

# 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.

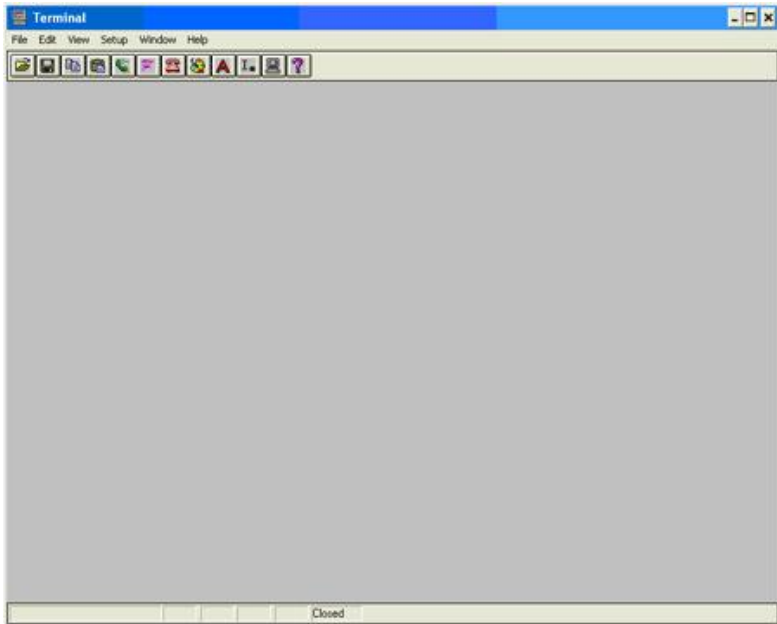
### 2 Overview

The LID allows you to access specific Lawson screens for the purpose of monitoring and troubleshooting scheduled jobs to ensure that 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.

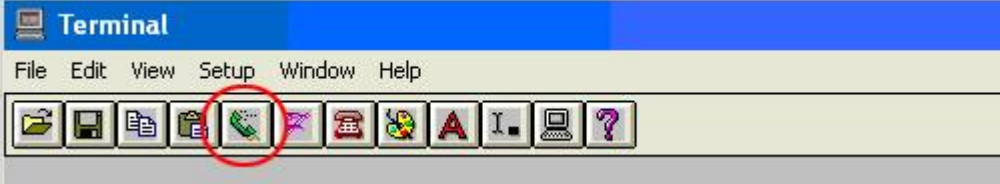
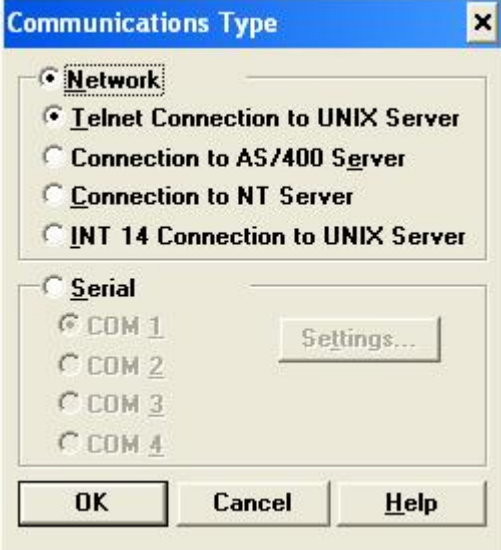
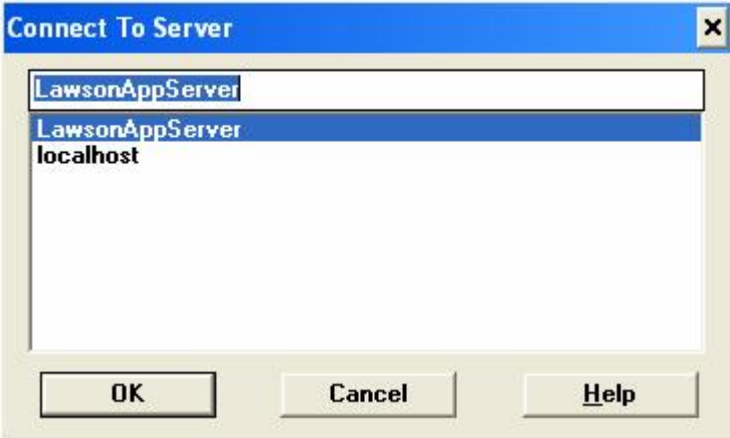
### 3 Logging In and Getting Started

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

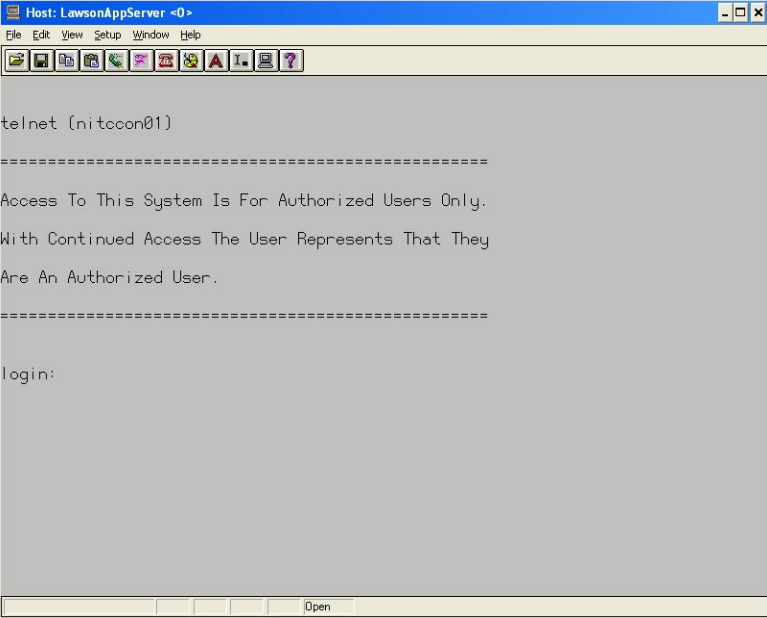
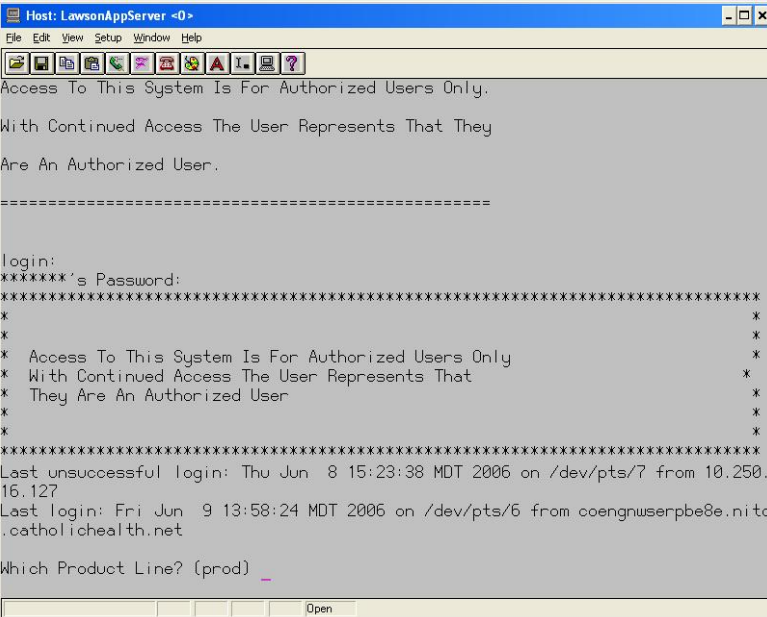
To log into the LID and access the main job-monitoring screen, do the following:

Step	Task
1	<p>Double-click the Lawson icon on your Windows desktop. The Terminal screen displays.</p> 

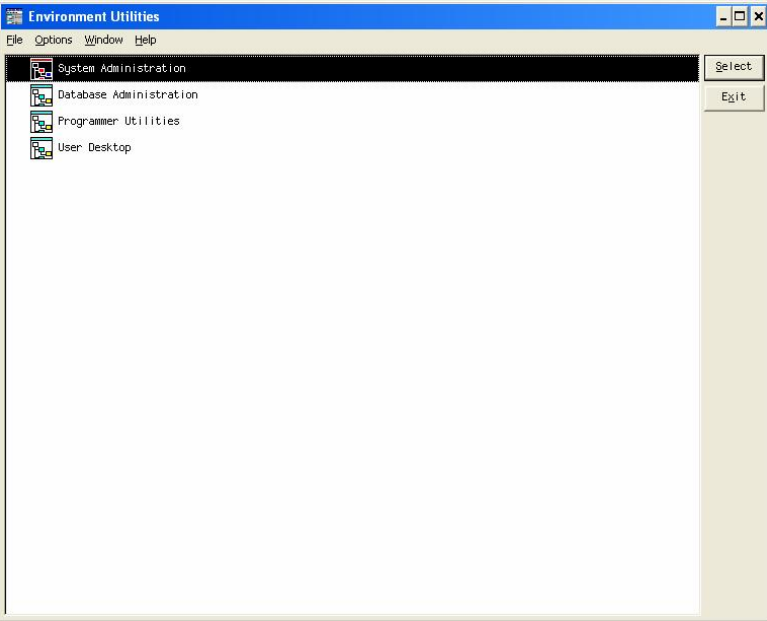
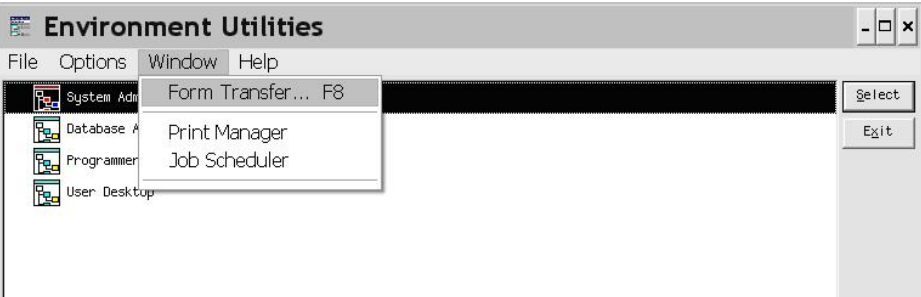
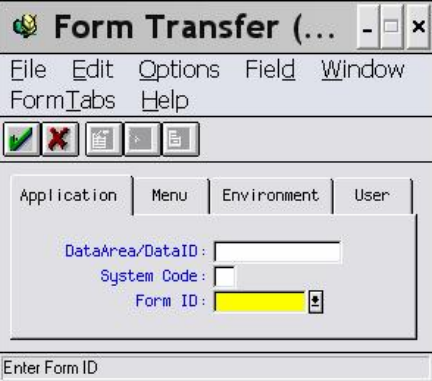
Logging In and Getting Started (cont.)

Step	Task
2	<p data-bbox="370 338 776 365">Click the “telephone receiver” button.</p>  <p data-bbox="370 575 850 602">The Communications Type window displays.</p> 
3	<p data-bbox="370 1186 1187 1213">Select the “Telnet Connection” option, if not already selected, and click OK.</p> <p data-bbox="370 1226 802 1253">The Connect to Server window displays.</p> 

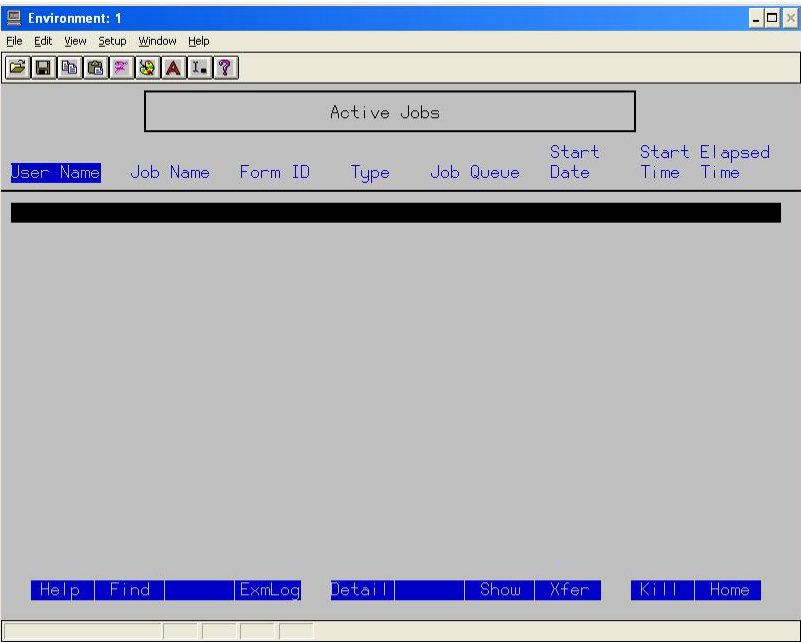

Logging In and Getting Started (cont.)

Step	Task
4	<p>Select "LawsonAppServer," if not already selected, and click OK. The server Host screen displays.</p>  <pre> Host: LawsonAppServer &lt;0&gt; File Edit View Setup Window Help telnet (nitcocon01) ===== Access To This System Is For Authorized Users Only. With Continued Access The User Represents That They Are An Authorized User. ===== login: </pre>
5	<p>At the "login:" prompt, type <b>lawop01</b> and press Enter.</p>
6	<p>At the "password:" prompt, type the password given to you by your system administrator and press Enter. The following screen displays:</p>  <pre> Host: LawsonAppServer &lt;0&gt; File Edit View Setup Window Help Access To This System Is For Authorized Users Only. With Continued Access The User Represents That They Are An Authorized User. ===== login: *****'s Password: ***** * * * Access To This System Is For Authorized Users Only * With Continued Access The User Represents That * They Are An Authorized User * * ***** Last unsuccessful login: Thu Jun  8 15:23:38 MDT 2006 on /dev/pts/7 from 10.250. 16.12? Last login: Fri Jun  9 13:58:24 MDT 2006 on /dev/pts/6 from coenguserpbe8e.nitc .catholichealth.net Which Product Line? (prod) _ </pre>

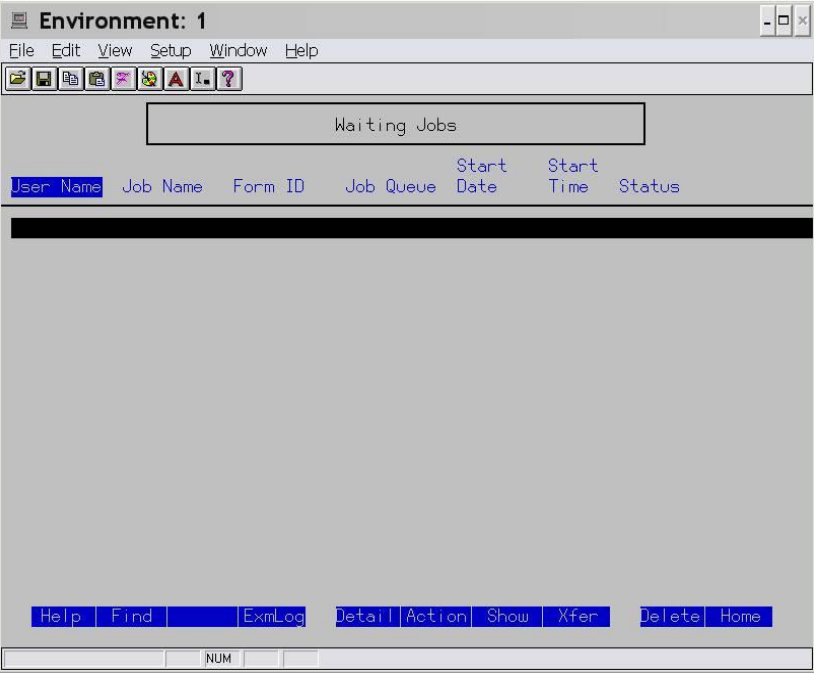
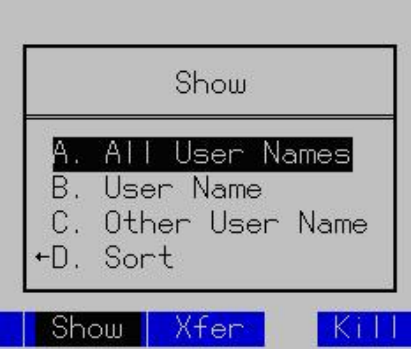
Logging In and Getting Started (cont.)

Step	Task
7	<p>At the “Which Product Line? (prod)” prompt, type <b>prod</b> and press Enter. The Environment Utilities screen displays:</p> 
8	<p>Select Window → Form Transfer (F8).</p>  <p>The following window displays:</p> 

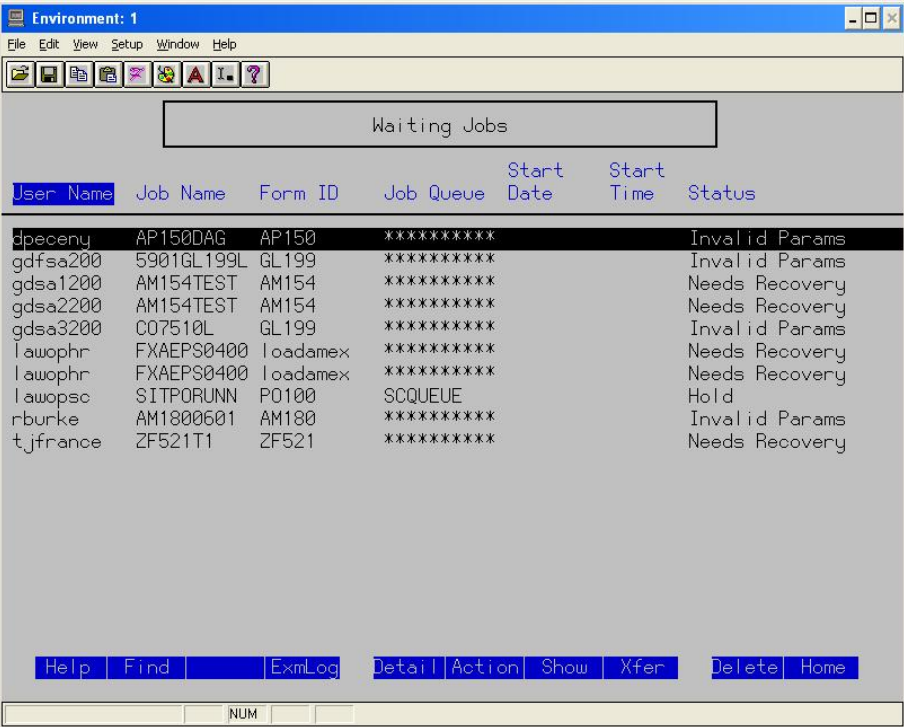
Logging In and Getting Started (cont.)

Step	Task
9	<p>In the Form ID field, type <b>jobschd</b> and press Enter.</p> <p>The Active Jobs screen displays:</p> 
10	<p>Press F8 (Xfer).</p> <p>The following window displays:</p> 

Logging In and Getting Started (cont.)

Step	Task
11	<p>Use the arrow keys to scroll to option B, Waiting Screen, and press Enter. The Waiting Jobs screen displays:</p> 
12	<p>Press F7 (Show). The following window displays:</p> 

Logging In and Getting Started (cont.)

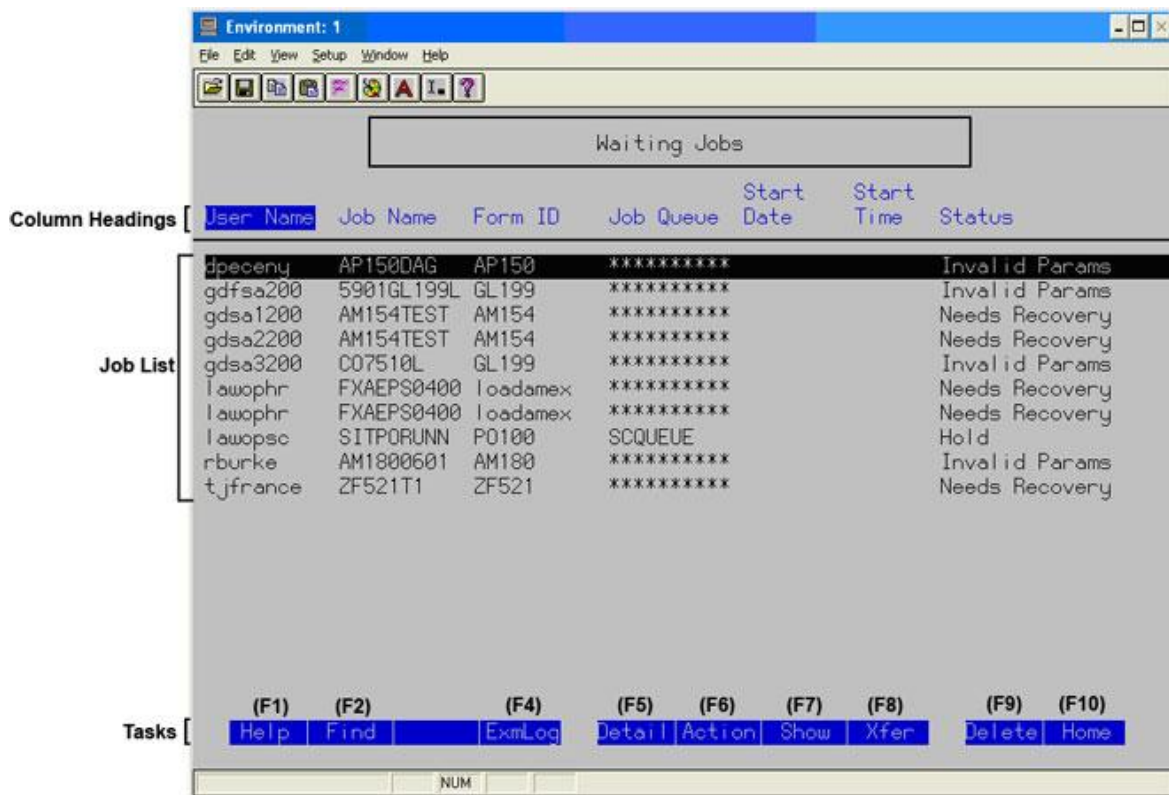
Step	Task																																																																													
13	<p>If option A, All User Names, is not already highlighted, use the arrow keys to scroll to it and press Enter.</p> <p>The Waiting Jobs screen re-displays with a list of problem jobs:</p>  <table border="1" data-bbox="370 604 1269 898"> <thead> <tr> <th>User Name</th> <th>Job Name</th> <th>Form ID</th> <th>Job Queue</th> <th>Start Date</th> <th>Start Time</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>dpeceny</td> <td>AP150DAG</td> <td>AP150</td> <td>*****</td> <td></td> <td></td> <td>Invalid Params</td> </tr> <tr> <td>gdfsa200</td> <td>5901GL199L</td> <td>GL199</td> <td>*****</td> <td></td> <td></td> <td>Invalid Params</td> </tr> <tr> <td>gdsa1200</td> <td>AM154TEST</td> <td>AM154</td> <td>*****</td> <td></td> <td></td> <td>Needs Recovery</td> </tr> <tr> <td>gdsa2200</td> <td>AM154TEST</td> <td>AM154</td> <td>*****</td> <td></td> <td></td> <td>Needs Recovery</td> </tr> <tr> <td>gdsa3200</td> <td>C07510L</td> <td>GL199</td> <td>*****</td> <td></td> <td></td> <td>Invalid Params</td> </tr> <tr> <td>lawophr</td> <td>FXAEPS0400</td> <td>loadamex</td> <td>*****</td> <td></td> <td></td> <td>Needs Recovery</td> </tr> <tr> <td>lawophr</td> <td>FXAEPS0400</td> <td>loadamex</td> <td>*****</td> <td></td> <td></td> <td>Needs Recovery</td> </tr> <tr> <td>lawopsc</td> <td>SITPORUNN</td> <td>P0100</td> <td>SCQUEUE</td> <td></td> <td></td> <td>Hold</td> </tr> <tr> <td>rburke</td> <td>AM1800601</td> <td>AM180</td> <td>*****</td> <td></td> <td></td> <td>Invalid Params</td> </tr> <tr> <td>tjfrance</td> <td>ZF521T1</td> <td>ZF521</td> <td>*****</td> <td></td> <td></td> <td>Needs Recovery</td> </tr> </tbody> </table>	User Name	Job Name	Form ID	Job Queue	Start Date	Start Time	Status	dpeceny	AP150DAG	AP150	*****			Invalid Params	gdfsa200	5901GL199L	GL199	*****			Invalid Params	gdsa1200	AM154TEST	AM154	*****			Needs Recovery	gdsa2200	AM154TEST	AM154	*****			Needs Recovery	gdsa3200	C07510L	GL199	*****			Invalid Params	lawophr	FXAEPS0400	loadamex	*****			Needs Recovery	lawophr	FXAEPS0400	loadamex	*****			Needs Recovery	lawopsc	SITPORUNN	P0100	SCQUEUE			Hold	rburke	AM1800601	AM180	*****			Invalid Params	tjfrance	ZF521T1	ZF521	*****			Needs Recovery
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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.)

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



**Understanding the Waiting Jobs Screen (cont.)**

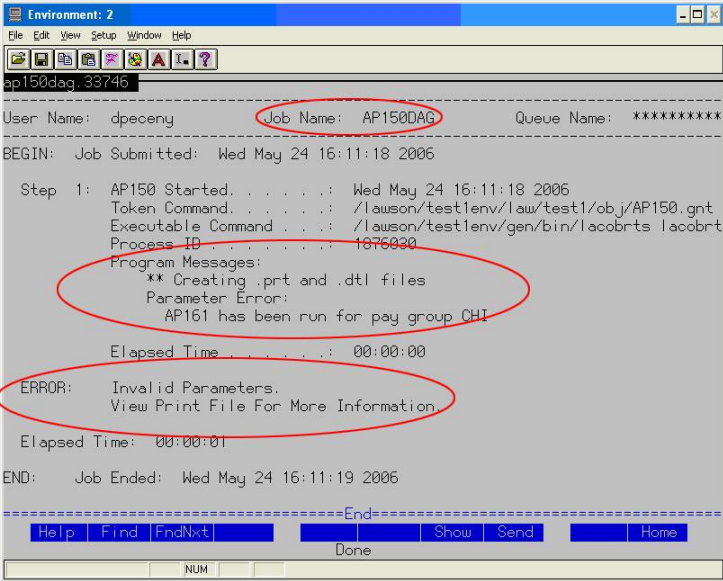

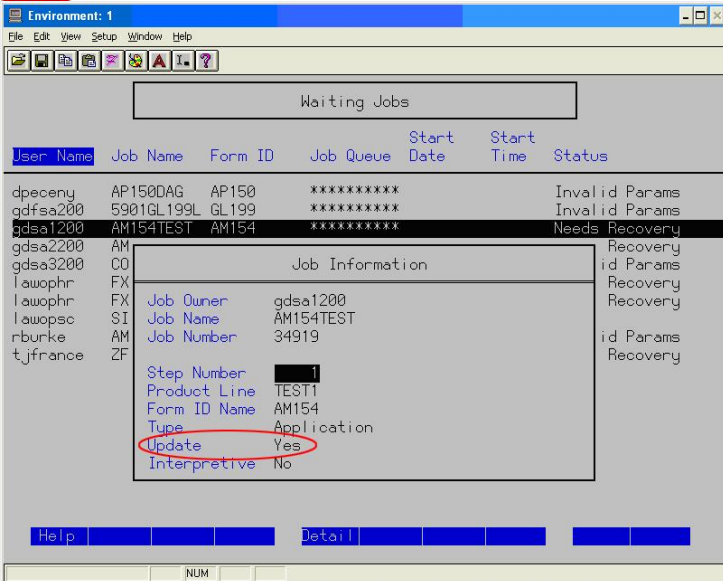
- **Job Queue:** Name of the queue. (**Note:** Asterisks (\*\*\*) in the field indicate the default job queue.)
- **Start Date:** Date that the job started running
- **Start Time:** Time that the job started running
- **Status:** Error category associated with the job. (**Note:** Press F1 to display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

**Tasks**


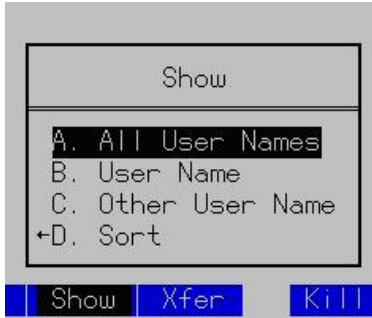
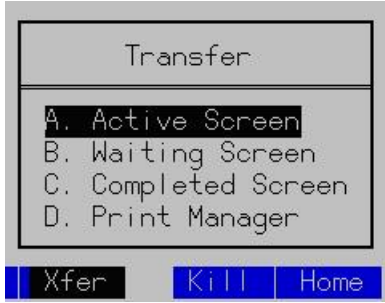

There are various tasks that you can perform when monitoring Lawson jobs. You can access these tasks by using the function keys on your computer. The following table briefly describes each task and its associated function key.

Task/Key	Description
<p><b>Help/F1</b></p>	<p>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.</p> <div data-bbox="456 890 1333 1209" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;">↓ Active Job Screen Help Text</p> <p>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.</p> <ul style="list-style-type: none"> <li>- Find a user name or job name.</li> <li>- View a job log for historical information about a job.</li> <li>- Display detail information about a job.</li> </ul> </div>
<p><b>Find/F2</b></p>	<p>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." (<b>Note:</b> You can find the job name in the documentation for that job.)</p> <div data-bbox="451 1331 862 1629" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;">Find</p> <hr/> <p>A. User Name          B. Job Name          C. Needs Recovery→</p> <p style="text-align: center;">Find      ExmLog</p> </div> <p>(<b>Note:</b> You can ignore the "Needs Recovery" option.)</p>

Understanding the Waiting Jobs Screen (cont.)

Task/Key	Description
<p><b>ExmLog/F4</b></p>	<p>Allows you to access the log for the selected job. When creating a Remedy ticket for the job, always include the following information:</p> <ul style="list-style-type: none"> <li>• Job Name</li> <li>• Program Messages</li> <li>• ERROR text.</li> </ul> 
<p><b>Detail/F5</b></p>	<p>Allows you to access details about a specific job.</p> <p> <b>Warning:</b> If Update is set to “Yes,” create a Remedy ticket and take no further action.</p> 

## Understanding the Waiting Jobs Screen (cont.)

Task/Key	Description
Action/F6	 <b>Danger:</b> 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." 
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." 
Delete/F9	 <b>Danger:</b> 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 <b>exit</b> .
4	Close the Telnet screen.