

# INDEX DIAGNOSTIC UTILITY

## Version 2.0

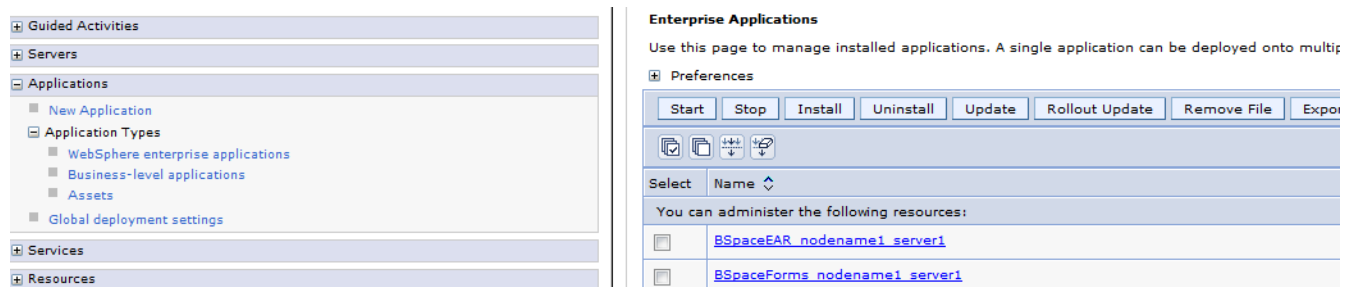
This document describes the installation and usage of the Index Diagnostic utility for BPM. This utility is available from IBM Support.

### Prerequisite:

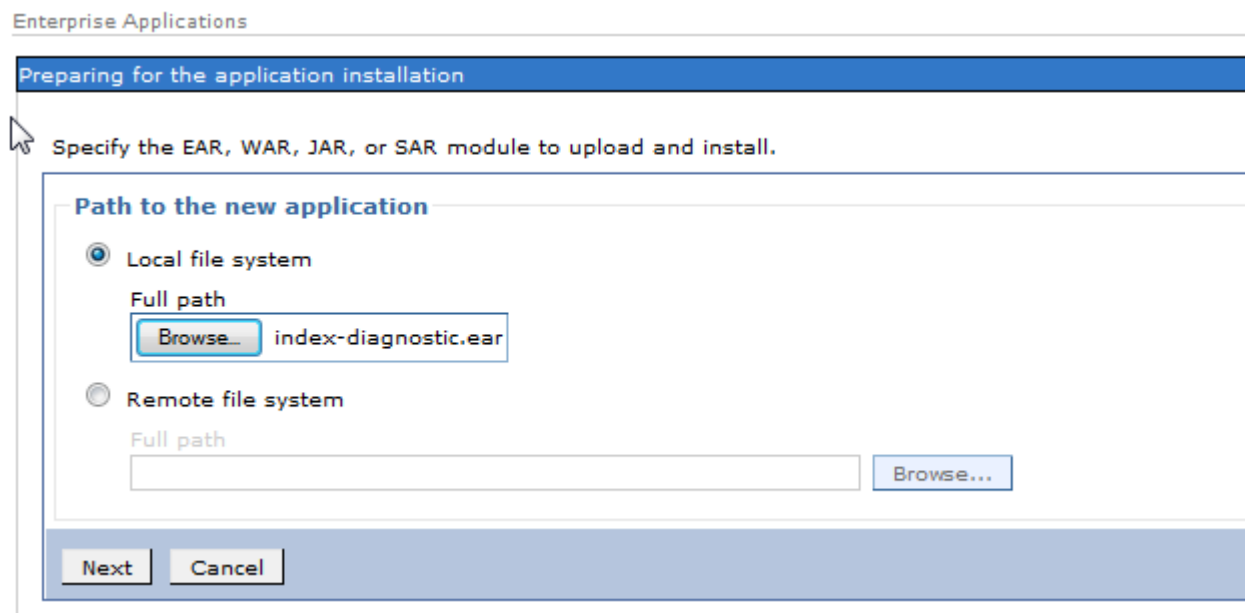
The Index Diagnostic Utility requires JR55539 for any index correction support.

### Installation:

1. Obtain the index-diagnostic.ear from IBM Support.
2. Go to Enterprise Applications on the node with the lucene index.



3. Click on Install and select the index-diagnostic.ear described in step 1.



4. Click on Next.
5. Select Fast Path and click on Next

Enterprise Applications

Preparing for the application installation

**How do you want to install the application?**

☒ Fast Path - Prompt only when additional information is required.

☐ Detailed - Show all installation options and parameters.

☒ Choose to generate default bindings and mappings

Previous Next Cancel

6. Click on Step 4, then click Finished.
7. Click on Save, when the application has completed installation.

Application index diagnostic installed successfully.

To start the application, first save changes to the master configuration.

Changes have been made to your local configuration. You can:

- [Save](#) directly to the master configuration.
- [Review](#) changes before saving or discarding.

8. Click on the check box next to the application index-diagnostic in the list of applications, then click on Start.

Enterprise Applications

**Enterprise Applications**

Use this page to manage installed applications. A single application can be deployed onto multiple servers.

+ Preferences

Start Stop Install Uninstall Update Rollout Update Remove File Export Export DDL Export File

Select Name Application Status

You can administer the following resources:

<input type="checkbox"/>	<a href="#">REST Services Gateway_nodename1_server1</a>	➔
<input type="checkbox"/>	<a href="#">WAS WSRP PRODUCER_nodename1_server1</a>	➔
<input checked="" type="checkbox"/>	<a href="#">index diagnostic</a>	✖
<input type="checkbox"/>	<a href="#">ivtApp</a>	➔

9. The index-diagnostic utility is now installed and ready.

## Usage

The index-diagnostic utility is a web based application deployed to the default secure port of the application server and is secured using the twadmin resource group.

Base URL is /IndexDiagnostic

Example, this is the URL to access the index-diagnostic utility on a server with a default secure port of 9443, this is the URL:

<https://localhost:9443/IndexDiagnostic>

This is the opening screen for BPM 8500 and later.

## Search Index Diagnostics Utility

**Click on any of the links below for diagnostic information.**

### **Interactive Index Diagnostics:**

[Index Summary Report](#)

[Instance Reconciliation Report](#)

[Task Reconciliation Report](#)

### **Index Job Reports:**

[List Latest Index Jobs](#)

[List Latest Index Jobs with Indexed Entries](#)

[List Latest Index Jobs with Indexed Entries Ordered By Record Count](#)

### **Background Tasks:**

[Automatically Reconcile All Tasks and Instances - Background Task](#)

[Create Diagnostic Summary Report for Support - Background Task](#)

*Version: 2.0*

NOTE: If the diagnostic utility is deployed on BPM installations prior to 8.5.0.0, the options for Instance reports will not be displayed. Also, instance related reports will not be exported in the summary report.

# Index Summary Report

The Index Summary Report provides basic information about the search index and index tracking tables and is separated into sections showing details about the search index, task and instance summary information and indexing service settings.

## Search Index Summary

The Search Index Summary provides basic information about the search index.

### Search Index Summary

Attribute	Value
Index ID	05ac525e-2726-43b7-bc03-3c3570a77dc0
Process index location	C:\BPM85701\8570\STANDARD\deploy2\AppServer\profiles\StandAloneProfile\searchIndex\task\server1
Current Timestamp	2016-06-08T08:04:29.491-0400
Last Commit	2016-06-08T08:04:25.153-0400
Last Index Job Start Time	2016-06-08T08:04:22.880-0400
Document Count in search index	55407

Key information in the report:

1. Index ID. This is the ID used to uniquely identify this index between nodes.
2. Note the Last Commit. If this is not close to the Current Timestamp, then the index is not processing updates. If the node is processing updates, then the Current Timestamp, Last Commit and Last Index Job Start Time should all be within 10 seconds. (unless there is heavy system load)

## Instance Summary Comparison

The Instance Summary Comparison provides comparison count of instances in BPM base tables, index tracking tables and instances in the search index. A breakdown is also provided for counts of instances in BPM by status.

## Instance Summary Comparison

	Base Table LSW_BPM_INSTANCE	Tracking Table BPM_INSTANCE_INDEX	Instance Documents in Search Index
Instances	13347	13347	13347

## Instance Breakdown from base table LSW\_BPD\_INSTANCE

Instance Status	Number of Instances
Active	13347
Completed	0
Did_not_Start	0
Failed	0
Suspended	0
Terminated	0
Total	13347

Key information in the report:

1. The instance counts in the Instance Summary Comparison should match if the system is not processing instances. In flight instances will cause numbers to not match exactly. They should be reasonably close depending on the system load.

## Task Summary Comparison

The Task Summary Comparison provides comparison count of tasks in BPM base tables, index tracking tables and tasks in the search index. A breakdown is also provided for counts of tasks in BPM by status.

### Task Summary Comparison

	Base Table LSW_TASK	Tracking Table BPM_TASK_INDEX	Task Documents in Search Index
Human Tasks	80082	80082	80082
Other Tasks	93429	0	

### Task Breakdown from base table LSW\_TASK (Human Tasks only)

Status	Number of Tasks
Closed	0
New	0
Received	80082
Total	80082

Key information in the report:

1. The task counts in the Task Summary Comparison should match if the system is not processing tasks. In flight processing will cause numbers to not match exactly. They should be reasonably close depending on the system load.
2. By default, only human tasks are indexed. The count of tasks from the groups all tasks other than human tasks as “Other Tasks”. System tasks are not tracked if the option for indexing system tasks is not enabled.

## Indexing Attributes Summary

The Indexing Attributes Summary provides comparison list of the indexing attributes. There also an indication of federated indexing is enabled and if the federated index tables are present.

### Indexing Attributes Summary

Attribute	Value
Process indexing enabled	true
Process index update interval	5 seconds
Process indexing update completed tasks	false
Process indexing store field data	false
Process indexing work manager	wm/default
Process indexing include system tasks	false
Process indexing batch size	10
Process indexing instance completion best effort	false

Federated Index Enabled
false

Table	Exists
PFS_BPD_CHANGE_LOG	false
PFS_BPD_CHANGE_LOG_CONSMR_LOG	false
PFS_BPD_CHANGE_LOG_CONSUMER	false
PFS_BPD_CHANGE_LOG_UTIL	false
PFS_PARTITIONING_AGENT	false
PFS_PARTITIONING_AUDIT	false
PFS_PARTITIONING_CONTROLLER	false

## Instance Reconciliation

The Instance Reconciliation provides information about inconsistencies in the LSW\_BPD\_INSTANCE table and the search index and index tracking table (BPM\_INSTANCE\_INDEX).

Background: Tracking tables are used to record the date last changed for instances in the BPM base table LSW\_BPD\_INSTANCE. The tracking tables serve as an inventory of instances in the search index and also track if the instance is deleted in LSW\_BPD\_INSTANCE.

Instance Reconciliation is an interactive tool for finding and correcting inconsistencies. The process begins with Instance Verification. The purpose of the verification step is to ensure that all instances in the BPM base table LSW\_BPD\_INSTANCE are in the index tracking table BPM\_INSTANCE\_INDEX and ensure that all instances deleted from LSW\_BPD\_INSTANCE are marked as deleted in the tracking table BPM\_INSTANCE\_INDEX.

## Instance Verification

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### Tracking Table Verification:

**Found 3 instances that are missing records in the index tracking table BPM\_INSTANCE\_INDEX**

[Instances Missing Tracking Records](#)

**Found 2 instances that are incorrectly marked as deleted in the index tracking table BPM\_INSTANCE\_INDEX**

[Instances Incorrectly Marked as Deleted in Index Tracking](#)

Instances that have inconsistencies in tracking information should be corrected before proceeding with verification.

[Correct Tracking Records](#)

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### Search Index Verification:

☒ Reconcile All Instances

☐ Reconcile Instances that been updated in the last:

1  Hours

[Continue](#)

[Return to Main Menu](#)

In the above example, the Tracking Table verification shows 3 instances missing records in the index tracking table and 2 instances are incorrectly marked as deleted in the index tracking tables.

Details about the errors can be viewed by clicking on the respective hyperlinks.



The screen show below shows the instances that are missing from the tracking tables.

### **BPD Instances in LSW\_BPD\_INSTANCE and not in BPM\_INSTANCE\_INDEX**

BPD Name	Instance ID	Status	Create Date	Closed Date
LoadInstanceAndTasks	11	Active	2016-06-07T17:58:33.644-0400	null
LoadInstanceAndTasks	12	Active	2016-06-07T17:58:33.991-0400	null
LoadInstanceAndTasks	13	Active	2016-06-07T17:58:34.594-0400	null

Note: The hyperlink is a download and can be opened as HTML with a browser or opened directly with a spreadsheet.

Clicking the Correct Tracking Records button will correct the tracking record errors. This should be completed before continuing to Instance Reconciliation.

Correct Tracking Records

The following is a screenshot after Correcting the tracking records. This indicates that the tracking tables match the contents of the BPM base tables.

## **Instance Verification**

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### **Tracking Table Verification:**

**All instances have tracking records in the table BPM\_INSTANCE\_INDEX**

**All deleted instances are correctly marked as deleted in the tracking table BPM\_INSTANCE\_INDEX**

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Select the scope for reconciliation. The scope can either be All Instances or only instances in a specified time period.

### **Search Index Verification:**

☒ Reconcile All Instances

☐ Reconcile Instances that been updated in the last:

1 ▾ Hours ▾

Continue

The example below shows the reconciliation for only instances updated in the last 2 days. This is useful for reducing the time required to run the index reconciliation. If a regular schedule is kept for running the verification, then using the time specification can significantly reduce the time required to perform this process.

### Search Index Verification:

☐ Reconcile All Instances

☒ Reconcile Instances that been updated in the last:

2 Days

Continue

Clicking the Continue button will execute the reconciliation. The interactive mode of reconciliation will process the instances in batches of 10,000 by default. The screen shot below shows the total number of instances verified in this session, the number of instances verified in this batch and the number of instances that are missing or have an inconsistent status in the search index.

### BPD Instances in LSW\_BPD\_INSTANCE and not in the Search Index

Validation scope is All Instances

Verified 10,000 instances total

Verified 10,000 instances (instanceId range 0 to 10002) in this batch.

Found 2 instances that are missing or incorrect in the search index.

Missing or inconsistent InstanceIDs: [3, 4]

[Instance Reconciliation Report](#)

Verify Next 10,000

Rerun Verification

Correct Instances

Return to Main Menu

Clicking on the Instance Reconciliation Report hyperlink can be opened with HTML or downloaded.

### BPD Instances in LSW\_BPD\_INSTANCE and not in the Search Index

Index Major Event Time	Instance ID	Status
2016-06-07T21:58:39.508-0400	3	Active
2016-06-07T21:58:39.508-0400	4	Active

Note: This report can be opened with HTML or a spreadsheet program.

Clicking on the Correct Instances button will mark the instance tracking table with a new timestamp and will allow normal index processing to update the search index.

Correct Instances

An information screen will indicate the number of instances marked for update.

#### Instance Correction

##### Marked 2 instance records for update

Instance records marked for update will be processed by the indexing service in the next indexing interval (default is 5 seconds). Close this window and retry the verification after waiting about 30 seconds.

Close

The instances are sorted by the instance ID in the reconciliation, so when the correction is complete, clicking on the Rerun Verification button will execute the verification on the same range of instance IDs.

Rerun Verification

Note the number of missing or incorrect instances is now 0 and the range of instance IDs is the same as the previous screen shot.

## BPD Instances in LSW\_BPD\_INSTANCE and not in the Search Index

Validation scope is All Instances

Verified 10,000 instances total

Verified 10,000 instances (instanceId range 0 to 10004) in this batch.

Found 0 instances that are missing or incorrect in the search index.

Verify Next 10,000

Rerun Verification

Correct Instances

Clicking on the Verify Next button will move to the next batch of instances for verification.

## BPD Instances in LSW\_BPD\_INSTANCE and not in the Search Index

Validation scope is All Instances

Verified 13,345 instances total

Verified 3,345 instances (instanceId range 10004 to 13349) in this batch.

Found 0 instances that are missing or incorrect in the search index.

Verify Next 10,000

Rerun Verification

Correct Instances

Return to Main Menu

## Task Reconciliation

The Task Reconciliation provides information about inconsistencies in the LSW\_TASK table and the search index and index tracking table (BPM\_TASK\_INDEX).

Background: Tracking tables are used to record the date last changed for instances in the BPM base table LSW\_TASK. The tracking tables serve as an inventory of instances in the search index and also track if the task is deleted in LSW\_TASK.

Task Reconciliation is an interactive tool for finding and correcting inconsistencies. The process begins with Task Verification. The purpose of the verification step is to ensure that all tasks in the BPM base table LSW\_TASK are in the index tracking table BPM\_TASK\_INDEX and ensure that all tasks deleted from LSW\_TASK table are marked as deleted in the tracking table BPM\_TASK\_INDEX.

### Task Verification

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#### Tracking Table Verification:

**Found 3 tasks that are missing records in the index tracking table BPM\_TASK\_INDEX**

[Tasks Missing Tracking Records](#)

**Found 3 tasks that are incorrectly marked as deleted in the index tracking table BPM\_TASK\_INDEX**

[Tasks Incorrectly Marked as Deleted in Index Tracking](#)

Tasks that have inconsistencies in tracking information should be corrected before proceeding with verification.

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#### Search Index Verification:

- ☒ Status
- ☒ Due Date
- ☒ User id
- ☒ Group Id

☒ Reconcile All Tasks

☐ Reconcile Tasks that been updated in the last:

In the above example, the Tracking Table verification shows 3 tasks missing records in the index tracking table and 3 tasks are incorrectly marked as deleted in the index tracking tables.

Details about the errors can be viewed by clicking on the respective hyperlinks.

The screen show below shows the tasks that are missing from the tracking tables.

#### Tasks in LSW\_TASK and not in BPM\_TASK\_INDEX

Service Name	Activity Name	Task ID	Status	Subject	Received Date	Due Date	Closed Date	BPD Instance ID	BPD Instance Name	BPD Name	
Default Human Service	LoadTask4	159	Received	Step: LoadTask4	2016-06-07T17:58:40.198-0400	2016-06-07T18:58:40.196-0400	null	13	LoadTaskAndInstances:13	LoadInstanceAndTasks	r
Default Human Service	LoadTask1	164	Received	Step: LoadTask1	2016-06-07T17:58:40.298-0400	2016-06-07T18:58:40.296-0400	null	13	LoadTaskAndInstances:13	LoadInstanceAndTasks	r
Default Human Service	LoadTask6	167	Received	Step: LoadTask6	2016-06-07T17:58:40.353-0400	2016-06-07T18:58:40.351-0400	null	13	LoadTaskAndInstances:13	LoadInstanceAndTasks	r

Note: The hyperlink is a download and can be opened as HTML with a browser or opened directly with a spreadsheet.

Clicking the Correct Tracking Records button will correct the tracking record errors. This should be completed before continuing to Task Reconciliation.

Correct Tracking Records

The following is a screenshot after Correcting the tracking records. This indicates that the tracking tables match the contents of the BPM base tables.

## Task Verification

### Tracking Table Verification:

**All tasks have tracking records in the table BPM\_TASK\_INDEX**

**All deleted tasks are correctly marked as deleted in the tracking table BPM\_TASK\_INDEX**

Select the scope for reconciliation.

There are two parts of the verification for tasks.

1. Check the fields that should be used for verifying tasks in the search. It is recommended that Status should be included since this impacts dashboard results.
2. The scope can either be All Tasks or only tasks in a specified time period.

### Search Index Verification:

☒ Status  
☒ Due Date  
☒ User id  
☒ Group Id

☒ Reconcile All Tasks

☐ Reconcile Tasks that been updated in the last:

1 ▾ Hours ▾

The example below shows the reconciliation for only tasks updated in the last 2 days. This is useful for reducing the time required to run the index reconciliation. If a regular schedule is kept for running the verification, then using the time specification can significantly reduce the time required to perform this process.

### Search Index Verification:

☒ Status  
☒ Due Date  
☒ User id  
☒ Group Id

☐ Reconcile All Tasks

☒ Reconcile Tasks that been updated in the last:

2 ▾ Days ▾

Clicking the Continue button will execute the reconciliation. The interactive mode of reconciliation will process the tasks in batches of 10,000 by default. The screen shot below shows the total number of tasks verified in this session, the number of tasks verified in this batch and the number of tasks that are missing or have an inconsistent status in the search index.

## Tasks in LSW\_TASK and not in the Search Index

**Validation scope is All Tasks**

**Verified 10,000 tasks total**

**Verified 10,000 tasks (taskId range 0 to 22091) in this batch**

**Found 3 tasks that are missing or incorrect in the search index**

**Missing or inconsistent TaskIDs: [26, 27, 28]**

[Task Reconciliation Report](#)

Verify Next 10,000

Rerun Verification

Correct Tasks

Clicking on the Task Reconciliation Report hyperlink can be opened with HTML or downloaded.

Index Major Event Time	Service Name	Activity Name	Task ID	Status	Subject	Received Date	Due Date	Closed Date	BPD Instance ID	BPD Instance Name
2016-06-07T21:58:33.592-0400	Default Human Service	LoadTask5	26	Received	Step: LoadTask5	2016-06-07T17:58:32.390-0400	2016-06-07T18:58:32.388-0400	null	4	LoadTaskAndInstances:4
2016-06-07T21:58:38.270-0400	Default Human Service	LoadTask6	27	Received	Step: LoadTask6	2016-06-07T17:58:32.538-0400	2016-06-07T18:58:32.536-0400	null	3	LoadTaskAndInstances:3
2016-06-07T21:58:34.718-0400	Default Human Service	LoadTask4	28	Received	Step: LoadTask4	2016-06-07T17:58:32.577-0400	2016-06-07T18:58:32.575-0400	null	4	LoadTaskAndInstances:4

Note: This report can be opened with HTML or a spreadsheet program.

Clicking on the Correct Tasks button will mark the task tracking table with a new timestamp and will allow normal index processing to update the search index.

Correct Tasks

An information screen will indicate the number of tasks marked for update.

## Task Correction

### Marked 3 task records for update

Task records marked for update will be processed by the indexing service in the next index

Close

The tasks are sorted by the task ID in the reconciliation, so when the correction is complete, clicking on the Rerun Verification button will execute the verification on the same range of task IDs.

Rerun Verification

Note the number of missing or incorrect task is now 0 and the range of task IDs is the same as the previous screen shot.

## Tasks in LSW\_TASK and not in the Search Index

Validation scope is All Tasks

Verified 10,000 tasks total

Verified 10,000 tasks (taskId range 0 to 22094) in this batch

Found 0 tasks that are missing or incorrect in the search index

Verify Next 10,000

Rerun Verification

Correct Tasks



Clicking on the Verify Next button will move to the next batch of tasks for verification.

## **Tasks in LSW\_TASK and not in the Search Index**

**Validation scope is All Tasks**

**Verified 20,000 tasks total**

**Verified 10,000 tasks (taskId range 22094 to 43456) in this batch**

**Found 0 tasks that are missing or incorrect in the search index**

Verify Next 10,000

Rerun Verification

Correct Tasks

# Index Job Queries

Three queries are provided for viewing entries in the BPM\_TASK\_INDEX\_JOB table.

The List Latext Index Jobs query displays the last 25 index jobs by default. This query is useful in verifying the the index process is running.

## Last 25 Index Job Entries

Index ID	Index Start Time	Index End Time	Last Purge Time	Records Indexed
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T10:30:48.846-0400	2016-06-08T10:30:48.846-0400	2016-06-07T21:52:29.908-0400	0
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T10:30:43.835-0400	2016-06-08T10:30:43.835-0400	2016-06-07T21:52:29.908-0400	0
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T10:30:38.830-0400	2016-06-08T10:30:38.830-0400	2016-06-07T21:52:29.908-0400	0
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T10:30:33.824-0400	2016-06-08T10:30:33.824-0400	2016-06-07T21:52:29.908-0400	0
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T10:30:28.823-0400	2016-06-08T10:30:28.823-0400	2016-06-07T21:52:29.908-0400	0
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T10:30:23.821-0400	2016-06-08T10:30:23.821-0400	2016-06-07T21:52:29.908-0400	0
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T10:30:18.816-0400	2016-06-08T10:30:18.816-0400	2016-06-07T21:52:29.908-0400	0
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T10:30:13.812-0400	2016-06-08T10:30:13.812-0400	2016-06-07T21:52:29.908-0400	0
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T10:30:08.811-0400	2016-06-08T10:30:08.811-0400	2016-06-07T21:52:29.908-0400	0
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T10:30:03.811-0400	2016-06-08T10:30:03.811-0400	2016-06-07T21:52:29.908-0400	0

The List Latest Index Jobs with Indexed Entries query displays the last 25 index jobs, but excludes the jobs that have an indexed record count of 0.

## Last 25 Index Job Entries with Index Counts greater than 0

Index ID	Index Start Time	Index End Time	Last Purge Time	Records Indexed
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T10:22:48.734-0400	2016-06-08T10:22:49.424-0400	2016-06-07T21:52:29.908-0400	3
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T10:06:28.217-0400	2016-06-08T10:06:28.533-0400	2016-06-07T21:52:29.908-0400	6
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T09:51:42.482-0400	2016-06-08T09:51:42.832-0400	2016-06-07T21:52:29.908-0400	2
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T09:25:41.170-0400	2016-06-08T09:25:41.654-0400	2016-06-07T21:52:29.908-0400	5
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T09:07:14.140-0400	2016-06-08T09:07:15.841-0400	2016-06-07T21:52:29.908-0400	4
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T09:07:09.130-0400	2016-06-08T09:07:12.050-0400	2016-06-07T21:52:29.908-0400	10
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T09:07:04.122-0400	2016-06-08T09:07:08.022-0400	2016-06-07T21:52:29.908-0400	14
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T09:06:59.111-0400	2016-06-08T09:07:02.685-0400	2016-06-07T21:52:29.908-0400	13
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T09:06:54.099-0400	2016-06-08T09:06:57.816-0400	2016-06-07T21:52:29.908-0400	7
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T09:06:49.232-0400	2016-06-08T09:06:52.976-0400	2016-06-07T21:52:29.908-0400	13

The List Latest Index Jobs with Indexed Entries Ordered By Record Count query displays the top 25 index jobs by record count in descending order. This query is useful for seeing spikes in the index processing:

## Last 25 Index Job Entries with Index Counts greater than 0

Index ID	Index Start Time	Index End Time	Last Purge Time	Records Indexed
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T08:39:00.355-0400	2016-06-08T08:39:05.769-0400	2016-06-07T21:52:29.908-0400	535
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-07T22:07:18.529-0400	2016-06-07T22:07:26.712-0400	2016-06-07T21:52:29.908-0400	235
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T08:51:38.672-0400	2016-06-08T08:51:40.238-0400	2016-06-07T21:52:29.908-0400	225
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-07T22:04:18.409-0400	2016-06-07T22:04:21.491-0400	2016-06-07T21:52:29.908-0400	219
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-07T22:06:18.490-0400	2016-06-07T22:06:22.847-0400	2016-06-07T21:52:29.908-0400	214
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-07T22:00:49.232-0400	2016-06-07T22:00:52.999-0400	2016-06-07T21:52:29.908-0400	200
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T08:26:43.345-0400	2016-06-08T08:26:46.706-0400	2016-06-07T21:52:29.908-0400	194
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-07T22:17:20.331-0400	2016-06-07T22:17:29.327-0400	2016-06-07T21:52:29.908-0400	193
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-08T08:26:13.331-0400	2016-06-08T08:26:16.579-0400	2016-06-07T21:52:29.908-0400	192
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-07T22:12:31.045-0400	2016-06-07T22:12:33.813-0400	2016-06-07T21:52:29.908-0400	188
05ac525e-2726-43b7-bc03-3c3570a77dc0	2016-06-07T22:01:49.236-0400	2016-06-07T22:01:51.446-0400	2016-06-07T21:52:29.908-0400	186

## Automatic Reconciliation

Automatic reconciliation will run in the background and will correct all task and instance index tracking table problems as well as run automatic reconciliation for all tasks and instances in BPM and the search index.

Clicking on the Automatically Reconcile All Tasks and Instances - Background Task link will bring up the following page:

### Automatic Task and Instance Reconciliation

This process will automatically reconcile all tasks and instances and write results to zip file. This will run as a background process

[Begin Reconciliation](#)

[Back](#)

Clicking on Begin Reconciliation will start the background process.

Example result from requesting an automated reconciliation:

## Instance and task reconciliation has been requested

**The reconciliation results will be exported to the following location:**

**C:\BPM85701\8570\STANDARD\deploy2\AppServer\profiles\StandAloneProfile\logs\server1\IndexDiagnostic\Reconcile\_server1\_20160608T110131.zip**

The zip file will contain one text file named ReconciliationReport.txt, containing a list of corrections completed.

Example contents of ReconciliationReport.txt:

Instances added to BPM\_INSTANCE\_INDEX:

648  
649  
650  
651

Instances updated in BPM\_INSTANCE\_INDEX to remove deleted marking:

668  
670  
671

Tasks added to BPM\_TASK\_INDEX:

1299  
1300  
1301

Tasks updated in BPM\_TASK\_INDEX to remove deleted marking:

None

Instances corrected in the Search Index:

3  
4

Tasks corrected in the Search Index:

26  
27  
28

## Create Diagnostic Summary Report for Support

This selection exports all of the reports from the diagnostic utility with default settings, plus sql scripting that can be used to correct problems noted in the Instance and Task reconciliation reports. The process for creating the summary report could take some time to complete, so a separate server thread is started that creates and exports the report. All files are then zipped into a single file that can be evaluated locally and sent to support. The file is exported to the profile log directory and stamped with the current timestamp. The process will indicate the final location of the export on the screen, though it may take some time for the processing to complete.

Clicking on the Create Diagnostic Summary Report for Support - Background Task link will bring up the following page:

### Create Diagnostic Summary Report

This process will export all diagnostic reports and write the results to zip file. This will run as a background process.

Begin Export

Back

Clicking on Begin Export will start the background process.

Example result from requesting a summary report:

### Diagnostic Report has been requested

The diagnostic reports will be exported to the following location:

C:\BPM8570\8570\STANDARD\deploy2\AppServer\profiles\StandAloneProfile\logs\server1\IndexDiagnostic\IndexDiagnostic\_server1\_20150503T085311.zip

Contents of the Diagnostic Summary Report zip file:

File Name	Description
FederatedSummaryReport.html	Federated Data Summary Report
IndexSummaryReport.html	Index Summary Report
InstancesNotInIndexTracking.sql	Correction script for instances not in the BPM_INSTANCE_INDEX table.
InstancesNotInIndexTracking.txt	Instances not in the BPM_INSTANCE_INDEX table rendered as text.
InstancesNotInSearchIndex.sql	Correction script for instances not in the search

	index.
InstancesNotInSearchIndex.txt	Instances not in search index rendered as text.
InstanceSummaryReport.html	Instance Summary Report
InstancesWithDeletedIndexTrackingEntry.sql	Correction script for instances incorrectly makred as deleted in the BPM_INSTANCE_INDEX table.
InstancesWithDeletedIndexTrackingEntry.txt	Instances incorrectly marked as deleted in the BPM_INSTANCE_INDEX table rendered as text.
TasksNotInIndexTracking.sql	Correction script for tasks not in the BPM_TASK_INDEX table.
TasksNotInIndexTracking.txt	Tasks not in the BPM_TASK_INDEX table rendered as text.
TasksNotInSearchIndex.sql	Correction script for tasks not in the search index.
TasksNotInSearchIndex.txt	Tasks not in search index rendered as text.
TaskSummaryReport.html	Task Summary Report
TasksWithDeletedIndexTrackingEntry.sql	Correction script for tasks incorrectly makred as deleted in the BPM_TASK_INDEX table.
TasksWithDeletedIndexTrackingEntry.txt	Tasks incorrectly marked as deleted in the BPM_TASK_INDEX table rendered as text.
TopIndexJobsReport.html	Top Index Jobs Report
TopIndexJobsWithCountReport.html	Top Index Jobs with Count Report