

How-To Guide Configuring Alerts & Monitoring

Document Type: External

Document Version: 1.0

Date: 13/08/2021

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Introduction

The purpose of this guide is to provide a foundational understanding of the options and capabilities available when configuring Alerts.

Alerts allow the system to detect certain events by checking the Application Process Log, Application Log, System Log and JMX Beans. It then sends an alert through Communication Options such as email, SMS, Application Process and Business Process.

There are a number of aspects in the system to consider in order to get alerts configured and running successfully, and this guide would basically cover all necessary configurations required to successfully send and receive Alerts based on the various triggers of events in the system.

Overview

This guide will cover the configuration for the following:

- **Create Alert User** – Creation of a user where the email config is defined for sending alerts via email.
- **Configure Location for Email Alerts** – Configuration of the Estate Manager location to send email alerts.
- **Alert Services** – The list of services which are required for alert configuration.
- **Configure Alert Types** – The various alert types which are available for configuration.
- **Monitoring Alerts** – Using Alert Maintenance to monitor the Alerts that have been triggered.
- **Alert Scenarios** – Failed Transaction Processing, Failed XML Import, Failed Scheduled Job, Licence Failed and Database Connection Failed scenarios are discussed.

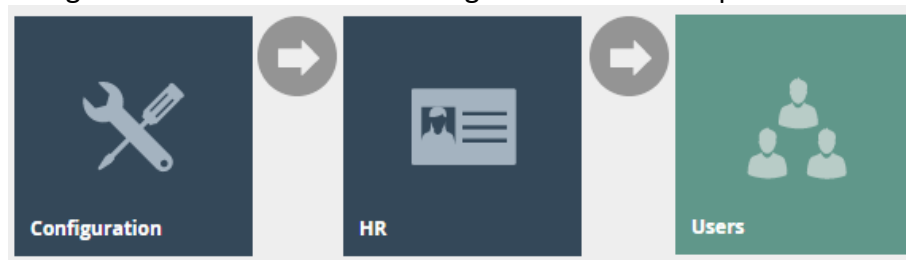
Configuration Steps

Create Alert User

To send alerts as an email, an Alert User has to be defined. This is where the email configuration too is defined for this particular user for sending alerts via email.

To configure the Alert User follow the steps below:

Navigate to User Maintenance using the Search or the path



To create a new User, select **Create a New User** on the User Maintenance page.

The screenshot shows the 'User Maintenance' page. At the top, there are filter fields for Location, Surname, Employee ID, User ID, Short ID, and User Team. Below these are 'Apply Filters' and 'Reset Filters' buttons. A table lists existing users with columns for Location, User ID, and Surname. At the bottom left, the '+ Create New User' button is highlighted with a red box. Other buttons at the bottom include 'Print Users' and 'Export Users'.

	Location	User ID	Surname
		CUST_USER	
		INSTALL	
	Enactor Store	INVENTORY0069	0069
	The Enactor Restaurant	999	1
	The Enactor Restaurant	777	1
	Enactor Store	100 USER 1	100 USER 1
	Enactor Store	100 USER 2	100 USER 2
	Estate Manager	50_TESTMANAGER	50_TESTMANAGER
	Estate Manager	ADMIN	admin
	Estate Manager	TEST-ADMIN	admin

Enter ALERTS as the unique **User ID** for the new User and click Create.

The screenshot shows the 'Create New User' form. It prompts the user to enter the ID of the new user or select 'auto generate ID'. The 'User ID' field contains 'ALERTS', which is highlighted with a red box. There is an 'Autogenerate ID' button. Below the 'User ID' field is a 'Template ID' dropdown menu. At the bottom, there are 'Back' and 'Create' buttons.

The User Maintenance, for the newly created ALERTS User, is presented as follows and the two tabs to configure are; **General** and **Email**.

User – General Tab

The General tab has all the basic information that captures the identity of the new ALERTS User.

The screenshot shows the 'User Maintenance' interface with the 'General' tab selected. The user being edited is 'ALERTS'. The form contains the following fields:

- Display Name***: Alerts User (marked with a red '1')
- Title**: (empty)
- Surname***: Alerts User (marked with a red '2')
- Forename**: System
- Initials**: (empty)
- Date Of Birth**: (calendar icon, dropdown, and input fields)
- Sex**: - (dropdown)
- Left Handed**: ☐
- Short ID**: (empty)
- Employee ID**: (empty)
- Location**: - (dropdown)
- Locale**: English (UK) (dropdown)
- User Group**: - (dropdown)
- User Team**: - (dropdown)
- Template ID**: (empty) with a 'Change Template' link

* Denotes Mandatory

Set the appropriate values on the **General** tab as follows:

Configuration	Description
Display Name	This is the name displayed in the screen after signing into the Estate Manager. Enter any identifiable name here. Eg: Alerts User.
Surname	This is the surname given to the User. Enter any appropriate surname here. Eg: Alerts User.

User – Email Tab

The Email tab captures the email configuration for the new ALERTS User.

The screenshot shows the 'User Maintenance' interface with the 'E-mail' tab selected. At the top, there are 'Save' and 'Cancel' buttons. Below them, a message states 'You are editing user ID: 'ALERTS''. The 'E-mail' tab is highlighted with a red box. The configuration fields are as follows:

Field	Value	Additional Info
Email Address	support@enactor.co.uk	
Email Account Name	support@enactor.co.uk	Change Email Account Password
Receiving Server Type	POP3	
Check Email on Login	<input type="checkbox"/>	
Check Email in the Background	<input checked="" type="checkbox"/>	
Account Status	Invalid	Bin icon

Set the appropriate values on the **Email** tab as follows:

Configuration	Description
Email Address	Enter the email address which would be used to send the email alerts.
Email Account Name	Enter the same email address, as used in the previous field, once again here as well.
Change Email Account Password	Enter the correct password of the email address that has been entered.
Check Email on Login	If checked, the Email would be checked on Login.
Check Email in Background	If checked, the Email would be checked in the Background.
Account Status	Shows the status of the email account. If there is an issue with the email configuration, then after several tries, the system will automatically set the user's email account status to "Invalid". Once set to invalid the system will not try to access the user's email account. After resolving the email configuration issues, make sure to check this field and if it is "Invalid" then click on the bin icon and set it to "Valid".

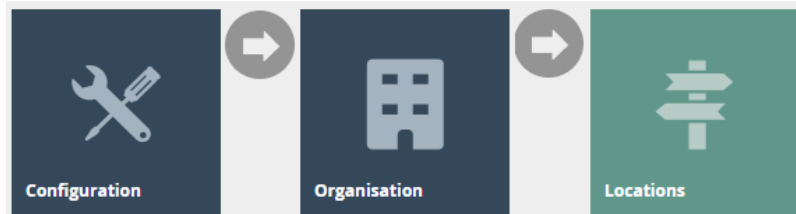
NOTE: Be sure to set the correct email address and a valid password for the email account on the above page. Without this, the alert system will not be able to send email alerts.

Configure Location for email alerts

The Estate Manager location should be configured to send email alerts. See details below on how to configure the location email config.

Following is an example of configuring the Email Tab of the Estate Manager location to use IMAP and SMTP:

Navigate to Location Maintenance using the Search or the path



In the list of locations, search for Estate Manager and click on the corresponding edit icon in order to configure the Estate Manager Location.

Location Maintenance

Region

-

Location Type

-

Location ID

Starts With

Name

Starts With

est

Apply Filters

Reset Filters

	Location ID	Location Type	Name
<div><div><div></div><div></div><div></div><div></div></div></div>	estatemanager	Office	Estate Manager

Location – Email Tab

Within the EM location, the email configuration is done via the "Email" Tab. Below is a screenshot of the Location Maintenance of the Estate Manager location.

The System User should point to the "ALERTS" user created in the previous section.

The screenshot shows the 'Location Maintenance' window for 'estatemanager'. The 'Email' tab is selected. The configuration includes:

- Authenticate Outgoing Mail:** Checked (marked with a red '1').
- Allow fallback to unencrypted connection:** Unchecked.
- POP3 Server:** pop.gmail.com
- POP3 Port:** 995
- POP3 Encryption Type:** TLS/STARTTLS
- IMAP4 Server:** imap.gmail.com
- IMAP4 Port:** 993
- IMAP4 Encryption Type:** SSL
- SMTP Server:** smtp.gmail.com (marked with a red '2').
- SMTP Port:** 587 (marked with a red '3').
- SMTP Encryption Type:** TLS/STARTTLS
- Support Email Address:** (empty field)
- System User:** ALERTS (marked with a red '4' and a search icon).

Set the appropriate values as follows:

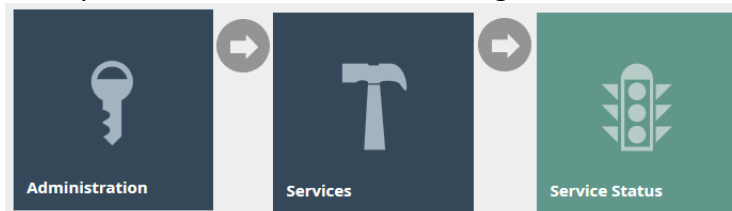
Configuration	Description
Authenticate Outgoing Mail	Checkbox, if checked indicates that all outgoing mail will be authenticated. This is done using the User's email account and password. If this option is not selected and the SMTP server requires authentication the outgoing email will not be sent.
SMTP Server	An SMTP server is a mail server that only supports the sending of emails. Using one, you can send email from anywhere. Alphanumeric; maximum 100 characters and it must contain a full stop.
SMTP Port	Alphanumeric; maximum 50 characters.
SMTP Encryption Type	Select the appropriate SMTP Encryption Type from the dropdown which contains the following options: <ul style="list-style-type: none">• None• SSL• TLS/STARTTLS
System User	This is the System User associated with this location who sends the email alerts . The search button will take the User to the User Maintenance select page to enable selection of the required user. Make sure to always have the System User selected as the "ALERTS" user that was created.

Alert Services

In order for the Alerts to work, there are a number of services that are required. This section covers the list of services and their functionalities.

Service Description	Device Type	Functionality
Alert Dispatcher	Estate Manager, Back Office	Dispatches alerts via Email
Alert Monitor	Estate Manager, Back Office	Monitors Estate Manager logs for alert's messages
Email Internal Router	Estate Manager, Back Office, Inventory Manager	Routes the email internally via the application
Email Sender	Estate Manager, Back Office, Inventory Manager	Email sending service

After you have restarted the EM, navigate to Service Status using the Search or the path



Here you can check that all the required services are running.

Service Status			
All loaded services and their statuses are shown below.			
PdpServer	Running	PDP Server Scheduled Job Process	Idle Idle Idle
PdpServer	Running	PDP Server Sequence Number Status Client Monitor	Idle
PdpServer	Running	PDP Server Update Service	Idle
ProcServer	Running	Account Balance Update Monitor	Idle
ProcServer	Running	Alert Dispatcher	Idle
ProcServer	Running	Alert Monitor	Idle
ProcServer	Running	Business Processes Event Handler	Waiting for Data
ProcServer	Running	Business Processes In Processor	Reading Queue
ProcServer	Running	CRM Email Message Event Processor	Idle
ProcServer	Running	Campaign Runner	
ProcServer	Stopped	Card Authorisation Server	
ProcServer	Running	Cash Management Transaction Processing	Service: Idle Thread-1: Idle Thread-2: Idle Thread-3: Idle

Service Status			
All loaded services and their statuses are shown below.			
ProcServer	Running	EM Task Activation Service	Idle
ProcServer	Stopped	EM Transaction To Rj Queue Consumer	
ProcServer	Running	EM Transaction To SecondaryRTA Queue Consumer	Service: Idle Thread-1: Idle Thread-2: Idle Thread-3: Idle Thread-4: Idle
ProcServer	Running	Email Internal Router	
ProcServer	Running	Email Receiver	
ProcServer	Running	Email Sender	
ProcServer	Stopped	Estate Manager Document Extractor	
ProcServer	Running	Estate Monitor	Idle
ProcServer	Running	Event Monitor Listener	Running
ProcServer	Stopped	File Document Importer	
ProcServer	Stopped	Flowcast Data Update Processor	
ProcServer	Running	Index Update Scheduler	Idle

Configure Alert Types

Alert types are used to define what alerts to raise when certain events are detected in the logs, where to monitor from (Application Process log, Application Log, System Event Log) and the communication type (i.e., Email) used to send the Alerts. Basically, all that we have done so far is setting up an email and the services which are needed to send the alert. This section is where we configure at which events (triggers) do we want to send the alerts and where to send the alert if that event is triggered.

Note: If alerts are to be defined on the Store Server, then the alert types should be broadcast down to the Store Server.

Alert Types can be categorised based on the Trigger as:

- Application Process Log
- Application Log
- System Event Log
- JMX Bean

Note: Configuration of JMX Bean Alerts is documented in the “How-To Guide Configuring MBean Alerts” document.

Communication Options for sending alerts comprises of:

- Email
- SMS
- Application Process
- Business Process

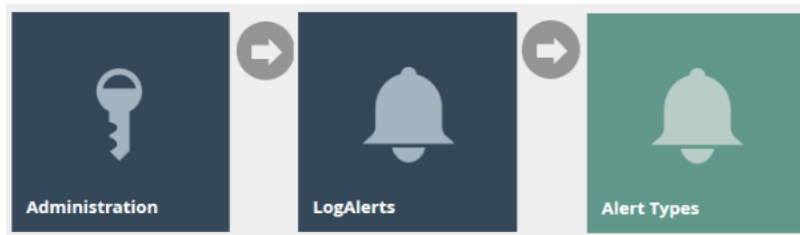
The examples provided below are pre-loaded into the environment:

Alert Type ID	Description	Trigger	Log Entry Type/ Log Level	Entry Type ID
FAILED_XML_IMPORT	When File Import is used in the Estate Manager to import configs and any such import fails, because it could not parse or process successfully, a Failed to import XML file alert is sent to the user.	Application Process Log	Error	xmlFileImporter
FAILED_TRANSACTION_PROCESS	When a Transaction fails to process, a Transaction Processing Failed alert is sent to the user.	Application Process Log	Error	document
FAILED_SCHEDULED_JOB	When broadcasts fail to submit due to an error, a Scheduled Job Failed alert is sent to the user.	Application Process Log	Error	scheduledJob
LICENCE_FAILED	When the Licence used is either expired or invalid, a Licence Validation Failed alert is sent to the user.	Application Log	Error	
DATABASE_CONNECTION_FAILED	When there is a problem with connecting to the Database, then a Database Connection Failed alert is sent to the user.	Application Log	Error	

To further explain the above table, let's take the alert type DATABASE_CONNECTION_FAILED. The trigger for this alert type is Application Log and the Message Text "com.enactor.core.database.DatabaseException: Failed to get connection". So if that exact Message Text does exist in the Application Log, then an Email is sent as an alert to the recipient as configured.

For each of these Alert Types, we have to configure how and to whom we want to send the alerts. Following is how you can configure to send each Alert as an email as required:

Navigate to Alert Type Maintenance using the Search or the path



Click on the edit icon of the Alert Type that you want to configure, and this will take you to the Alert Type Maintenance of that particular Alert Type. It is the Communication Options Tab that we have to configure in order to set the email we wish to send the alert to.

Alert Type – Communication Options Tab

This is where you specify all configurations regarding which method you want to send the Alert and to whom you want to send once this Alert Type has been triggered.

Email, SMS, Application Process and Business Process are the Communication Option Types that are available for selection. Many Communication Options can be added for one Alert Type by having different devices configured as shown below.

	Device Type	Communication Option Name	Communication Option Type
	Estate Manager	Email alert	Send an E-mail
	Estate Manager	Send SMS	Send an SMS
	Estate Manager	Send SMS 2	Send an SMS

In order to create a new Communication Option Type, pick from the dropdown and enter an appropriate Communication Option Name and then click on Add New Communication Option.

	Device Type	Communication Option Name	Communication Option Type

E-mail

Application Process

Business Process

E-mail

SMS

Following is an example of an **Email** Communication Option Type and its configurations:

Alert Type Maintenance

Save Cancel

You are editing Alert Type ID: 'FAILED_TRANS_PROCESS' Communication Option Name: 'Email alert'

General

Send an E-mail

Device Type 1

User ID Q

Team ID Q

Email Address (overridden by User ID)* 2

Email Subject 3

Email Message 4

Batch Size 5

Batched Email Subject 6

Batched Email Message 7

Set the appropriate values as follows:

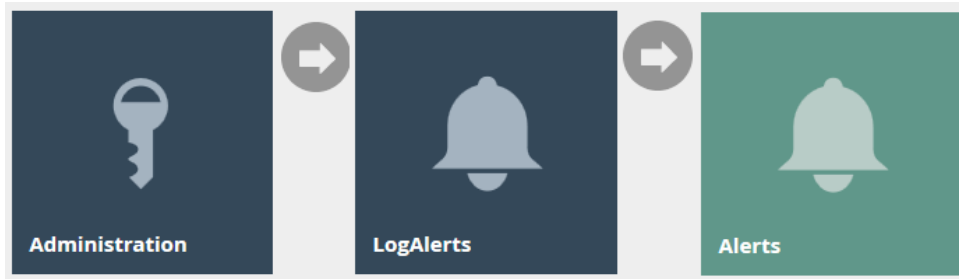
Configuration	Description
Device Type	Dropdown list selection of defined device types.
Email Address (overridden by User ID)	Enter the email address which you want to send the Alert to.
Email Subject	Subject of the message to be sent when the alert is triggered.
Email Message	Message to be sent when the alert is triggered.
Batch Size	Numeric value; When the Alert Type has been triggered the same number of times as the batch size value that is set here (not on every trigger), a batch email will be sent. The value set here defines after how many triggers should this batch email be sent.
Batch Email Subject	Subject of the message for the batch email.
Batch Email Message	Message to be included when the batch email is sent.

Click **Save** after configuring the appropriate values.

Finally, after configuring the Communication Options Tab, click on **Save** to finish creating your new Alert type.

Monitoring Alerts

Alerts that have been triggered in the system can be viewed in the Alert Maintenance. In order to view this, navigate to Alert Maintenance using the Search or the path



The Alert Maintenance page, as illustrated below, lists the Alerts corresponding to the Events that have logged to the nominated triggers based on the criteria and configuration defined in Alert Types.

The screenshot shows the 'Alert Maintenance' page. It features a header bar with the title 'Alert Maintenance'. Below the header, there are filter sections for 'Priority', 'Alert Type ID', 'Device ID', 'Start Date', 'Alert ID', 'Location', 'Message Text', and 'End Date'. Each filter section includes a 'Starts With' dropdown and a text input field. There are also 'Apply Filters' and 'Reset Filters' buttons. Below the filters is a table with the following columns: Priority, Date Time Raised, Alert ID, Alert Type, Status, and Message Text. The table contains 10 rows of alert data. At the bottom of the page, there are navigation controls including 'Page 3 of 33', 'Page Size 1000', and buttons for 'Create a new Alert', 'Delete Selected Alerts', and 'Delete All Alerts'.

Priority	Date Time Raised	Alert ID	Alert Type	Status	Message Text
High	30/06/21 12:03	30487	Update service is not running	New	
High	30/06/21 12:03	30486	Test JMX alert3	New	
High	30/06/21 12:02	30485	Update service is not running	New	
High	30/06/21 12:01	30484	Update service is not running	New	
High	30/06/21 12:00	30483	Update service is not running	New	
High	30/06/21 11:59	30482	Update service is not running	New	
High	30/06/21 11:58	30481	Update service is not running	New	
High	30/06/21 11:57	30480	Update service is not running	New	
High	30/06/21 11:56	30479	Update service is not running	New	
High	30/06/21 11:55	30478	Update service is not running	New	
High	30/06/21 11:54	30477	Update service is not running	New	

Alert Scenarios


There are a number of situations, detailed below, where when a failure occurs, the estate manager will send an email alert to the user. Within each category there are individual messages and batched messages which also have text specifying the type of error.

Failed Transaction Processing

This is where an Inbound Transaction has failed to process on the Estate Manager. One of the following transaction types not processing through inbound documents could cause this error:

- Normal Retail Sale Transaction
- Employee Retail Sale Transaction
- Airport Sale Transaction
- Tax Refund Request Transaction
- System Event

Whenever such a Failed Transaction Processing error occurs, an alert will be sent as an email to the user as configured. The Email alert received is as follows:

Enactor - Transaction failed to process  Inbox x

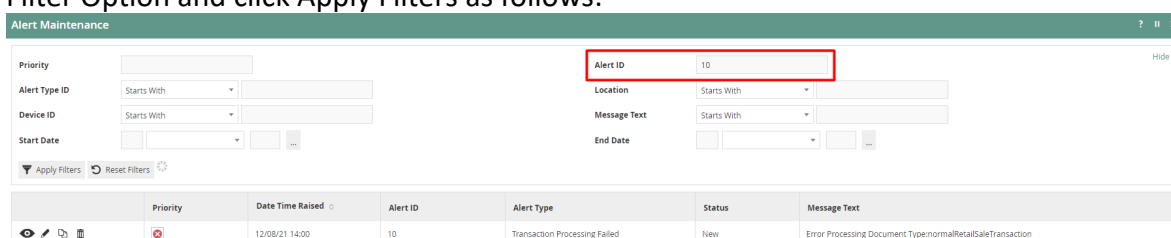
support@enactor.co.uk
to me ▾



Inbound Transaction failed to process on the Estate Manager. Please login to Web Maintenance and navigate to Inbound Documents to investigate.

Alert ID 10: Error Processing Document Type:normalRetailSaleTransaction

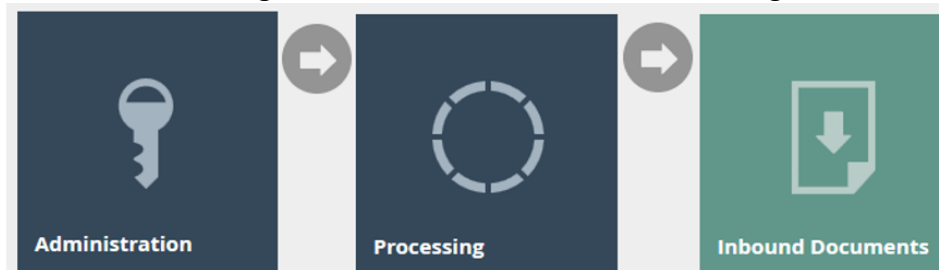
 Reply  Forward

In order to view the Alert created for this, first make a note of the Alert ID that was sent in the email. Then navigate to Alert Maintenance and enter the Alert ID from the email in the Filter Option and click Apply Filters as follows:



	Priority	Date Time Raised	Alert ID	Alert Type	Status	Message Text
		12/08/21 14:00	10	Transaction Processing Failed	New	Error Processing Document Type:normalRetailSaleTransaction

To further view this Failed Scheduled Job error, make a note of the Date Time that this Alert was raised and navigate to Inbound Document Viewer using the Search or the path



Make the following changes in the Filter Options:
 Queue Name > Estate Manager Transaction Processing
 Status > Failed

Click on the ! icon of the row that matches close to the time that your alert was created as follows:

Inbound Document Viewer

Document ID:
 Source: Starts With
 Content Type: Starts With
 Start Date:
 Queue Name: Estate Manager Transaction Processing
 Document Type: Starts With
 Source ID: Starts With
 Status: Equals Failed
 End Date:
 Apply Filters Reset Filters

	Document ID	Source	Source ID	Content Type	Document Type	Date Received	Status
👁️ ! 🔄	2928	pos1@0001.enactor	POS-TN00010107000372108121250296	XML	normalRetailSaleTransaction	12/08/21 13:59	Failed
👁️ ! 🔄	2925	pos1@0001.enactor	POS-TN00010107000362108121242089	XML	normalRetailSaleTransaction	12/08/21 13:51	Failed
👁️ ! 🔄	2922	pos1@0001.enactor	POS-TN00010107000352108121239491	XML	normalRetailSaleTransaction	12/08/21 13:43	Failed

The Application Process Log of this particular failed transaction processing job would be opened as follows:

Application Process Log

Log Entry Type:
 End Date:
 Location:
 Device:
 Entry Type: document
 Process ID: Contains
 Start Date:
 Region:
 User ID: Starts With
 Device ID: Starts With
 Reference ID: 2928
 Apply Filters Reset Filters


	Type	Date	Message	Device ID	Entry Type	Reference ID	Process ID	User ID
👁️ ✖		12/08/21 13:59	Error Processing Document Type:normalRetailSaleTransaction	estateManager.enactor	document	2928	ProcessDocument	
👁️ ✖		12/08/21 13:59	Location Not In Use:0001	pos1@0001.enactor	document	2928	ProcessRetailTransaction	

Here we can notice the message “Location Not In Use:0001”, which is the reason why this transaction processing failure has occurred in this example.

Failed XML Import

This is where when an XML file or files are imported directly into the Imports folder of the Estate Manager and the import fails because it could not parse or process successfully.

Whenever such a Failed XML Import error occurs, an alert will be sent as an email to the user as configured. The Email alert received is as follows:

Enactor - Files failed to import  Inbox x

support@enactor.co.uk

to me ▾

Inbound files failed to import into the Estate Manager. Please investigate the cause at the Estate Manager Processing server.

Alert ID 8: There has been an error running this function. Please contact your Systems Administrator.

 Reply

 Forward

In order to view the Alert created for this, first make a note of the Alert ID that was sent in the email. Then navigate to Alert Maintenance and enter the Alert ID from the email in the Filter Option and click Apply Filters as follows:

Alert Maintenance ? || x

Priority

Alert ID

Alert Type ID



Device ID



Start Date

Location

Message Text

End Date

 Apply Filters  Reset Filters

	Priority	Date Time Raised	Alert ID	Alert Type	Status	Message Text
		12/08/21 10:56	8	Failed to import XML file	New	There has been an error running this function. Please contact your Systems Administrator.

To further view this Failed XML Import error, make a note of the Date Time that this Alert was raised and navigate to the Application Process Log and click on the eye icon of the row that matches close to the time that your alert was created:

Application Process Log ? || x

Log Entry Type

End Date

Location

Device

Entry Type

Process ID



Start Date









Region

User ID

Device ID

Reference ID

 Apply Filters  Reset Filters

Type	Date	Message	Device ID	Entry Type	Reference ID	Process ID	User ID
	12/08/21 10:55	There has been an error running this function. Please contact your Systems Administrator.	estateManager.enactor	xmlFileImporter		FileImporterProcessor	SYSTEM
	12/08/21 10:49	Unsupported file type 'wolf-hoowing-to-moon.jpg'	estateManager.enactor	xmlFileImporter		FileImporterProcessor	SYSTEM
	12/08/21 10:45	Unsupported file type 'wp-config.php'	estateManager.enactor	xmlFileImporter		FileImporterProcessor	SYSTEM
	12/08/21 10:42	Unsupported file type 'ResourceLoaderServlet.gif'	estateManager.enactor	xmlFileImporter		FileImporterProcessor	SYSTEM
	12/08/21 10:24	1 entities imported from 'PredefinedBroadcast_EMPTY_TEST_BROADCAST.xml'	estateManager.enactor	xmlFileImporter		FileImporterProcessor	SYSTEM
	12/08/21 10:16	Unsupported file type 'Card Settlement Status.png'	estateManager.enactor	xmlFileImporter		FileImporterProcessor	SYSTEM
	12/08/21 09:25	Database is locked deviceStatusEvent		document	2624	ProcessDocument	
	12/08/21 09:24	The Card Authorisation Service has Failed	estateManager.enactor	update		StartUp	

Navigate to the Exception Summary or Exception Details tab for information about the error that can assist further investigation as follows:

The screenshot displays the 'Application Process Log' interface. At the top, there's a header bar with a 'Back' button and a log entry ID: 'tb25-7e457c93b712ca6e6c-684c401bbf67d64'. Below this, there are two tabs: 'General' and 'Exception Summary', with the latter being selected. The 'Exception Summary' tab shows a message: 'There has been an error running this function. Please contact your Systems Administrator.' followed by a detailed stack trace. The stack trace starts with 'Caused by: Failed to import file - /enactor/app/home/imports/QueuedPrefinedBroadcast_EMPTY_TEST_BROADCAST.xml' and continues through various system components like 'ProcessEstateDirector/Imports/XMLFileProcessor' and 'DataImportException'. The 'Exception Details' tab is also visible, showing a more detailed view of the exception, including the full stack trace and the specific error message: 'Unexpected close tag <core:prefinedBroadcast>: expected <core:prefinedBroadcastid>: at [row.col (unknown-source)]: [27.26]'.

Failed Scheduled Job

This is where when there is a Scheduled Job that has failed, such as a failed import using the File Import Maintenance in the Estate Manager, an email alert is sent to the User.

Whenever such a Failed Scheduled Job error occurs, an alert will be sent as an email to the user as configured. The Email alert received is as follows:

Enactor - Scheduled Job failed  Inbox x

support@enactor.co.uk

to me 

A Scheduled Job failed to process. Please login to Web Maintenance and navigate to Scheduled Jobs to investigate.

Alert ID 9: There has been an error running this function. Please contact your Systems Administrator.

 Reply  Forward

In order to view the Alert created for this, first make a note of the Alert ID that was sent in the email. Then navigate to Alert Maintenance and enter the Alert ID from the email in the Filter Option and click Apply Filters as follows:

Alert Maintenance

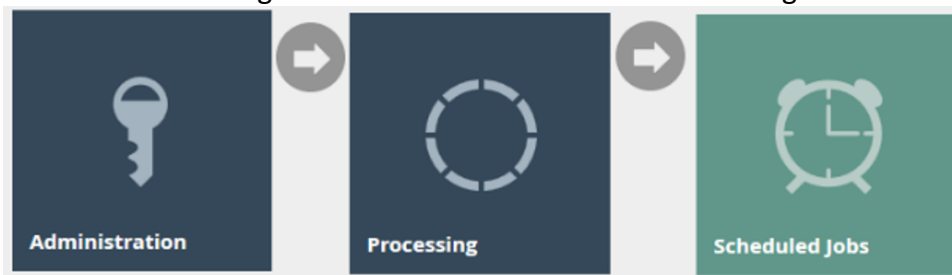
Priority: Alert ID: Location: Message Text: Start Date: End Date:

Alert Type ID: Starts With Device ID: Starts With

Apply Filters Reset Filters

	Priority	Date Time Raised	Alert ID	Alert Type	Status	Message Text
		12/08/21 12:59	9	Scheduled Job Failed	New	There has been an error running this function. Please contact your Systems Administrator.

To further view this Failed Scheduled Job error, make a note of the Date Time that this Alert was raised and navigate to Scheduled Job Maintenance using the Search or the path



Change the filter value of Status Failed and click on the ! icon of the row that matches close to the time that your alert was created as follows:

Scheduled Job Maintenance

Process ID: Starts With Device ID: Start Date Time: End Date Time: Job ID: Runtime Context: Starts With

Status: Equals Description: Starts With Parent Jobs: ☐

Apply Filters Reset Filters

	Job ID	Parent Job ID	Description (Process ID)	Runtime Context	Run At Device	Run At Date Time	Status
	1478		(FileImporterJob)	Enactor Web Retail Processing	estateManager.enactor	12/08/21 12:57	Failed
	1468		(PredefinedExportProcessor)	Enactor Web Retail Processing	estateManager.enactor	11/08/21 20:00	Failed
	1467		(PredefinedExportProcessor)	Enactor Web Retail Processing	estateManager.enactor	11/08/21 20:00	Failed
	1464		(PredefinedExportProcessor)	Enactor Web Retail Processing	estateManager.enactor	10/08/21 20:00	Failed
	1463		(PredefinedExportProcessor)	Enactor Web Retail Processing	estateManager.enactor	10/08/21 20:00	Failed
	1460		(PredefinedExportProcessor)	Enactor Web Retail Processing	estateManager.enactor	09/08/21 20:00	Failed

The Application Process Log of this particular failed scheduled job would be opened and then click on the eye icon of the row with the failed message as follows:

Application Process Log

Log Entry Type: Start Date: End Date: Region: User ID: Starts With Device ID: Starts With Reference ID:

Location: Device: Entry Type: Process ID: Contains

Apply Filters Reset Filters

	Type	Date	Message	Device ID	Entry Type	Reference ID	Process ID	User ID
		12/08/21 12:58	There has been an error running this function. Please contact your Systems Administrator.	estateManager.enactor	scheduledjob	1478	FileImporterJob	ADMIN
		12/08/21 12:58	Job Started	estateManager.enactor	scheduledjob	1478	FileImporterJob	ADMIN
		12/08/21 12:58	Job Failed	estateManager.enactor	scheduledjob	1478	FileImporterJob	ADMIN

Navigate to the Exception Summary or Exception Details tab for information about the error that can assist further investigation as follows:

Application Process Log

← Back

You are viewing log entry: '0a94-bcc673a3b71-2ca6e6c-684c401bbf7d64'

General

Exception Summary

Exception Details

Exception Summary

There has been an error running this function. Please contact your Systems Administrator.

Caused by Failed to import file - /enactor/app/home/ManuallyImportedFiles/PredefinedBroadcast_EMPTY_TEST_BROADCAST.xml

at Process:EstateDirector/Imports/XMLFileProcessor State:EntryState Action:ImportXMLFile

at Calling Process:EstateDirector/Imports/FileImporterImport State:Start Action:XMLFileProcessor

at Calling Process:EstateDirector/Imports/FileImporterJob State:Start Action:FileImportProcess

at Calling Process:CoreProcessing/ScheduledJobs/ScheduledJobProcessor State:JobProcessorStart Action:CallScheduledProcess

Failed to import file - /enactor/app/home/ManuallyImportedFiles/PredefinedBroadcast_EMPTY_TEST_BROADCAST.xml

Caused by Failed to import file - /enactor/app/home/ManuallyImportedFiles/PredefinedBroadcast_EMPTY_TEST_BROADCAST.xml

Caused by Processing source: PredefinedBroadcast_EMPTY_TEST_BROADCAST.xml - Failed to parse XML : Unexpected close tag </core:predefinedBroadcast>; expected </core:predefinedBroadcastId>.

at [row,col (unknown-source)]: [27,26]

Application Process Log

← Back

You are viewing log entry: '0a94-bcc673a3b71-2ca6e6c-684c401bbf7d64'

General

Exception Summary

Exception Details

Exception Detail

com.enactor.core.ui.processes.LocalizedUIProcessException: There has been an error running this function. Please contact your Systems Administrator. ErrorCode:'GeneralError' (Caused by com.enactor.core.ui.processes.UIProcessException: Failed to import file - /enactor/app/home/ManuallyImportedFiles/PredefinedBroadcast_EMPTY_TEST_BROADCAST.xml

at Process:EstateDirector/Imports/XMLFileProcessor State:EntryState Action:ImportXMLFile

at Calling Process:EstateDirector/Imports/FileImporterImport State:Start Action:XMLFileProcessor

at Calling Process:EstateDirector/Imports/FileImporterJob State:Start Action:FileImportProcess

at Calling Process:CoreProcessing/ScheduledJobs/ScheduledJobProcessor State:JobProcessorStart Action:CallScheduledProcess

Failed to import file - /enactor/app/home/ManuallyImportedFiles/PredefinedBroadcast_EMPTY_TEST_BROADCAST.xml ErrorCode:'GeneralError' (Caused by com.enactor.core.application.process.ApplicationProcessException: Failed to import file - /enactor/app/home/ManuallyImportedFiles/PredefinedBroadcast_EMPTY_TEST_BROADCAST.xml

ErrorCode:'GeneralError' (Caused by com.enactor.core.data.importer.DataImportException: Processing source: PredefinedBroadcast_EMPTY_TEST_BROADCAST.xml - Failed to parse XML : Unexpected close tag </core:predefinedBroadcast>; expected </core:predefinedBroadcastId>.

at [row,col (unknown-source)]: [27,26] ErrorCode:'DataImport')

at com.enactor.core.ui.states.UISite.getLocalizedException(UISite.java:1275)

at com.enactor.core.ui.states.UISite.handleActionException(UISite.java:1010)

at com.enactor.core.ui.processes.UIProcessRunner.executeProcessLink(UIProcessRunner.java:516)

at com.enactor.core.ui.processes.UIProcess.call(UIProcess.java:2388)

at com.enactor.core.ui.processes.UIProcess.start(UIProcess.java:332)

at com.enactor.core.ui.processes.UIProcessRunner.startProcess(UIProcessRunner.java:228)

at com.enactor.core.ui.processes.UIProcessRunner.startProcess(UIProcessRunner.java:215)

at com.enactor.core.ui.processes.UIProcessRunner.startProcess(UIProcessRunner.java:180)

at com.enactor.core.ui.actions.BackgroundProcessRunner.run(BackgroundProcessRunner.java:84)

Caused by: com.enactor.core.ui.processes.UIProcessException: Failed to import file - /enactor/app/home/ManuallyImportedFiles/PredefinedBroadcast_EMPTY_TEST_BROADCAST.xml

at Process:EstateDirector/Imports/XMLFileProcessor State:EntryState Action:ImportXMLFile

at Calling Process:EstateDirector/Imports/FileImporterImport State:Start Action:XMLFileProcessor

at Calling Process:EstateDirector/Imports/FileImporterJob State:Start Action:FileImportProcess

at Calling Process:CoreProcessing/ScheduledJobs/ScheduledJobProcessor State:JobProcessorStart Action:CallScheduledProcess

Failed to import file - /enactor/app/home/ManuallyImportedFiles/PredefinedBroadcast_EMPTY_TEST_BROADCAST.xml ErrorCode:'GeneralError' (Caused by com.enactor.core.application.process.ApplicationProcessException: Failed to import file - /enactor/app/home/ManuallyImportedFiles/PredefinedBroadcast_EMPTY_TEST_BROADCAST.xml

ErrorCode:'GeneralError' (Caused by com.enactor.core.data.importer.DataImportException: Processing source: PredefinedBroadcast_EMPTY_TEST_BROADCAST.xml - Failed to parse XML : Unexpected close tag </core:predefinedBroadcast>; expected </core:predefinedBroadcastId>.

at [row,col (unknown-source)]: [27,26] ErrorCode:'DataImport')

at com.enactor.core.ui.states.UISite.executeAction(UISite.java:740)

at com.enactor.core.ui.processes.UIProcess.executeAction(UIProcess.java:1382)

at com.enactor.core.ui.processes.UIProcess.executeAction(UIProcess.java:1345)

at com.enactor.core.ui.processes.UIProcessRunner.executeProcessLink(UIProcessRunner.java:469)

enactor

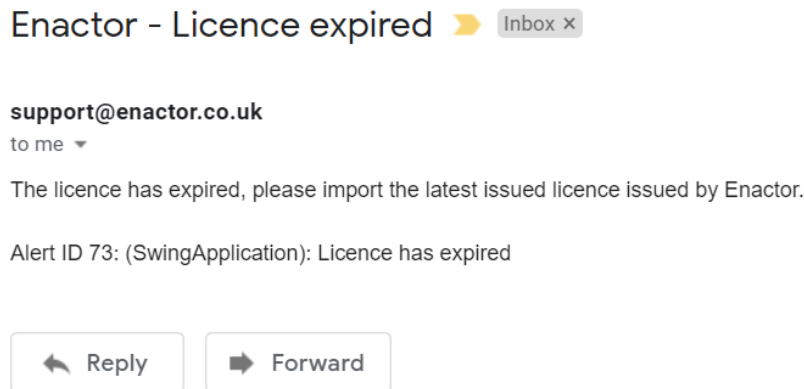
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Licence Failed

This is where when the Licence used is either expired or invalid, a Licence Validation Failed alert is sent to the user.

Whenever such a Licence Failed error occurs, an alert will be sent as an email to the user as configured. The Email alert received is as follows:



In order to view the Alert created for this, first make a note of the Alert ID that was sent in the email. Then navigate to Alert Maintenance and enter the Alert ID from the email in the Filter Option and click Apply Filters as follows:

Priority	Date Time Raised	Alert ID	Alert Type	Status	Message Text
High	10/08/21 13:09	73	Licence Validation Failed	New	(SwingApplication): Licence has expired

To further view this Licence Failed error, make a note of the time that this Alert was created and navigate to the Application Log and make the following changes in the Filter Options:

Log Context Name > Estate Manager Enactor Web Retail Processing
Event Type > Errors

Log Context Name: Estate Manager Enactor Web Retail Processing
Log Date: [Date]
Event Type: Errors

Apply Filters

Message not found on resource - Basename: 'Administration/BroadcastMessages' message: 'RUN_ACTIVITY' Execute Action: 'WriteRunActivity' State: 'CheckLatestFileStatus' Process: 'EstateDirector/Processing/DataBroadcast/CheckLatestBroadcastDeviceFileStatus'

2021-08-10 13:09:02.795 [EstateDirector/Alert/AlertMonitor] Process: EstateDirector.Alert.DetectJMXBeanTriggers
There has been an error running this function. Please contact your Systems Administrator.

2021-08-10 13:09:02.761 [EstateDirector/Alert/AlertMonitor] com.enactor.commonUI.management.actions.ExtractMBeanAttributesUsingExpressionAction
Failed to lookup mbeans: Execute Action: 'QueryMBeanAttributesAction' State: 'State' Process: 'EstateDirector/Alert/DetectJMXBeanTriggers'

2021-08-10 13:06:31.926 [AWT-EventQueue-0] com.enactor.core.utilities.PackageDeployerUtil
(SwingApplication): Licence has expired

2021-08-10 13:07:01.894 [EstateDirector/Alert/AlertMonitor] Process: EstateDirector.Alert.DetectJMXBeanTriggers
There has been an error running this function. Please contact your Systems Administrator.

2021-08-10 13:07:01.854 [EstateDirector/Alert/AlertMonitor] com.enactor.commonUI.management.actions.ExtractMBeanAttributesUsingExpressionAction
Failed to lookup mbeans: Execute Action: 'QueryMBeanAttributesAction' State: 'State' Process: 'EstateDirector/Alert/DetectJMXBeanTriggers'


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You will be able to notice the Licence failed error in the Application Log with other errors.

Database Connection Failed

This is where when there are intermittent database connection issues, a Database Connection Failed alert is sent to the user.

Whenever such a Database Connection Failed error occurs, an alert will be sent as an email to the user as configured. The Email alert received is as follows:

Enactor - Database connection failed  Inbox x

support@enactor.co.uk

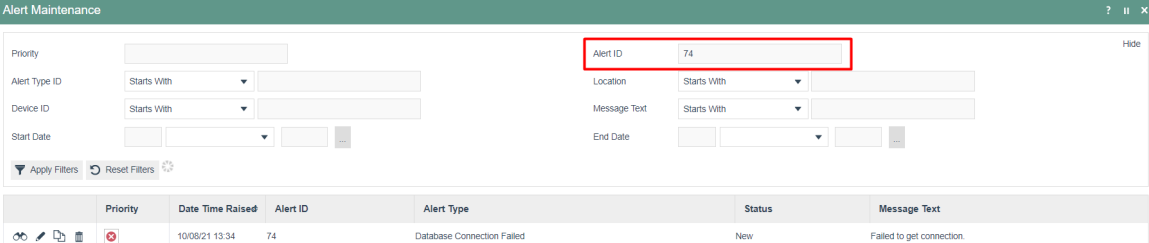
to me ▾

Database server is unavailable.


Alert ID 74: Failed to get connection.

 Reply  Forward

In order to view the Alert created for this, first make a note of the Alert ID that was sent in the email. Then navigate to Alert Maintenance and enter the Alert ID from the email in the Filter Option and click Apply Filters as follows:

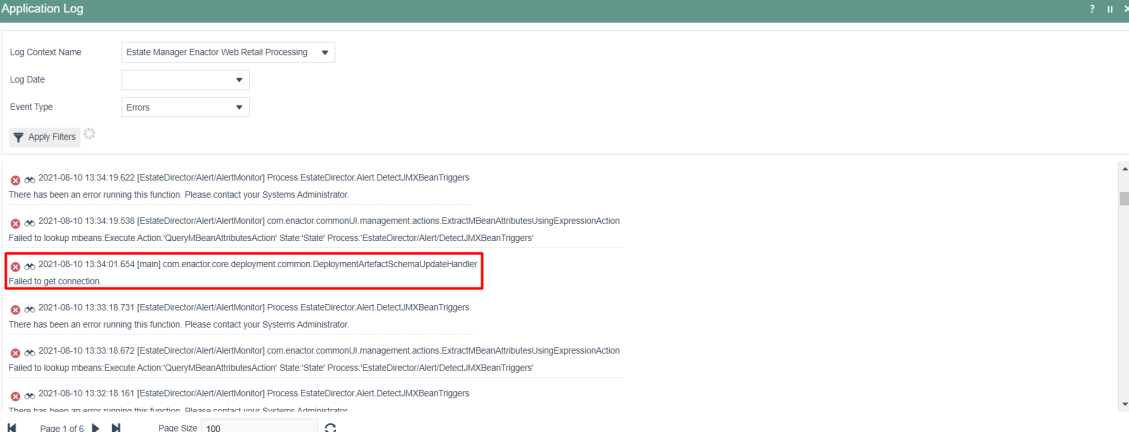


The screenshot shows the 'Alert Maintenance' interface. On the left, there are filter fields for Priority, Alert Type ID, Device ID, and Start Date. On the right, there are filter fields for Location, Message Text, and End Date. The 'Alert ID' field is highlighted with a red box and contains the value '74'. Below the filters, there is a table with the following data:

Priority	Date Time Raised	Alert ID	Alert Type	Status	Message Text
	10/08/21 13:34	74	Database Connection Failed	New	Failed to get connection.

To further view this Database Connection Failed error, make a note of the time that this Alert was created and navigate to the Application Log and make the following changes in the Filter Options:

Log Context Name > Estate Manager Enactor Web Retail Processing
Event Type > Errors

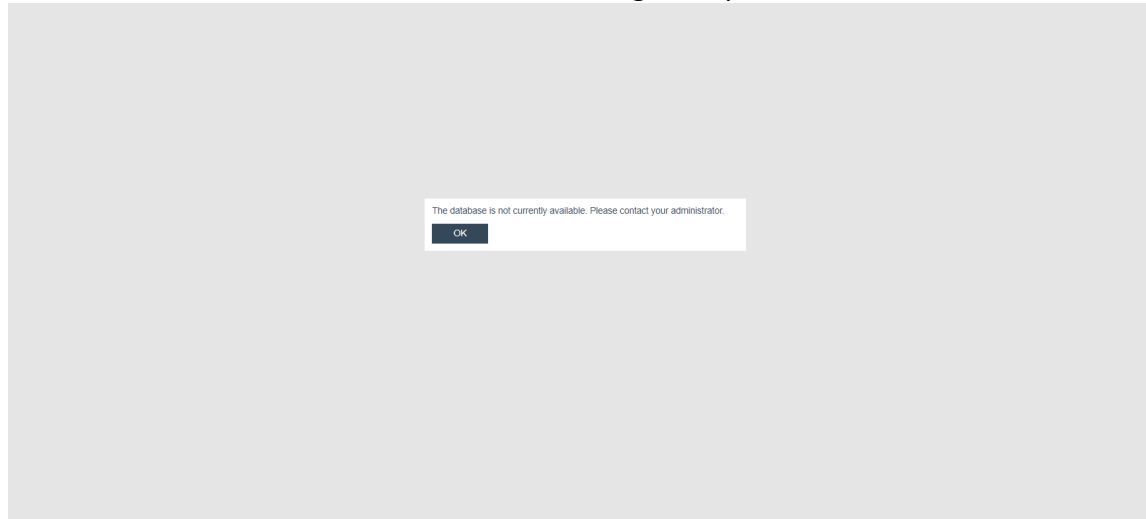


The screenshot shows the 'Application Log' interface. The 'Log Context Name' is set to 'Estate Manager Enactor Web Retail Processing' and the 'Event Type' is set to 'Errors'. The log entries are displayed in a list. The entry for '2021-08-10 13:34:01.654 [main] com.enactor.core.deployment.common.DeploymentArtifactSchemaUpdaterHandler' is highlighted with a red box. The log entry text is:

2021-08-10 13:34:01.654 [main] com.enactor.core.deployment.common.DeploymentArtifactSchemaUpdaterHandler
Failed to get connection.

You will be able to notice the Database Connection failed errors that have caused the intermittent database connection failures here in the Application Log along with other errors.

Above shows alerts for intermittent database connection failures and not for total database connection failures. If there is a total database connection failure, following is the screen that is shown to the user when the Estate Manager is opened:



About This Document

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The amendment history of this document can be found in the table below.

Current Document Version information

Document Version 1.0

Product Version 2.6

Document Context

This document is part of the Enactor Product Documentation Series. All Enactor products include a comprehensive documentation set designed to improve understanding of the product and facilitate ease of use.

Document Inquiries

At Enactor we aspire to producing the highest quality documentation to reflect and enhance the quality of our product. If you find that the document is inaccurate or deficient in any way, please assist us in improving our standard by letting us know.

For matters of document quality or any other inquiries regarding this document please contact:

By Email: documentation@enactor.co.uk

Document History

The following versions of the document have been produced:

VERSION	STATUS	ISSUE DATE	AUTHOR	REASON FOR ISSUE
1.0	Initial Draft	19/10/20	Kevin Charlesworth	Initial version