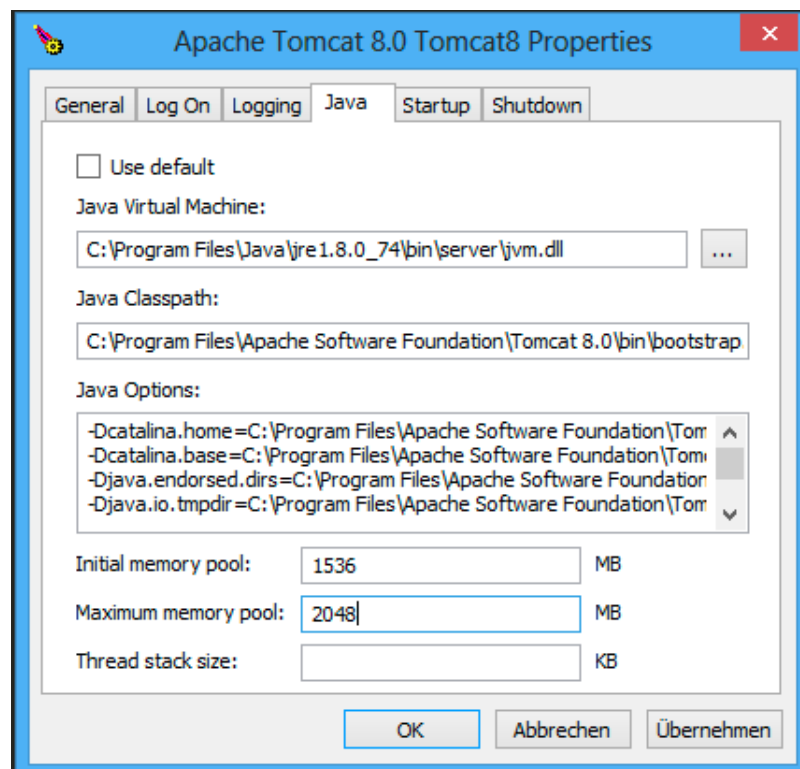
<code>-Xms1536m</code>	minimum RAM, should be at least 1.5GB
<code>-Xmx2048m</code>	maximum RAM, should be at least 2GB but more is recommended
<code>-Dfile.encoding=UTF-8</code>	sets UTF-8 as Apache Tomcat's default encoding mechanism
<code>-XX:PermSize=128m</code>	initial permanent generation space in MB
<code>-XX:MaxPermSize=256m</code>	maximum permanent generation space in MB

In order to allocate sufficient RAM to the Tomcat server you have to set the `Xms` and `Xmx` options, followed by the number of MB allocated and a literal `m`. `Xms` defines the initial/minimum amount of RAM that is used and `Xmx` the allowed maximum. You are advised to allocate at least 2GB of RAM to the Tomcat. However, it is recommended to use more RAM. For example, if you want to assign 4GB of maximum RAM the option would be `-Xmx4096m`.

The values for the permanent generation space have to be increased as well, these are defined by the values `-XX:PermSize=128m` and `-XX:MaxPermSize=256m`.

### 2.5.2 Windows

If you installed Tomcat using the Windows service installer, you can open the configuration dialog by opening the Windows start menu and selecting Program Files\Apache Tomcat\Configure Tomcat.



*The Java tab of the Tomcat configuration dialog*

The tab Java offers the possibility to set the options and define the memory pool (minimum and maximum RAM usage). Fill in the values for Xms and Xmx into the fields for memory pool and add the other options to the text area labeled as Java Options.

### 2.5.3 Debian

One way to define the JAVA\_OPTS under Debian and other Linux distributions is to create the file `setenv.sh` in the Tomcat `/bin/` directory. This directory contains also other files like the `catalina.sh`, the `startup.sh` or the `shutdown.sh` and is for instance located in `/usr/share/tomcat8` or a similar directory. Simply create or extend any existing `setenv.sh` file and add the line for the `JAVA_OPTS`:

```
export JAVA_OPTS="$JAVA_OPTS -Xms1536m [... add the other options]"
```

In case you have created a new `setenv.sh` file, you have to make sure it is executable using the `chmod` command:

```
chmod a+x setenv.sh
```

### 2.5.4 Set up the Tomcat connector

By default the Tomcat server will start up using port 8080 and 8005. Port 8080 is used for serving the Workflow Accelerator web application. Port 8005 is used to shut down the Tomcat instance. You can change the port in the `server.xml` which is located in `$TOMCAT_HOME/conf/server.xml`.

**Hint:** If the server is running on any other port than port 80, your users will have to enter the port in the address line of the web browser, e.g. `http://workflow.yourdomain.com:8080/`.



Locate the HTTP connector and change the value of port to your preferred port. Furthermore, make sure the connector contains the entry `URIEncoding="UTF-8"`. For example, the connector could look like this:

```
<Connector port="80" protocol="HTTP/1.1"
  connectionTimeout="20000"
  redirectPort="8443"
  URIEncoding="UTF-8" />
```

## 2.6 Installing the Workflow Accelerator web application

The Workflow Accelerator web application, which can be found in the directory `$WORKFLOW_HOME/workflow/ROOT`, needs to be copied to the Tomcat's `webapps` directory. Remove any files and directories that are located in `$TOMCAT_HOME/webapps` and copy the `ROOT` directory to `$TOMCAT_HOME/webapps/`.

The Workflow Accelerator application needs to run as the `ROOT` application in the Tomcat. Running it in parallel with another application that requires to run as the `ROOT` application in the same Tomcat is currently not possible.

## 2.7 Installing MongoDB

MongoDB is currently the only database system that Workflow Accelerator supports. If you already have infrastructure that can provide a MongoDB version 3.4.x or 3.6.x instance, simply create a new instance for Workflow Accelerator and skip to *Configuring MongoDB* (page 13). Otherwise continue with the installation instructions.

General information about installing MongoDB on different operating systems can be found at:

<https://docs.mongodb.com/manual/installation/>

There are two versions of MongoDB, *MongoDB Community Edition* and *MongoDB Enterprise*. *MongoDB Community Edition* can be used free of charge even in a commercial context, whereas *MongoDB Enterprise* is a commercial product that offers additional tooling and support. You can use either version with Workflow Accelerator.

In case you are using Linux, you have the possibilities to install MongoDB using either a package manager like `apt-get` or downloading the binaries directly. It is recommended to use the package manager because it will also set up scripts that will allow you to easily start and stop the server. However, you have to ensure the correct version is installed. *Debian* (page 12) explains in more detail how to set up MongoDB on Debian, and might work as an example for other Linux distributions.

### 2.7.1 Remarks for downloading the binaries

You can find a version of MongoDB for your operating system here:

<https://www.mongodb.com/download-center>

### 2.7.2 Windows

Windows requires you to download the binaries. Consider the remarks of the last subsection when doing so. If you are using any version older than Windows Server 2008 R2, you have to download the 64-bit legacy release.

You can find more details about installing MongoDB on Windows in the documentation:



<https://docs.mongodb.com/manual/tutorial/install-mongodb-on-windows/>

When you have finished downloading MongoDB, follow these steps:

1. Start the installation by double-clicking the downloaded MongoDB .msi and following the instructions.
  - You can select another install directory, e.g. C:\MongoDB, if you choose the *Custom* installation option.
2. Create a data directory for the MongoDB files, e.g. C:\MongoDB\data.
  - This directory will need the most disk space. Make sure the drive has sufficient disk space.
3. Create a logs directory for the MongoDB log files, e.g. C:\MongoDB\logs.
4. Copy the file \$WORKFLOW\_HOME\db\mongod.cfg to your MongoDB directory C:\MongoDB\mongod.cfg and edit the file.
  - The dbPath under storage must contain the absolute path to the data directory, e.g. C:\MongoDB\data.
  - The path under systemLog must contain the absolute path to the log file, e.g. C:\MongoDB\logs\mongodb.log. The log file will be created once MongoDB is started.
  - The configuration file needs to be in a valid **YAML<sup>2</sup>** format. You can use an online checker like **YAML Lint<sup>3</sup>** to verify the validity.
  - See *Configuring MongoDB* (page 13) for more information about the other configuration values.
5. Open the command line cmd with administrative privileges and execute the following command. Make sure to use absolute paths and replace them with the matching ones on your system.
  - C:\MongoDB\bin\mongod.exe --config C:\MongoDB\mongod.cfg --install
  - The command line should tell you that the service MongoDB was properly created.
  - You can unregister the service again by executing: C:\MongoDB\bin\mongod.exe --remove
  - The registered service should start MongoDB automatically on startup of Windows.
6. You can now start MongoDB by executing the following command: net start MongoDB
  - You can stop MongoDB by calling: net stop MongoDB
  - The service is also listed in the services window that can be opened by running services.msc.

### 2.7.3 Debian

If you are installing MongoDB on a Debian system, you are advised to use the method described in the MongoDB configuration:

<https://docs.mongodb.com/manual/tutorial/install-mongodb-on-debian/>

For convenience, the script \$WORKFLOW\_HOME/mongodb.install.debian.sh wraps the necessary commands for installing the correct version of MongoDB on *Debian 8 Jessie* using apt-get. Simply execute it from the command line by opening \$WORKFLOW\_HOME and calling:

```
sudo ./mongodb.install.debian.sh
```

This will add the MongoDB repositories to your package sources and install the version 3.4.x of MongoDB. Note that this script only works with Debian 8 Jessie. The official documentation offers instructions for Debian 7 Wheezy as well. You can now simply start and stop the MongoDB server by calling

<sup>2</sup> <http://yaml.org>

<sup>3</sup> <http://www.yamllint.com/>



```
sudo service mongod start
```

or

```
sudo service mongod stop
```

The server will use the default configuration file `/etc/mongod.conf`. See the next subsection for more information on how to configure MongoDB for Workflow Accelerator and create the required user. Note that the installation probably already started the MongoDB server. You will need to restart the MongoDB server after you edit the configuration.

## 2.8 Configuring MongoDB

In order to run MongoDB properly, some configuration options have to be defined. The easiest solution is to create a configuration file and link this configuration file when starting MongoDB with the `--config` option. The MongoDB configuration uses the [YAML](http://yaml.org)<sup>4</sup> format, you can use an online checker like [YAML Lint](http://www.yamllint.com/)<sup>5</sup> to verify that your configuration file has the proper format.

If you installed MongoDB under Windows using the method in the last section, you have already copied the predefined configuration file and adjusted the values for `dbPath` and `systemLog path` to your system. Then your configuration file already contains all necessary values.

If you installed MongoDB under Linux using `apt-get`, e.g. by following the instructions in the last section, there should be a `/etc/mongod.conf` configuration file. Edit this configuration file. The `dbPath`, `systemLog path` properties should already be defined. We recommend that you set the `logAppend` property to `true` and the `authorization` property to `enabled`.

In any other case make sure the configuration file contains the following properties.

```
systemLog:
  destination: file
  path: /var/log/mongoddb/mongoddb.log
  logAppend: true
storage:
  dbPath: /var/lib/mongoddb
security:
  authorization: enabled
```

<code>dbPath</code>	Defines the directory where the database files are stored.
<code>path</code>	Defines the file that will contain the logging output.
<code>logAppend</code>	Indicates that new logs will be appended to an existing log file after restarting the server, if set to <code>true</code> .
<code>authorization</code>	(optional) Turns authentication on, if set to <code>enabled</code> . It is advised to turn authentication on in case the MongoDB instance can be accessed over the network.

If you have installed MongoDB on Debian using a package manager, the default configuration file will probably contain the following entry:

```
net:
  bindIp: 127.0.0.1
```

This setting tells MongoDB to only bind to the local interface and reject remote connections. If you plan to install MongoDB and Tomcat on different machines, you must update this setting and either remove it or add the IP interface MongoDB should bind to, in order to listen for incoming connections. This value can contain a comma separated list of IPs and should NOT contain the IP address of the application server.

<sup>4</sup> <http://yaml.org>

<sup>5</sup> <http://www.yamllint.com/>



For more configuration options, see <https://docs.mongodb.com/manual/reference/configuration-options>.

### 2.8.1 Add a database user for Workflow Accelerator

Workflow Accelerator requires a MongoDB user in the admin database that has the following roles:

dbAdminAnyDatabase	
readWriteAnyDatabase	
clusterAdmin	This role will allow you to list all databases. This becomes necessary if you plan on using the user credentials when editing any database content with a tool like Robomongo. Furthermore, it is necessary for creating backups.
userAdminAnyDatabase	This role is required for backups.

The user will access the databases for Workflow Accelerator. Workflow Accelerator will create two databases, one for the user and workflow data, and one for uploaded files. The name of the first database can be configured in the Workflow Accelerator configuration file. The name of the second database is derived from the name of the first one by adding "-files". For instance, if you define the database name "signavio", the databases "signavio" and "signavio-files" will be created.

In general, if you want to create a new user in MongoDB you will need to authenticate with an existing user that has the role userAdmin or userAdminAnyDatabase. There is an exception for a fresh MongoDB set-up. It will allow you to create the first user from localhost without any authentication. The following examples will show you how to create a new user using the credentials of an admin user and how to do it without any credentials in case of a new MongoDB.

In order to add a new user to MongoDB, the MongoDB server has to be running. The following subsections will show you how to create the Workflow Accelerator database user using the command line.

#### Windows

1. Open the command line cmd and go to your MongoDBbin directory, e.g. by executing: `cd C:\MongoDB\bin`
2. If you have an admin user, create the Workflow Accelerator user by executing:

```
mongo.exe admin -u admin -p <enterYourAdminPasswordHere> --eval "db.createUser( {u
↪ user: 'signavio', pwd: '<enterSignavioPasswordHere>', roles: ['dbAdminAnyDatabase',
↪ 'readWriteAnyDatabase', 'clusterAdmin', 'userAdminAnyDatabase'] } )"
```

- Replace <enterAdminPasswordHere> with the password, you have defined for the admin user.
- Replace <enterSignavioPasswordHere> with the password for the new Workflow Accelerator user. As you can see the user name is signavio.

1. If you have a new MongoDB and no admin user, create the Workflow Accelerator user by executing:

```
mongo.exe admin --eval "db.createUser( { user: 'signavio', pwd: '
↪ <enterSignavioPasswordHere>', roles: ['dbAdminAnyDatabase',
↪ 'readWriteAnyDatabase', 'clusterAdmin', 'userAdminAnyDatabase'] } )"
```

- Replace <enterSignavioPasswordHere> with the password for the new Workflow Accelerator user. As you can see the user name is signavio.

2. You can verify the creation of the new Workflow Accelerator user by executing:

```
mongo.exe admin -u signavio -p <enterSignavioPasswordHere> --eval "db.getUser(
↪ 'signavio');"

```



- On the command line you will see the user information including the four assigned roles.

## Debian

If you have installed MongoDB using a package manager, the binaries should be available on the path. Otherwise, open the directory with the MongoDB binary files and follow the instructions.

1. If you have an admin user, create the Workflow Accelerator user by executing:

```
mongo admin -u admin -p <enterYourAdminPasswordHere> --eval "db.createUser( {u
↪ user: 'signavio', pwd: '<enterSignavioPasswordHere>', roles: [
↪ 'dbAdminAnyDatabase', 'readWriteAnyDatabase', 'clusterAdmin',
↪ 'userAdminAnyDatabase'] } )"
```

- Replace <enterAdminPasswordHere> with the password, you have defined for the admin user.
  - Replace <enterSignavioPasswordHere> with the password for the new Workflow Accelerator user. As you can see the user name is signavio.
2. If you have a new MongoDB and no admin user, create the Workflow Accelerator user by executing:

```
mongo admin --eval "db.createUser( { user: 'signavio', pwd: '
↪ <enterSignavioPasswordHere>', roles: ['dbAdminAnyDatabase',
↪ 'readWriteAnyDatabase', 'clusterAdmin', 'userAdminAnyDatabase'] } )"
```

- Replace <enterSignavioPasswordHere> with the password for the new Workflow Accelerator user. As you can see the user name is signavio.
3. You can verify the creation of the new Workflow Accelerator user by executing:

```
mongo admin -u signavio -p <enterSignavioPasswordHere> --eval "db.getUser(
↪ 'signavio');"

```

- On the command line you will see the user information including the four assigned roles.

Once the Workflow Accelerator user is created, its credentials have to be added to the Workflow Accelerator configuration file to the `effektif.mongodb.username` and `effektif.mongodb.password` properties. Section [Update the Workflow Accelerator configuration file](#) (page 24) explains how to update the configuration file.

## 2.8.2 Backup and restore

You are advised to do regular backups of the MongoDB database to prevent a complete data loss in case of a system failure. The Workflow Accelerator system will NOT backup the user data on its own. The [Backup](#) (page 53) section explains in detail how to set up backups for MongoDB properly. The [Restoring backups](#) (page 55) section explains how you can restore an older version of the user data from a backup.

## 2.9 Installing Node.js

**Important:** You only need to install and configure Node.js if you purchased a version of Workflow Accelerator which allows you to use JavaScript tasks.



Node.js is a runtime environment for JavaScript which is used by Workflow Accelerator to execute custom JavaScript tasks created by the user. We recommend using the Node.js LTS (Long Term Support) version 8.x.

### 2.9.1 Windows

For Windows, there is a self-extracting installer to set up Node.js.

1. Go to <https://nodejs.org/en/download/>
2. Select the LTS version.
3. Download the *Windows Installer (.msi)* for your Windows version.
4. Execute the downloaded installer and follow installation guide.

### 2.9.2 Debian

The Node.js site offers additional documentation for setting up Node.js on Debian using the package manager APT:

<https://nodejs.org/en/download/package-manager/#debian-and-ubuntu-based-linux-distributions>

Make sure to install the LTS version of Node.js.

## 2.10 Installing the Workflow Accelerator Script Engine

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**Important:** You only need to install and configure the Script Engine if you purchased a version of Workflow Accelerator which allows you to use JavaScript tasks.

---

The Workflow Accelerator Script Engine uses Node.js to execute JavaScript tasks within a workflow and an embedded HTTP server to communicate with the Workflow Accelerator web application. You can install the Script Engine on either the same machine as the Workflow Accelerator web application or on a separate machine. However, if you use a separate machine to run the script engine, you have to make sure the web application can connect over HTTP to the configured port of the script engine and vice versa. In order to install the script engine, follow these instructions:

1. Create new local directory for the script engine, e.g. `C:\Program Files\Script Engine` or `/var/lib/script-engine`.
  - We will refer to this directory as `$SCRIPT_ENGINE_HOME`.
2. Copy the content of the directory `$WORKFLOW_HOME/script-engine/` to your newly created directory.
  - You should find the file `server.js` directly within your directory: `$SCRIPT_ENGINE_HOME/server.js`.
3. Open `$SCRIPT_ENGINE_HOME/configuration.onpremise.js` and edit the values for the port, log files and Workflow Accelerator URL.
  - Ensure that the port for the script engine is not used by any other application.
4. Add the URL of the script engine to the Workflow Accelerator configuration file, see [Update the Workflow Accelerator configuration file](#) (page 24) for more information.
  - If you run the script engine on the same machine as the web application and use the default port the URL will be `http://localhost:8081`.





The configuration file offers the following options:

port	Defines the port the script engine will bind to and listen for incoming HTTP requests.
workflowURL	Defines the URL of the Workflow Accelerator system (including port), e.g. <code>http://localhost:8080</code> .
log file	Defines the location and name of the script engine log file. You can an absolute or relative path. By default, the log files are stored in the same directory as the script engine.
log errorFile	Defines the location and name of the script engine error log file.

After the successful set-up you can start the script engine by opening the `$SCRIPT_ENGINE_HOME` directory on a command line and executing the following command

```
node server.js
```

### 2.10.1 Wrapping the Script Engine into a service

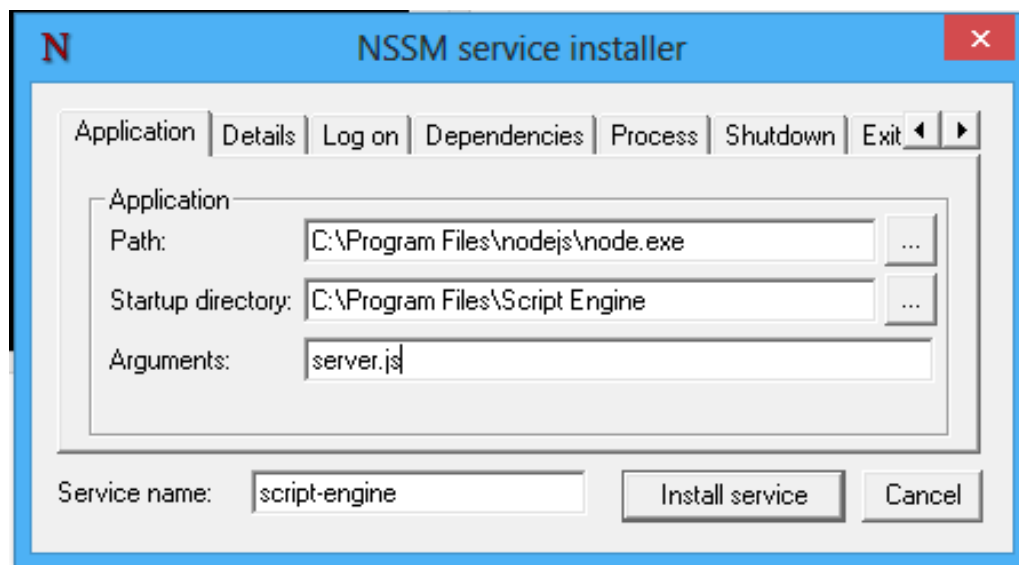
The script engine can be executed as shown above by running the command on a command line. However, it might be useful for production systems to run the script engine as a service or daemon. The following sub sections describe one possibility for each supported operating system which can be used to accomplish this goal. Note that Signavio offers no support for any third-party tools. Use them at your own discretion.

#### Windows

For Windows, there are several software tools which allow you to wrap a script into a service and monitor the execution. The **Non-Sucking Service Manager**<sup>6</sup> (NSSM) is such a free tool which allows you to wrap any executable into a Windows service.

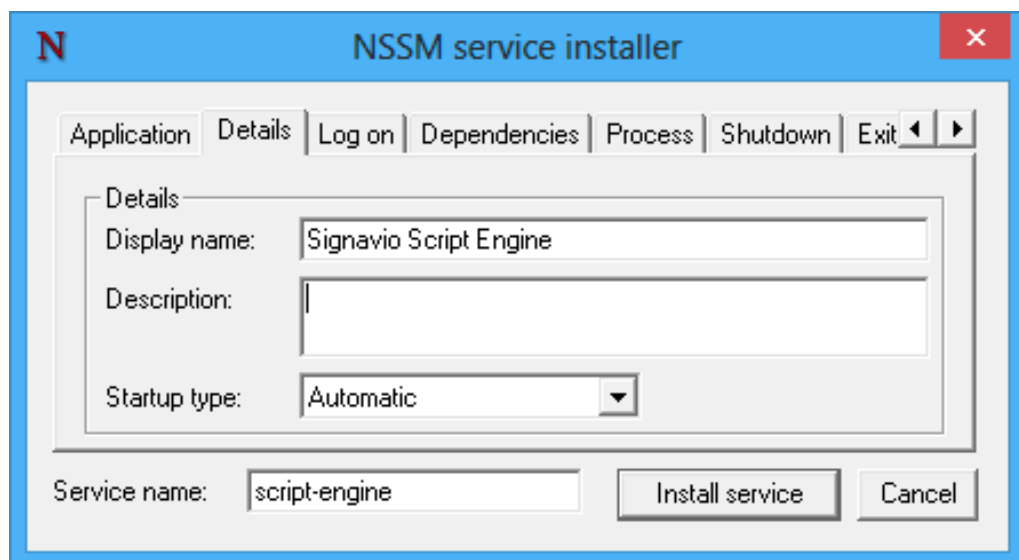
1. Download NSSM from <http://nssm.cc/download>
2. Create a new local installation directory for NSSM, e.g. `C:\Program Files\NSSM`.
3. Unzip the downloaded file and copy either the 64-bit `win64\nssm.exe` or the 32-bit `win32\nssm.exe` file to your new local directory.
4. Add the installation directory of NSSM to the environment variable `PATH` in the Windows system settings.
  - This is necessary to use the `nssm` executable on the command line without an absolute path.
5. Open the command line `cmd` with administrative privileges.
6. Execute `nssm install script-engine`.
7. The NSSM configuration dialog open
8. In the *Application* tab fill in the following information:
  - *Path*: the path to the Node.js .exe file, e.g. `C:\Program Files\nodejs\node.exe`
  - *Startup directory*: the value of `$SCRIPT_ENGINE_HOME`, e.g. `C:\Program Files\Script Engine`.
  - *Arguments*: the exact value `server.js`

<sup>6</sup> <http://nssm.cc/>



9. In the *Details* tab fill in the following information:

- *Display name*: the name of the service shown in `services.msc`
- *Description*: a description which will help you to recognize the service
- *Startup type*: choose if the service shall start automatically on startup or if you want to start it manually



10. Fill in any other service configuration settings you deem appropriate for your system in the other tabs.

11. Click on *Install service*.

Now you can start the script engine with the following command:

```
nssm start script-engine
```

You can check the status of the script engine by executing:

```
nssm status script-engine
```

In order to stop the script engine again, execute the following command:



```
nssm stop script-engine
```

While it is running, you can open your browser and go to the URL you have configured for the script engine, by default this `http://localhost:8081`. If the engine is running, you will see a blank page with this content: `{}`

Besides using `nssm` on the command line, you will find a new service when you open the `services.msc`. The script engine will show up under the name you configured as display name. You can start and stop the script engine from here as well.

## Linux

On Linux this task is usually accomplished with Init scripts using the respective Init system of your Linux distribution. Because there are several different Init systems, Signavio will not provide a template. However, if you don't already have a template, you can find lots of matching templates for your Init system on the internet.

As mentioned before, the script engine can be started from within `$SCRIPT_ENGINE_HOME` by executing:

```
node server.js
```

You have to ensure your Init script starts the Node.js executable `node` and uses the JavaScript file `$SCRIPT_ENGINE_HOME/server.js` as an argument. Note, if you use a restricted user to execute the command, make sure the user has appropriate access to the `$SCRIPT_ENGINE_HOME` directory.

## 2.11 Installing the Workflow Accelerator Mail Relay

**Important:** You only need to install and configure the Mail Relay if you purchased a version of Workflow Accelerator which allows you to use email triggers.

The mail relay is a SMTP server which receives emails and forwards them via HTTP to the Workflow Accelerator web application. It is required in order to start a workflow by email. If you don't plan on starting workflows by email, you don't have to set this component up and can skip this section.

The complete set-up of the mail relay consists of the following steps:

1. Create an email domain for the mail relay
2. Install and configure the mail relay
3. Configure the web application

### 2.11.1 Create an email domain for the mail relay

In order to work properly, the mail relay needs to receive all relevant emails. The used email addresses are created dynamically based on the ID of the workflow that should be started. The domain used for the email addresses can be chosen by you and has to be configured in the system. We advise that you create a specific subdomain which is different from your normal email domain and redirect any incoming emails to the mail relay.

For example if you use the email domain `mail.yourcompany.com`, a typical email address for the workflow system would look like this:

```
process-5702854fd1dfff250dc57994@mail.yourcompany.com
```



How you route the emails to the mail relay is up to you and depends on your infrastructure. If the server which runs the mail relay is publicly available, you can simply set up a respective **MX record**<sup>7</sup>. Note, the mail relay and the Workflow Accelerator web application don't have to run on the same server. If your email server (e.g. Microsoft Exchange) allows rerouting traffic for a specific subdomain to another server, you can also set up a respective rule there. Make sure the email text and sender address have not been modified due to some forwarding mechanism.

The next subsection explains how you set up the mail relay and configure it to use your email domain.

### 2.11.2 Install and configure the mail relay

The mail relay comes as a JAR file which requires Java 8 for the execution. Make sure Java 8 is installed before continuing with the set-up.

The mail relay can be installed on the same server as the Workflow Accelerator web application or on a different server. If you choose two different servers, ensure the mail relay is able to reach the server which runs the web application.

1. Create a new local directory for the mail relay, e.g. `C:\Program Files\Mail Relay` or `/var/lib/mail-relay`.
  - We will refer to this directory as `$MAIL_RELAY_HOME`.
2. Copy the contents of the directory `$WORKFLOW_HOME/mail-relay/` to your newly created directory.
  - You should find the file `mail-relay.jar` directly within your directory: `$MAIL_RELAY_HOME/mail-relay.jar`.
3. Within the `$MAIL_RELAY_HOME` directory create a new directory `logs`.
4. Open `$MAIL_RELAY_HOME/logback.xml` and edit value in the following line:

```
<property name="LOG_DIR" value="." />
```

5. Set value to the absolute path of `$MAIL_RELAY_HOME/logs`.
  - For example `C:\\Program Files\\Mail Relay\\logs` or `/var/lib/mail-relay/logs`
  - On Windows you have to use `\\` as a separator for the path.
6. Open `$MAIL_RELAY_HOME/mail-relay.properties` and edit the values for the domain, port and Workflow Accelerator URL.
  - Ensure that the port for the mail relay is not used by any other application.

The configuration file offers the following options:

<code>workflow.relay.domain</code>	Defines the (sub)domain which is used to receive emails for Workflow Accelerator.
<code>workflow.relay.serverUrl</code>	Defines the URL of the Workflow Accelerator web application.
<code>workflow.relay.port</code>	Defines the port the SMTP will use and listen to.

After the successful set-up you can start the mail relay by opening the command line and executing the following command

```
java -jar $MAIL_RELAY_HOME/mail-relay.jar
```

Replace `$MAIL_RELAY_HOME` with the absolute path to the JAR file.

You can also register a new service or set up a new Linux Init script depending on your operating system to ease the management of the mail relay.

<sup>7</sup> [https://en.wikipedia.org/wiki/MX\\_record](https://en.wikipedia.org/wiki/MX_record)



## Windows

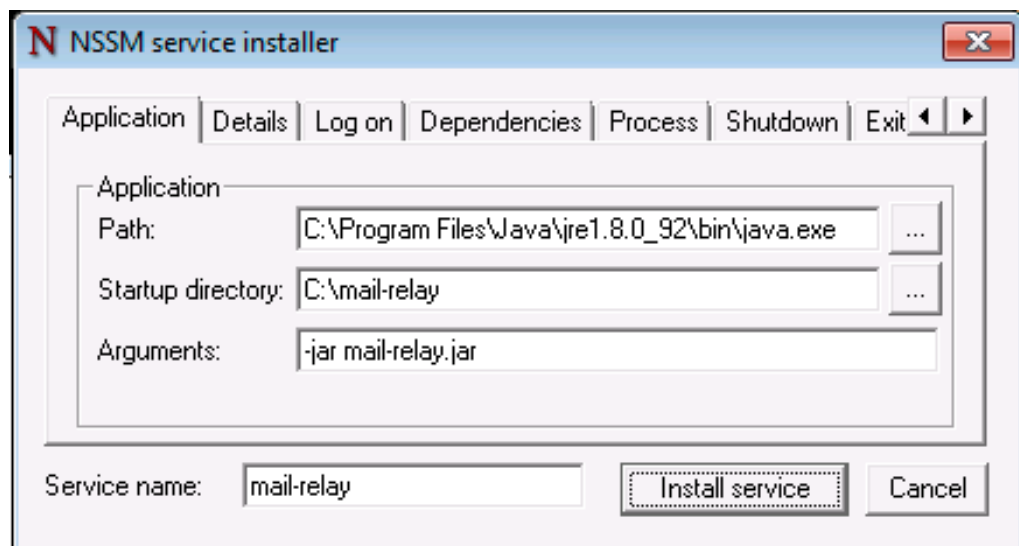
Section *Wrapping the Script Engine into a service* (page 17) explains how you can wrap a single command into a service using NSSM. If you installed NSSM previously, you don't need to install it again. Simply follow the instructions and replace the details for the script engine with the details for the mail relay:

1. Open a command line with administrator privileges and execute:

```
nssm install mail-relay
```

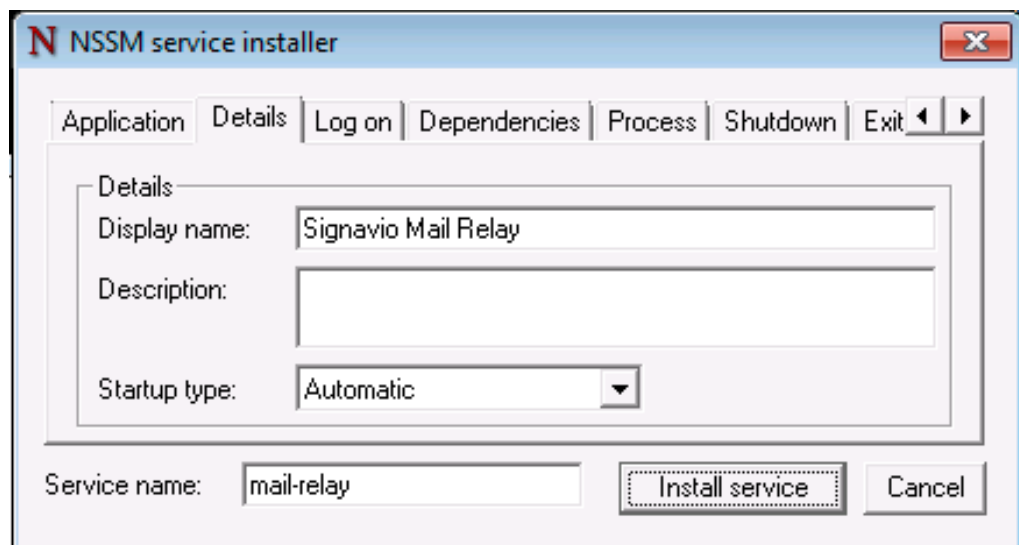
2. In the *Application* tab fill in the following information:

- *Path*: the path to the Java .exe file, e.g. C:\Program Files\Java\jre1.8.0\_92\bin\java.exe
- *Startup directory*: the value of \$MAIL\_RELAY\_HOME, e.g. C:\Program Files\Mail Relay.
- *Arguments*: the exact value -jar mail-relay.jar



3. In the *Details* tab fill in the following information:

- *Display name*: the name of the service shown in services.msc
- *Description*: a description which will help you to recognize the service
- *Startup type*: choose if the service shall start automatically on startup or if you want to start it manually



After the successful registration, you can start the mail relay similarly to the script engine either on command line or via `services.msc`.

## Linux

Similar to the script engine, for the mail relay this task is usually accomplished with Init scripts using the respective Init system of your Linux distribution. Because there are several different Init systems, Signavio will not provide a template. However, if you don't already have a template, you can find lots of matching templates for your Init system on the internet.

As mentioned before, the mail relay can be started by executing:

```
java -jar $MAIL_RELAY_HOME/mail-relay.jar
```

The placeholder `$MAIL_RELAY_HOME` has to be replaced with the absolute path to the JAR file.

You have to ensure your Init script starts the Java executable and uses the arguments `-jar` and the absolute path to JAR file `mail-relay.jar`. Note that if you use a restricted user to execute the command, the user must have appropriate access to the `$MAIL_RELAY_HOME` directory.

### 2.11.3 Configure the web application

After setting up the mail relay, the email trigger needs to be enabled in the web application configuration. Section [Update the Workflow Accelerator configuration file](#) (page 24) explains where you find the respective configuration file. Make sure to set proper values for the following configuration values:

```
effektif.mail.receiver.enabled = true
effektif.mail.receiver.domain = mail.yourcompany.com
```

The first value must be set to `true` to enable the email trigger. The second value must be set to the email domain you created for the mail relay. It will be shown in the user interface of the web application.

### 2.11.4 Testing the mail relay

In order to verify the set-up works as intended, it can be helpful to test it. If you have installed Workflow Accelerator completely and created an organization within the application, you can directly test the set-up with a workflow.



1. Create a new workflow
2. Choose the email trigger
3. Copy the email address which is shown in the UI
4. Publish the workflow
5. Send an email to the copied email address

The case list should now contain a new completed case which shows your email in the event stream. If no case was started, you should check the log file `$MAIL_RELAY_HOME/logs/mail.log` for any error message.

If you haven't finished the complete set-up, but at least the web application is running as well, you can test already whether the communication between the mail relay and the web application works. A simple way to do that is to send an email via command line to the mail relay and consult the log file to see the result from the server. The following examples will show you how you can do that on different operating systems. The examples will send an email to a not existing workflow which is referenced by `process-123`. Therefore, the web application will respond with an error code and you will see a message similar to `Invalid response status code: 400` in the log file. This error is expected, as the workflow doesn't exist, and proves the communication is working.

## Windows

You can send an email using the Windows PowerShell:

```
Send-MailMessage -SMTPServer localhost -To process-123@mail.yourcompany.com -From you@yourcompany.com -Subject "This is a test email" -Body "This is the test message"
```

Replace the domain of the email address for the `-To` parameter with the one you set in the configuration file.

## Linux

You can send an email using telnet to connect to the mail relay.

Open a command line on the server which is running the mail relay and execute:

```
telnet localhost 25
```

Replace the number 25 with the respective port that you configured for the mail relay.

Afterwards type in the following example line by line and replace the domain in the email for `rcpt` to match the domain you configured for the mail relay.

```
hello me
mail from:<john.doe@yourcompany.com>
rcpt to:<process-123@mail.yourcompany.com>
data
From: john.doe@yourcompany.com
Subject: test subject

This is the body
.
quit
```

## 2.12 Configuring Workflow Accelerator



### 2.12.1 Install the license file

You have received the Workflow Accelerator license file, `license.xml`, along with the Workflow Accelerator application. Before you can start the Workflow Accelerator system, you have to add the license file to the application. Copy the license file into the directory `$TOMCAT_HOME/webapps/ROOT/WEB-INF/classes`. The Workflow Accelerator system will check your license file on startup and set up the defined number of licenses.

### 2.12.2 Update the Workflow Accelerator configuration file

Before you can start Workflow Accelerator for the first time, you need to configure some mandatory properties in the Workflow Accelerator configuration file. Make sure you have copied the Workflow Accelerator web application to the Tomcat's webapps directory before continuing. The configuration file can be found here `$TOMCAT_HOME/webapps/ROOT/WEB-INF/classes/effektif-onpremise.properties`.

The configuration file is a property file that contains one configuration option per line and key and value are separated by a `=`. Every line that starts with a `#` is commented out and will not be used.

In general, the configuration allows to configure the base URL of the Workflow Accelerator system, the mail server, the database connection and integrations with third party systems (e.g. Signavio). If you installed the Workflow Accelerator Script Engine, you need to configure the URL to the script engine as well. As described in [Installing the Workflow Accelerator Script Engine](#) (page 16) the URL derives from the domain (localhost for the same machine) and port the script engine is running on. If you installed the Workflow Accelerator Mail Relay, you need to enable the email trigger and set the email domain that you created during the set-up.

<code>effektif.baseurl</code>	(Required) The IP address or server name (including the port) of the server running the Workflow Accelerator Tomcat application server. E.g. <code>http://workflow.yourdomain.com:8080</code> . If the server is running on port 80, the port can be omitted.
<code>effektif.smtp.host</code>	(Required) The IP address or server name of the outgoing email server.
<code>effektif.smtp.port</code>	The port on which the outgoing SMTP server listens
<code>effektif.smtp.ssl</code>	if SSL should be used ( true or false )
<code>effektif.smtp.tls</code>	if TLS should be used ( true or false )
<code>effektif.smtp.user</code>	The username for authentication
<code>effektif.smtp.pass</code>	The password for authentication
<code>effektif.mail.from</code>	This email address is used as the sender when the Workflow Accelerator system sends out notifications.
<code>effektif.mail.feedback</code>	This email address will receive all feedback which is sent using the feedback functionality in the application.
<code>effektif.mongodb.servers</code>	A comma-separated list of MongoDB servers (hostnames). If you have MongoDB running on the same server as Tomcat, the default value of localhost is okay.
<code>effektif.mongodb.username</code>	The Workflow Accelerator MongoDB user name. If you created the user following the instructions in this guide, the name is <code>signavio</code> .
<code>effektif.mongodb.password</code>	The password of the Workflow Accelerator MongoDB user. This is the password you defined during user creation.
<code>effektif.mongodb.database</code>	The name of the database Workflow Accelerator should use. The default value <code>signavio</code> is okay.
<code>effektif.javascriptengine.url</code>	(Optional) The URL of the Workflow Accelerator Script Engine, e.g. <code>http://localhost:8081</code> .
<code>effektif.mail.trigger</code>	(Optional) Activate the email trigger if set to true. You have to set up the mail relay for the trigger to work properly.
<code>effektif.mail.domain</code>	(Optional) The email domain which is used to receive emails for the email trigger. The same value must be configured for the mail relay.

The following properties are only relevant if your Workflow Accelerator installation is connected to your Signavio installation.





```
effektif.process.manager.serviceBaseUrl  
effektif.process.manager.authentication.clientId  
effektif.process.manager.authentication.clientSecret  
effektif.process.manager.authentication.jwt.secret
```

See *Signavio Process Manager integration* (page 32) for more information on how to set up the integration.

### 2.12.3 Configure logging

The Workflow Accelerator system has its own application log file `effektif.log`. You need to define the directory where this log file is stored. The directory is specified in the file `$TOMCAT_HOME/webapps/ROOT/WEB-INF/classes/logback.xml`. Open the file and update the following line:

```
<property name="LOG_DIR" value="./log"/>
```

The value should contain an absolute path. Make sure the user executing Tomcat has the required read / write permissions for the directory.

On Windows it necessary to escape all `"\"`. An example value could like this: `"C:\\Logs\\Signavio"`.

This configuration file also enables you to change the log level in this file. By default, the log level is INFO. However, in a scenario where you require official support, you will be asked to set the log level to DEBUG. In order to so, update the following:

```
<root level="INFO">
```

Change it to:

```
<root level="DEBUG">
```

You will need to restart the Tomcat server for the changes to take effect. You can find more detailed information on how to start the Tomcat server in the next section.

The log file is configured to do a roll over. Every day, a new log file is created which contains a timestamp in the filename similar to `effektif-2014-10-09.log`. The most recent log entries can still be found in the file `effektif.log`. After 30 days, the log files will be removed automatically.



## Chapter 3

# Optional configuration

This section provides instructions for optional configuration, which is not required for all installations.

### 3.1 User and group synchronisation with Active Directory

The enterprise version of Signavio Workflow Accelerator offers user and group synchronisation with an Active Directory Server using the LDAP V3 protocol.

Before you can configure the synchronisation, check that you have the following pre-requisites.

- Workflow Accelerator is installed.
- The first Workflow Accelerator user is registered, see [Create the initial user](#) (page 50).
- A domain account for querying the Active Directory - its username and password.

Configuring the synchronisation consists of the following steps.

1. Create an Active Directory group that contains all Workflow Accelerator users as members.
2. Create an Active Directory group that contains all Workflow Accelerator administrators as members.
3. (Optional) Create an Active Directory group that contains all groups as members.
4. Log in to Workflow Accelerator with your initial user.
5. Open the *Organization settings* and select the *LDAP* tab.
6. Create a new Active Directory configuration.
7. Validate your configuration.
8. Synchronise the users and groups.

#### 3.1.1 Creating the Active Directory groups

Active Directory users and groups that should be synchronised with Workflow Accelerator are managed within Active Directory by adding them to specific Active Directory groups. There are two groups for users, one which contains all Workflow Accelerator users and one which contains only administrators. All members of the administrator group must be members of the user group as well. Nested groups are not supported. All users and administrators need to be direct members of their groups.

The synchronisation will copy the attributes `givenName`, `sn`, `mail`, `dn`, `objectGUID`, `sAMAccountName` and `userPrincipalName` to the user in Workflow Accelerator. It is required that every user has the `mail` attribute defined.



Optionally, you can define a third group that contains all Active Directory groups that should be synchronised. All members of this group should be Active Directory groups as well. Again nested groups are not supported. Users must be direct members of the synchronised groups. The synchronisation will copy the attributes `cn`, `dn` and `objectGUID` to the group in Workflow Accelerator. Every group member that is not a Workflow Accelerator user will be ignored.

### 3.1.2 Creating a new configuration

In the LDAP configuration tab, select *Create* to start the configuration. Enter the configuration details on the configuration form.

- *URL* - the location of your Active Directory server, e.g. `ldap://adtest.local:389`
- *username* and *password* - the login credentials of the domain account
- *User group DN* - the distinguished name (DN) of the Active Directory group which contains all users
- *Admin group DN* - the DN of the Active Directory group which contains all administrators
- *Group group DN* - (optional) the DN of the Active Directory group which contains all groups
- *License* - the license that will be assigned to every synchronised user

The last field of the configuration form will show you if the configuration was already validated.

### 3.1.3 Validating a configuration

Before synchronisation can start, the configuration must be validated. Validation includes the following checks.

- Workflow Accelerator can connect to the Active Directory.
- The configured groups are proper Active Directory groups.
- There is at least one user.
- There is at least one administrator.
- The users have the `mail` attribute defined.
- There are sufficient licenses.
- (Optional) There are groups defined.

Start the validation by selecting *Validate*. If the configuration is valid, the *Synchronise* button is enabled. If the configuration is not valid, the page shows a list with more detailed information. In that case fix the issues and run the validation again.

Every time you change the configuration, the validation must be executed again.

Note the validation might take several seconds depending on the number of users you want to synchronise and the performance of the Active Directory server.

### 3.1.4 Synchronising users and groups

If the configuration is valid, you can synchronise the users and groups. Start the synchronisation by clicking on *Synchronise*. If the synchronisation was successful, you will see a report of the added / updated users and groups. If the synchronisation failed, a list with more detailed information will be shown.

Note the synchronisation might take several seconds or minutes depending on the number of users you want to synchronise and the performance of the Active Directory.



## 3.2 Single Sign-On using Windows and Kerberos/SPNEGO

Use this configuration to enable Single Sign-On (SSO) in a Windows environment that supports user authentication using [Kerberos](https://en.wikipedia.org/wiki/Kerberos_%28protocol%29)<sup>8</sup> and [SPNEGO](https://en.wikipedia.org/wiki/SPNEGO)<sup>9</sup>.

Before you start, check that you have the following pre-requisites.

- Windows domain users added to Workflow Accelerator, e.g. using LDAP synchronisation.
- A Windows domain for authenticating users.
- A domain account for running Workflow Accelerator - its username and password.
- Workflow Accelerator is installed on a Windows Server that is on the domain.

Configuring SSO in Apache Tomcat consists of the following steps.

1. Install the SPNEGO library's JAR file.
2. Configure the SPNEGO SSO Servlet filter.
3. Add the `krb5.conf` and `login.conf` configuration files to `$TOMCAT_HOME/`.
4. Register Tomcat's Service Principal Name (SPN)
5. Configure Tomcat to be executed with a domain account.
6. Restart Tomcat.

### 3.2.1 Install the SPNEGO library

The SPNEGO library makes it possible to authenticate users by connecting to an Active Directory server.

To install, copy two files to `$TOMCAT_HOME/lib/`:

```
$WORKFLOW_HOME/optional/spnego/spnego.jar
$WORKFLOW_HOME/optional/spnego/signavio-cfc.jar
```

### 3.2.2 Configuring the SPNEGO SSO Servlet filter

The SSO Servlet filter uses Windows authentication to automatically log in when a user accesses Workflow Accelerator.

To configure, edit `$TOMCAT_HOME/conf/web.xml` and add the following lines immediately before the final line (`</web-app>`), from `$WORKFLOW_HOME/optional/spnego/filter-configuration.xml`.

```
<filter>
  <filter-name>cfc</filter-name>
  <filter-class>ConditionalFilterChain</filter-class>
</filter>
<filter-mapping>
  <filter-name>cfc</filter-name>
  <url-pattern>/*</url-pattern>
</filter-mapping>

<filter>
  <filter-name>SpnegoHttpFilter</filter-name>
  <filter-class>net.sourceforge.spnego.SpnegoHttpFilter</filter-class>
  <init-param>
    <param-name>spnego.allow.basic</param-name>
    <param-value>>false</param-value>
```

<sup>8</sup> [https://en.wikipedia.org/wiki/Kerberos\\_%28protocol%29](https://en.wikipedia.org/wiki/Kerberos_%28protocol%29)

<sup>9</sup> <https://en.wikipedia.org/wiki/SPNEGO>



```

</init-param>
<init-param>
    <param-name>spnego.allow.localhost</param-name>
    <param-value>>false</param-value>
</init-param>
<init-param>
    <param-name>spnego.allow.unsecure.basic</param-name>
    <param-value>>false</param-value>
</init-param>
<init-param>
    <param-name>spnego.login.client.module</param-name>
    <param-value>spnego-client</param-value>
</init-param>
<init-param>
    <param-name>spnego.krb5.conf</param-name>
    <param-value>krb5.conf</param-value>
</init-param>
<init-param>
    <param-name>spnego.login.conf</param-name>
    <param-value>login.conf</param-value>
</init-param>
<init-param>
    <param-name>spnego.login.server.module</param-name>
    <param-value>spnego-server</param-value>
</init-param>
<init-param>
    <param-name>spnego.prompt.ntlm</param-name>
    <param-value>>false</param-value>
</init-param>
<init-param>
    <param-name>spnego.logger.level</param-name>
    <param-value>1</param-value>
</init-param>
<init-param>
    <param-name>spnego.preauth.username</param-name>
    <param-value>???</param-value>
</init-param>
<init-param>
    <param-name>spnego.preauth.password</param-name>
    <param-value>???</param-value>
</init-param>
</filter>
<filter-mapping>
    <filter-name>SpnegoHttpFilter</filter-name>
    <url-pattern>/*</url-pattern>
</filter-mapping>

```

Near the bottom, replace two occurrences of ??? with the domain account's username and password, respectively.

### 3.2.3 Adding SPNEGO configuration files

Copy `krb5.conf` to `$TOMCAT_HOME/`, and edit the file:

- replace five occurrences of `ADTEST` with the Windows domain name
- replace `123.45.6.7` with the host name or IP address of the Active Directory server.

```

[libdefaults]
    default_tkt_etypes = aes128-cts rc4-hmac des3-cbc-sha1 des-cbc-md5 des-cbc-crc
    default_tgs_etypes = aes128-cts rc4-hmac des3-cbc-sha1 des-cbc-md5 des-cbc-crc
    permitted_etypes = aes128-cts rc4-hmac des3-cbc-sha1 des-cbc-md5 des-cbc-crc

```



```

        default_realm = ADTEST.LOCAL

[realms]
    ADTEST.LOCAL = {
        kdc = 123.45.6.7
        default_domain = ADTEST.LOCAL
    }

[domain_realm]
    .ADTEST.LOCAL = ADTEST.LOCAL

```

Copy login.conf to \$TOMCAT\_HOME/.

```

spnego-client {
    com.sun.security.auth.module.Krb5LoginModule required;
};

spnego-server {
    com.sun.security.auth.module.Krb5LoginModule required
    storeKey=true
    isInitiator=false;
};

```

### 3.2.4 Registering Tomcat's Service Principal Name (SPN)

The **SPN**<sup>10</sup> is the identifier used by Kerberos authentication to associate a service instance with a service logon account. You will have to associate the domain account for Workflow Accelerator with the service's fully-qualified domain name (FQDN). Therefore, you should register a SPN for every possible alias of the service, including the computer name of the server with and without domain name, as well as any other DNS entries that point to this server. In order to define a SPN, use `setspn.exe` - part of the **Windows Support Tools**<sup>11</sup>.

```
setspn.exe -A HTTP/computer-name.domain-name domain-user-account
```

For example, our domain is called `ADTEST.LOCAL`, the computer name of the server is `VM-42`, Workflow Accelerator will be available under the domain `http://workflow.intranet:8080` and the domain user account is `tomcat@adtest.local`. Then we would have to register the following SPNs:

```

setspn.exe -A HTTP/vm-42 tomcat
setspn.exe -A HTTP/vm-42.adtest.local tomcat
setspn.exe -A HTTP/workflow.intranet tomcat

```

For more information see the **Microsoft documentation**<sup>12</sup>.

You can list all registered SPNs which are associated to a domain account with the following command:

```
setspn.exe -L domain-user-account
```

### 3.2.5 Configuring the Tomcat user

By default the Tomcat application server is executed with a local system account. The SSO setup requires the Tomcat to be executed with a domain account. You should use the same domain account which you already configured in *Configuring the SPNEGO SSO Servlet filter* (page 28).

1. Open the Windows services dialogue `services.msc`

<sup>10</sup> [https://msdn.microsoft.com/en-us/library/ms677949\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/ms677949(v=vs.85).aspx)

<sup>11</sup> [https://en.wikipedia.org/wiki/Windows\\_Support\\_Tools](https://en.wikipedia.org/wiki/Windows_Support_Tools)

<sup>12</sup> <https://msdn.microsoft.com/en-us/library/cc281382.aspx>



2. Select your Apache Tomcat service and open the properties
3. Select the *Log On* tab
4. Choose the option *This account* and fill in the domain account credentials

### 3.2.6 Troubleshooting

First follow the steps in the [SPNEGO Pre-flight checklist](http://spnego.sourceforge.net/pre_flight.html)<sup>13</sup>. Run the HelloKDC connection test in the \$TOMCAT\_HOME/ directory to use the krb5.conf and login.conf you configured above.

Note that in the *Pre-flight checklist*, the *Do we know the address of the KDC?* section recommends using the KDC host name instead of the IP address.

If you have completed the setup described here and the SSO is still not working, please make sure you are accessing the web application from a different machine than the one that runs the Tomcat server. Furthermore, check if [Integrated Windows Authentication](https://en.wikipedia.org/wiki/Integrated_Windows_Authentication)<sup>14</sup> is activated and the Workflow Accelerator system is a trusted service, for instance by adding the address to the local intranet.

If you see an error page with the following error message:

```
GSSException: Failure unspecified at GSS-API level (Mechanism level: Clock skew too great (37))
```

The time difference between the computer accessing Workflow Accelerator and the Kerberos server is bigger than 5 minutes. You will need to synchronise the time on all machines, e.g. by running ntp to fix the issue.

Additionally, you can check the log files in \$TOMCAT\_HOME/logs for further error messages. These error messages may offer hints about why the SSO set-up is failing.

If the log files contain the error message *Request header is too large*, the size of the Kerberos tickets issued by your KDC and sent in the request header are too large for the default Tomcat settings. You have to set the maxHttpHeaderSize option in the Tomcat server.xml.

1. Open \$TOMCAT\_HOME/conf/server.xml
2. Locate the Connector configuration in the file
3. Add the value maxHttpHeaderSize="65536"

```
<Connector port="8080" maxHttpHeaderSize="65536" protocol="HTTP/1.1" ... />
```

4. Save the file and restart Tomcat

<sup>13</sup> [http://spnego.sourceforge.net/pre\\_flight.html](http://spnego.sourceforge.net/pre_flight.html)

<sup>14</sup> [https://en.wikipedia.org/wiki/Integrated\\_Windows\\_Authentication](https://en.wikipedia.org/wiki/Integrated_Windows_Authentication)



## Chapter 4

# Signavio Process Manager integration

The Signavio Process Manager integration with Signavio Workflow Accelerator enables Process Manager users to execute approval workflows for their process models using Workflow Accelerator. In order to setup the integration properly, both systems, Process Manager and Workflow Accelerator, have to be installed. For information about installing Process Manager refer to Process Managers's administration manual. In case both systems run on the same server, you need to set up two Tomcat instances.

### 4.1 Compatibility list

Due to changes in the communication protocol, you are required to use a compatible version of Process Manager in combination with your Workflow Accelerator system. The following table shows the compatible versions of Workflow Accelerator and Process Manager. You are free to update both systems in any order. Please ensure that nobody is working on the systems while you update them.

Workflow Accelerator version	Process Manager version
2.22.6	8.3 - 8.6
2.27.4 - 2.32.7	9.2.1 - 9.3
3.4.X	9.7
3.11.X	10.3
3.15.X	10.8
3.22.X	10.15
3.39.X	11.5
3.56.X	11.14

### 4.2 Setup

1. Make sure both systems are NOT running.
2. Edit the Process Manager configuration file, which can be found in the Tomcat that hosts the Process Manager system at the following path:
  - version 9.3 and earlier: WEBAPPS/ROOT/WEB-INF/classes/configuration.xml
  - version 9.7 and later: CONF/configuration.xml

```
<effektif>
  <effektifServerUrl>http://your.workflow.domain:port</effektifServerUrl>
  <effektifUserName>system@signavio.com</effektifUserName>
  <effektifUserPw>yourpassword</effektifUserPw>
</effektif>
```





```
<sharedJwtSecret>SHARED_SECRET_CHANGE_ME</sharedJwtSecret>>
```

effektifServiceUrl	Defines the URL under which your Workflow Accelerator system is available.
effektifUser	Defines the mail of the system user that will access the Workflow Accelerator system. Make sure to use <code>system@signavio.com</code> to ensure the integration to work properly. The value is already preconfigured. You do NOT have to create an account for this user in any of the systems.
effektifUserPw	Defines the password of the system user. Remember this password: you will need to use the exact same password in the Workflow Accelerator configuration file as <code>effektif.process.manager.authentication.clientSecret</code> .
sharedJwtSecret	Defines a shared secret that is used to secure the communication between Workflow Accelerator and Process Manager. You will need to set the exact same secret in the Workflow Accelerator configuration file as <code>effektif.process.manager.authentication.jwt.secret</code> .

3. Edit the Workflow Accelerator configuration file `$TOMCAT_HOME/webapps/ROOT/WEB-INF/classes/effektif-onpre` and add / update the following entries.

```
effektif.process.manager.serviceBaseUrl=http://your.signavio.domain:port
effektif.process.manager.authentication.clientId=com.effektif.oem
effektif.process.manager.authentication.clientSecret=yourpassword
effektif.process.manager.authentication.jwt.secret=SHARED_SECRET_CHANGE_ME
```

effektif.process.manager.baseUrl	Defines the URL under which your Process Manager system is available.
effektif.process.manager.authentication.clientId	Defines the ID the Workflow Accelerator system uses to identify itself to the Process Manager system. Make sure to use <code>com.effektif.oem</code> to ensure the integration to work properly. This value is already preconfigured.
effektif.process.manager.authentication.clientSecret	Defines the password the Workflow Accelerator system uses to identify itself to the Process Manager system. Reuse the same password that you have set in the Process Manager configuration file as <code>effektifUserPw</code> .
effektif.process.manager.authentication.jwt.secret	Defines a shared secret that is used to secure the communication between Workflow Accelerator and Process Manager. Reuse the same secret that you have set in the Process Manager configuration file as <code>sharedJwtSecret</code> .

4. Start both systems.
5. Activate the approval workflow feature within your Process Manager workspace. Your Workflow Accelerator organization will be setup automatically. For more information on how to activate the approval workflow, refer to Process Manager's user manual.

**Note:** The configuration parameters have been renamed with version 3.56. See the following table for the new names. The old names are now deprecated, but will still work until further notice.

deprecated name	new name
<code>effektif.com.effektif.model.service.signavio.SignavioApprovalWorkflowManager.baseUrl</code>	<code>effektif.process.manager.serviceBaseUrl</code>
<code>effektif.com.effektif.model.service.signavio.SignavioApprovalWorkflowManager.authentication.clientId</code>	<code>effektif.process.manager.authentication.clientId</code>
<code>effektif.com.effektif.model.service.signavio.SignavioApprovalWorkflowManager.authentication.clientSecret</code>	<code>effektif.process.manager.authentication.clientSecret</code>



## 4.3 User management

If you have purchased the OEM version of Workflow Accelerator that is shipped with Process Manager, user management will be handled by the Process Manager system. The Process Manager system will synchronize all users to Workflow Accelerator. Within Workflow Accelerator you will not be able to register any initial user nor invite more users.

If you have purchased a standalone version of Workflow Accelerator, you will be able to create an initial user and invite more users to Workflow Accelerator. However, we advise that you create your Workflow Accelerator organization by activating the approval workflow feature in Process Manager. This way, your Process Manager workspace and Workflow Accelerator organization will be linked automatically.



## Chapter 5

# Update notes

This section contains important information about Signavio Workflow Accelerator system updates. It lists changes to technical requirements for new versions and additional instructions for updates.

**Important:** If you skip one or more versions of Workflow Accelerator during the update, please follow the update notes for the versions you are skipping as well. You should start with the oldest version which is newer than your currently installed version of Workflow Accelerator.

## 5.1 Updating to Signavio Workflow Accelerator 3.56

If you use Workflow Accelerator in combination with Signavio Process Manager, you must update Process Manager to version 11.14. Furthermore, you must update the Workflow Accelerator configuration file to support new integration scenarios. See the following section for more information.

Workflow Accelerator 3.56 now supports MongoDB version 3.6.x which comes with improved performance and functionality. Workflow Accelerator still supports MongoDB 3.4.x. Therefore, an upgrade to MongoDB 3.6.x is not yet required.

If you use Workflow Accelerator Script Engine to execute custom JavaScript tasks in your workflows you are required to update Node.js to version 8 LTS (Long Term Support). In November 2017, Node.js 8 replaced Node.js 6 as the Long Term Support version. Workflow Accelerator 3.56 still supports Node.js 6. However, future versions will assume you are using Node.js 8. See the following section for more information.

### 5.1.1 Updating the configuration file

You only need to update the configuration file if your Workflow Accelerator system is integrated with Signavio Process Manager. To update the configuration open `$TOMCAT_HOME/webapps/ROOT/WEB-INF/classes/effektif-onpremise.properties`. You can either update your existing configuration file or use the new version provided with the release and fill in your settings.

The following three entries have been renamed. You only need to change the part left of the = sign.

old name	new name
<code>effektif.com.effektif.model.service.signavio.SignavioAuthenticationClientBase</code>	<code>effektif.com.effektif.model.service.signavio.SignavioAuthenticationClientBase</code>
<code>effektif.com.effektif.model.service.signavio.SignavioAuthenticationClient</code>	<code>effektif.com.effektif.model.service.signavio.SignavioAuthenticationClient</code>
<code>effektif.com.effektif.model.service.signavio.SignavioAuthenticationClient</code>	<code>effektif.com.effektif.model.service.signavio.SignavioAuthenticationClient</code>

Furthermore, add the following new entry:



```
effektiv.process.manager.authentication.jwt.secret = SHARED_SECRET_CHANGE_ME
```

The new value represents a secret that is used for the communication with Process Manager. Its value has to match the value you configured in Process Managers `configuration.xml` for the entry `sharedJwtSecret`.

### 5.1.2 Updating Node.js

To update Node.js, you just need to download the latest version for your operating system and replace the installed version.

1. [Download Node.js 8 LTS<sup>15</sup>](#)
2. Stop your Workflow Accelerator Script Engine - see [Stopping Signavio Workflow Accelerator](#) (page 51)
3. Uninstall Node.js 6
4. Install Node.js 8
5. (Optional) Update your startup script / service for Workflow Accelerator Script Engine if the install directory for Node.js changed.
  - *Windows:* If you are using NSSM to run the service, open the command line `cmd` with administrative privileges, execute `nssm edit script-engine` and update the location of Node.js in the dialog.
6. Start Workflow Accelerator Script Engine - see [Starting Signavio Workflow Accelerator](#) (page 44).

## 5.2 Updating to Signavio Workflow Accelerator 3.39

If you use Workflow Accelerator in combination with Signavio Process Manager, you must update Process Manager to version 11.5.

To update from a version prior to Signavio Workflow 3.22, first follow the instructions in the next sections version by version, starting with the oldest version that is higher than your currently installed version.

## 5.3 Updating to Signavio Workflow Accelerator 3.22

Signavio Workflow has been renamed to Signavio Workflow Accelerator. If you use Workflow Accelerator in combination with Signavio Process Manager, you must update Process Manager to version 10.15.

**Important:** To update Workflow Accelerator from a version prior to 3.11, you **MUST** first update the system to version 3.15 before you can update to version 3.22. Download [Signavio Workflow 3.15<sup>16</sup>](#) and follow the respective previous update instructions, before you continue with this section.

As well as upgrading the application, you should upgrade MongoDB. See the following section for more information.

### 5.3.1 Updating MongoDB

Workflow Accelerator 3.22 now supports the latest version of MongoDB (3.4.x) which comes with improved performance and functionality. You should upgrade to MongoDB version 3.4, as Workflow Accelerator releases will require it.

<sup>15</sup> <https://nodejs.org/en/download/>

<sup>16</sup> <https://download.signavio.com/onpremise/latest/workflow/signavio-workflow-v3.15.11.zip>



You can only update to MongoDB 3.4 if you are currently using version 3.2. The official MongoDB documentation contains for more information about the update: <https://docs.mongodb.com/manual/release-notes/3.4-upgrade-standalone/>

To update your standalone MongoDB 3.2 to version 3.4 follow these steps:

1. Stop the Tomcat application server - see *Stopping Signavio Workflow Accelerator* (page 51).
2. Create a backup of your database using mongodump - see *Backup* (page 53).
3. Stop MongoDB - see *Stopping Signavio Workflow Accelerator* (page 51).
4. *Windows only:* manually remove the created MongoDB service by executing `$MONGO_HOME\bin\mongod.exe --remove` with administrator privileges on the command line cmd
5. Uninstall MongoDB 3.2.x, but ensure you don't delete the data directory and configuration file of your database as well as the backup!
6. Install MongoDB 3.4.x.
  - You can find a suitable version for your operating system in the MongoDB download center: <https://www.mongodb.com/download-center>
7. *Windows only:* Open the command line cmd with administrative privileges and execute the following command. Make sure to use absolute paths and replace them with the matching paths on your system.
  - `C:\MongoDB\bin\mongod.exe --config C:\MongoDB\mongod.cfg --install`
  - The referenced configuration file is the one you have created previously for the old version of MongoDB and should still be in the same location.
8. Start the new MongoDB instance.
9. Enable new functionality for version 3.4 by executing the following command on the command line.

## Windows

1. Open a command line with administrative privileges
2. Navigate to the MongoDB bin directory
  - For example `C:\MongoDB\bin`
3. Execute the following command:
  - Replace `<username>` with your MongoDB user, e.g. signavio
  - Replace `<password>` with your MongoDB user password

```
mongo.exe admin -u <username> -p <password> --eval "db.adminCommand( {  
↪setFeatureCompatibilityVersion: '3.4' } )"
```

## Debian

1. Open a command line
2. Execute the following command:
  - Replace `<username>` with your MongoDB user, e.g. signavio
  - Replace `<password>` with your MongoDB user password

```
mongo admin -u <username> -p <password> --eval "db.adminCommand( {  
↪setFeatureCompatibilityVersion: '3.4' } )"
```



---

You finished the MongoDB update successfully.

## 5.4 Updating to Signavio Workflow 3.15

If you use Signavio Workflow in combination with the Signavio Process Editor, you must update the Signavio Process Editor to version 10.8.

To update from a version prior to Signavio Workflow 3.11, first follow the instructions in the next sections version by version, starting with the oldest version which is higher than your currently installed version.

## 5.5 Updating to Signavio Workflow 3.11

Effektif has been renamed to Signavio Workflow. Along with this change, the colors of the default theme have changed as well. You may notice the name of the database and database user in the examples in this manual have been changed from `effektif` to `signavio`. You don't need to change any of the names in your production environment. But keep in mind that you might have to adjust any examples in this manual to your actual naming.

With the new version of Signavio Workflow you are now able to configure a Node.js server to execute script tasks in a workflow. Note, you only need to configure this component if your version of Signavio Workflow supports script tasks. In general, you can use script tasks only with a full version of Signavio Workflow and not as part of the Signavio Approval Workflow. Refer to *Installing the Workflow Accelerator Script Engine* (page 16) for more information on how to setup the Signavio Workflow Script Engine.

If you update from a version prior to Effektif 3.4, please follow the instructions in the next section to update your Java, Tomcat and MongoDB version as well. You don't need to do an intermediate update to Effektif version 3.4 and can directly update to version 3.11 of Signavio Workflow.

## 5.6 Updating to Effektif 3.4

Effektif 3.4 requires several infrastructure changes. Starting with version 3.4, Effektif requires Java 8. We also recommended upgrading MongoDB to version 3.2.x, because of the increased performance and functionality. Effektif 3.4 will still support MongoDB 2.4.x, but later releases will assume that you are using MongoDB 3.2. Last but not least, Effektif 3.4 supports Apache Tomcat 7 and 8. For now, you can use either version, but we recommend the optional upgrade to Tomcat 8.

If you are using Effektif in combination with a Signavio system, you are required to update your Signavio system as well to version 9.7 or higher.

When updating Effektif and your infrastructure, follow the following sequence:

1. Update Java to Java 8 (required)
2. Update Tomcat to Tomcat 8 (optional)
3. Update the Effektif application
4. Update MongoDB to MongoDB 3.2 (required)

Be aware, the update to Effektif 3.4 contains multiple changes in the underlying data schema which require several long running migrations. Depending on the size of your database, the migrations might take several seconds, or up to 20 minutes.



### 5.6.1 Updating Java and Tomcat

The last Effektif release 2.27.x is already compatible with Java 8 and Tomcat 8. Start by updating Java and Tomcat, because Effektif 3.4 will not run on Java 7. You can install Tomcat 8 next to an existing Tomcat 7, and then switch between the application servers. *Installing Tomcat* (page 8) explains how to setup a Tomcat 8 server. After the successful setup, ensure none of the Tomcat servers is running. Then copy the \$TOMCAT\_HOME/webapps/ROOT directory from your Tomcat 7 to your Tomcat 8 directory and start the Tomcat 8 server. Now, you should be able to access the Effektif system again via a browser.

### 5.6.2 Updating Effektif

As mentioned before, the update to version 3.4 changes the data schema. Create a backup of your database before updating the application.

Data migrations might take from several seconds up to several minutes. These migrations are executed when the server starts, so the first start of Effektif might take longer than usual.

See *Updating Signavio Workflow Accelerator* (page 41) for more information on how to update the Effektif application. After you have successfully updated Effektif, you can continue with the next section and update MongoDB.

### 5.6.3 Updating MongoDB

Effektif 3.4 now supports the latest version of MongoDB (3.2.x) which comes with improved performance and functionality. The usual upgrade from MongoDB 2.4.x to 3.2.x (<https://docs.mongodb.org/manual/release-notes/3.2-upgrade/>) requires a stepwise approach, first upgrading from 2.4 to 2.6, then from 2.6 to 3.0 and at last from 3.0 to 3.2. Upgrading the database also changes the storage engine from the old MMAPv1 engine to the new WiredTiger engine.

However, we will use a different approach to migrate your MongoDB 2.4.x to version 3.2.x. This approach will simply import a backup of MongoDB 2.4.x into a completely fresh setup of MongoDB 3.2.x.

1. Stop the Tomcat application server - see *Stopping Signavio Workflow Accelerator* (page 51).
2. Create a backup of your database using mongodump - see *Backup* (page 53).
  - You will later import this backup into a new MongoDB 3.2 installation.
3. Stop MongoDB - see *Stopping Signavio Workflow Accelerator* (page 51).
4. *Windows only:* manually remove the created MongoDB service by executing `$MONGO_HOME\bin\mongod.exe --remove` with administrator privileges on the command line cmd
5. Uninstall MongoDB 2.4.x, but ensure you don't delete your backup!
  - *Windows:* Delete the MongoDB directory.
  - *Debian:* Use your package manager and uninstall the package `mongodb-10gen`.
6. Install MongoDB 3.2.x and recreate the Effektif database user again.
  - `$TOMCAT_HOME/webapps/ROOT/WEB-INF/classes/effektif-onpremise.properties` contains the current name and password of the Effektif database user
  - You can install the new version in the same place as the old one, please ensure the data directory of the new database is empty before you start it.
  - Note that the the MongoDB configuration file format has changed.
  - *Installing MongoDB* (page 11) contains more information on how to setup MongoDB 3.2.x
7. Start the new MongoDB instance.



8. Restore the backup partially to your new MongoDB instance using `mongorestore`. Your backup from step 1 should contain multiple folders, one for each database in the MongoDB instance. You only need to restore the two that contain Effektif's data. Their default names are `effektif` and `effektif-files`. You might have chosen a different name by defining another value for `effektif.mongodb.database` in your Effektif configuration file. The value there represents the name of the first database and the name of the second database is generated by adding `-files`. You have to execute the restore command for both of the directories separately. The following lines show examples for the restore commands, assuming your MongoDB user and database are both called `effektif`.

- The database name is specified by the `--db` parameter and also by the existing backup directory name.

- *Windows:*

```
- $MONGO_HOME\bin\mongorestore.exe -u effektiv -p <password>
  --authenticationDatabase admin --db effektiv C:\path\to\dumps\effektif

- $MONGO_HOME\bin\mongorestore.exe -u effektiv -p <password>
  --authenticationDatabase admin --db effektiv-files
  C:\path\to\dumps\effektif-files
```

- *Debian:*

```
- mongorestore -u effektiv -p <password> --authenticationDatabase admin
  --db effektiv /path/to/dumps/effektif

- mongorestore -u effektiv -p <password> --authenticationDatabase admin
  --db effektiv-files /path/to/dumps/effektif-files
```

9. Restart Effektif and MongoDB - see [Starting Signavio Workflow Accelerator](#) (page 44).

Your Effektif system has been updated successfully. You can now access the Effektif application again via a browser.

Note: if you use Robomongo to access MongoDB, download the latest version in order to be able to connect to MongoDB 3.2.





## Chapter 6

# Updating Signavio Workflow Accelerator

This section will guide you through an update of your Workflow Accelerator system. It assumes you have successfully installed an early version of Workflow Accelerator. If you are installing Workflow Accelerator for the first time, you can skip this chapter.

First, check *Update notes* (page 35) for additional information about the update to the latest version of Workflow Accelerator before continuing.

### 6.1 Unpack Signavio Workflow Accelerator

Unzip the `signavio-workflow-{version}.zip` to a directory of your choice, e.g. `/yourlocation/signavio-workflow-{version}`. In the rest of this guide, we'll refer to the Workflow Accelerator home directory as `$WORKFLOW_HOME`. The directory will contain the following files:

- `*.sh` - Linux shell scripts
- `db` - directory that contains MongoDB configuration files
  - `mongod.conf` - configuration file for Linux
  - `mongod.cfg` - configuration file for Windows
- `mail-relay` - directory that contains the mail relay
- `script-engine` - directory that contains the script engine
- `optional` - directory that contains optional resources
  - `spnego` - directory that contains resources to setup SSO with SPNEGO
- `webapps` - directory
  - `ROOT` - this directory contains the web application

On Linux systems you need to make the scripts executable with the `chmod` command like this:

```
chmod a+x $WORKFLOW_HOME/*.sh
```

### 6.2 Stop Workflow Accelerator

Before you can start with the update process you have to shutdown the Workflow Accelerator system. It is sufficient when you shutdown the Tomcat server Workflow Accelerator is running on. You don't have to shutdown the MongoDB server. If you installed the Workflow Accelerator Script Engine, you need to stop it as well. Refer to chapter *Stopping Signavio Workflow Accelerator* (page 51) for information on how to stop Workflow Accelerator.



## 6.3 Backup MongoDB

Updating Workflow Accelerator to a newer version might involve changes in the database schema. Therefore, you are requested to backup the database before you go on. See chapter *Backup* (page 53) for more information on how to create a backup. Furthermore, the backup is necessary in case you have to revert Workflow Accelerator to an older version, because changes of the database schema are in general not backward compatible. This means you cannot run an older version of Workflow Accelerator with a database that was already migrated to a newer version.

## 6.4 Backup the configuration files

During the first setup you have modified some configuration files and added the Workflow Accelerator license file. In order to preserve those changes, you have to copy those files to another location before updating the Workflow Accelerator system. You can find those files in the directory `$TOMCAT_HOME/webapps/ROOT/WEB-INF/classes`.

<code>effektiv-onpremise.properties</code>	Workflow Accelerator configuration file
<code>logback.xml</code>	configuration file for Workflow Accelerator logs
<code>license.xml</code>	Workflow Accelerator license file

Simply copy the files mentioned above to another location, e.g. `$TOMCAT_HOME/webapps`.

If you installed the Workflow Accelerator Script Engine, you modified the configuration file `configuration.onpremise.js` of the script engine as well. You can find the configuration file directly within the `$SCRIPT_ENGINE_HOME` directory. Please copy it as well to another location before you go on.

## 6.5 Install a new version

In order to update the Workflow Accelerator system, you have to replace the `ROOT` folder in `$TOMCAT_HOME/webapps` with the newer version you can find in the extracted directory `$WORKFLOW_HOME/webapps`.

1. Delete the directory `$TOMCAT_HOME/webapps/ROOT` completely.
2. Copy the directory `$WORKFLOW_HOME/webapps/ROOT` to `$TOMCAT_HOME/webapps`.
3. Copy the configuration files you have backed up in subsection *Backup the configuration files* (page 42) back into the directory `$TOMCAT_HOME/webapps/ROOT/WEB-INF/classes`.
4. If you have been provided with a new `license.xml`, copy the file into `$TOMCAT_HOME/webapps/ROOT/WEB-INF/classes` and replace the existing file. Otherwise, you can keep on using the old `license.xml`.

If you have installed the Workflow Accelerator Script Engine, you need to update the content of the `$SCRIPT_ENGINE_HOME` directory with the newer version you can find in the extracted directory `$WORKFLOW_HOME/script-engine`.

1. Delete all files in the directory `$SCRIPT_ENGINE_HOME`.
2. Copy the content of the directory `$WORKFLOW_HOME/script-engine` to your `$SCRIPT_ENGINE_HOME` directory.
3. Copy the configuration file `configuration.onpremise.js` you have backed up in subsection *Backup the configuration files* (page 42) back into the directory `$SCRIPT_ENGINE_HOME`.

If you have installed the Workflow Accelerator Mail Relay, you need to update the content of the `mail-relay.jar` file within the `$MAIL_RELAY_HOME` directory with the newer version you can find in the extracted directory `$WORKFLOW_HOME/mail-relay`.

1. Delete the file `$MAIL_RELAY_HOME/mail-relay.jar`



2. Copy the file `$WORKFLOW_HOME/mail-relay/mail-relay.jar` to your `$MAIL_RELAY_HOME` directory.

## 6.6 Revisit the configuration files

After upgrading to a newer version, it might be necessary to update existing configuration files and add, remove, or modify some values. Refer to section *Configuring Workflow Accelerator* (page 23) and make sure your Workflow Accelerator configuration file is up-to-date before starting the system again.

## 6.7 Start Workflow Accelerator

When you have successfully installed the new Workflow Accelerator version and verified that the configuration files are up-to-date, you can restart the Workflow Accelerator system. Refer to chapter *Starting Signavio Workflow Accelerator* (page 44) for more information on how to start Workflow Accelerator.

During the first startup the Workflow Accelerator system will migrate the database if there are any outstanding schema changes. Therefore, the startup might take a short while depending on the size of your database. If the system doesn't become available again within minutes, please check the Workflow Accelerator log file for any new error reports.

## 6.8 Restore an older version

In case of exceptional problems you might want to restore an older version of Workflow Accelerator. Be aware, if you revert Workflow Accelerator to an older version, it is not guaranteed that you can keep on using your current database. The upgrade to a newer version can involve schema changes that render the database incompatible with older versions of Workflow Accelerator. In this situation, the Workflow Accelerator system will not start if it detects a newer version of the database schema which it doesn't support. This is the reason why you should create a backup before updating the system.

In order to restore an older version, you can follow the instructions in this chapter again. However, instead of creating a backup you should restore an older backup.

1. Unpack the older version of Workflow Accelerator, see *Unpack Signavio Workflow Accelerator* (page 41)
2. Stop the Workflow Accelerator system, see *Stop Workflow Accelerator* (page 41)
3. Restore an earlier back up that was taken while the old Workflow Accelerator version was deployed. See chapter *Restoring backups* (page 55) for more information on how to restore a backup.
4. Backup the configuration files, see *Backup the configuration files* (page 42)
5. Install the older version of the webapp in `$TOMCAT_HOME/webapps`, see *Install a new version* (page 42)
6. Install the older version of the script engine in `$SCRIPT_ENGINE_HOME`, see *Install a new version* (page 42)
7. Install the older version of the mail relay in `$MAIL_RELAY_HOME`, see *Install a new version* (page 42)
8. Check the configuration files again, see *Revisit the configuration files* (page 43)
9. Start the Workflow Accelerator system, see *Starting Signavio Workflow Accelerator* (page 44)

Now, the Workflow Accelerator system should be running with the older version again.



## Chapter 7

# Starting Signavio Workflow Accelerator

If you have finished the setup successfully, you can go on and start the Workflow Accelerator application. You can use the checklist in the next subsection to verify you didn't forget anything. The following subsection explains how to start Workflow Accelerator on different operating systems.

### 7.1 Checklist

Before starting Workflow Accelerator, use the following checklist to make sure everything is setup properly.

- Oracle Java 8 is installed
- Apache Tomcat 8 is installed
  - the Java options are configured
- MongoDB is installed
  - MongoDB is configured
  - a MongoDB user for Workflow Accelerator was created
- the Workflow Accelerator ROOT folder was copied into the Tomcat webapps directory
- the Workflow Accelerator license was copied to the correct directory
- the Workflow Accelerator configuration file was updated
  - the base URL is set
  - the mail configuration is set
  - the database connection is set
- the Workflow Accelerator log file is configured

If your version includes the execution of JavaScript tasks:

- Node.js is installed
- the Workflow Accelerator Script Engine is installed
- the Workflow Accelerator Script Engine is configured
  - the port is set
  - the Workflow Accelerator URL is set
  - the log files are configured
  - the script engine URL is configured in the Workflow Accelerator configuration file



If your version includes the email trigger for workflows:

- the Workflow Accelerator Mail Relay is installed
- the Workflow Accelerator Mail Relay is configured
  - the port is set
  - the domain is set
  - the Workflow Accelerator URL is set
  - the log file is configured

If the system is integrated with Signavio Process Manager check also the following points:

- Workflow Accelerator and Signavio Process Manager have compatible versions
- Workflow Accelerator is configured in Signavio Process Manager configuration.xml
- Signavio Process Manager is configured in the Workflow Accelerator configuration file

## 7.2 Start Workflow Accelerator

After completing the installation as described above, both the MongoDB database and the Tomcat application server must be started for Workflow Accelerator to run properly. This section will give you more details on how to start them.

### 7.2.1 Windows

#### MongoDB

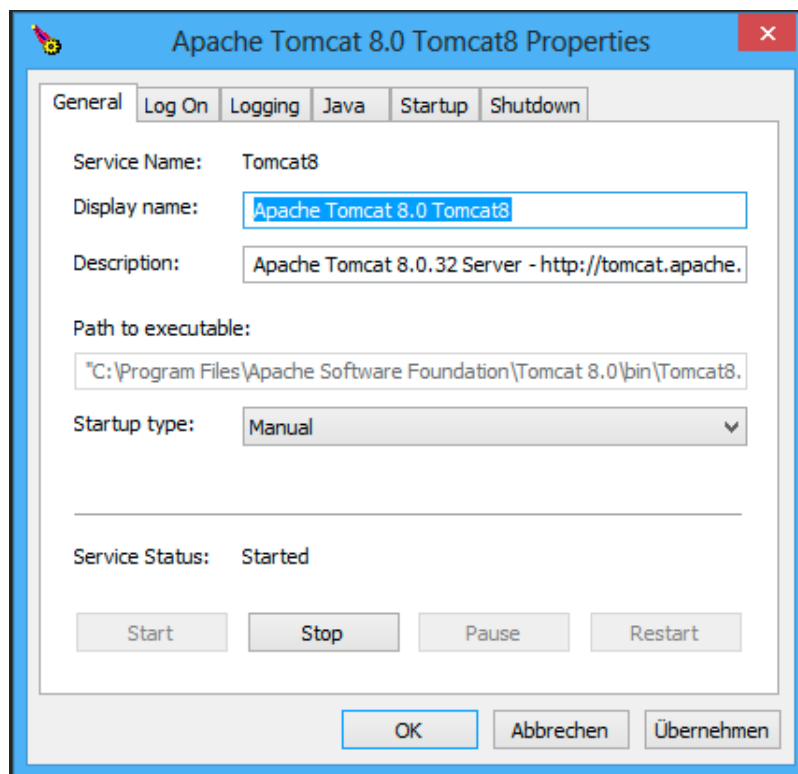
If you followed the instructions in this guide and registered a service for MongoDB, you can simply start the MongoDB server by opening a command line with administrator privileges and execute the following command:

```
net start MongoDB
```

The registration also defined the startup type of the MongoDB service as “Automatic” which means it will start automatically if you restart the Windows system. Alternatively, you can manage the MongoDB service by opening the `services.msc`. There, MongoDB will be listed among the other services and can be started and stopped.

#### Tomcat

Assuming you installed Tomcat using the Windows service installer, you can open the Tomcat configuration dialog again by opening the Windows start menu and selecting `Program Files\Apache Tomcat\Configure Tomcat`. The tab General contains respective buttons to start and stop the Tomcat service.



Furthermore, you have the option to define the startup type of the service. By default, this should be “Manual” which means you have to start the Tomcat server manually each time the server restarts. You can change the type to “Automatic”. Then the Tomcat server will start automatically each time you restart your Windows server.

### Script Engine

If you installed the script engine and wrapped it into a service, you can open the `services.msc`, locate the Signavio Script Engine service and start it there. Otherwise open a command line, navigate to the `$SCRIPT_ENGINE_HOME` directory and execute:

```
node server.js
```

Note, you cannot close the command line as long as the script engine is running.

### Mail Relay

If you installed the mail relay and wrapped it into a service, you can open the `services.msc`, locate the Signavio Mail Relay service and start it there. Otherwise open a command line and execute (replace the placeholder with the absolute path):

```
java -jar $MAIL_RELAY_HOME\mail-relay.jar
```

Note, you cannot close the command line as long as the mail relay is running.

## 7.2.2 Debian



## MongoDB

If you followed the instructions in this guide to setup MongoDB using a packet manager, some additional scripts have been installed that allow you to start, stop and restart the database very easily. Be aware, the execution of those scripts require root privileges.

```
sudo service mongod start
```

If MongoDB is already running, you can restart the database by executing:

```
sudo service mongod restart
```

In order to determine whether MongoDB is running or not, you can check upon the status with the following command:

```
sudo service mongod status
```

Be aware, in earlier versions of MongoDB, e.g. 2.4.x, the scripts had a different name `/etc/init.d/mongodb`.

```
/etc/init.d/mongodb start  
/etc/init.d/mongodb restart  
/etc/init.d/mongodb status
```

## Tomcat

The recommended way to install Tomcat is to use a packet manager. Installing Tomcat under Debian with APT will install additional scripts to start, stop and restart the server. Be aware, the execution of those scripts might require root privileges.

```
/etc/init.d/tomcat8 start
```

You can restart the Tomcat server if it is already running by executing:

```
/etc/init.d/tomcat8 restart
```

Furthermore, you can check upon the status of the Tomcat and determine whether it is running or not with the following command:

```
/etc/init.d/tomcat8 status
```

The examples above show only the commands for Tomcat 8. However, if you use Tomcat 7, the same commands will work with the script `/etc/init.d/tomcat7`.

## Script Engine

If you installed the script engine and setup an Init script, execute the respective start command for the Init script. Otherwise open a command line, navigate to the `$SCRIPT_ENGINE_HOME` directory and execute:

```
node server.js
```

Note, you cannot close the command line as long as the script engine is running.



## Mail Relay

If you installed the mail relay and setup an Init script, execute the respective start command for the Init script. Otherwise open a command line and execute (replace the placeholder with the absolute path):

```
java -jar $MAIL_RELAY_HOME\mail-relay.jar
```

Note, you cannot close the command line as long as the mail relay is running.

## 7.3 Login to Workflow Accelerator

When the Workflow Accelerator system was started properly you can see the login screen by entering the URL of your Workflow Accelerator installation in your browser. There are different versions of the login screen. If you purchased an Workflow Accelerator standalone version, you will see a form that requires an email address and a password to login.

Signavio Workflow Accelerator

E-Mail address

Password

☐ Remember me

Log in

Reset password

Or

Register a new account

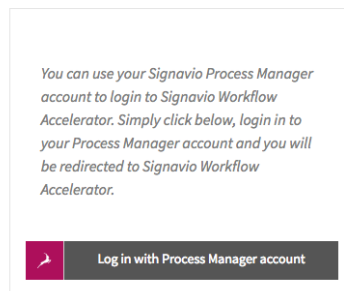
*The default Workflow Accelerator login screen*

If you purchased Workflow Accelerator along with Signavio Process Manager, you will see a login screen with one button. You can login to Workflow Accelerator using your Signavio Process Manager account as soon as the Workflow Accelerator users have been set up. Jump to section [User management](#) (page 34) for more information on how to set up the users.



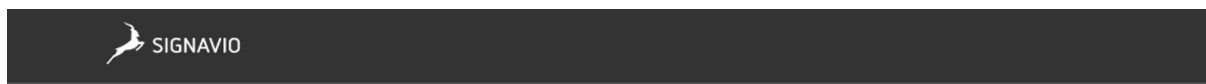


## Signavio Workflow Accelerator



*The Signavio login screen*

When you click *Log in with Signavio account*, you will be redirected to Signavio Process Manager and asked to authorize the access of Workflow Accelerator. When you click on *Grant*, you will be redirected back to Workflow Accelerator and automatically logged in. The authorization dialog is only shown the first time you use this method to login.



### Authorization request

You are logged into the workspace as **John Doe** (john.doe@company.com).

The application **Effektif** is requesting access to your Signavio account:

- Allow you to login with your Signavio account
- Access your email address
- Access your profile information

Do you grant the access?



*The Signavio authorization dialog*

**Hint:** You have to be logged in to Signavio Process Manager in order to see the authorization dialog. Otherwise, you will be redirected to the Collaboration Portal.



## 7.4 Create the initial user

In case you purchased Workflow Accelerator along with Signavio Process Manager and want to setup the integration, you don't have to create the initial Workflow Accelerator user manually. Please jump to section *User management* (page 34) for more information.

Workflow Accelerator users are organized in organizations. There is a maximum amount of organizations that can be registered on an on-premise system. You will find the maximum number of available organizations in your license file. When the initial user registers, he will automatically create the first organization.

In order to register, enter the URL of your Workflow Accelerator installation in your browser. You will see the login screen of Workflow Accelerator.

Click *Register a new account*, fill in your email address and click *Register a new user*. You will then receive an email with a link to complete your registration. After you have done that, your Workflow Accelerator organization is set up and you can go ahead and invite more users.

Every time a user registers using the register link on the login screen, a new organization is created until the maximum amount is reached. In general, you will create one organization and invite other users to join this organization. The next subsection explains how to invite users.

## 7.5 Invite other users

In case this is an integrated installation with Signavio Process Manager, please jump to section *Signavio Process Manager integration* (page 32) for setting up synchronization of users.

To invite other users, go to the organization configuration panel. That's located in the dropdown under your name in the top right corner named *Organization settings*. In section *Invitations* you can enter email addresses of users you want to invite. The amount of users that can be invited to your organization depends on the number of user licenses you have acquired. All organizations on an on-premise system share the same license pool. This means the shown number of unused licenses is the same in every organization. If one organization invites another user the count of unused licenses in all organizations decreases.

A user can be invited to multiple organizations. If a user is part of two organizations, he will require two user licenses, one for each organization he is part of.

Besides the manual invitation of every user, the enterprise version of Workflow Accelerator offers the possibility to synchronize users and groups with Active Directory. See *User and group synchronisation with Active Directory* (page 26) for more information.



## Chapter 8

# Stopping Signavio Workflow Accelerator

In order to stop the Workflow Accelerator system completely, you have to stop the Tomcat application server and the MongoDB database. However, if you need to restart the Workflow Accelerator system, it is sufficient to restart only the Tomcat server.

### 8.1 Windows

#### 8.1.1 Tomcat

As already mentioned in the section *Starting Signavio Workflow Accelerator* (page 44), the Tomcat configuration dialog offers a simple way to stop the Tomcat server. Simply open the Windows start menu, select Program Files\Apache Tomcat\Configure Tomcat, open the tab *General* and click the button *Stop*.

#### 8.1.2 MongoDB

If you have registered MongoDB as a Windows service, you can stop the database in two ways. Either you open the command line with administrator privileges and execute:

```
net stop MongoDB
```

Or you run `services.msc`, select MongoDB in the list of services and click on *Stop*.

#### 8.1.3 Script Engine

If you installed the script engine and wrapped it into a service, you can open the `services.msc`, locate the Signavio Script Engine service and stop it there. If you are executing the script engine directly via command line, simply abort the process by pressing CTRL + C.

#### 8.1.4 Mail Relay

If you installed the mail relay and wrapped it into a service, you can open the `services.msc`, locate the Signavio Mail Relay service and stop it there. If you are executing the mail relay directly via command line, simply abort the process by pressing CTRL + C.



## 8.2 Debian

### 8.2.1 Tomcat

If you installed Tomcat using a packet manager, you can simply run the following command. This might require root privileges.

```
/etc/init.d/tomcat8 stop
```

The example above shows only the command for Tomcat 8. However, if you use Tomcat 7, the same command will work with the `/etc/init.d/tomcat7` script.

### 8.2.2 MongoDB

If MongoDB was setup following the instructions in this guide, you can simply stop the MongoDB server by executing the following command. This might require root privileges.

```
sudo service mongod stop
```

In earlier versions of MongoDB, e.g. 2.4.x, the script had a different name: `/etc/init.d/mongodb`.

```
/etc/init.d/mongodb stop
```

### 8.2.3 Script Engine

If you installed the script engine and setup an Init script, execute the respective stop command for the Init script. If you are executing the script engine directly via command line, simply abort the process by pressing `CTRL + C`.

### 8.2.4 Mail Relay

If you installed the mail relay and setup an Init script, execute the respective stop command for the Init script. If you are executing the mail relay directly via command line, simply abort the process by pressing `CTRL + C`.



## Chapter 9

# Backup

In order to take a backup, it is sufficient to backup the content of MongoDB. All uploaded files are stored in the database and, therefore, covered by a database backup. MongoDB comes with built-in solutions for backups. Signavio recommends to use mongodump. For more detailed information about backups of MongoDB see the official documentation:

<https://docs.mongodb.com/manual/core/backups/backup-and-restore-tools/#binary-bson-dumps>

<https://docs.mongodb.com/manual/tutorial/>

Make sure the MongoDB server is running when you want to execute mongodump. If not stated otherwise via command line parameters, mongodump will try to backup data from the locally running mongod service.

You will need to use the Signavio Workflow Accelerator MongoDB user credentials again to access the data of the Workflow Accelerator database. If you are using another MongoDB user to perform the backups, make sure he has the necessary roles. For the backups, the user needs to access all databases and the user data. The user should have the following roles:

- `clusterAdmin`
- `userAdminAnyDatabase`
- `readWriteAnyDatabase`
- `dbAdminAnyDatabase`

You can specify the output folder where the content of the backup is stored. Be aware, if the directory contains already an older backup, the new backup will overwrite existing files. Alternatively, you could store several backups with a timestamp.

You should make sure the backup is stored in a safe location and cannot get lost if the server fails. Keep in mind, the backups can consume a lot of space, therefore, you should add additional disk space to the server if you plan storing on multiple versions of the backup.

The following lines will show an example on how to do a backup with mongodump on different operating systems.

### 9.1 Windows

The `mongodump.exe` can be found in the MongoDB installation directory, `$MONGO_HOME\bin\mongodump.exe`. You just have to create a directory where the backups should be stored and make sure the user doing the backups has the necessary read / write permissions. If you followed the instructions within this guide to setup MongoDB, the command to execute mongodump would look like this:



```
C:\MongoDB\bin\mongodump.exe -u signavio -p <SignavioUserPassword> -o C:\path\to\dumps
```

In the example above, adjust the location of your MongoDB installation accordingly. The parameter -u defines the username and -p the password of the Workflow Accelerator MongoDB user, replace them with your chosen values. The parameter -o specifies the output directory.

## 9.2 Debian

If you followed the instructions within this guide to setup MongoDB, then `mongodump` could be executed like this:

```
mongodump -u signavio -p <SignavioUserPassword> -o /path/to/dumps
```

The parameter -u defines the username and -p the password of the Workflow Accelerator MongoDB user, replace them with your chosen values. The parameter -o specifies the output directory, in this case /path/to/dumps. Make sure the executing user has the required privileges to write to the output folder.

Another example will create a folder with a timestamp for every new dump:

```
mongodump -u signavio -p <SignavioUserPassword> -o /path/to/dumps/`date +%Y-%m-%d-%H-%M-%S`
```

The folder dumps would then contain a subfolder for every backup with a name similar to "2014-10-07-17-49-07". However, this method doesn't remove old backups.

It's good practice to take backups regularly. We recommend using cron to schedule backups. You could for instance setup `/etc/crontab` that executes the `mongodump` command.



## Chapter 10

# Restoring backups

Backups can be restored using MongoDB's `mongorestore` tool. Like `mongodump` you run it on the command line. For more detailed information, see the official `mongorestore` documentation:

<https://docs.mongodb.com/manual/reference/program/mongorestore/>

You will need to use the Signavio Workflow Accelerator MongoDB user credentials again to overwrite the contents of the Workflow Accelerator databases.

We recommend running `mongorestore` with the parameter `-drop` which will remove every collection (table) from the database before it is restored.

### 10.1 Windows

The `mongorestore.exe` can be found in your MongoDB installation directory: `$MONGO_HOME\bin\mongorestore.exe`. If you followed the instructions in this guide to setup the database, you can execute the following command on the command line:

```
C:\MongoDB\bin\mongorestore.exe --drop -u signavio -p <SignavioUserPassword> C:\path\to\dumps
```

Replace the user credentials with the ones you have chosen during the setup and the directory with the one where you store your backups.

### 10.2 Debian

Using Debian, the command to restore a backup stored in `/path/to/dump` would look like this:

```
mongorestore --drop -u signavio -p <SignavioUserPassword> /path/to/dump
```

As you can see, you have to fill in the credentials of the Workflow Accelerator MongoDB user again. Furthermore, you need to specify where the backup is located.



## Chapter 11

# Tooling

This section lists some tools that might help you to administer and maintain your Signavio Workflow Accelerator installation. Use them at your own discretion.

### 11.1 MongoDB

Robo 3T is a good tool for managing your MongoDB installation. It is free and available for different operating systems. Use it at your own discretion. Be careful when you use a tool to manipulate the database. Workflow Accelerator does not guarantee that any manipulated data can be restored. The tool can be downloaded from:

<https://robomongo.org/>

The download site offers two different applications. Robo 3T (former Robomongo) and Studio 3T a commercial tool for MongoDB, which offers an extended feature set.

#### 11.1.1 Connecting to MongoDB using Robo 3T

This section shows how to connect to your MongoDB server using Robo 3T. Note that MongoDB 3.2 requires you to use the latest version of Robo 3T.

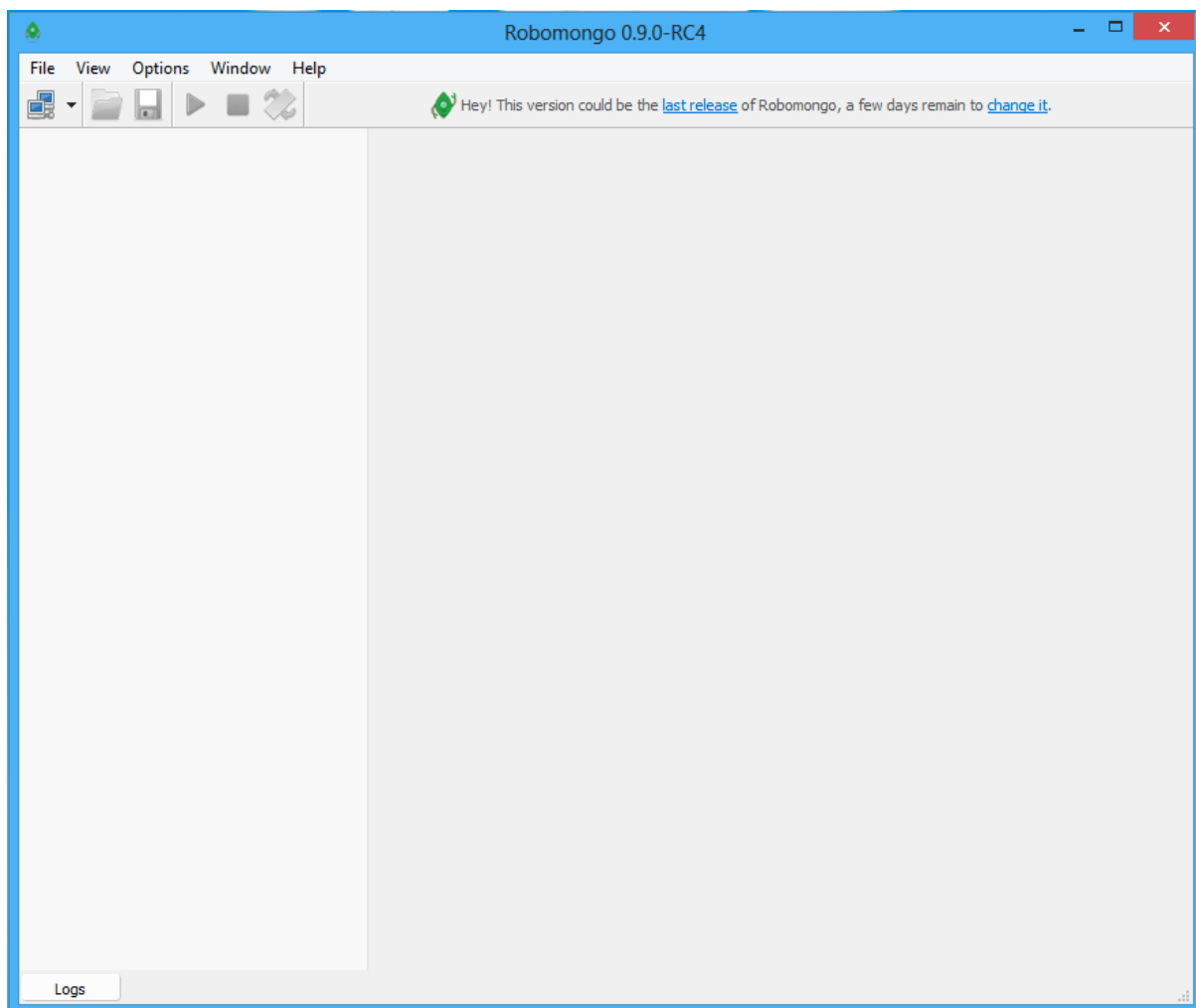
---

**Important:** If you try to connect to your MongoDB from a remote system, ensure the MongoDB configuration has either no value defined for `bindIp` or lists the IP address you are trying to connect to.

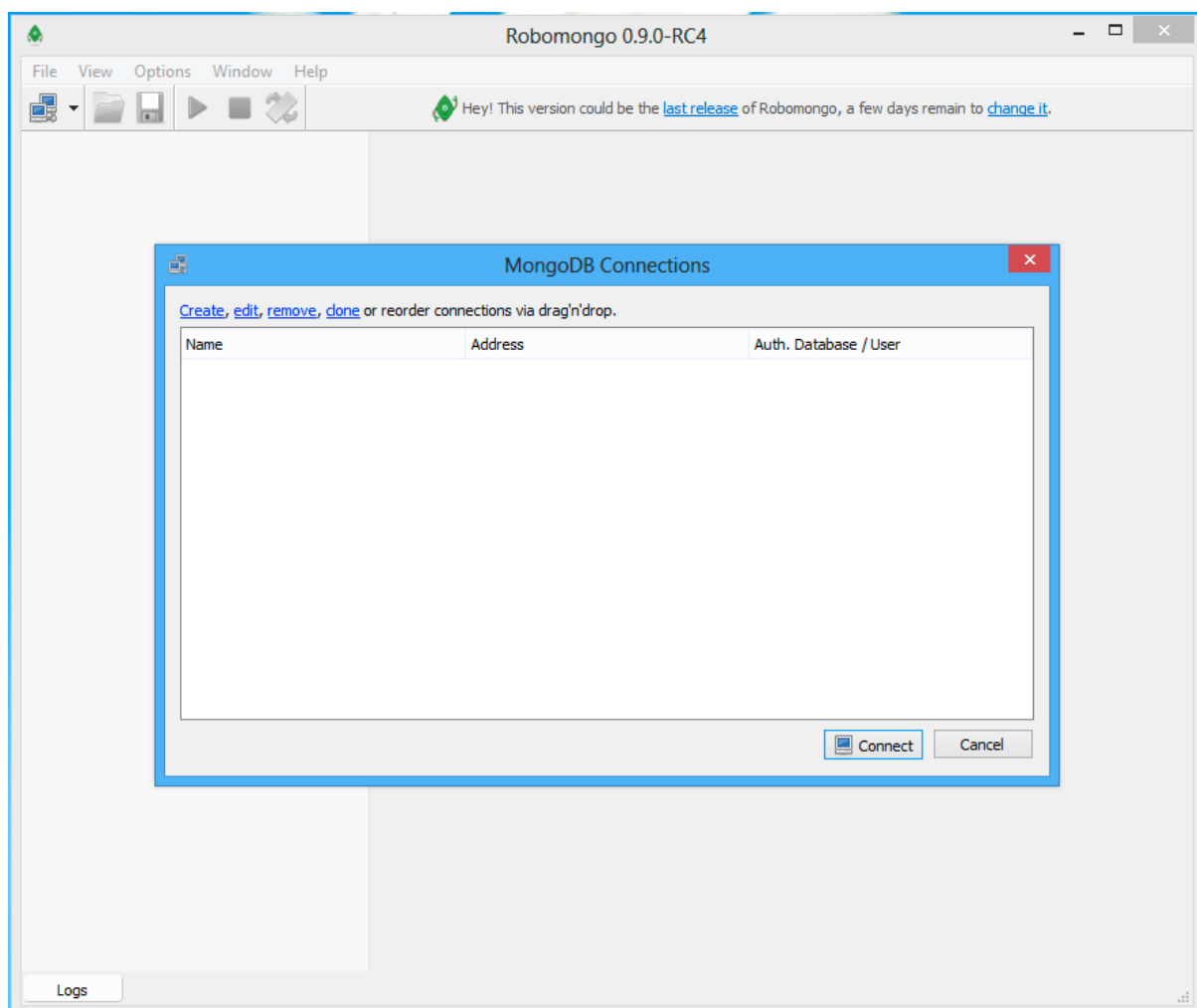
---

Make sure your MongoDB server is running and open Robo 3T.

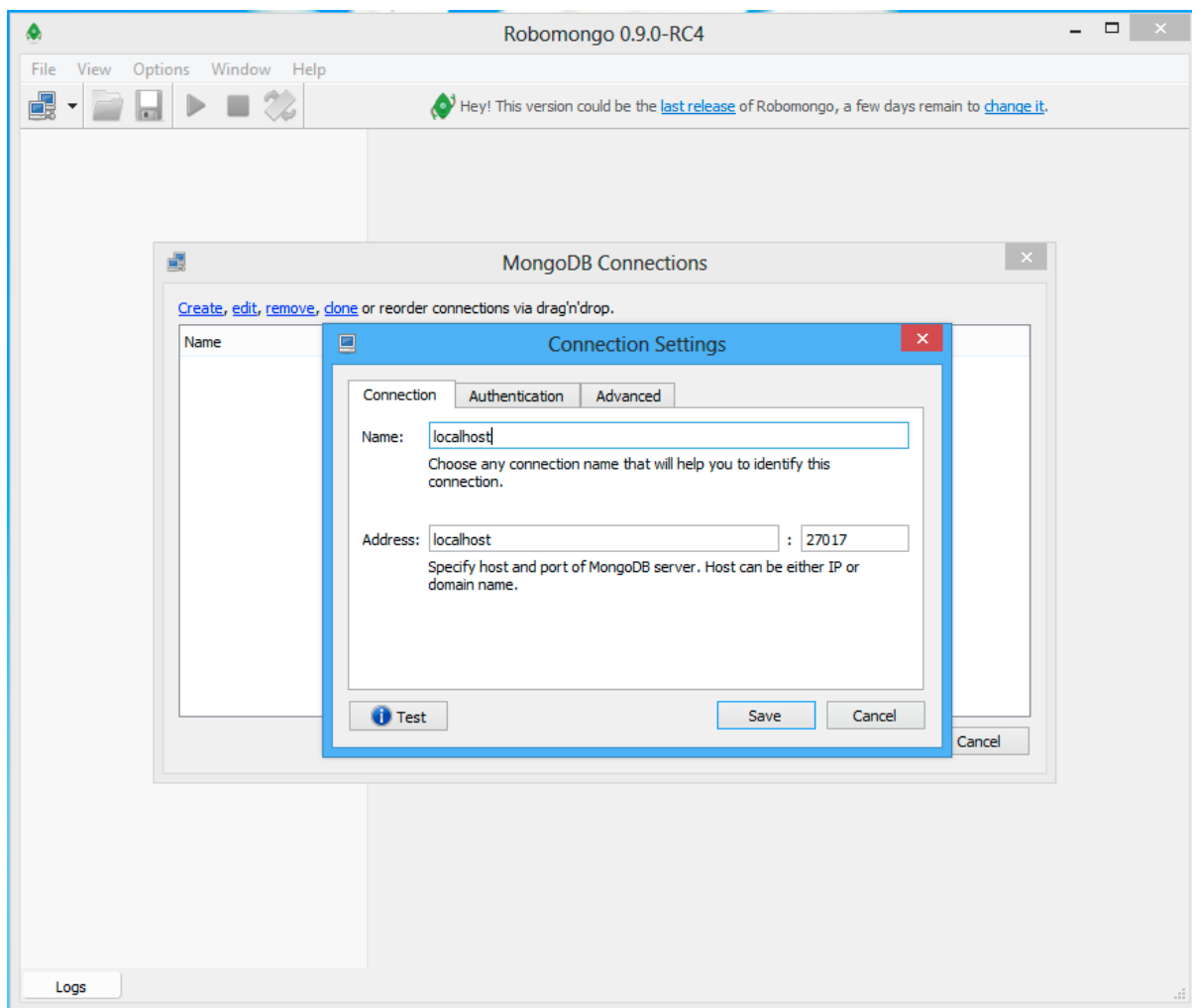




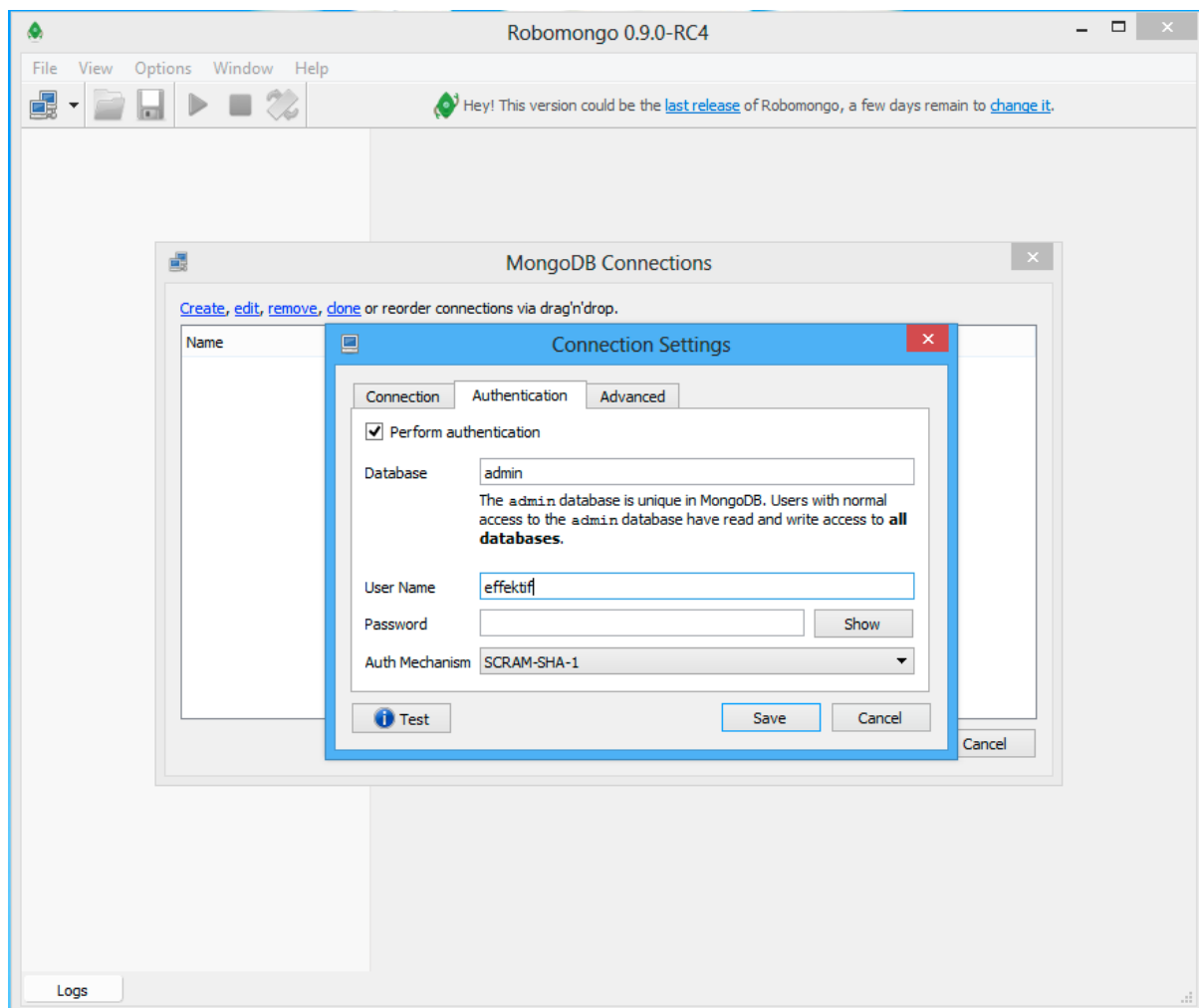
*In the upper-left corner, click the icon to open a new connection.*



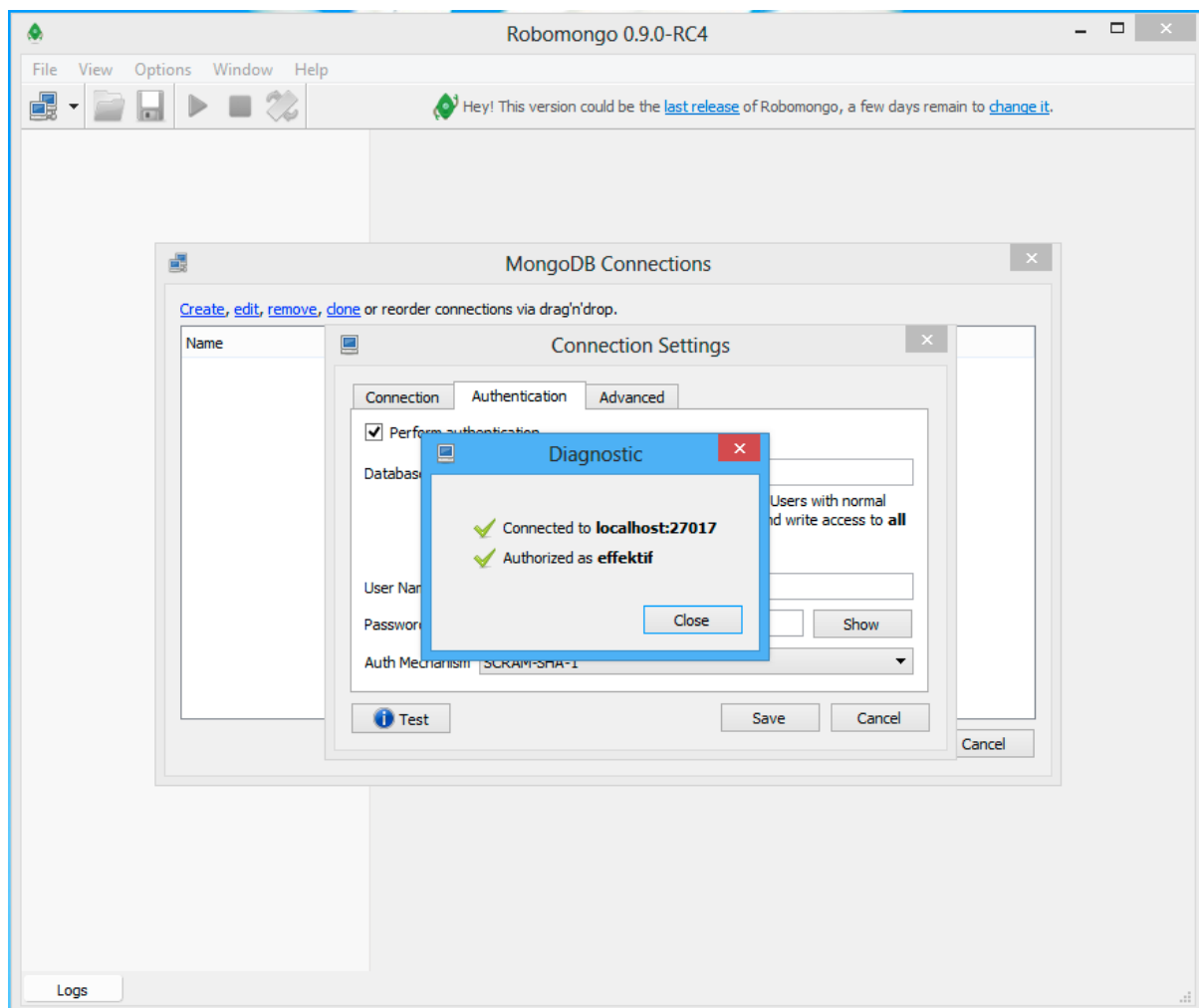
*Click, the Create link to set-up a new connection.*



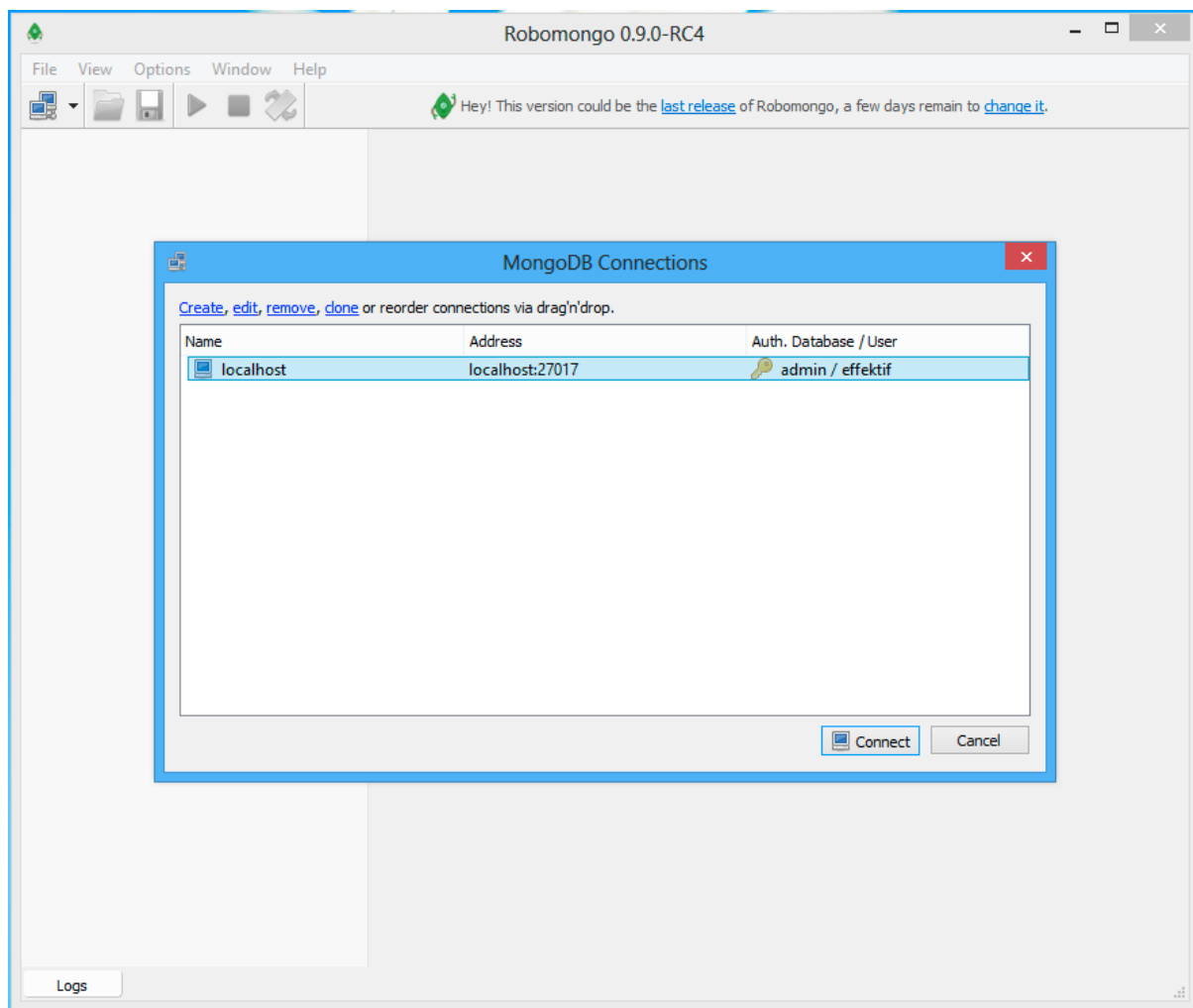
*In the dialog that opens up you can rename the connection. Change the address if you are connecting to a remote server, otherwise leave `localhost` there.*



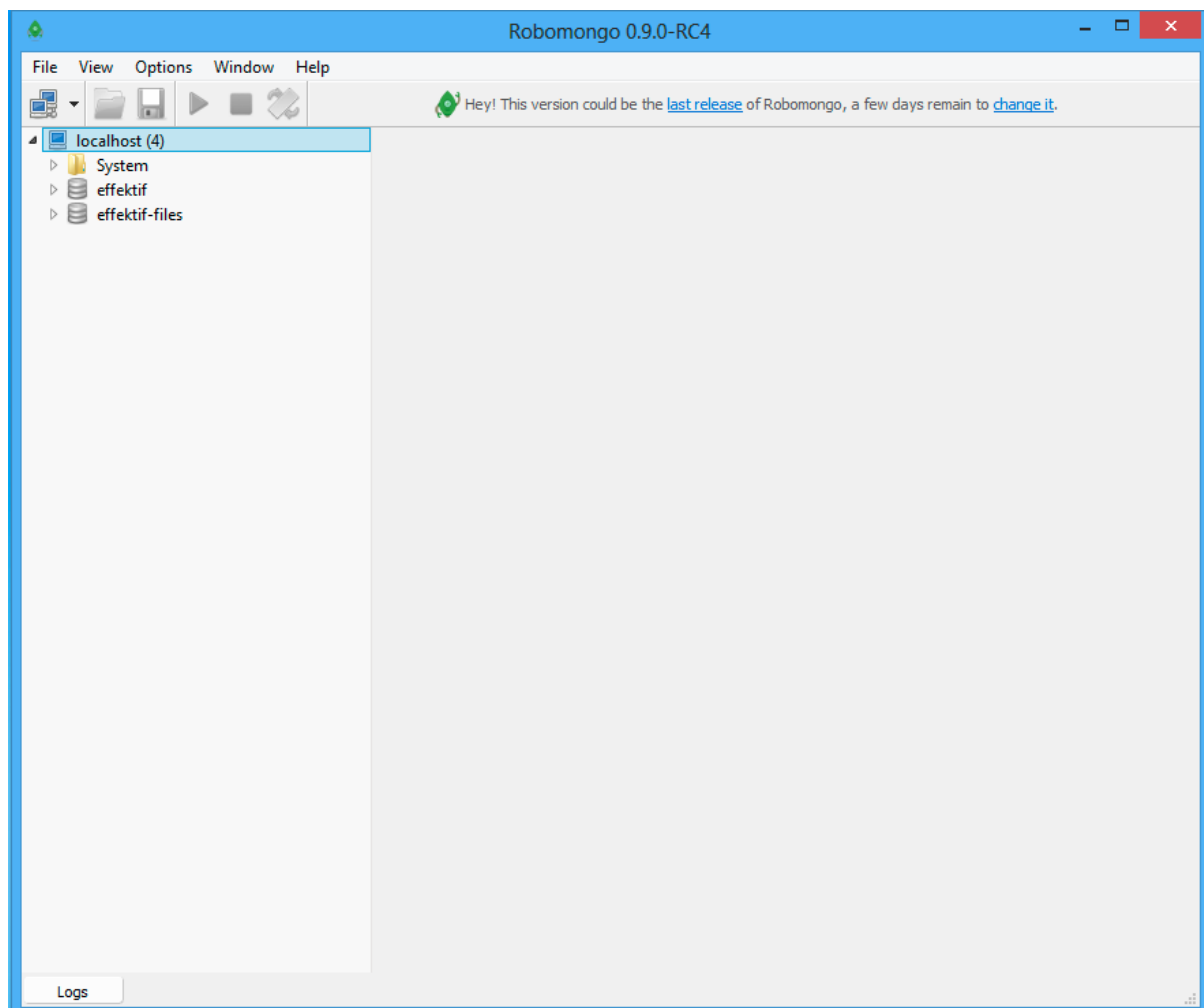
If you enabled authorization for your MongoDB server, select the Authentication tab and activate the Perform authentication option. Then enter the User Name (*signavio*) and the Password you have chosen before.



*If you click Test, you should see a similar success message. Then click Save.*



Select the new item in the list and click Connect.



*You will see the connection in the left-hand panel and the two Workflow Accelerator databases below it.*



## Chapter 12

# Troubleshooting

### 12.1 Where are the log files?

There are multiple different log files that yield information in case of an error scenario. The following subsections will assist you in finding the log files for every part of the Signavio Workflow Accelerator application. The most important one, regarding the Workflow Accelerator system is the `effektif.log`. It will contain any application related log entries.

#### 12.1.1 Workflow Accelerator

The Workflow Accelerator log file `effektif.log` can be found in the location you configured in the logging configuration file `$TOMCAT_HOME/webapps/ROOT/WEB-INF/classes/logback.xml`. This file contains the line:

```
<property name="LOG_DIR" value="/path/to/log"/>
```

The value contains the directory of the log file. Besides the `effektif.log` the directory contains more log files for every day of the past 30 days the server was running. If you are looking for any information about incidents on a specific date, open the log file with the respective timestamp.

#### 12.1.2 Script Engine

The Workflow Accelerator Script Engine log files have been configured in the configuration file `$SCRIPT_ENGINE_HOME/configuration.onpremise.js`. The values for the entries `log file` and `log errorFile` will tell you the name and location of the log files.

#### Mail Relay

The Workflow Accelerator Mail Relay log file `mail.log` has been configured in the logging configuration file `$MAIL_RELAY_HOME/logback.xml`. This file contains the line:

```
<property name="LOG_DIR" value="/path/to/log"/>
```

The value contains the directory of the log file. Besides the `mail.log` the directory contains more log files for every day of the past 30 days the server was running. If you are looking for any information about incidents on a specific date, open the log file with the respective timestamp.





### 12.1.3 MongoDB

The MongoDB log file is configured by the `logpath` option. This is either defined in the MongoDB configuration file that you reference when starting MongoDB or directly as a start parameter of MongoDB. Anyway, the value of this parameter will tell you where to find the log file.

On Linux, one default location where the log file can be found is `/var/log/mongodb/mongodb.log`. Whereas default locations for the configuration file are `/etc/mongodb.conf` or `/etc/mongod.conf`. These locations can change depending on the distribution and depend on how you have installed MongoDB.

If you are using Windows and followed the instructions in this guide to setup MongoDB, you should find the log file in your MongoDB installation directory `$MONGO_HOME\logs`.

### 12.1.4 Tomcat

If not configured otherwise, the log files of the Apache Tomcat application server can be found either in the installation directory of the Tomcat `$TOMCAT_HOME\logs` (Windows) or a common log directory e.g. `/var/log/tomcat7` (Linux).

## 12.2 Common problems

This section lists some common problems that can arise during the setup of the Workflow Accelerator system and gives instructions on how to solve them.

**Problem:** The Workflow Accelerator site shows a HTTP Status 500 error including the message `root cause java.lang.RuntimeException: Cannot find license.xml`.

**Solution:** You have not installed the Workflow Accelerator `license.xml` at all or placed it in the wrong directory. See [Install the license file](#) (page 24) to solve the issue.

**Problem:** The Workflow Accelerator site shows a HTTP Status 500 error including the message `com.effektif/EffektifServlet : Unsupported major.minor version 51.0 (unable to load class com.effektif.EffektifServlet)`.

**Solution:** The Tomcat server is using the wrong Java version. Workflow Accelerator requires Java 8. Make sure you have installed the correct Java version. You can check your Java version by executing:

```
java -version
```

The [Installing Java](#) (page 8) section explains how to install the correct Java version.

**Problem:** Executing a MongoDB command yields the error message `errmsg: "unauthorized"` or `errmsg: "auth fails"`.

**Solution:** Either the username / password combination that is used to execute the command is wrong or the respective MongoDB user lacks some required roles.

The first issue can be checked by executing:

Windows: `mongo.exe admin -u signavio -p <yourSignavioUserPassword>`

Debian: `mongo admin -u signavio -p <yourSignavioUserPassword>`

If this command fails with the error message exception: `login failed` you know that your username / password combination is wrong. Please, make sure you spelled the username and password correctly.

In order to check the second issue, see the [Add a database user for Workflow Accelerator](#) (page 14) section. This section lists all necessary roles and explains how to verify that the Workflow



Accelerator user has all the required roles. Especially the restore and backup commands require certain roles to work properly.

**Problem:** Workflow Accelerator does not start and the log file contains the error message INFO LockingDbExecutor Database is locked by another executor. Wait....

**Solution:** The problem with the LockingDbExecutor arises when the application server is shut down during the initialization (update of licenses and migration of database) before the lock can be released again. You have to manually remove the lock from the database. We recommend using a tool like Robo 3T for this purpose. The *MongoDB* (page 56) section explains how to install Robo 3T and set-up a connection to your MongoDB.

1. Open Robo 3T.
2. Establish a connection to MongoDB.
3. Open the content of the Workflow Accelerator DB on the left side of the application.
4. Under Collections you will find the table `properties`.
5. A double click on `properties` shows all entries. In case of an error you will see three entries, if everything is normal there will be only two.
6. Out of the three entries in the list, select the one that contains the value `schema.lock` for the key `k`.
7. Use a right click to open the context menu for the respective entry and choose „Delete Document...“ to remove the entry.

IMPORTANT: Only the entry for `schema.lock` must be deleted. You are advised to create a backup of the database upfront.



## Chapter 13

# Contact and legal information

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