Monitoring Lawson Jobs

Job Aid

1 Purpose

This job aid details how to use the Lawson Interactive Desktop (LID) screens and functions to monitor jobs and handle job-related errors.

2 Overview

The LID allows you to access specific Lawson screens for the purpose of monitoring and troubleshooting scheduled jobs to ensure that that they complete successfully. By viewing the real-time status information that the system displays, you can easily detect problems and take the appropriate actions to resolve them in a timely manner.

3 Logging In and Getting Started

(Note: Also use these instructions in the event you need to reboot your computer.)

| Step | Task |
|------|---|
| 1 | Double-click the Lawson icon on your Windows desktop. |
| | The Terminal screen displays. |
| | E Terminal |
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| | |
| | Closed |

To log into the LID and access the main job-monitoring screen, do the following:

| Step | Task | | | | |
|------|---|--|--|--|--|
| 2 | Click the "telephone receiver" button. | | | | |
| | 💻 Terminal | | | | |
| | File Edit View Setup Window Help | | | | |
| | | | | | |
| | The Communications Type window displays. | | | | |
| | Communications Type | | | | |
| | • Metwork • Telnet Connection to UNIX Server • Connection to AS/400 Server • Connection to NT Server • INT 14 Connection to UNIX Server | | | | |
| | © COM 1 Settings © COM 2 COM 3 © COM 4 Ellip | | | | |
| 3 | Select the "Telnet Connection" option, if not already selected, and click OK. The Connect to Server window displays. | | | | |
| | Connect To Server | | | | |
| | LawsonAppServer LawsonAppServer localhost | | | | |
| | OK Cancel <u>H</u> elp | | | | |

| Step | Task | | | | |
|------|--|--|--|--|--|
| 4 | Select "LawsonAppServer," if not already selected, and click OK. | | | | |
| | The server Host screen displays. | | | | |
| | Host: LawsonAppServer <0> | | | | |
| | Fie Edt Yew Setup Window Hep | | | | |
| | | | | | |
| | telnet (nitocon01) | | | | |
| | | | | | |
| | Access To This System Is For Authorized Users Only. | | | | |
| | With Continued Access The User Represents That They | | | | |
| | Are An Authonized User. | | | | |
| | | | | | |
| | login: | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | Open | | | | |
| 5 | At the "login:" prompt, type lawop01 and press Enter. | | | | |
| 6 | At the "password:" prompt, type the password given to you by your system administrator and | | | | |
| | press Enter. The following screen displays: | | | | |
| | The following screen displays: | | | | |
| | Host: LawsonAppServer <0> □ X Elle Edit Yew Setup Window Help | | | | |
| | | | | | |
| | With Continued Access The User Represents That They | | | | |
| | Are An Authorized User | | | | |
| | | | | | |
| | | | | | |
| | login: ******* 's Password: | | | | |
| | *************************************** | | | | |
| | * * * * * * * * | | | | |
| | * With Continued Access The User Represents That * * They Are An Authorized User * | | | | |
| | * * * | | | | |
| | ************************************** | | | | |
| | Last login: Fri Jun 9 13:58:24 MDT 2006 on /dev/pts/6 from coengnuserpbe8e.nitc .catholichealth.net | | | | |
| | Which Product Line? (prod) | | | | |
| | Open | | | | |

| Step | Task |
|------|---|
| 7 | At the "Which Product Line? (prod)" prompt, type prod and press Enter. |
| | The Environment Utilities screen displays: |
| | Image: Second |
| | System Administration |
| | Reg Database Administration Feg Programmer Utilities |
| | |
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| | |
| 8 | Select Window → Form Transfer (F8). |
| | Environment Utilities |
| | File Options Window Help |
| | Bustem Adm Form Transfer F8 Select |
| | Programmer Job Scheduler |
| | User Desktop |
| | |
| | |
| | The following window displays: |
| | 🗳 Form Transfer (🗆 × |
| | <u>Eile Edit Options Field Window</u> |
| | |
| | |
| | Application Menu Environment User |
| | DataArea/DataID: |
| | Form ID: |
| | |
| | Enter Form ID |

| Step | Task | | | | | | |
|------|--|--|--|--|--|--|--|
| 9 | In the Form ID field, type jobschd and press Enter. | | | | | | |
| | The Active Jobs screen displays: | | | | | | |
| | Ele Edit View Setup Window Help | | | | | | |
| | | | | | | | |
| | Active Jobs | | | | | | |
| | Start Start Elapsed <mark>Jser Name</mark> Job Name Form ID Type Job Queue Date Time Time | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | Help Find ExmLog Detail Show Xfer Kill Home | | | | | | |
| | | | | | | | |
| 10 | Press F8 (Xfer). | | | | | | |
| | The following window displays: | | | | | | |
| | | | | | | | |
| | Transfer | | | | | | |
| | | | | | | | |
| | A. Active Screen B. Waiting Screen | | | | | | |
| | C. Completed Screen | | | | | | |
| | D. Print Manager | | | | | | |
| | | | | | | | |
| | Xter Kill Home | | | | | | |

| Step | Task | | | | | |
|------|---|--|--|--|--|--|
| 11 | Use the arrow keys to scroll to option B, Waiting Screen, and press Enter. The Waiting Jobs screen displays: | | | | | |
| | Environment: 1 - • × File Edit View Setup Window Help - • × | | | | | |
| | Waiting Jobs Start Start | | | | | |
| | Jser Name Job Name Form ID Job Queue Date Time Status | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | Help Find ExmLog Detail Action Show Xfer Delete Home | | | | | |
| 12 | Press F7 (Show). | | | | | |
| | | | | | | |
| | Show | | | | | |
| | A. All User Names B. User Name C. Other User Name ←D. Sort | | | | | |
| | Show Xfer Kill | | | | | |

| Step | Task | | | | | | | |
|------|---|--|--|--|--|--|--|--|
| 13 | If option A, All User Names, is not already highlighted, use the arrow keys to scroll to it and press Enter. | | | | | | | |
| | The Waiting Jobs screen re-displays with a list of problem jobs: | | | | | | | |
| | Environment: 1 | | | | | | | |
| | | | | | | | | |
| | Waiting Jobs | | | | | | | |
| | Start Start <mark>User Name</mark> Job Name Form ID Job Queue Date Time Status | | | | | | | |
| | pecenyAP150DAGAP150*********Invalid Paramsgdfsa2005901GL199LGL199*********Invalid Paramsgdsa1200AM154TESTAM154*********NeedsRecoverygdsa2200AM154TESTAM154*********NeedsRecoverygdsa3200C07510LGL199*********Invalid ParamslawophrFXAEPS0400Ioadamex********NeedsRecoverylawophrFXAEPS0400Ioadamex*********NeedsRecoverylawophrSITPORUNNP0100SCQUEUEHoldrburkeAM1800601AM180*********NeedsRecoverytjfranceZF521T1ZF521********NeedsRecovery | | | | | | | |
| | Help Find ExmLog Detail Action Show Xfer Delete Home | | | | | | | |

You are now ready to start monitoring jobs.

4 Understanding the Waiting Jobs Screen

The Waiting Jobs screen displays only the list of jobs that require some kind of operator invention. These are jobs that have stopped running due to problems encountered during the process. It is the primary screen you will monitor. (**Note:** The screen refreshes approximately every two seconds.)

| | Environment | :1 | | | | | - O × |
|-----------------|---|--|--|--|-------------------|---------------|--|
| | Ele Edit Yew Se | etup Window Help | ? | | | | |
| | | | | Waiting Job | 5 | | |
| Column Headings | User Name | Job Name | Form ID | Job Queue | Start Date | Start Time | Status |
| Job List | gdfsa200 gdsa1200 gdsa1200 gdsa3200 lawophr lawophr lawopsc rburke tjfrance | AP150DAG 5901GL199L AM154TEST AM154TEST C07510L FXAEPS0400 FXAEPS0400 SITPORUNN AM1800601 ZF521T1 | AP150 GL199 AM154 AM154 GL199 Loadamex P0100 AM180 ZF521 | ********** ********** ********** ****** | | | Invalid Params Invalid Params Needs Recovery Invalid Params Needs Recovery Needs Recovery Hold Invalid Params Needs Recovery |
| Tasks (| (F1) Help | (F2) Find | (F4) ExanLog | (F5) (F6) Detail Acti |) (F7) on Show | (F8) Xfer | (F9) (F10) Delete Home |

The following graphic identifies the different areas of the screen.

Column Headings

Each column heading identifies the type of information that is displayed beneath it.

Job List

Jobs are listed according to start date and time, starting with the most recent job. For each job that is running, the following information is displayed:

- User Name: Name of the person who submitted the job
- Job Name: Name of the job
- Form ID: Portion of the job that is currently running

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Understanding the Waiting Jobs Screen (cont.)

- **Job Queue:** Name of the queue. (**Note:** Asterisks (***) in the field indicate the default job queue.)
- Start Date: Date that the job started running
- **Start Time:** Time that the job started running
- **Status:** Error category associated with the job. (**Note:** Press F1 to display more information about this option, including descriptions of all error categories.)

Tasks

There are various tasks that you can perform when monitoring Lawson jobs. You can access these tasks by using the function keys on your computer. The following table briefly describes each task and its associated function key.

| Task/Key | Description |
|----------|---|
| Help/F1 | Allows you to access help text at any time. Use the up and down arrows to scroll through the text on the screen. The following graphic shows what the help text looks like. |
| | Active Job Screen Help Text |
| | The Active Jobs form displays by user name all batch jobs currently running on a job queue. You can perform the following functions on the Active Jobs form. |
| | - Find a user name or job name. |
| | - View a job log for historical information about a job. |
| | - Display detail information about a job. |
| | |
| Find/F2 | Allows you to search for a specific job by user or job name. If you need to search for a job, it is best if you perform the search using option B, "Job Name." (Note: You can find the job name in the documentation for that job.) |
| | Find |
| | <mark>A. User Name</mark> B. Job Name C. Needs Recovery→ |
| | ExmLog |
| | (Note: You can ignore the "Needs Recovery" option.) |

Understanding the Waiting Jobs Screen (cont.)

| Task/Key | Description |
|-----------|--|
| ExmLog/F4 | Allows you to access the log for the selected job. When creating a Remedy ticket for the job, always include the following information: |
| | • Job Name |
| | • Program Messages |
| | • ERROR text. |
| | Environment: 2 |
| | Ele Edit Vew Setup Window Help |
| | |
| | User Name: dpeceny Uob Name: ArisoUAG Uueue Name: ************************************ |
| | Step 1: AP150 Started: Wed May 24 16:11:18 2006 |
| | Token Command : /lawson/test1env/law/test1/obj/AP150.gnt Executable Command : /lawson/test1env/gen/bin/lacobrts lacobrt Process ID : 1876030 |
| | Program Messages: ** Creating .prt and .dtl files |
| | AP161 has been run for pay group CHI |
| | Elapsed Time : 00:00:00 |
| | ERROR: Invalid Parameters. View Print File For More Information |
| | Elapsed Time: 00:00:01 |
| | END: Job Ended: Wed May 24 16:11:19 2006 |
| | Help Find FndNxt Show Send Home |
| | |
| | |
| Detail/F5 | Allows you to access details about a specific job. |
| | Warning: If Update is set to "Yes," create a Remedy ticket and take no |
| | further action. |
| | Environment: 1 |
| | |
| | Waiting Jobs |
| | Start Start Usen Name Job Name Form ID Job Queue Date Time Status |
| | dpeceny AP150DAG AP150 ********* Invalid Params gdfsa200 5901GL199L GL199 ********* Invalid Params |
| | gdsa1200 AM154TEST AM154 ********** Needs Recovery gdsa2200 AM Recovery |
| | I all and the second se |
| | lawopsic SI Job Name AM154TEST rounke AM Job Number 34919 id Panamis |
| | tjfrance ZF Recovery Step Number 1 |
| | Product Line TEST1 Form ID Name AM154 |
| | Update Yes |
| | |
| | Help Detail Detail |
| | NUM |

Understanding the Waiting Jobs Screen (cont.)

| Task/Key | Description | | | | | |
|-----------|--|--|--|--|--|--|
| Action/F6 | Danger: Do not use this option unless you are specifically instructed to do so by the analyst of the day (AOD). | | | | | |
| Show/F7 | Allows you to specify which jobs to display. Select option A, "All User Names." Show A. All User Names B. User Name C. Other User Name +D. Sort Show Xfer Kill | | | | | |
| Xfer/F8 | Allows you to specify which screen to display. Since the Waiting Jobs screen should be active at all times, select option B, "Waiting Screen." Transfer A. Active Screen B. Waiting Screen C. Completed Screen D. Print Manager Xfer Kill Home | | | | | |
| Delete/F9 | Danger: Never use this option. | | | | | |
| Home/F10 | Allows you to return to the main Waiting Jobs screen. | | | | | |

5 Monitoring Jobs and Resolving Problems

As mentioned earlier, you will be monitoring only those jobs that have stopped running. Your primary task is to take the appropriate steps to resolve errors and help get the jobs running again. All error-handling instructions are detailed in the Lawson Job Management Procedures documents. Once you identify the job name, refer to the document that corresponds to it. In most cases, however, you either will

- contact the analyst of the day (AOD), or
- open a Remedy ticket.

Monitoring Jobs and Resolving Problems (cont.)

Identifying Error Categories

There are a number of error categories that display in the "Status" field on the Waiting Jobs screen. For example,

- Invalid Params
- Needs Recovery
- Hold.

Press F1 from the Waiting Jobs screen to display a list of error categories and their descriptions. Error-category information is especially helpful when completing a Remedy ticket or when reporting the error to the AOD.

6 Logging Out

To log out of the LID, do the following:

| Step | Task |
|------|---|
| 1 | Press Esc until you reach the Environment Utilities screen. |
| 2 | Click "Exit" or the "X" to close the screen. |
| 3 | At the prompt on the Telnet screen, type exit . |
| 4 | Close the Telnet screen. |