

24x7 Scheduler™

Web-based Management Console User's Guide

JSP and ASP versions
for 24x7 Scheduler Windows Edition 3.5
and for 24x7 Scheduler Multi-platform Edition 4.2

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About This Guide

This user's guide describes features of the 24x7 Scheduler Web-based Management Console. Information in this manual applies to the 24x7 Web-based Management Console v3.4.18 or later for all supported systems. This manual contains information for both beginning and experienced users of the 24x7 Scheduler. Both the print and the on-line documentation assume that you have a working knowledge of standard mouse and keyboard actions and understand basic web-browser concepts. This manual is provided so that the reader can understand how 24x7 Scheduler Management Console functions. It also contains information on the following topics:

- Installation and configuration instructions
- Task-oriented guidelines to all interactive 24x7 Scheduler Management Console functionality

Conventions Used in This Document

This section describes the style conventions used in this document.

Italic

An *italic* font is used for filenames, URLs, emphasized text, and the first usage of technical terms.

Monospace

A monospaced font is used for code fragments and data elements.

Bold

A **bold** font is used for important messages, names of options, names of controls and menu items, and keys.

User Input

Keys are rendered in **bold** to stand out from other text. Key combinations that are meant to be typed simultaneously are rendered with "+" sign between the keys, such as:

Ctrl+F

Keys that are meant to be typed in sequence will be separated with commas, for example:

Alt+S, H

This would mean that the user is expected to type the Alt and S keys simultaneously and then to type the H key.

Graphical marks



- This mark is used to indicate product specific options and issues and to mark useful tips.



- This mark is used to indicate important notes.

Abbreviations and Terms

This guide uses common abbreviations for many widely used technical terms including ASP, JSP, HTTP, and other.

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Chapter 1: Getting Started

Overview

The 24x7 Scheduler web-based Management Console functions are used to manage and monitor jobs executed by 24x7 Scheduler Windows Edition and/or 24x7 Scheduler Multiplatform Edition software. Jobs can be managed and run both at remote and local computers provided 24x7 Scheduler server is running at a given computer.

The 24x7 Scheduler Web-based Management Console enables you to:

- Schedule a job to run based on date and time, files arrival, and/or job dependencies (managed via semaphore files) such as job success, failure, missing file, etc.
- Change the schedule for or turn off an existing job.
- Customize how a job will run at its scheduled time.
- Monitor job execution progress in a real-time as well as forecast job start.
- Organize logically related jobs into logical groups represented by folders.
- Manage database profiles and remote agent profiles.
- Manage job queues
- Manage job templates

The Web-based Management Console can be installed on a wide variety of web servers and can connect to local and remote instances of 24x7 Scheduler servers.

Web-based Management Console supports true thin clients. To use the console no client software is needed to be installed on user computers other than their web browsers. There is no need to download any files or any other resources or settings.

To start the web-based Management Console on your computer open your web browser and type in the URL of your web server where the 24x7 Management Console files are installed, for example, <http://server/applications/24x7/default.htm>

Security

For your convenience 24x7 Scheduler supports several security features that you may use to secure your jobs and restrict access to **24x7 Master Schedulers** and **24x7 Remote Agents**. These features are described in details in the 24x7 Scheduler User's Guide.

Connectivity and Job Database Security

When you first install 24x7 Scheduler, job database security system is not activated by default. It is assumed that only system administrators have direct access to the server computer running 24x7 Scheduler.

To activate job database security:

- 1 Open 24x7 Scheduler graphical interface on the server (do not confuse this with the web-based Management Console)
- 2 Select **Tools** menu, then click **Security** submenu, and then click **Job Database Users and Permissions** item. The Job Database Security dialog will appear.
- 3 Check **Enable user level security in this job database** box
- 4 Create new users using **Add** button. Follow instructions provided in the 24x7 Scheduler User's Guide.

Note that the job database security includes numerous settings called privileges that can be used to protect both jobs and the system configuration from unauthorized people.

There are 4 predefined user groups exist in the 24x7 Scheduler:

- Administrators
- Standard users
- Restricted users
- Guests

You can add new users to these groups and change group security settings using **Tools/Security/Job Database Users and Permissions** menu. Note that group privileges are applied to the group as a whole. You can customize group privileges as desired. However the Administrators group privileges cannot be changed and always allow full unrestricted access to all 24x7 Scheduler features.

By default, members of the **Administrators** group have full access to all features; members of the **Standard Users** group can connect and execute any job, but cannot change system settings; members of the **Restricted Users** group can connect and execute **database type** jobs only, they also cannot change system settings; members of the **Guests** group cannot execute any job and have no access to the system configuration settings, they can only test connection to the agent.



Important Notes for 24x7 Scheduler Windows Edition:

- **If the security system is activated, users that do not exist in the job database will be denied remote access to 24x7 Scheduler.**
- To turn on/off network connectivity features for a specific user group check/uncheck "Connect to this 24x7 Master Scheduler" option. Save changes in the Job Database. Only users who belong to a group with enabled connectivity can use 24x7 web-based Management Console to connect to the 24x7 Scheduler server.

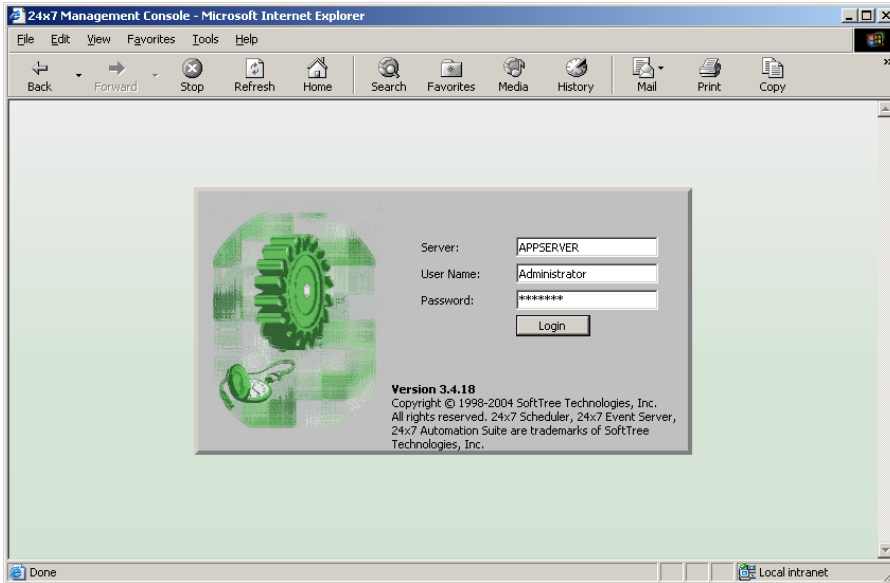


Important Notes for 24x7 Scheduler Multi-platform Edition:

- **If the security system is activated, users that do not exist as valid users on the target operation system will be denied remote access to 24x7 Scheduler.**

To connect to 24x7 Scheduler:

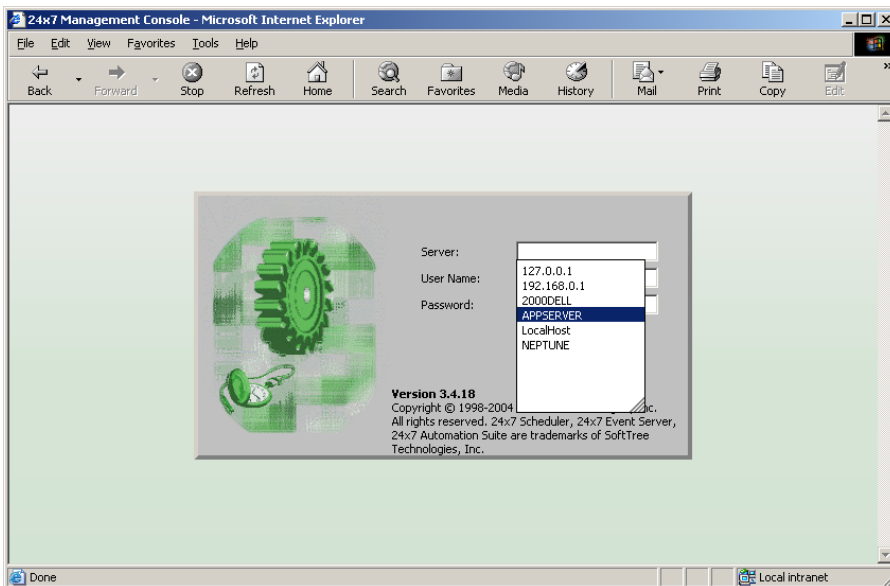
- 1 Start your web browser and navigate to the web site where 24x7 Management Console is installed. The Logon page will appear.
- 2 Enter name or IP address of the computer running the target 24x7 Scheduler. Please note that 24x7 Scheduler does not have to run on the same computer where the web server is run. It can run on any other computer.



- 3 Enter your user name and password. Please note that passwords are case-sensitive. In case if the internal security system is not activated enter your user name and any text for the password.
- 4 Click the Logon button.

 **Tips:**

- If the web browser AutoComplete feature is enabled you can use drop-down box for the server and/or user names. To display the dropdown box, set focus to the server field, clear its contents if you already typed in some text and then press arrow down navigation key on the keyboard.



- To resize the drop-down box drag the right-bottom corner of the drop-down box.

Job Database Privileges

A job database privilege is the right to execute a particular operation or it is the right to access another user's job. You can grant these privileges to individual user groups.

There are two types of privileges: system privileges and job privileges.

System privilege is the right to perform a particular action, or change system configuration. An example of a system privilege is the right to use Job Database Manager tool delete the rows of any table in a database.

You can add new users to these groups and change group security settings using **Tools/Security/Job Database Users and Permissions** menu. Note that group privileges are applied to the group as a whole. You can customize group privileges as desired.

For complete list of supported privileges and their descriptions see **Job Database Security Privileges** chapter in the 24x7 Scheduler User's Guide.

Remote Agent Security

When you first install 24x7 Scheduler, Remote Agent security system is not activated by default.

Remote Agent security can be used to restrict access to the **24x7 Remote Agents**.

Note that the agent's security includes numerous settings called privileges that can be used to protect the system configuration from unauthorized people and also restrict who can connect to the agent and what kind of jobs they can be submitted to the agent.

There are 4 predefined user groups exist in the 24x7 Remote Agent:

- Administrators
- Standard users
- Restricted users
- Guests

You can add new users to these groups and change group security settings using **Tools/Security/Job Database Users and Permissions** menu in the 24x7 Remote Agent graphical interface on the server (do not confuse this with the web-based Management Console). Note that group privileges are applied to the group as a whole. You can customize group privileges as desired. However the Administrators group privileges cannot be changed and always allow full unrestricted access to any 24x7 Scheduler's feature.

By default, members of the **Administrators** group have full access to all features; members of the **Standard Users** group can connect and execute any job, but cannot change system settings; members of the **Restricted Users** group can connect and execute **database type** jobs only, they also cannot change system settings; members of the **Guests** group cannot execute any job and have no access to the system configuration settings, they can only test connection to the agent.



Important note:

The security settings are saved in the RACCESS file on the server running 24x7 Remote Agent. You should protect this file from accidental or unauthorized deletion using security features of the host operation system. Grant modify and delete privileges for this file only to the members of the **Administrators** group.

To activate agent security:

- 1 Select **Tools** menu, then click **Security** submenu, and then click **Remote Agent Access and Permissions** item. The Remote Access Security dialog will appear.
- 2 Check **Enable remote access security** box
- 3 Create new users using **Add** button. Follow instructions provided in the 24x7 Scheduler User's Guide.

For complete list of supported privileges and their descriptions see **Remote Agent Security Privileges** chapter in the 24x7 Scheduler User's Guide..



Important Notes:

- **If the security system is activated, users that do not exist in the agent's security file will be denied remote access to the 24x7 Remote Agent.**

Remote Agent Privileges

A remote agent privilege is the right to execute a particular operation. You can grant these privileges to individual user groups.

There is only one type of privileges: system privileges.

System privilege is the right to perform a particular action, or change system configuration. An example of a system privilege is the right to use change system configuration.

For complete list of supported privileges and their descriptions see **Remote Agent Privileges** chapter in the 24x7 Scheduler User's Guide.

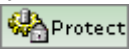
Changing Password

There exist two ways to change a password for an existing user: you can connect yourself to the remote system using **24x7 Remote Control** and use **Tools/Security/Change Password** menu to change your password or you can ask your system administrator to modify your user's settings and change the password for you. In the last case, the system administrator can use **Tools/Security/Job Database Users and Permissions** or **Tools/Security/Remote Agent Access and Permissions** menus to change your password. The menu choice depends whether the password is changed for the 24x7 Master Scheduler or 24x7 Remote Agent. In both cases the system administrator can make this change either locally on the target computer or remotely using 24x7 Remote Control.

Job Protection and Job Password

Because the data and settings you have in your jobs may be confidential, 24x7 Scheduler includes individual job security features to ensure that unauthorized people cannot access your data. **Job Protection** allows you to setup a password and access level to individual jobs.

To protect a job:

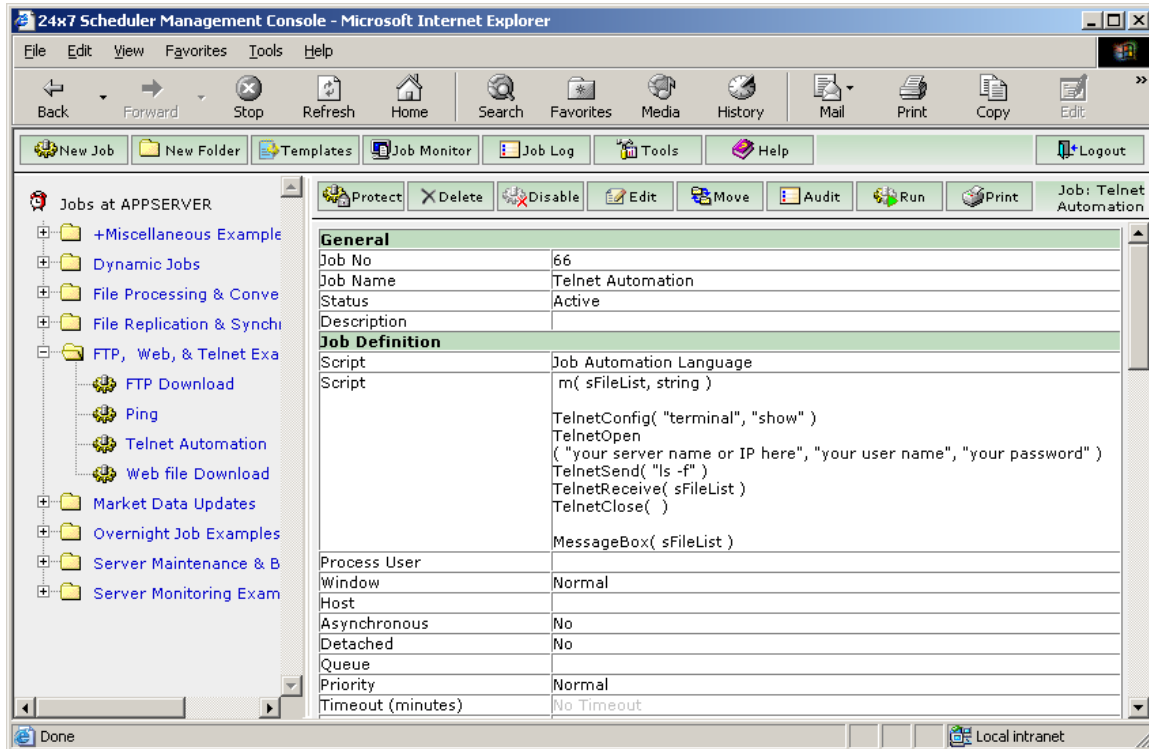
- 1 Select the desired job
- 2 Click Protect button  to setup new protection, remove existing protection or change protection level for the job. You can also right-click on the job icon and then select **Protect** item from the popup menu. The job protection dialog appears.
- 3 Type your password, select desired protection level, and then click the OK button.

For more information about job protections see **Protecting/Unprotecting Jobs** topic.

Chapter 2: Job Management

Job Explorer


The Job Explorer presents jobs as a hierarchical structure "Tree View" on the left side. This side is filled with folders and jobs. The right side "Properties View" displays the properties of a selected folder or job. This side is blank unless there is at least one job in the selected folder.



Navigating through the various folders and jobs is usually accomplished by clicking links representing individual folders and jobs with the mouse. Users more accustomed to keyboard navigation can use standard navigation keys (TAB, SHIFT+TAB, ENTER, etc...) supported by the Web browser to move between links representing folders and jobs.

To change the size of either side of the window, drag the bar that separates the two sides. Use scroll bars to navigate both sides of the Job Explorer window.

Explorer "Tree View"

If a folder has been expanded, and its contents displayed in the **Properties** view area, the folder will be represented by an open folder icon .

Collapsed folders represented by a closed folder icon .

Folders with a "+" symbol next to the folder name mean that there are jobs beneath the folder.

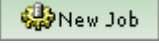
Conversely, a "-" symbol next to a folder icon means that there are no further jobs beneath.

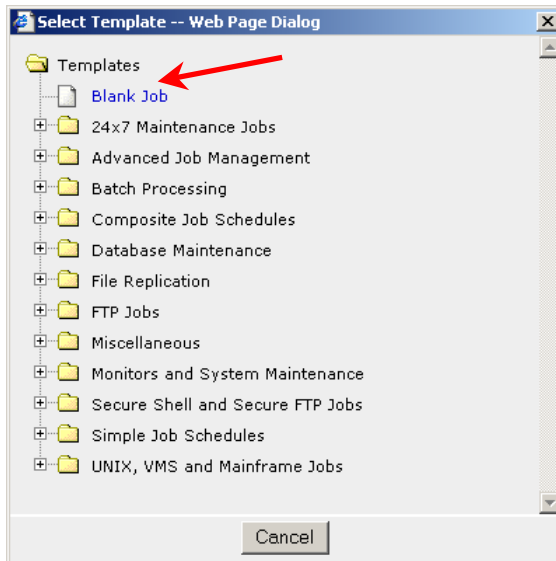
Properties View

The **Properties View** displays detailed information about the selected job or folder.

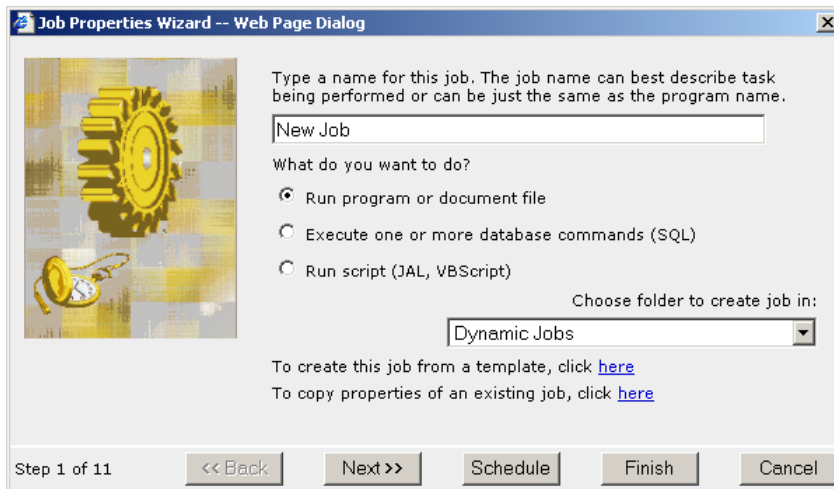
Adding New Job


To schedule a new job from scratch:

- 1 In the Job Explorer, select the folder in which you want to create a new job.
- 2 Click the **New Job** button . The **Select Template** dialog will appear.
- 3 Click the **Blank Job** item to create a new job from scratch.




- 4 The **Job Wizard** will appear. Follow the instructions provided by the Wizard.

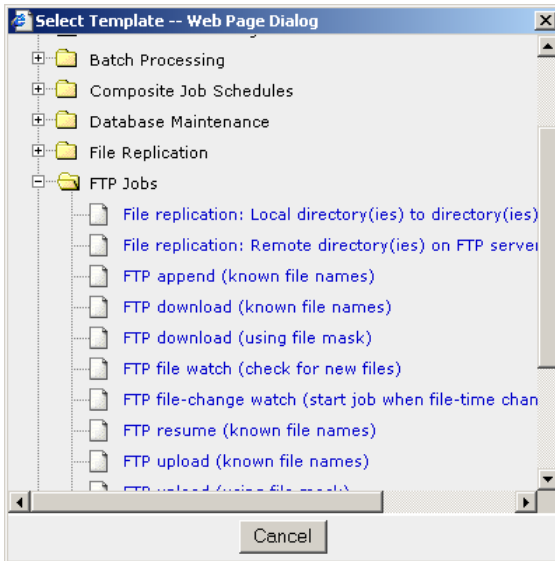


 **Note:** When you click the Finish button available in the selected Wizard, new job will be automatically created and saved in the active job pool.

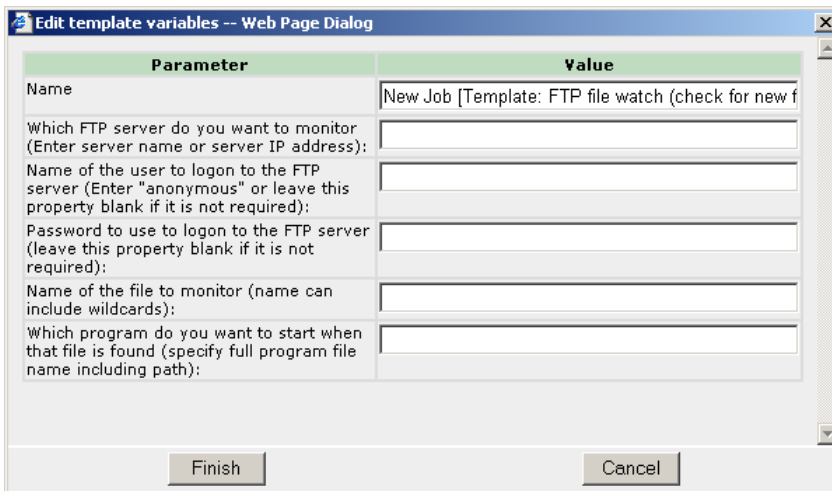
To schedule a new job from a template:

- 1 In the Job Explorer, select the folder in which you want to create a new job.

- 2 Click the **New Job** button . The **Select Template** dialog will appear.
- 3 Use "+" and "-" signs to expand/collapse template folders. Click the desired job template.

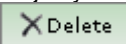



- 4 The **Template Wizard** will appear. Fill in template properties.
- 5 Click the OK button to create a new job using the entered parameters.



Deleting Job

To delete a scheduled job:

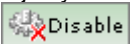
- 1 In the Job Explorer, select job you that want to delete.
- 2 Click the **Delete** button .

 **Tip:** The delete function removes job definition from the job database. Any program files associated with that job are not removed from the hard disk.

Disabling/Enabling Job


A job state is either disabled or enabled. You can toggle the job state by setting the on/off state of the **Disabled** property.

To temporarily disable a scheduled job:

- 1 In the Job Explorer, select job you want to disable.
- 2 Click the **Disable** button .

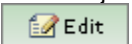
To enable previously disabled job:

Repeat the steps described above, but click the **Enable** button .


 **Tip:** Disabling scheduled job does not remove job definition from the job database; it only removes the job from the active job pool.

Modifying Job

To modify definition and/or schedule of an existing job:


- 1 In the Job Explorer, select the job you want to modify.
- 2 Click the **Edit** button .
- 3 In case if the job was created using job template, the Template Wizard will appear. Modify template fill-in parameters and click the Finish button to save your changes and update the job.

In case if the job was created from scratch or original job template is not available the Job Wizard will appear. Modify job properties and when done click the Finish button to save your changes and update the job.

 **Tip:** User interface and functionality of both Wizards are the same as in the 24x7 Scheduler graphical interface. For detailed description of available properties and functions see 24x7 Scheduler User's Guide.

Protecting/Unprotecting Job

To protect/unprotect a job:

- 1 In the Job Explorer, select the job whose security settings you want to modify.
- 2 Click the **Protect** button . The job protection dialog box will appear.
- 3 Type your password and select the desired protection level.

- 4 Click the **OK** button.




Notes:

- "Execute" protection does not prevent the job from starting on schedule or from being started by another job. It simply does not allow unauthorized users to execute the job by clicking on the **Run** button.
- Jobs copied using the **Database Manager** tool accessible via 24x7 Scheduler graphical interface retain their protection features.


Moving Job to Another Folder

To move a job to a different job folder:

- 1 In the Job Explorer, select job you want to move.
- 2 Click the **Move** button . The **Move To Folder** dialog will appear.
- 3 Select target job folder and then click the OK button.

Auditing Job Processing

To view job processing log:

- 1 In the Job Explorer, select the job you want to audit.
- 2 Click the **Audit** button .
- 3 The right pane of the Job Explorer will display available log records for the selected job.

To print the displayed log;


- 4 Click the **Print** button .

To refresh the log view:

- 5 Click the **Web Browser's** Refresh button or pres F5 hot key.

Printing Job Properties and Schedule


To print job properties, including job triggers, schedule, and notification action:

- 1 In the Job Explorer, select the job whose properties you want to print. Job properties will appear on right side of the Job Explorer.
- 2 Click the **Print** button .

Chapter 3: Running and Monitoring Jobs

Running Jobs

To run a job:

- 1 In the Job Explorer, select the job that you want to run.
- 2 Click the **Run** button . This will submit the job to the assigned job queue. The position in the queue depends on the job priority. As soon as the queue processor completes already running and queued job with higher priorities it will start running your job.

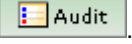
 **Tip:** See the following topics for information on how to monitor job progress and results.

Monitoring Jobs Using Logs


Job progress-of-work messages, errors and warnings are written to the main 24x7 Scheduler log file. 24x7 can be also configured to write all these messages to the Windows NT Application event log. In addition to default messages, script type jobs can write user-defined messages to log files.


The web-based interface supports several methods for auditing these logs and monitoring job progress.

To view job-specific log records for a particular job:

- 1 In the Job Explorer, select the job you want to audit.
- 2 Click the **Audit** button .
- 3 The right pane of the Job Explorer will display available log records for the selected job.

To view the entire job log containing messages for all jobs as well as all system-wide messages:

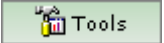
- 1 Click the **Job Log** button  in the top button row. The Log Viewer dialog will appear.
- 2 To refresh the view use the **Refresh** button. To close the Log Viewer dialog click the **Close** button.

 **Tip:** The Log Viewer dialog can be resized as needed by dragging its borders.

Notes:

- If a job has "Do Not Log" job-level option enabled, it does not write progress-of-work messages to the log.
- If a job has "Ignore Errors" job-level option enabled and "Do Not Log" job-level option disabled, it still writes job error messages (if any) to the log as warnings and continues processing after an error occurs. Warning messages are displayed with yellow warning icons rather than red stop error icons.

To view the entire job log optimized for a web view with an index by day of week and the entire log history:

- 1 Click the **Tools** button  in the top button row. The **Tools Menu** will appear.
- 2 Click the **View Daily Job Logs** button. The browser will open another window containing several frames. An index by day will be displayed in the left frame. Click on any day in the index to view log records for that particular day

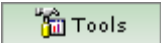
- 3 To refresh the view use your web browser **Refresh** button. To close the Day Log Logs window use browser's **File/Close** menu.



Notes:

- 24x7 Scheduler must be configured to write "HTML Status Reports" in order for this option to work. For information on how to configure "HTML Status Reports" see **Status Report** topic in 24x7 Scheduler User's Guide.
- The **reports** subdirectory must be created in the root directory of the web-based interface and the **reportDir** parameter must be setup appropriately in the web-interface constants file. The web-based interface copies log files to this subdirectory before opening index.htm file in the default browser. For more information on configuring parameters see the **Installation** topic in this user's guide.

To view the Windows NT Application event log file:

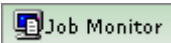
- 1 Click the **Tools** button  in the top button row. The **Tools Menu** will appear.
- 2 Click the **View Windows Event Logs** button. The System Event Logs dialog will appear.
- 3 Select Application event log from the **Select Event Log Name** drop-down box.
- 4 To refresh the view use the **Refresh** button. To close the System Event Logs dialog click the **Close** button.



Tip: The System Event Logs dialog can be resized as needed by dragging its borders.

Monitoring Jobs Using Job Monitor

To monitor currently running jobs and their status:

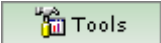
- 1 Click the **Job Monitor** button  in the top button row. The Job Monitor dialog will appear.
- 2 To refresh the view use the **Refresh** button. To close the Job Monitor dialog click the **Close** button.



Tip: The Job monitor dialog can be resized as needed by dragging its borders.

Monitoring Job Queues

To monitor queued and waiting to run jobs and already running jobs:

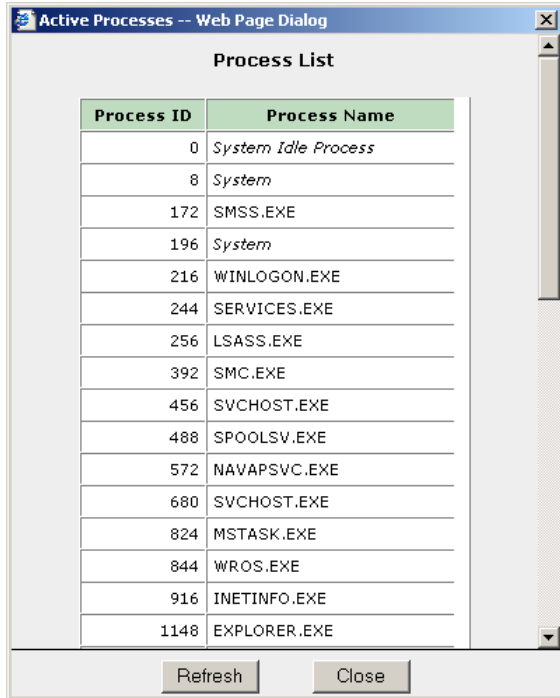
- 1 Click the **Tools** button  in the top button row. The **Tools Menu** will appear.
- 2 Click the **Manage and Monitor Job Queues** button. The Queue Manager dialog will appear.
- 3 Select the desired job queue on the left side of the Queue Manager dialog and then click the Monitor button on the right side of the dialog. The Queue Monitor dialog will appear.
- 4 To refresh the view use the **Refresh** button.
- 5 To monitor jobs in other queues, close the Monitor dialog and then repeat steps 3 and 4.



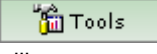
Tip: The Queue Monitor dialog can be resized as needed by dragging its borders.


Monitoring Active Processes

For your convenience 24x7 web-based interface provides a tool for monitoring active processes running on the 24x7 server.



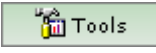
To monitor active processes:


- 1 Click the **Tools** button  in the top button row. The **Tools Menu** will appear.
- 2 Click the **View Active Processes** button. The Active Processes dialog will appear.
- 3 To refresh the view use the **Refresh** button. To close the Active Processes dialog click the **Close** button.

 **Tip:** The Active Processes dialog can be resized as needed by dragging its borders.

Forecasting Job Runs

To run job forecasting report for the next 7 days:

- 1 Click the **Tools** button  in the top button row. The **Tools Menu** will appear.
- 2 Click the **Get 7-day Job Forecast** button. The 7-day Job Forecast dialog will appear.
- 3 To refresh the displayed report use the **Refresh** button. To close the dialog click the **Close** button.

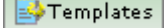
 **Tip:** The Forecast Report window can be resized as needed. To resize the window simply drag one of its borders.

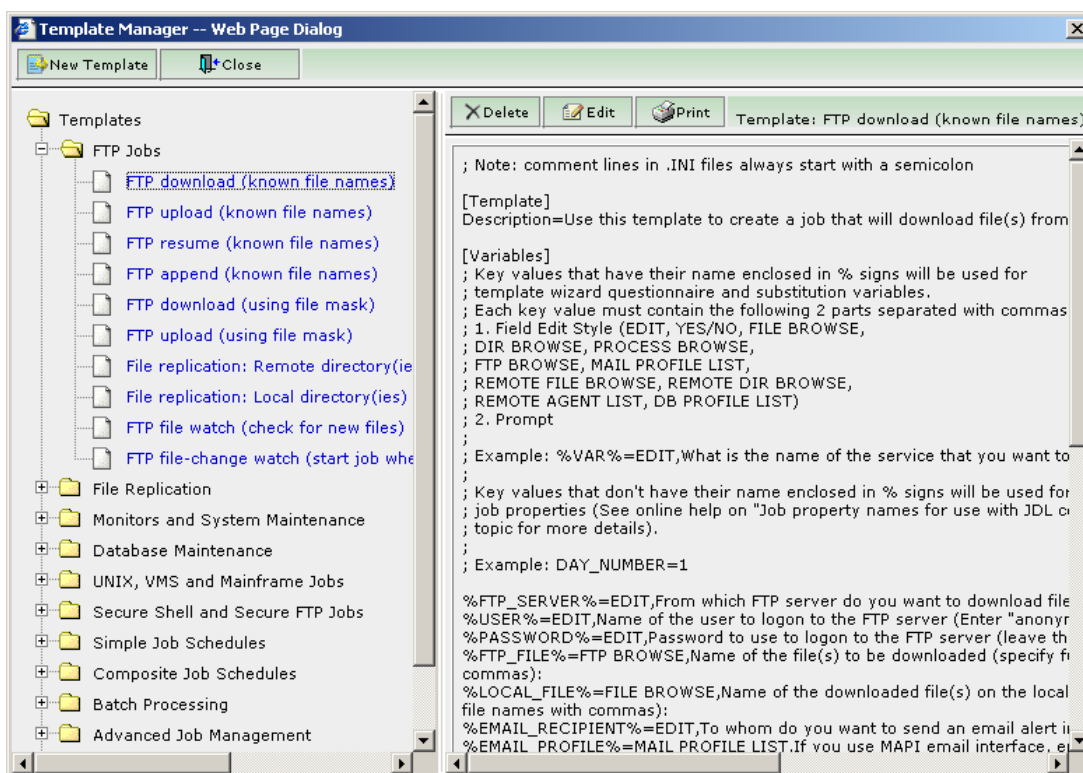
Chapter 4: Template Management

Job templates provide a quick way to create new jobs. Some templates are installed by default with 24x7 Scheduler Setup, other are created by users. Additional templates are also available on SoftTree Technologies, Inc. web site.

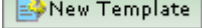
Working with Templates

To browse available job templates

- 1 Click the **Templates** button 
- 2 Use "+" and "-" signs to expand/collapse template folders. Click the desired job template to view template definition.



To create a new template

- 1 Click the **New Template** button 
- 2 Enter name for the new template
- 3 Enter template definition. For description of available job properties and template variables. See **Job Property Names** topic in 24x7 Scheduler User's Guide or on-line help system.



Tip: To copy text from the Clipboard use CTRL+C hot key or use the right-click popup menu.

- 4 Choose the appropriate template group from the drop-down box.
- 5 Click the OK button to save new template.

To create a new template from an existing template

- 1 Select an existing template.
- 2 Click the **Edit** button. The **Edit Template** dialog will appear.
- 3 Right-click anywhere in the template definition field. In the popup menu click **Select All** command. This will select the template definition. Right-click again and this time choose **Copy** command. This will copy template definition to the Clipboard.
- 4 Click the Cancel button to close **Edit Template** dialog
- 5 Follow steps described above to create a new template. In step 3, paste the existing template definition to the new template.
- 6 Modify template name and copied definition as needed.
- 7 Choose the appropriate template group from the drop-down box.

To modify an existing template

- 1 Select an existing template.
- 2 Click the **Edit** button. The **Edit Template** dialog will appear.
- 3 Modify desired job properties and template variables. See **Job Property Names** topic in 24x7 Scheduler User's Guide or on-line help system.
- 4 Click the OK button to save changes.

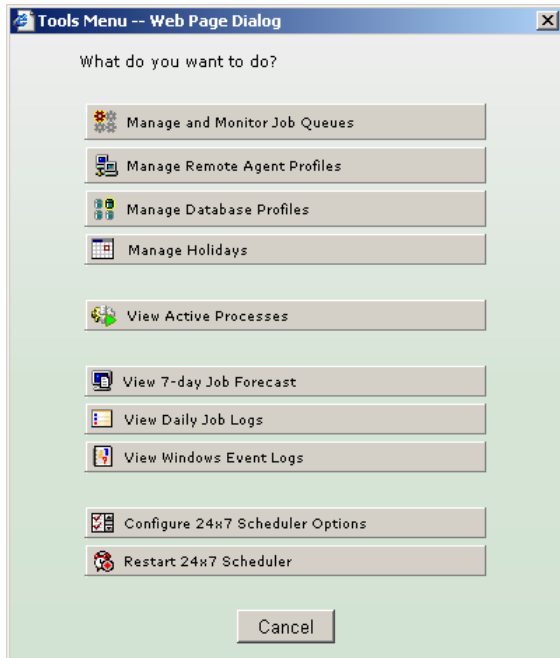


Notes:

- Job Templates are not stored in the job database. They are stored in separate .INI files, which are located by default in the Template subdirectory on the computer running 24x7 Scheduler. The template names and group definitions are stored in the TEMPLATE.INI file.
- For description of supported template parameters and variables see **Creating and Modifying Job Templates** topic in 24x7 Scheduler User's Guide.

Chapter 5: System Management

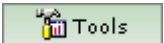
The Tools Menu provides access to various system management and monitoring options.



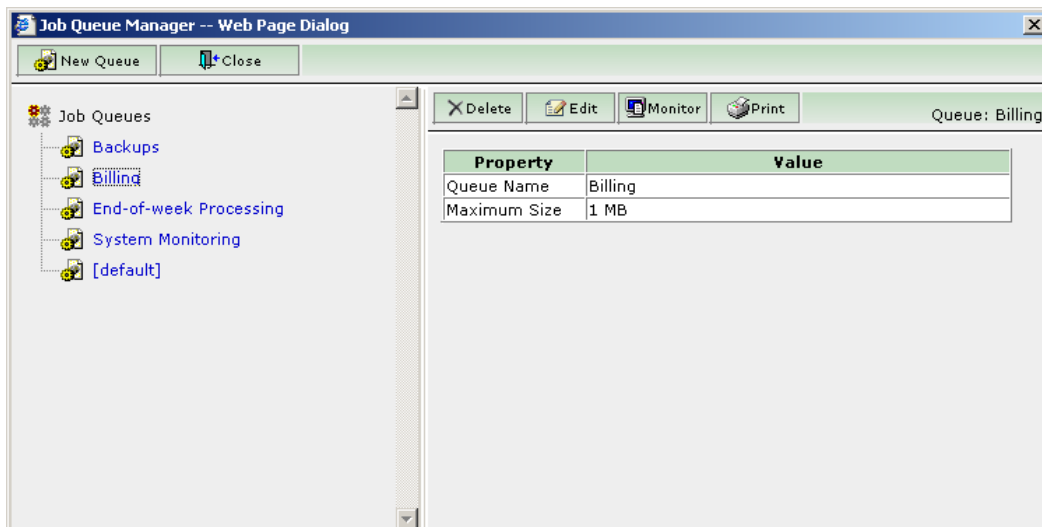
To start the Tools menu click the **Tools** button displayed in the top button row of the Job Explorer window. The Tools Menu dialog will appear. Click the desired menu item to continue or click the Cancel button to close the dialog.

Managing and Monitoring Job Queues

To start the Job Queue Manager:

- 1 Click the **Tools** button  in the top button row. The **Tools Menu** will appear.
- 2 Click the **Manage and Monitor Job Queues** button. The Job Queue Manager dialog will appear.

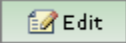
The Job Queue Manager displays configured job queues on the left side of the dialog window. The right side "Properties View" displays properties of a selected queue. This side is blank unless a queue name is selected on the left side.




Navigating through the various queues is usually accomplished by clicking links representing individual profiles with the mouse. Users more accustomed to keyboard navigation can use standard navigation keys (TAB, SHIFT+TAB, ENTER, etc...) supported by the Web browser to move between links.


To change the size of either side of the window, drag the bar that separates the two sides. Use scroll bars to navigate both sides of the Job Queue Manager window.


To modify properties of a job queue:

- 1 Select the desired queue on the left side of the Job Queue Manager window.
- 2 Click the **Edit** button  displayed on the right side. The Queue Properties dialog will appear.
- 3 Modify properties as needed and then click the **OK** button to save your changes.

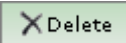
 **Note:** Queue property changes do not have any effect until the scheduler is restarted. For detailed instructions on how to restart the scheduler remotely see *Restarting Scheduler* topic.

To create a new job queue


- 1 Click the **New Queue** button  displayed in the top button row. The Queue Properties dialog will appear.
- 2 Enter queue name and size and then click the **OK** button to save your changes.

 **Note:** New queue is not available for job scheduling until the scheduler is restarted. For detailed instructions on how to restart the scheduler remotely see *Restarting Scheduler* topic.


To delete a job queue:

- 1 Select the desired queue on the left side of the Job Queue Manager window.
- 2 Click the **Delete** button  displayed on the right side. A confirmation message will appear.
- 3 Click OK button to confirm the deletion.

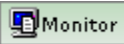
 **Tip:** It is a good idea to check if a queue is running any jobs before deleting it.


 **Note:** Queue deletion does not have any effect until the scheduler is restarted. For detailed instructions on how to restart the scheduler remotely see *Restarting Scheduler* topic.

To print properties of a job queue:

- 1 Select the desired queue on the left side of the Job Queue Manager window.
- 2 Click the **Print** button  displayed on the right side.

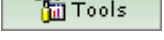
To monitor jobs already running or submitted and waiting to run in a particular job queue:

- 1 Select the desired job queue on the left side of the Queue Manager dialog and then click the **Monitor** button  on the right side of the dialog. The Queue Monitor dialog will appear.
- 2 To refresh the view use the **Refresh** button.
- 3 To monitor jobs in other queues, close the Queue Monitor dialog and then repeat steps 3 and 4.

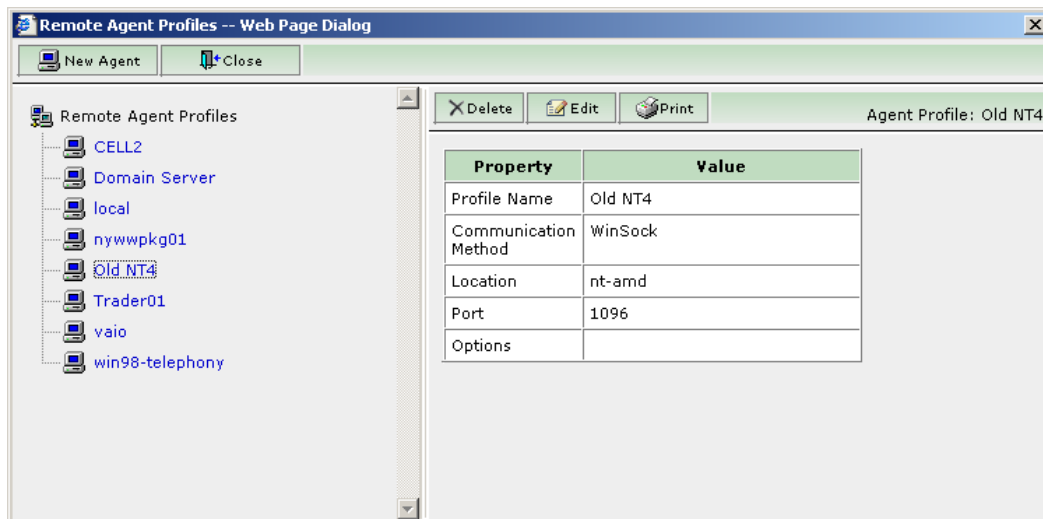
 **Tip:** The Queue Monitor dialog can be resized as needed by dragging its borders.

Managing Remote Agent Profiles

To start the Remote Agents Profiles Manager:

- 1 Click the **Tools** button  in the top button row. The **Tools Menu** will appear.
- 2 Click the **Manage Remote Agent Profiles** button. The Remote Agent Profiles dialog will appear.

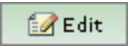
The Remote Agent Profiles dialog displays configured agent profiles on the left side of the dialog window. The right side "Properties View" displays properties of a selected profile. This side is blank unless a profile name is selected on the left side.



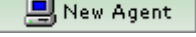
Navigating through the various agent profiles is usually accomplished by clicking links representing individual profiles with the mouse. Users more accustomed to keyboard navigation can use standard navigation keys (TAB, SHIFT+TAB, ENTER, etc...) supported by the Web browser to move between links.

To change the size of either side of the window, drag the bar that separates the two sides. Use scroll bars to navigate both sides of the Remote Agent Profiles window.

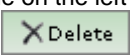
To modify properties of an agent profile:

- 1 Select the desired profile on the left side of the Remote Agent Profiles window.
- 2 Click the **Edit** button  displayed on the right side. The Agent Profile dialog will appear.
- 3 Modify properties as needed and then click the **OK** button to save your changes.


To create a new agent profile

- 1 Click the **New Agent** button  displayed in the top button row. The Remote Agent Properties dialog will appear.
- 2 Fill in agent properties and then click the **OK** button to save your changes.

To delete an agent profile:

- 1 Select the desired profile on the left side of the Remote Agent Profiles window.
- 2 Click the **Delete** button  displayed on the right side. A confirmation message will appear.

- 3 Click OK button to confirm the deletion.

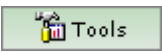
 **Tip:** It is a good idea to check if an agent is assigned to any jobs before deleting it. Check job properties to find which job(s) use this agent.

To print properties of an agent profile:

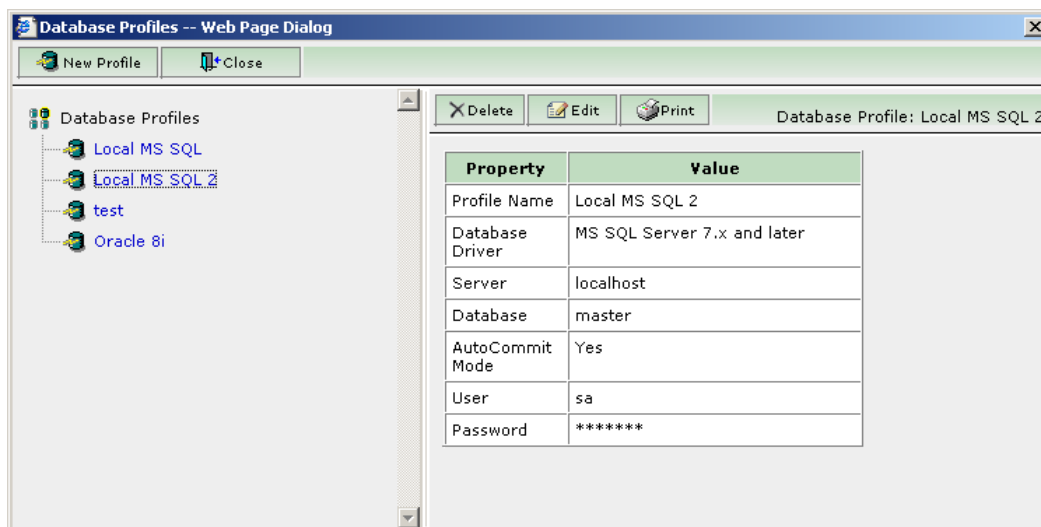
- 1 Select the desired profile on the left side of the Remote Agent Profiles window.
- 2 Click the **Print** button  displayed on the right side.

Managing Database Profiles

To start the Database Profiles Manager:

- 1 Click the **Tools** button  in the top button row. The **Tools Menu** will appear.
- 2 Click the **Manage Database Profiles** button. The Database Profiles dialog will appear.

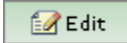
The Database Profiles dialog displays configured database profiles on the left side of the dialog window. The right side "Properties View" displays properties of a selected profile. This side is blank unless a profile name is selected on the left side.



Navigating through the various database profiles is usually accomplished by clicking links representing individual profiles with the mouse. Users more accustomed to keyboard navigation can use standard navigation keys (TAB, SHIFT+TAB, ENTER, etc...) supported by the Web browser to move between links.

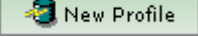
To change the size of either side of the window, drag the bar that separates the two sides. Use scroll bars to navigate both sides of the Database Profiles window.

To modify properties of a database profile:

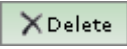
- 1 Select the desired profile on the left side of the Database Profiles window.
- 2 Click the **Edit** button  displayed on the right side. The Database Profile Properties dialog will appear.


- 3 Modify properties as needed and then click the **OK** button to save your changes.

To create a new database profile


- 1 Click the **New Profile** button  displayed in the top button row. The Database Profile Properties dialog will appear.
- 2 Fill in database profile properties and then click the **OK** button to save your changes.

To delete a database profile:

- 1 Select the desired profile on the left side of the Database Profiles window.
- 2 Click the **Delete** button  displayed on the right side. A confirmation message will appear.
- 3 Click OK button to confirm the deletion.

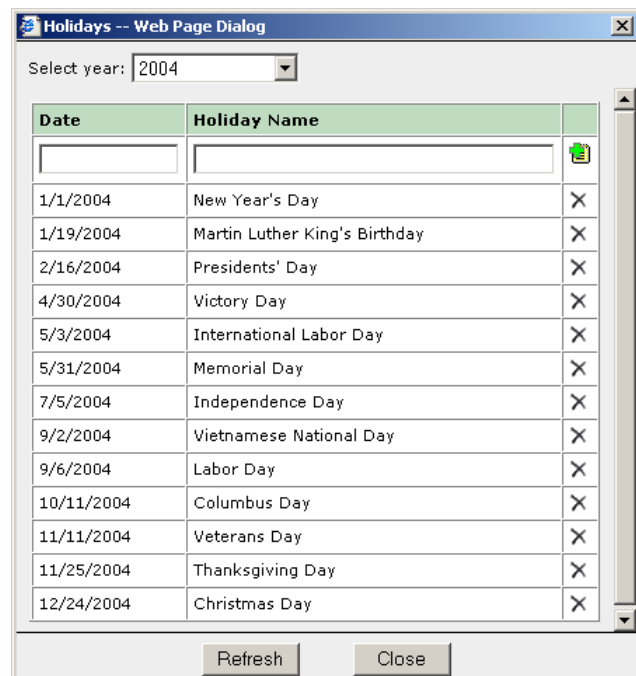
 **Tip:** It is a good idea to check if a database profile is assigned to any jobs before deleting it. Check job properties to find which job(s) use this profile.

To print properties of a database profile:


- 1 Select the desired profile on the left side of the Database Profiles window.
- 2 Click the **Print** button  displayed on the right side.

Managing Holidays Table

The HOLIDAYS table is stored in a text file on the server. The Holidays tool can be used for displaying and modifying this file. To display already entered holidays simply select an appropriate year from the **Select year** drop-down box. All holidays for the selected year will appear.




To delete a holiday:

1. If a holiday is in the current year, skip this step, otherwise using **Select year** drop-down box select an appropriate year. All holidays for that year will appear.
2. Click the **Delete** icon . The holiday will be deleted from the HOLIDAYS table on the server and the record will disappear from display.

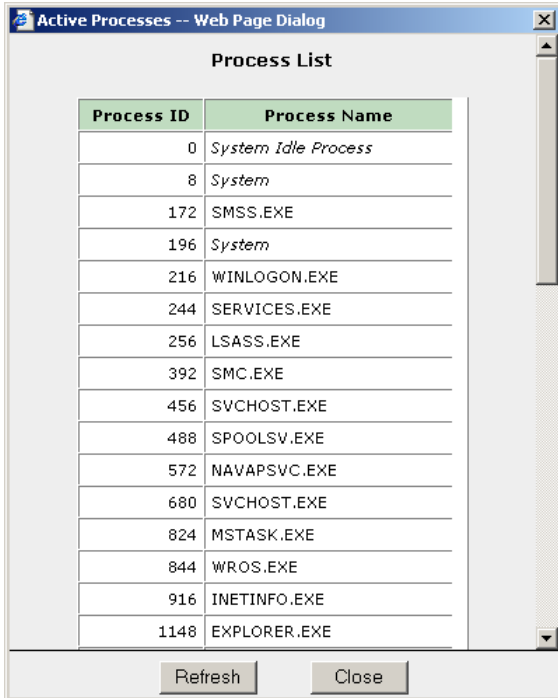
To add a holiday:

1. Enter holiday's date into edit box available in the first row of the **Date** column. The date must be entered in the format understood by your server running 24x7 Scheduler software. You can use either 2-digit or 4-digit years.
2. Enter holiday's name into edit box available in the first row of the **Holiday Name** column.

- Click the **Add** button . The new holiday will be added to the HOLIDAYS table on the server and if the entered holiday belongs to the currently selected year in the **Select year** drop-down box a new record with the entered holiday will appear on display. The **Date** and **Holiday Name** edit box will be cleared so that you can keep entering more holidays.

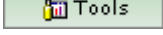
Viewing Active Processes

To remotely monitor active processes running on the 24x7 Scheduler server you can use the Active Processes monitor.



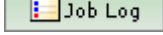
Process ID	Process Name
0	System Idle Process
8	System
172	SMSS.EXE
196	System
216	WINLOGON.EXE
244	SERVICES.EXE
256	LSASS.EXE
392	SMC.EXE
456	SVCHOST.EXE
488	SPOOLSV.EXE
572	NAVAPSV.C.EXE
680	SVCHOST.EXE
824	MSTASK.EXE
844	WROS.EXE
916	INETINFO.EXE
1148	EXPLORER.EXE


To start the Active Processes monitor:

- Click the **Tools** button  in the top button row. The **Tools Menu** will appear.
- Click the **View Active Processes** button. The Active Processes dialog will appear.
- To refresh the view use the **Refresh** button. To close the Active Processes dialog click the **Close** button.

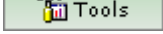
Viewing 24x7 Log Files

To view the main job log file containing messages for all jobs as well as all system-wide messages:

- Click the **Job Log** button  in the top button row. The Log Viewer dialog will appear.
- To refresh the view use the **Refresh** button. To close the Log Viewer dialog click the **Close** button.

 **Tip:** The Log Viewer dialog can be resized as needed by dragging its borders.

To view the job log optimized for a web view with an index by day of week and the entire log history:

- Click the **Tools** button  in the top button row. The **Tools Menu** will appear.
- Click the **View Daily Job Logs** button. The browser will open another window containing several frames. An index by day will be displayed in the left frame. Click on any day in the index to view log records for that particular day


- To refresh the view use your web browser **Refresh** button. To close the Day Log Logs window use browser's **File/Close** menu.

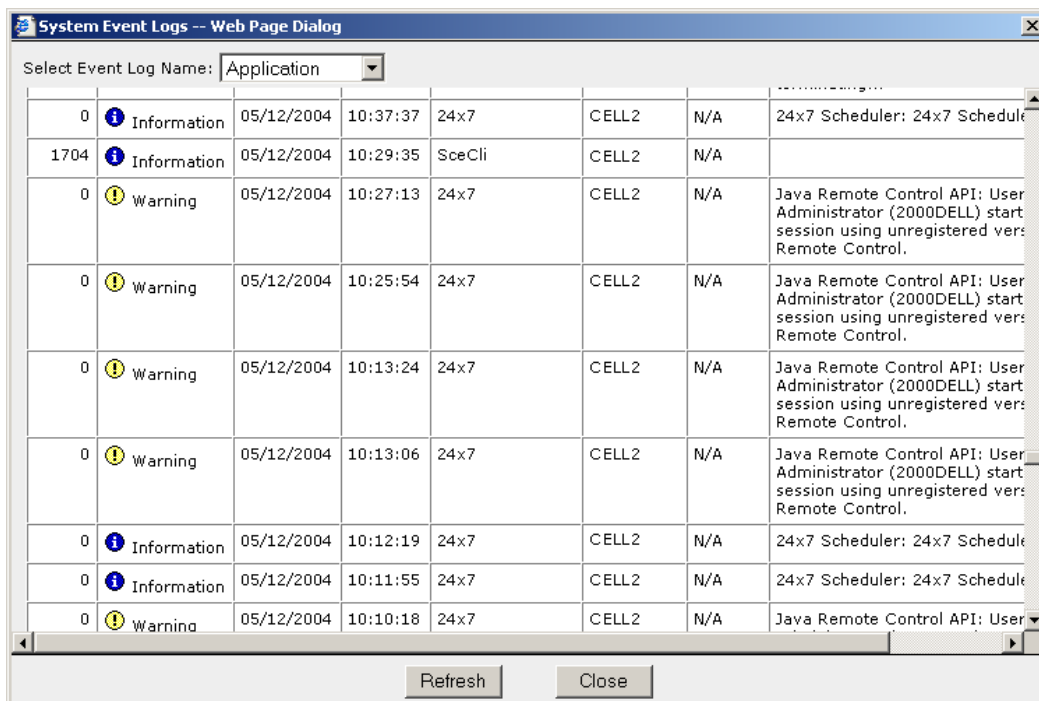
**Notes:**

- 24x7 Scheduler must be configured to write "HTML Status Reports" in order for this option to work. For information on how to configure "HTML Status Reports" see **Status Report** topic in 24x7 Scheduler User's Guide.
- The **reports** subdirectory must be created in the root directory of the web-based interface and the **reportDir** parameter must be setup appropriately in the web-interface constants file. The web-based interface copies log files to this subdirectory before opening index.htm file in the default browser. For more information on configuring parameters see the **Installation** topic in this user's guide.

Viewing Windows Event Logs

To view the Windows NT event log files:

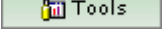
- Click the **Tools** button  in the top button row. The **Tools Menu** will appear.
- Click the **View Windows Event Logs** button. The System Event Logs dialog will appear. By default the Application event log file will be displayed.
- Use the **Select Event Log Name** drop-down box to select other logs for display.
- To refresh the view use the **Refresh** button. To close the System Event Logs dialog click the **Close** button.

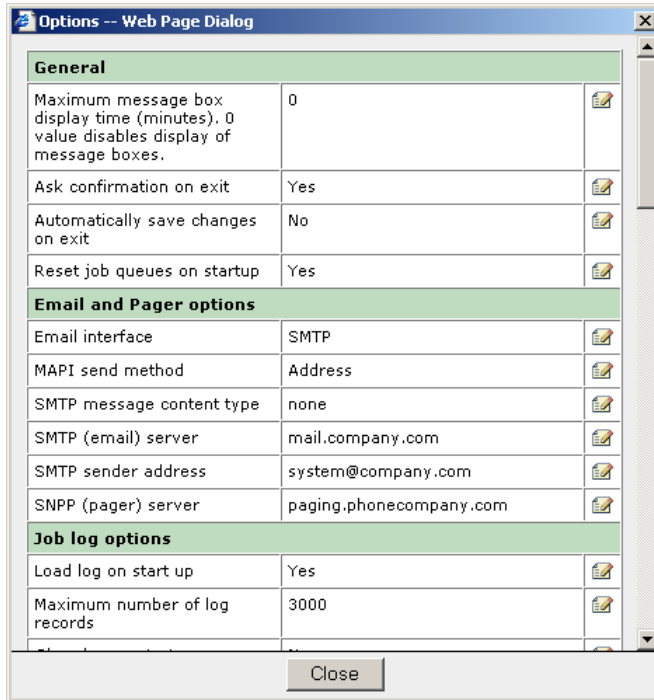


Tip: The System Event Logs dialog can be resized as needed by dragging its borders.

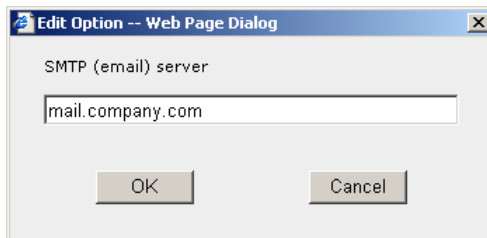
Configuring System Options

To view and modify 24x7 Scheduler system options:


- 1 Click the **Tools** button  in the top button row. The **Tools Menu** will appear.
- 2 Click the **Configure 24x7 Scheduler options** button. The Options dialog will appear. Related options are displayed in groups.



- 3 To modify an option click the **Edit** icon  displayed in the same row. The **Edit Options** dialog will appear.



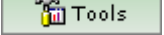
- 4 Enter new value and click the **OK** button to save changes on the server.

 **Important Note:** Not all changes in options have full immediate effect. Certain options require that the scheduler be restarted before the new settings will take full effect. For more information on how to restart the scheduler remotely see the next topic.

Restarting Scheduler

24x7 Schedulers and 24x7 Remote Agents can be restarted remotely.

To restart a scheduler or an agent:

- 1 Click the **Tools** button  in the top button row. The **Tools Menu** will appear.

- 2 Click the **Restart 24x7 Scheduler** button. The scheduler (or agent) is restarted on the server after a brief pause, which is used to gracefully close user session.



Notes:

- Restarting scheduler may cause running jobs to terminate abnormally.
- If "Reset Job Queues on startup" option is enabled (default setting) all jobs submitted for execution and waiting in job queues will be missed.
- Other users working with the scheduler using 24x7 web-based interfaces and/or 24x7 Remote Controls will lose their connections. Users of 24x7 Remote Controls should be able to reconnect to the scheduler after it is restarted and save their changes without losing anything.
- Not all options related to Windows NT server setup can be changed remotely. These options must be changed locally on the server.

Chapter 6: Installation/Uninstallation

This chapter describes steps and minimum requirements for installing web server portion of the 24x7 Web-based Management Console.

Installing interface for Microsoft IIS web server

Microsoft® Internet Information Server® can be used to run ASP version of 24x7 Web-based Management Console.

Minimum system requirements

Web server:

- Microsoft Internet Information Server v4.0 and later running on Windows NT/2000/XP/2003 server or workstation.
- 24x7 Remote Control COM/ASP API v3.4.17 or later (for best experience we recommend v3.4.19 or later).

24x7 Scheduler server computer:

- 24x7 Scheduler v3.4.17 or later installed and running on the same or another computer (for best experience we recommend v4.0.215 or later).

Client:

- Internet Explorer v5.0 or later or other compatible web browser with JavaScript and cookies enabled.

Installation Steps

1. On the web server computer run installation program for the 24x7 Web-based Management Console programs. Follow instructions provided by the installation wizard.
2. When prompted for the installation directory, make sure to select a destination directory whose name and path do not contain spaces, for example **C:\inetpub\wwwroot\24x7**.
3. Using Windows Notepad edit file **constants.asp** located in the 24x7 Web-based Management Console installation directory (example location: **C:\inetpub\wwwroot\24x7\constants.asp**). If necessary modify **reportDir** and **DateFormatRegistryPath** parameters. Description of these parameters is available within the file.
4. In DOS command window, navigate to the installation directory **C:\inetpub\wwwroot\24x7** and execute the following

```
regsvr32 w24x7RC.dll
```

To test the installed interface:

- 5.1. Make sure the World Wide Publishing Service is running on the web server computer and 24x7 Scheduler is running in the server mode on the scheduler computer.
- 5.2. Start your web browser and type in the Address field URL of your web server, for example, **http://www.company.com/24x7/default.asp**. The Login page will appear.
- 5.3. Enter name of the computer running 24x7 Scheduler, your user name and password and then press the **Login** button. For more information see "To connect to 24x7 Scheduler" instructions available in Chapter 1 of this manual.

Installing interface for web servers supporting Java Server Pages

Apache Tomcat®, IBM® WebSphere® Application Server, Macromedia™ JRun®, BEA™ WebLogic™, Sun™ iPlanet™ and other web servers capable to run Java Server Pages can be used to run JSP version of 24x7 Web-based Management Console.

Minimum system requirements

Web server:

- Web server supporting JSP v2.0 or later running on Windows, Linux, Unix or Mac server or workstation.
- Java 2 Platform, Enterprise Edition 1.4
- 24x7 Remote Control Java API v4.0.180 or later (for best experience we recommend v4.0.215 or later).

24x7 Scheduler server computer:

- 24x7 Scheduler v3.4.17 or later installed and running on the same or another computer (for best experience we recommend v3.4.19 or later).

Client:

- Internet Explorer v5.0 or later or other compatible web browser with JavaScript and cookies enabled.

Installation Steps

1. On the web server computer use available web-server functions to install `jwi24x7.war` file containing the 24x7 Web-based Management Console programs.
2. Using any available text editor edit file **`constants.jsp`** located in the 24x7 Web-based Management Console installation directory (example location: **`C:\webapplications\24x7\constants.jsp`**). If necessary modify **`reportDir`** and **`DateFormatRegistryPath`** parameters. Description of these parameters is available within the file.

To test the installed interface:

- 3.1. Make sure the JSP enabled web server (or application server) is running on the web server computer and 24x7 Scheduler is running in the server mode on the scheduler computer.
- 3.2. Start your web browser and type in the Address field URL of your web server, for example, **`http://www.company.com/24x7/default.jsp`**. If using Tomcat or similar server type **`http://www.company.com:8080/24x7/default.jsp`** The Login page will appear.
- 3.3. Enter name of the computer running 24x7 Scheduler, your user name and password and then press the **Login** button. For more information see "To connect to 24x7 Scheduler" instructions available in Chapter 1 of this manual.

Uninstallation

Uninstallation Steps

1. If you have previous installed ASP version of the console, in DOS command window, navigate to the installation directory **`C:\inetpub\wwwroot\24x7`** and execute the following

```
regsvr32 /u w24x7RC.dll
```

2. On the web server computer delete the directory where you have previously installed 24x7 Web-based Management Console files.

Appendix A: Technical Support

Your questions, comments, and suggestions are welcome.

For technical support, e-mail to support@softtreetech.com or use the on-line support form at <http://www.softtreetech.com/Support.htm>.

When reporting problems, please provide as much information as possible about your problem. Be sure to include the following information:

- 1 Is the problem reproducible? If so, how?
- 2 What version of Windows are you running? For example, Windows 95, Windows NT 4.0, etc.
- 3 What version of the 24x7 Scheduler are you running?
- 4 If a dialog box with an error message was displayed, please include the full text of the dialog box, including the text in the title bar.
- 5 If the problem involves an external program, provide as much information as possible about this program.
- 6 Make sure you include the serial number for your copy of 24x7 Scheduler. Use the **Help/About** menu to look up the correct numbers. Registered users have priority support.

For registration information, purchasing or other sales information, please contact our sales department: sales@softtreetech.com.

For general information, software updates, the latest information on known problems and answers to frequently asked questions, visit the 24x7 Scheduler home page on the Web: <http://www.softtreetech.com/24x7/>.

We are happy to help in any way we can, but if you are having problems, please check the troubleshooting section first to see if your question is answered there.

Appendix B: Licensing

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