**Production Support Workflow**

1. **ESC Policies** 
   1. **Symphony Profile: ESD-EnterpriseWorkflow**
      1. 5688-EntWFEngine
         1. Policy – GuiApplications (role) is allowed to access EnterpriseWorkflowGUI/(resource)
      2. 5724 – EntWFEngineWS
         1. Policy – CreateServiceAuthNClients(role) is allowed to access 5724\_CreateService/(resource)
         2. Policy – QueryServiceAuthNClients(role) is allowed to access 5724\_QueryService/(resource)
         3. Policy – TransitionServiceAuthNClients(role) is allowed to access 5724\_TransitionService/(resource)
2. **Property files**
   1. **Create Service unique property files**
      1. /opt/fedex/entwfengine/data/createservice
         1. Notification.properties
            1. #TESTING MODE - must set as system property

SYSTEM.testingMode=true

* + - * 1. Mapping of App ID`s to Symphony names for IDM delegation call – Ex. 832=Symphony
        2. **Notification Templates** - Request Notification Templates, Response Notification Templates, Task Creation Notification Templates, Task Creation delegate information (prepends for subject and body), Explicit Task Claim Templates, Task Completion Templates, smtp host and sender of notifications
        3. **Test recipients** – used when property SYSTEM.testingMode is set to true – takes the same form as the sender. All notification for the requested appID will be sent to the email recipient. Ex. notification.APP5538.testRecipient=eOps-Dev@fedex.com
  1. **Query Service unique property files**
     1. /opt/fedex/entwfengine/data/queryservice
        1. workflowqueryservice.properties
           1. **Enhance.access.apps** – List of application IDs that have pseudo-admin access
           2. **Implicit Delegation properties** - List of task types for which manager should be granted implicit approval delegation for their employees. Format is as follows: “832=fwrs\_it\_owner\_approval,fwrs\_bus\_owner\_approval”
  2. **Transition Service unique property files**
     1. None
  3. **GUI unique property files** 
     1. /opt/fedex/entwfengine/data/workflow
        1. validgroups.properties
           1. groupsToCheck – groups to check for pending tasks (if the logged in user is a member of one of these groups). Only if the member part of that group and that group has an unclaimed task does it display in the UI.
           2. Symphony\_app\_names - app name to app id mapping. This is how the UI maps the Symphony profile name to display in the UI from the APPID returned from the Query Service.
  4. Common property files (QueryService, TransitionService, CreateService)
     1. /opt/fedex/entwfengine/data/connection.properties
        1. Contains info on how the various services connect to BPM.

1. **Starting and stopping BPM**

Use the follow scripts to stop & start the BPM WebLogic instances.

Admin server:

/opt/fedex/ewf/prod-current/scripts/ewf-stop -a

/opt/fedex/ewf/prod-current/scripts/ewf-start -a

Managed servers:

/opt/fedex/ewf/prod-current/scripts/ewf-stop -m

/opt/fedex/ewf/prod-current/scripts/ewf-start -m

1. **$Universe support**

For support info on the EDW $universe job, refer to [this link](http://itg.prod.fedex.com/sf/docman/do/viewDocument/projects.esd_enterpriseworkflow/docman.root.general_documentation.production_support/doc949677/2?_message=1405347534801).

1. **Alps Config**
   1. **Services ALPS Name: entwfengine**
      1. Service Deployments: createService, CSM, transitionService, queryService, soalib, frameworklib
   2. **GUI ALPS Name: entwfengine-UI**
      1. GUI Deployments: ewfui, jsf-2.0, frameworklib
2. **Server diagrams and logs**
   1. Logs
      1. /var/fedex/entwfengine/createservice/logs/
      2. /var/fedex/entwfengine/queryservice/logs/
      3. /var/fedex/entwfengine/transitionservice/logs/
      4. /var/fedex/entwfengine/entwfengine-UI/logs/
   2. Server diagrams (also available at http://itg.prod.fedex.com/sf/go/doc944423?nav=1)



1. **Database details**
   1. **Host and Port = pcd09541.inf.fedex.com:1526**
   2. **Service Name = EWFE\_SVC1.inf.fedex.com**
   3. **OID = EWFE\_SVC1\_PRD**
   4. **UserName = EWFE\_OBPM\_SCHEMA**
   5. **Password = EwfEObpMUseRPassworD555**
   6. **JDBC connection url**

**jdbc:oracle:thin:@ldap://oid.inf.fedex.com:3060/EWFE\_SVC1\_PRD,cn=OracleContext,dc=prod,dc=fedex,dc=com**

1. **Weblogic/EM**
   1. **WLS console:** [**http://pje22435.prod.fedex.com:7001/console**](http://pje22435.prod.fedex.com:7001/console)
   2. **EM console:** [**http://pje22435.prod.fedex.com:7001/em**](http://pje22435.prod.fedex.com:7001/em)
   3. **User: weblogic Pass: EwfSoaBpmDF1**

**FAQ/Troubleshooting**

**Problem**: A client submits a workflow via the Create Service but when the user logs into GUI, the assigned workflow doesn’t appear.

**Answer**: Check the ESC Security Policy for profile: *ESD-EnterpriseWorkflow* Application: *5688 – EntWFEngine*. Make sure the application that submitted the workflow is a member of the *GuiApplications* role.

**Problem**: User reports the query service is returning a message stating they are submitting an invalid workflow ID.

**Answer**: Follow the procedure in this document (<http://itg.prod.fedex.com/sf/go/doc955571?nav=1>) to determine if the process is in an error state but can be recovered.

**Contact Information**

Database Support:

All Environments – DBA is contracted. Must open a ticket.

Requires a support tracker assigned to System/Group: **EIS-ITO-DBA-Corporate or EIS-ITO-DBA-HCL**

Delegation Services:

Test: Trey Ray is the manager of this group

Production: IDM

LDAP:

<http://pdsweb.sac.fedex.com/> to contact on-call support.

Non-Prod Environments: Unofficial support contact Tracy Addision.

JMS Production:

[xtrnl-eit-oncall@mail.fedex.com](mailto:xtrnl-eit-oncall@mail.fedex.com)

Access to Workflow Severs:

Access control through keyword Tesla. Contact EBR group (rt to s2finish) for additional help.

Link to System Profile : <https://sso.secure.fedex.com/S2F/xhtml/ConsolidatedSysProfileView.xhtml?sysProfNm=EntWFEngine-SVC-Weblogic&sysProfId=800&workReqNo=EBR1842&implDate=04/18/2014&workReqID=1842&refNo=EBRQ6790&wrName=EntWFEngine/(5688)&agendaFlag=Y>

WSSO: http://www.infosec.fedex.com/wsso/forms/SupportMain.phtml

HRT (Human Resources)

Mark Berg: 901-263-4636

Marshall Dabney:901-263-5095

HR **Production** On-Call Pager: ( 901 ) 361 - 7007

External Clients:

eOps – Chrisa West or [eOps-Support@fedex.com](mailto:eOps-Support@fedex.com)

Symphony – Leigh Ann Kutil or call production support 800-228-1051 or submit a ticket through the Symphony Help Console.