StreamServe™ Persuasion™

StreamServe Persuasion SP5 Reporter

User Guide

Rev A

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StreamServe Web Site
http://www.streamserve.com

Contents

About the Reporter

With the StreamStudio Reporter application you administer all jobs that are received, processed and produced by the StreamServer. You use Reporter to:

- View job status.
- Resend failed and successful jobs from the queues.
- Search for jobs in the queues.
- Delete jobs from the queues.
- View other job information, such as, the documents generated by the job and the customers associated with the job.

To cancel jobs, you use the Database Administration Tool.

Role based access rights

To use Reporter you must be assigned a role. The role controls the access rights to Reporter and which metadata you have access to. The roles and the access rights are configured in the StreamStudio Administrator web application.

Personalized user interface

You can personalize the Reporter user interface. For example, the font size and background color.

In the StreamStudio My Preferences web application you can make private personalization settings that apply to all your StreamStudio applications. Global personalization settings, per role or per user, are configured in the Administrator web application.

References

- For information about how to use the Reporter application, see the on line help that is accessed from StreamStudio.
- For information about how to configure the StreamStudio environment, see the *StreamStudio Administrator's Guide* and the *Control Center* documentation.

Usage scenario

This scenario is about John who manages the IT department at Telecom. John is responsible for the IT environment. His main objective is to ensure that the IT environment is up and running 24 hours a day, seven days a week. The workload at the IT department is high and John tries to keep the maintenance and the administration at a minimum.

Telecom uses StreamServe to monthly produce a large number of printed invoices. This print job has high priority and any issue must be reported immediately.

If a job fails or a StreamServer goes down, John receives an SMS with a notification. To solve the problem, John logs on the Reporter web application. All failed jobs are immediately listed since that is how he has defined his landing page. He selects the job in question and finds that it failed due to an issue with the device. He also gets information about where in the process the job failed.

John selects the starting point for the re-run and submits the job on another device. This time the job is successfully completed. Since the Reporter web application offers the ability to resend the job, starting from where it failed, he does not have to re-run the complete job.

Storing job information

Information related to the jobs is stored in the database, if the input and output queues are configured to store job information. This job information is showed in Reporter and can be used as criteria to search for jobs.

If the job stores documents in the StreamServe archive, document metadata can also be used as search criteria in Reporter.

The information listed below can be stored when you run a job.

Content type

The MIME application type of the output document, for example, `application/pdf`. The content type is determined by the driver used.

Creation date

Date and time when the output document is created.

Job description

To store a description of the input job, you must use the *SetJobDescr* scripting function.

Document size

The size of the output document in bytes.

Document type

To store a document type, you must configure a document type resource in the resource set. See the *Document type and metadata* documentation.

Error code

The error code for the last processing of the job. Possible values are `No errors`, `Processed with errors` and `Processed with warnings`.

Expiry date

To store expiry dates for input jobs, you must configure the **Remove job status** setting in the Platform configuration.

External job ID

To store the ID of jobs received from external applications, you must use the *SetExtJobId* scripting function. If a job ID is included in the external input job, you can use variables and scripting to retrieve the value.

Initiation time

For input jobs, the date and time when incoming data is received, is stored as initiation time.

For output jobs, the date and time when processing of the output documents is started is stored as initiation time.

Job no

A number that uniquely identifies the job within the application domain.

Latest queue

The name of the latest queue for the output job.

Latest queue event

The latest queue event for the output job. Possible values are listed below.

Data dequeued	The job is removed from the queue.
Data enqueued	The job is placed in the queue.
Data requeued	The job is resent and placed in the queue.
Fail over	The StreamServer that processed the job went down for some reason. A new job is created and another StreamServer is taking over the new job.
Data failed	The job processing failed and the job is placed in the queue for a retry.

Last error message

The last error text generated during processing of the job.

Last processed time

Last date and time when the job was processed.

Marked for archive

Indicates if the job generates documents that should be archived in the StreamServe archive.

Next queue

The current queue for the output job.

Processing state

A temporary state while the StreamServer is processing the job. Possible values are listed below.

N/A	Processing has not started, or has finished.
Idle	The StreamServer has finished processing a request, and is waiting for a new request.
Holding	An output job related to the input job is processed.

Processing	The StreamServer is processing the job.
Resending	The StreamServer is processing the resent job.
Cancelling	The job has been canceled by an administrator.
Removing	The job, or its related document, is being deleted.
Archiving	Documents are being stored in the long term storage.

Job receiver

To store the job receiver, you must configure the receiver in the physical layer of the output connector runtime configuration.

Job sender

To store the job sender, you must configure the sender on the runtime job.

Status

The result when the StreamServer has finished processing the job. Possible values are listed below.

N/A	The job is not processed, or processing is ongoing.
Completed	Job processing is complete, with or without errors.
Cancelled	Job processing was canceled by an administrator.
Aborted	Job processing failed due to errors.
Removed	The job was deleted.
Failed over	Job processing has failed and the job is taken over by another StreamServer.

Times accessed

The number of times the StreamServer has processed the job.

Times to attempt

The number of times the StreamServer should attempt to process the job. The default value is 1.

To change this value, you must configure the retries setting in the queue configuration.

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Resending queued jobs

You use Reporter to resend failed or successful jobs from the queue. A resent job is processed by the StreamServer that originally processed the job.

In the queue configuration you must configure the following to enable jobs to be resent:

- On the Queueing tab:
  - Select **Store information and job** for successful and failed jobs.
  - Select **Enable sharing**.
- On the Advanced tab, select **Schedule spooling**.

Rerouting the output

You can reroute the output when you resent print jobs and email jobs. For example, if the print job failed due to a printer error you can resend the job to another printer.

Fax jobs can only be resent to the original fax number.

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