

AutomaticTM

Let's Automate Business.

June 2015

Tips & Tricks from Support

Josef Scharl

Agenda

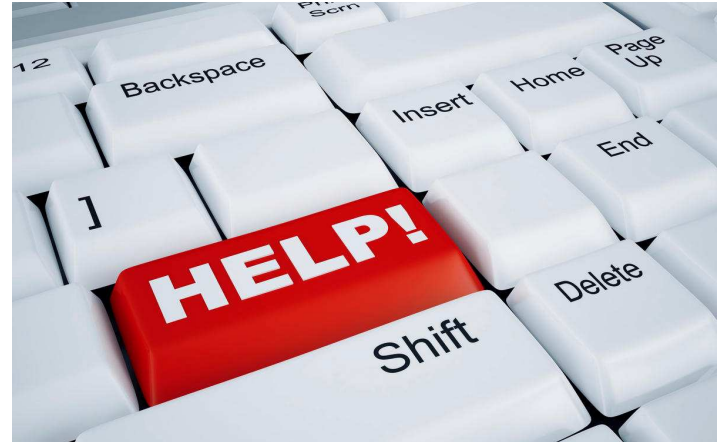
- + Efficient collaboration: Customer ⇔ Support
- + Top incident tickets ⇔ How to resolve them?

Efficient collaboration: Customer ↔ Support

- You hate to ...
 - ... play ticket ping-pong?
 - ... provide the same information every time?
 - ... push support for updates?
- Just solve it by ...
 - ... perfect ticket creation
 - ... maintain your customer profile
 - ... use customer portal for transparent ticket overview

Efficient collaboration: Customer ↔ Support

- Perfect ticket creation
 - Ticket type
 - Structured description & clear statement
 - Prioritization and scheduling
- Maintain your customer profile for “Profile Based Support”
- Use customer portal for transparent ticket overview



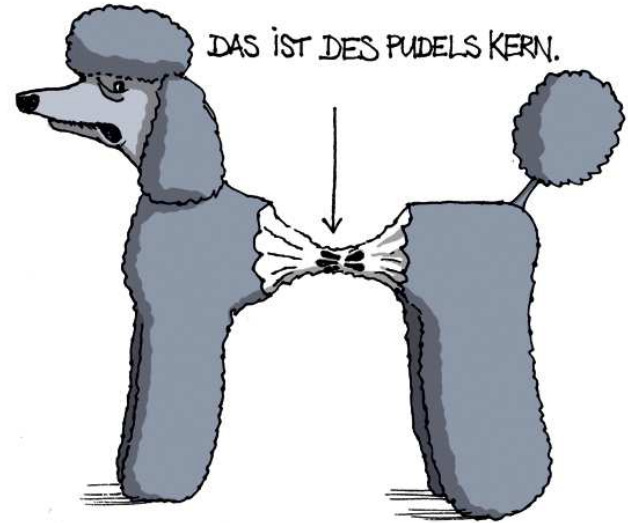
Efficient collaboration: Customer ↔ Support

- Perfect ticket creation

Ticket type	Example
Product Issues	Incident, system outage, malfunction
General Question	Supported products and versions, EoS, EoM
Installation/Upgrade	Something related to new or update installation
Request	Currently not used
Support Zone	Something related to the customer portal

Efficient collaboration: Customer ↔ Support

- Perfect ticket creation
 - Structured description & clear statement
 - The gist of the matter – “Des Pudels Kern”
 - Clearly formulated and structured
 - Include all absolutely necessary information
 - Exclude all the other stuff
 - Has it worked before?
 - What has change since then?
 - Is it reproducible?
 - Provide the steps to reproduce



Dear support at Automic,

We are planning to move our web portion of the UC4 (Automic) application from unix to linux. in Unix we always had all web files under /usr/local/webdocs as default. Our system engineer moved the web files to path called /APPS. As an example we have six instances of appworx, the training one called appworx2 which web files are located under /usr/local/webdocs/appworx2 but our system engineer moved them to /APPS/appworx2. My question is does this path might create any conflict in the future when we are installing a patch or new release. Do we need to modify some files accordingly? I think it is better we stay with the default path but I am not sure. Please advise.

Thank you

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Do we need to modify some files accordingly?

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Thank you

Efficient collaboration: Customer ↔ Support

- Perfect ticket creation
 - Prioritization and scheduling
 - Impact and urgency: Set according to the explanation at the Support portal:



The screenshot shows a support portal interface with a yellow header bar labeled "Instance Information". Below the header, there are two main sections: "Impact" and "Urgency".

Impact
▼ More information
Impact - The effect on business that an incident has.
High Impact: Is reserved for production only.
Medium Impact: An intermittent problem occurs on production system. Any non-production system is affected greatly (a high number of processes are not working or users are unable to work) due to a defect or error message.
Low impact: An error appears, but there are no other symptoms seen. No error or problem is seen (general question).

Urgency
▼ More information
Urgency - The extent to which the incident's resolution can bear delay.
High Urgency: Is reserved for situations where no reasonable workaround is available.
Medium Urgency: There is a realistic workaround in place (including backing out of changes or not upgrading). There is a timeline, but it is more than two weeks.
Low Urgency: There is no timeline in place for resolution

Below the "Urgency" section, there is a dropdown menu currently set to "Medium".

- Let us know reasons for high and medium impact or urgency
 - Deadline – let us know any deadlines at the beginning of the description
- 😊 **Tip:** Use the Automtic Automation Support portal:
<https://automationpassion.com> for perfect ticket creation!

Efficient collaboration: Customer ↔ Support

- Maintain your customer profile for “Profile Based Support”
 - What is the customer profile?
 - Contains information about an AE environment based on the system overview
 - Collectable with an Automic tool and sharable as csv-file per e-mail
 - Centrally stored for your individual support tickets
 - Where can I find more information and the tool?
 - Knowledge Base Entry: [KB0450181](#)
 - How to maintain the customer profile?
 - Send the profile recurring or based on ticket occasion
- 😊 Tip: Use “Profile Based Support” to ...
 - ... reduce information ping-pong
 - ... avoid providing the same information every time

Choose File No file c

Clients

Systems	Client	Title	Timezone	Running	Objects	Activities	Users
Systemname	0000	UC4 - reserved Client 0	TZ CET	false	2536	0	1
INTE_001	0001	GAD	TZ CET	true	1827	0	0
PROD	0002	Überwachung und Administrationsmandant	TZ CET	true	224	0	0
UC49_SP5	0100	LATU	TZ CET	true	13733	4	3
UC4WA10	0300	WITU	TZ CET	true	14825	9801	1
	0500	SATU	TZ CET	true	16230	1892	4
Versions	0600	BAFU-T	TZ CET	true	225	0	0
Timestamp	0666	Quakulinsky test	TZ CET	true	17726	0	0
2014-04-25 07:06:51	0700	BAFU-P	TZ CET	true	225	0	0
	1000	ITU2	TZ CET	true	23347	7986	6
	1030	VR-Control FTIS	TZ CET	true	3362	0	0

Servers

Server	Type	Role	Ver.	IP-Address	Port	Hostname	Servertime	Timediff.	Netarea	Systemname
INTE_001#CP001	C		9.00A402-991	10.69.235.23	2251	glpiawuc4i01	2014-04-25 07:06:51	000:00:00:00	INTE_001	INTE_001
INTE_001#CP002	C		9.00A402-991	10.69.235.22	2252	nlpiawuc4i01	2014-04-25 07:06:51	000:00:00:00	INTE_001	INTE_001
INTE_001#CP003	C		9.00A402-991	10.69.235.23	2254	glpiawuc4i01	2014-04-25 07:06:51	000:00:00:00	INTE_001	INTE_001
INTE_001#CP004	C		9.00A402-991	10.69.235.22	2255	nlpiawuc4i01	2014-04-25 07:06:51	000:00:00:00	INTE_001	INTE_001
INTE_001#CP005	C		9.00A402-991	10.69.235.23	2257	glpiawuc4i01	2014-04-25 07:06:51	000:00:00:00	INTE_001	INTE_001
INTE_001#CP006	C		9.00A402-991	10.69.235.22	2258	nlpiawuc4i01	2014-04-25 07:06:51	000:00:00:00	INTE_001	INTE_001
INTE_001#WP001	P		9.00A402-991	10.69.235.23	2270	glpiawuc4i01	2014-04-25 07:06:51	000:00:00:00	INTE_001	INTE_001
INTE_001#WP002	D		9.00A402-991	10.69.235.22	2270	nlpiawuc4i01	2014-04-25 07:06:51	000:00:00:00	INTE_001	INTE_001
INTE_001#WP003	W		9.00A402-991	10.69.235.23	2274	glpiawuc4i01	2014-04-25 07:06:51	000:00:00:00	INTE_001	INTE_001
INTE_001#WP004	W		9.00A402-991	10.69.235.22	2275	nlpiawuc4i01	2014-04-25 07:06:51	000:00:00:00	INTE_001	INTE_001
INTE_001#WP005	W		9.00A402-991	10.69.235.23	2277	glpiawuc4i01	2014-04-25 07:06:51	000:00:00:00	INTE_001	INTE_001
INTF_001#WP006	W		9.00A402-991	10.69.235.22	2278	nlpiawuc4i01	2014-04-25 07:06:51	000:00:00:00	INTF_001	INTF_001

Agents

Agent	Ver.	Platform	HW	SW	IP-Address	Port	Lic.	Lic.-Cat.	Netarea
CLPIHAPOSY01	9.00A313-671	UNIX	x86_64/16	3.0.101-0.15-default	10.65.101.123	2232	✓	Production	INTE_001
CLPIHAPOSY02	9.00A313-671	UNIX	x86_64/16	3.0.101-0.15-default	10.65.101.124	2232	✓	Production	INTE_001
CNACPAWFAR02	9.00A234-162	WINDOWS	x86/6/64	6.1	10.64.11.178	2233	✓	Production	INTE_001
CNACPAWFIX01	9.00A234-162	WINDOWS	x86/2/64	6.0	10.64.34.166	2233	✓	Production	INTE_001
CNACPAWFIX02	9.00A234-162	WINDOWS	x86/6/64	6.1	10.64.11.147	2233	✓	Production	INTE_001
CNACPAWPPA02	9.00A234-162	WINDOWS	x86/6/64	6.1	10.64.11.146	2233	✓	Production	INTE_001
CNTBKIDOXI01	9.00A234-162	WINDOWS	x86/4/64	6.0	10.65.229.179	2233	✓	Production	INTE_001
DB2AUDSRV	9.00A306-071	UNIX	4C/8	6.1	10.65.57.58	2232	✓	Production	INTE_001
DB2EN2SRV	9.00A313-671	UNIX	4C/16	7.1	10.65.96.35	2232	✓	Production	INTE_001
DB2ENTSRV	9.00A313-671	UNIX	4C/16	7.1	10.65.96.158	2232	✓	Production	INTE_001
DB2INTSRV	9.00A313-671	UNIX	4C/16	7.1	10.65.96.159	2232	✓	Production	INTE_001
DR21ATSRV	9.00A313-671	UNIX	4C/16	7.1	10.65.96.84	2232	✓	Production	INTF_001

Databases

DB	Ver.	Drv-Name	Drv-Ver.	Drv-ODBC	DBName	ODBC String	ID-Ver.
Oracle Database 11g Enterprise Edition	11.2.0.3.0 - 64bit Production	Oracle Call Interface	Compiled Jan 29 2014		GUC4P3	NNJNIORO	9.00A402-991

Efficient collaboration: Customer ↔ Support

- Use customer portal for transparent ticket overview
 - “Track Incidents” shows current status of not closed incidents
- Ticket status
 - New
 - Open
 - Open, Waiting Problem
 - Short Description starts with
 - OWA# - Open Waiting Analysis
 - OWF# - Open Waiting Fix
 - OWR# - Open Waiting Release
 - Need Further Information
 - Solution Suggested

Support is working

3rd level support is working

Development is working
Bug confirmed, waiting for fix

Waiting for next service pack

Waiting for customer feedback

Automic Automation Support

Language: English ▾

Short description	Product	Version	Incident state
OWA# Web Interface SP8: Selektive Statistik: java.lang.NullPointerException	Automation Engine	9.00A	Open, Waiting Problem
OWF# U0063080 63080? 3999190/QSYS.LIB/SCJEX_900A.LIB/FT&JDP0.USRSPC CPF2101 - Object type * not valid.]	Automation Engine	9.00A	Open, Waiting Problem
OWR# Nach Update auf SP8: SNMP Agent: Uncaught Exception occurred for Thread 0000380C, reason 'Out of bound detected for [4 >	Automation Engine	9.00A	Open, Waiting Problem
Docu: Agent für z/OS installieren	Automation Engine	10	Open
Wrong Runtime in Object Statistic during the task is active – should be empty	Automation Engine	9.00A	Open, Waiting Problem
U0003592 UCADB - Status: '42601' Native error: '-104' Msg: 'SQL0104N Auf "H ROW " folgte das unerwartete Token "NOT SECURED IF LENGTH(newvalue.MQJWP_M". Zu den möglichen Token gehö	Automation Engine	10	Open
Löschen von EH-Sätzen mittels SQL-Statement für 10.0	Automation Engine	10	Solution Suggested
U0063018 FT(2105189): Cannot open file 'UC4TMP/UC4(UC4)', error code = 'CPFA0AB - Operation failed for object. Object is '	Automation Engine	9.00A	Need Further Information



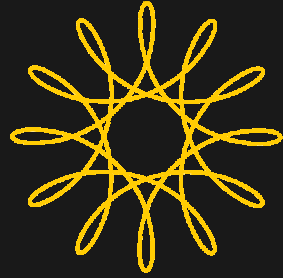
Videos: Meet Team America



Videos: Meet Team Europe

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Top incident tickets ↔ How to resolve them?

- How to setup a Windows Agent to run PowerShell jobs?
 - Windows job type “Interpreter” and “ECPEXE” parameter creates special Agent
 - [KB0010656](#)
 - As of V11 new function “Register External Interpreters” available
 - [KB0773109](#)

Register External Interpreters



UC_EXT_INTERPRETERS_WIN
UC_EXT_INTERPRETERS_UNIX

These two system **variable** objects are used to define external interpreters for use with the respective agent, they are available for Windows and UNIX **agents** respectively.

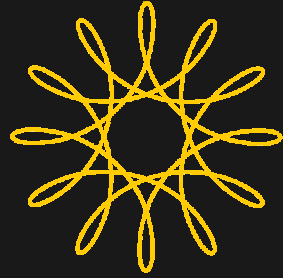
These rules apply to Windows and UNIX respectively.

Top incident tickets ↔ How to resolve them?

- Automic Agent and Firewall
 - How connections are opened / initiated and how the data transfer works
 - Agent and Server
 - Service Manager Dialog and Service Manager
 - Agent and Agent (Automic FT)
 - [KB0281868](#)
- What is "Keep Alive" and how does it work?
 - KEEP_ALIVE is a bi-directional health check for the Agent - Server connection
 - [KB0010605](#)

Top incident tickets ↔ How to resolve them?

- Service Manager UNIX - SetUID-BIT
 - Why is the Service Manager started with SetUID BIT?
 - [KB0666735](#)
- Using UNC paths or mapped network drives (printers) in Windows jobs
 - The system cannot find the path specified. Access is denied.
 - [KB0674902](#)
- Authorization System – Access denied Error: U0000009
 - How to find the missing authorizations?
 - [KB0010653](#)



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