

Automation Engine 22

AE Server Management

07 - 2022

Contents

| | |
|--|-----------|
| 1. The AE Server CONFIG web page..... | 4 |
| 1.1. The Get Started page..... | 4 |
| 1.2. Server Config section..... | 5 |
| 1.3. Server Admin section..... | 8 |
| 2. The AE Server ADMIN web page..... | 9 |
| 2.1. Status Overview..... | 9 |
| 2.2. Server Activity..... | 10 |
| 2.3. Server Setup..... | 11 |
| 2.3.1. Server Roles..... | 12 |
| 2.4. Processing Capabilities..... | 14 |
| 2.5. System Account..... | 18 |
| 2.6. Maintenance..... | 19 |
| 2.7. Backup..... | 20 |
| 2.8. Restore..... | 22 |
| 2.9. Databases..... | 24 |
| 2.9.1. Creating a Database..... | 25 |
| 2.9.2. When No Databases were Installed Yet..... | 26 |
| 2.9.3. Deleting a Database..... | 28 |
| 2.9.4. Database Backup..... | 28 |
| 2.9.5. Restoring a Database..... | 28 |
| 2.9.6. Moving or Renaming a Database..... | 29 |
| 2.10. SQL Server..... | 29 |
| 2.10.1. How to Log in to an SQL Server Instance..... | 30 |
| 2.10.2. FAQ on SQL Server Instances..... | 31 |
| 2.11. My Workspace..... | 31 |
| 2.12. About..... | 32 |
| 2.13. Server Checks..... | 32 |
| 2.13.1. Databases Check..... | 32 |
| 2.13.2. Containers Check..... | 34 |
| 2.13.3. Disks Check..... | 34 |
| 2.13.4. Network Check..... | 35 |
| 2.13.5. Health Check..... | 36 |
| 2.13.6. Scheduled Checks..... | 38 |
| 2.13.7. Settings..... | 39 |
| 3. The AE Browser Client ADMIN page..... | 40 |
| 3.1. Usage Dashboard..... | 40 |
| 3.1.1. How to Start or Stop the Usage Tracking..... | 40 |
| 3.1.2. Working with the Usage Dashboard..... | 41 |

3.1.3. Examples.....48

3.2. Manage Tokens (SaaS only).....54

3.3. Manage Fonts.....55

1. The AE Server CONFIG web page



Attention: This page can only be accessed from a browser **on the Automation Engine server computer itself.**

Concept

This web page serves to administer only very specific parts of the configuration.

Q: Why is this a separate tool than the [other Server Admin web page](#)?

- A: The signing in to a server admin page requires you to have credentials that correspond to a Windows user on your AE server computer that has administrative rights. The main reason for this is that even when the AE server software is down, you still need to be able to administer some of that server software.

There are 2 ways to open the Server Config web page:

On the AE server computer,

- either type this URL in the browser: `http://localhost:9897/`
- or go to **Start > (Programs) > Esko > Automation Engine Server Config** (which also opens a browser tab to that page).



Note: When you open this page at a moment when there is no administrator account yet on that Automation Engine (typically right after a first installation), then the [Get Started page](#) is presented first. This page serves to create that initial administrator account.

This page offers 2 sections:

- [Server Config](#) (unique in this tool)
- [Server Admin](#) (same content as the separate web pages).

1.1. The Get Started page

You need an administrator account to start working with Automation Engine. But, typically after a first installation, Automation Engine has no (administrator) user accounts at all.

When no administrator account is present and when you open this Server Config tool, you will first see this 'Get Started' page.

This page enables you to create such an administrator account and get started.

- Fill in these fields (all are required): **User Name, Full Name, E-mail Address, Password, Confirm Password.**
- Then click **Create Account**. The user account will be created and the [Server Config page](#) will be shown.

1.2. Server Config section

Tab 'Identity Providers'

Learn the basics about Automation Engine's user model in [Accounts Views](#) and more technical detail on the page [Users and Groups](#).

- **LDAP:** Select **LDAP authentication** when you want to have LDAP accounts able to sign in to Automation Engine.



Attention: Having the LDAP server behind a proxy is not supported.

An example:

| | |
|------------------------------|---|
| | LDAP |
| | <input checked="" type="checkbox"/> LDAP authentication |
| LDAP Server | <input type="text" value="ldapsrv01.printing-company.com"/> |
| System User Name | <input type="text" value="ldap_user"/> |
| System User Password | <input type="password" value="*****"/> |
| User Distinguished Name (DN) | <input type="text" value="DC=printing-company,DC=com"/> |
| Required Group Membership | <input type="text" value="Group_AE_Admins,Group_AE_Users"/> |
| | <input checked="" type="checkbox"/> Use secure connection (LDAPS) |

- **LDAP Server:** Internal domain address of the LDAP server
- **System user Name:** System user name of the LDAP server. Typically this is a service account in the domain. For security reasons, this user typically does not have access to (file) servers.
- **System user Password:** System password of the LDAP server. Make sure that the password never expires and that no one can change the password.
- **User Distinguished Name (DN):** The top domain is enough (as shown in above screenshot, no OU units are needed, but this system user path should be unique). When multiple, use a comma separated list.
- **Required Group Membership:** Because it could be that not all users in the Active Directory are allowed to use Esko applications, or the Pilot in particular. In such case, all the users that are allowed to work with the Pilot, could be assigned membership to an Active Directory group named, for example, *Group_AE_Users*. Then enter this group name *Group_AE_Users* in this field. This will enforce that only members of that Active Directory Group can use the Pilot.

When you here enter multiple groups, it needs to be a comma separated list.

This field is optional. When left empty, membership of any group is allowed.



Attention: Nested groups are not supported! In Active Directory, you can set up a complex structure of groups within groups. However, this tool does not support nested groups! An example:

- Members that should use Automation Engine could be assigned membership to the AD group *Group_AE_Users*, and that group *Group_AE_Users* could be inside a group *Group_Production*.
- In case you here only enter the larger group *Group_Production*, and a member of *Group_AE_Users* tries to sign in, Automation Engine will not detect that this member is a also a member of *Group_Production*, which in theory means he should be allowed access.
- Conclusion: The user trying to sign-in must be a direct member of one of the here specified groups (being a member of one of the sub-groups of the specified group(s) is not enough).

- **Use Secure Connection (LDAPS):** Select this when this is the case.



Attention: Users will not show up in the Pilot interface until they have signed in the first time.

This is because there is no automatic 'import' action of Active Directory users: it is not the case that for every user in the Active Directory, a user entry is created in the AE database.

It is only when such an LDAP user signs in for the first time (i.e has given a valid account name and password), that an entry is created in the AE database. And once an entry is created in the AE database, only then you can start setting AE permissions for it.

That is why, when a new entry is created, it does not necessarily mean that that user may or can already use Automation Engine.



Attention: To avoid seeing an error the first time a user tries to sign in, you should first configure and assign roles to give users in those groups the 'user access right' to sign in to the Pilot.

Remember: a user can obtain a certain access right because he is assigned a role that includes that right OR because he is member of a group that was assigned a role that includes that right.



Note: To avoid that an administrator has to do all this for every user that complains that his first sign-in did not succeed, we advise a one-on-one mapping between group names in the Identity Provider (for example Active Directory) and group names in the AE database.

In short: we advise that users as defined in the Active Directory should be assigned membership to an IDP (Active Directory) group that has the same name as a group that is prepared/created on the AE database side.

The result is then that, at their first successful sign in attempt,

- their entry in the AE users database is created
- AND they immediately gain membership of some AE group with the same name,
 - which means they get such and such role/right/etc.
 - which then means that, at this first sign-in attempt, they are allowed to sign in to the Pilot.

- **Internal:** The default identity provider (IdP), internally in Automation Engine.
- **Enforce complex passwords:** Select this when you require the Automation Engine internal users to have complex passwords. It then sets these password requirements:
 - at least 8 characters
 - at least 1 digit
 - at least 1 uppercase character
 - at least 1 special character ! @ # \$ % ^ & * () _ +
 - excluding spaces

When signing in, the enabled authentication methods will be used in this order: LDAP, Internal and Windows.

- **Windows**
 - **Windows Authentication:** Select this when you still want to use local Windows users in Automation Engine.



Attention: Windows based authentication will become obsolete in a next major version.

Tab 'Browser Client'

- **Enable Browser Client**

- **Protocol**

- **HTTP**

- **HTTP Port.** Default is 9000. When changing this number, you will be asked to confirm.



Attention: Do not change this port number when tasks are running on the server.

- **HTTPS**

- **HTTPS Port:** Default is 9443. When changing this number, you will be asked to confirm.



Attention: Do not change this port number when tasks are running on the server.

- **SSL Certificate Port:** By default, a self-signed certificate will be used. The browser will show a warning when accessing the browser client. The actual message depends on the used browser and its version.

You can add a certificate to the list by installing an SSL certificate on the server using Window Certificate Manager. It should be installed in the Personal store for the System Account <servername>\BGSYSTEM. Select

- **Redirect HTTP to HTTPS:** When selected, type in the **HTTP Port**. The default HTTP port is 9000. When changing this number, you will be asked to confirm.



Attention: Do not change this port number when tasks are running on the server.

- **Disable Browser Client:** When disabling this button, the browser client can no longer be accessed on the LAN.

When applying any changes, you will be asked to confirm.



Attention: Do not make these changes when tasks are running on the server.

1.3. Server Admin section

These are the same tools as in the [The AE Server ADMIN web page](#) on page 9.

2. The AE Server ADMIN web page

The **Automation Engine Server Admin** web page allows you to administer and diagnose your (on-premises) server.



Note: In a SaaS setup, when your server is in a data center, this page is not available. This type of administration of your Automation Engine server is then done by Esko Platform Operations staff.

Open the Automation Engine Server Admin page by entering `http://<name of your server>:9999` in the address field of your browser.

To sign in to these pages, the user must be a member of the Windows Administrator group of this server.

A domain user can be specified as 'domain\user' or as 'user@domain'.

This tool offers 2 sections:

- the section **Server Admin** offers the features to manage your Automation Engine server. Its sub-pages are documented below.
- the section **Server Checks**. Also see below.



Attention: When you come to this page right after doing a fresh install where you choose a *Special* installation (one that does not install the default MS SQL Server Express), you will be prompted to first create all the Automation Engine databases. Alternatively, you can also continue using the "Embedded" database (for test-purposes only). Learn more below in [When No Databases were Installed Yet](#) on page 26.

2.1. Status Overview

- **Server Status:**
 - Use the **Stop/Start Server** button to stop or start the Automation Engine server software. You will be asked to confirm. Starting or stopping the Automation Engine server software can take several minutes. This page will indicate the status during this process. You can refresh manually and visit other pages while it is processing.
 - **Activate Server** also restarts the software but adds extra processes. You will be asked to confirm. A window will describe this activation progress. We recommend to only use this when so advised by Esko specialists.
 - Click **Download Log Files** to save a ZIP file to your local computer. This file (aesrvlogs.zip) contains the main bgmd* log files, many installation log files, etc.
- The pane below shows
 - the number of **Connected Clients** and **Executing Tasks**. See more details in the page [Server Activity](#) on page 10.

- the **Server version**. Learn more about the installed software in the page [About](#) on page 32.
- The server's **Current Role**. Learn more about Master and Assistant servers in the page [Server Setup](#) on page 11.
- Click **Restart Web Server** to restart the Automation Engine web service. This web server is used for HTTP based integration with external systems and is also used to run these admin web pages. This page is automatically refreshed when the web server is restarted.

Click **Download Log Files** to save a ZIP file to your local computer containing the log files of the web server and of these **Server Admin** pages.



Note: Log files of client applications are not shown in **Server Admin** pages because they are executed on the client computer.

2.2. Server Activity

| SERVER ACTIVITY | | |
|------------------------------|-----------------|----------------------------------|
| CONNECTED CLIENTS (2) | | |
| COMPUTER | USER | APPLICATION |
| 10.31.148.226 | kvdh | Automation Engine Pilot |
| 10.31.148.226 | wde@rdvmaedoc02 | Automation Engine Browser Client |
| EXECUTING TASKS (1) | | |
| TASK | USER | FILE |
| Export PDF Info | wde | giraffe.pdf |

Connected Clients and Executing Tasks:

- In both topics, this info is updated live.
- When viewed on an Automation Engine Assistant, only the number of connected clients or tasks (on the master) is shown, no further details (note that it is not possible to sign in to an Assistant).

2.3. Server Setup

- The **Role** of an Automation Engine server can be '**Master**', '**Assistant**' or '**Idle**'.
- **Master**: The computer that runs the main server software. The AE software is installed and fully enabled (according its licensing).
- **Assistant**: A computer where AE software is installed but that only executes specific tasks when so requested by the Master server.



Note: An Assistant needs to be of the exact same software version as the Master (major version, minor version and the build number must match).



Note: Changing a server's role to Master will perform an 'activate server'.

- **Idle**: A computer where AE software is installed but where the 'server' service (BGMD) runs as 'Idle' (i.e. the software doesn't really do anything ; the term 'idle' refers more to its status than its role). There are 2 main use cases:
 - This is a computer that serves as a Central Resource server.
 - Or it could be a server that should run the software but that encountered some problem to start it further up ; typically an issue with licensing.

Learn more below in [Server Roles](#) on page 12.

- **Central Resource Server:**

By default, the Master server uses the locally installed resources.

When you open this page on the Master server, you can redirect these resources to another computer. To do this, just type the name of the other computer where these other resources are.



Attention: However, for performance reasons, Esko advises to keep these resources on the Master server.

These resources are distributed over these folders:

- bg_data_cms_v010. Color Engine database
- bg_data_custom_v01. Various resources like action lists, layout templates, notification templates, CAD mappings, etc.
- bg_data_dgc_v010. The Curve Pilot database: icpro files, dot gain curves, etc.
- bg_data_fonts_v040. Central fonts repository.
- bg_data_ipldata_v010. Ink planner data.
- bg_data_marks_v010. Your SmartMarks.
- bg_data_screens_v020. The Imaging Engine screens.



Note: You can not redirect only a selection of these resource folders.

2.3.1. Server Roles

You can configure an Automation Engine server installation as Automation Engine **Master**, **Assistant** or as **Idle** (used as Central Resource server, storing color data, curves, fonts, etc).

These multi-server setups act as a set of co-operating servers to distribute the workload and provide recovery when one of them goes down. These configurations are all within one same LAN.

Automation Engine standalone setup

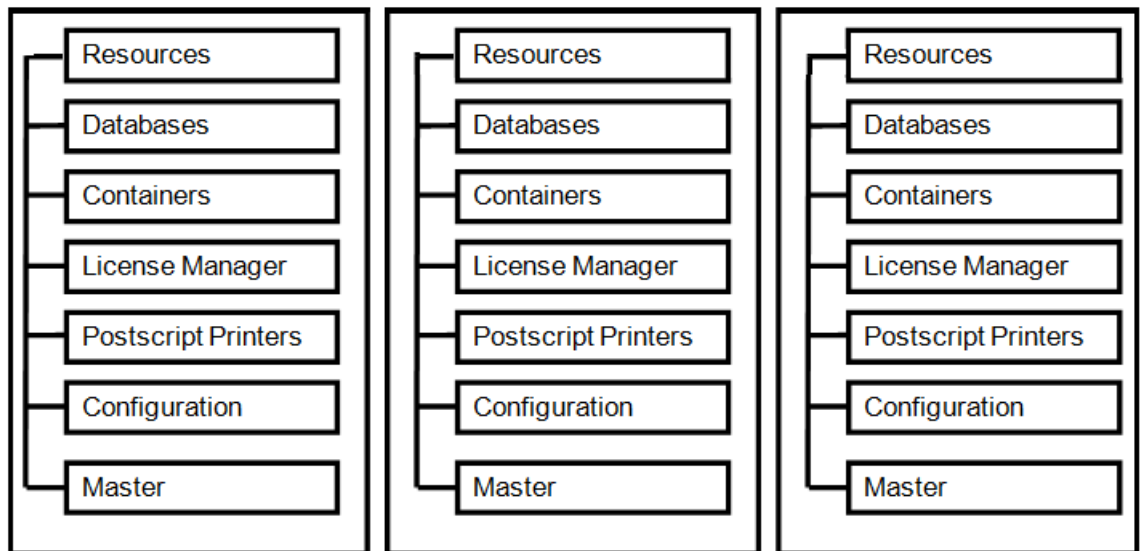
A standalone Automation Engine server is the simplest setup. You have one server and that one is the Master.



Note: However, One same organization could have a configuration with more than one standalone server. In this setup,

- each system has its own set of resources (such as Color Engine data, DGC data, font data, custom data, marks data, ink planner data, task history database). Each system functions independently without sharing the workload.
- each system has its own local license management.
- you can create Containers on shares of other systems.

Standalone Master Server Setup



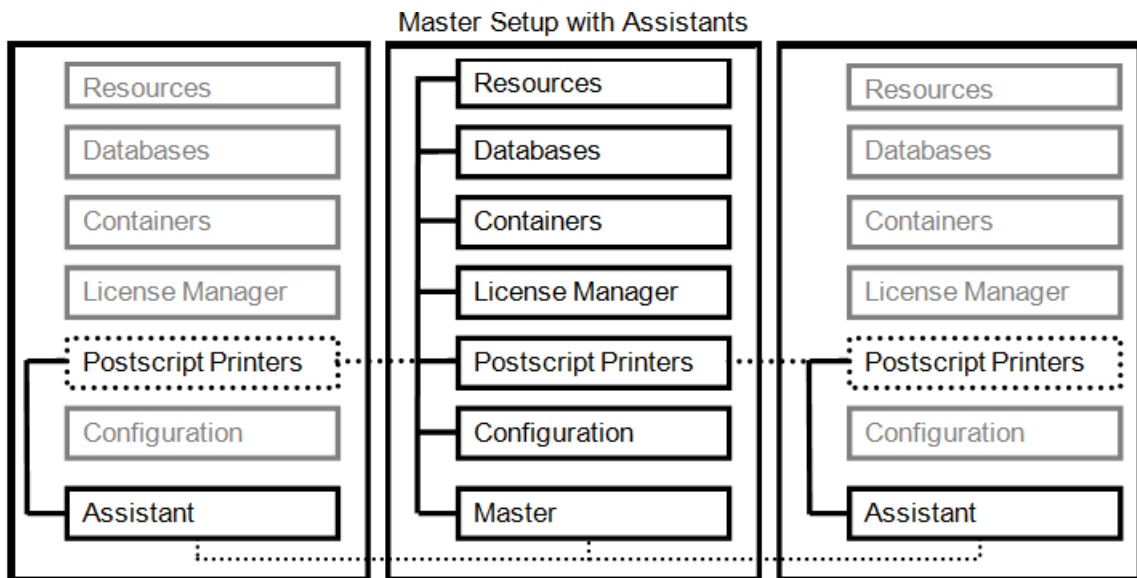
Automation Engine server setup with Assistant system(s)

This consists of an Automation Engine Master server and one or more Automation Engine Assistant systems. In this setup,

- the Assistants execute tasks. They use AE's central resource files from the Master.

- Automation Engine clients (Pilot, browser client) connect to the Master computer, not to the Assistants.
- the workload on these systems is allocated to the system with the smallest load, preferably another Assistant. If one of the Assistant systems goes down, it is automatically removed from the configuration and the other systems take over the workload.

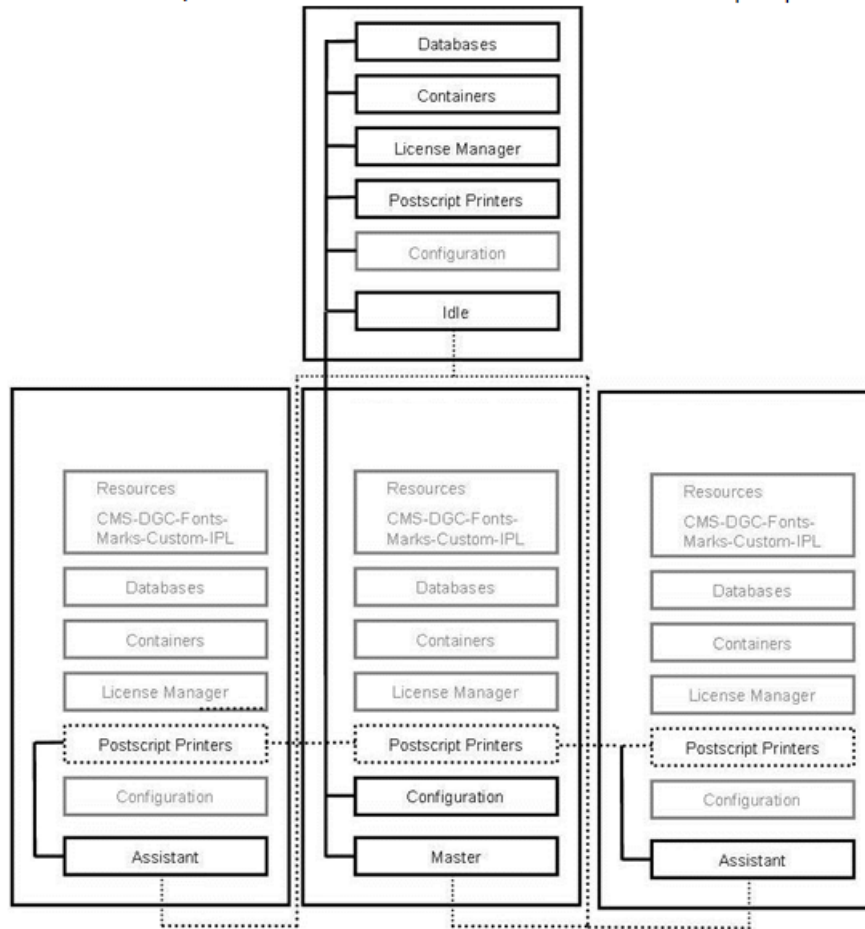
If the Master system goes down, the complete configuration will be down. But after one of the Assistants has been promoted to Master, the system can be restarted. This is why a recent backup of the Master is always to be stored on another computer.



Automation Engine server setup with Assistant system(s) and Central Resource server

You can configure an Automation Engine Central Resource server (role: "Idle") which can be accessed when the Master goes down along with the Assistants. A Central Resource server can be set up for all the resources required to facilitate the take over of the Master role by one of the Assistant systems.

Master Setup with Assistants and Central Resource server (Idle)



Note: When you use the **Print Task** to output on PostScript printers, you should define and configure the PostScript printers on all the systems (Master and Assistant).

We recommend installing the PostScript printers

- locally on the Master system (in Master-Assistant Setups)
- or locally on the Central Resource server (Central Resource server - Assistant server setups).

Configure them on the network so that you can access them on all other systems as network printer.

2.4. Processing Capabilities

What do you allow this server to do?



Note: When editing fields are disabled, click the lock icon top right to enable them. Depending on your current user rights, you may be asked to sign in again with a user who has privileges to make these changes.



Note: The settings can only be viewed or changed when the Automation Engine server is up and running.



Note:

- Settings can be changed when the user unlocks the page.
- When 1 or more settings are changed, they can be applied or reverted again to the original values. Applying is only possible when the new values are valid.
- When the user locks the page without applying, the settings are automatically reverted.

Tasks

- **Server can run tasks:** Select this option to allow this server to execute tasks.

If you have a Master server with (several) Assistants and the Master is heavily loaded, you can disable this option for the Master server, and so allocate all workload related to tasks to the Assistant server(s).

Even when you disable the Master server from running tasks, many types of lightweight tasks will still run on the Master server.



Note: When changing this setting, it is not necessary to restart the Automation Engine server.

Table: Lightweight tasks that will only run on the Master server

| | |
|-----------------------------------|---|
| Create Job Report | Manage Milestone |
| Interact with SAP | Proof for Content Approval |
| Publish on WebCenter | Add to Products |
| Submit to Plate Merger | Create PDF File from RunList |
| Add to Pages View | LabelFillTask (Roll-Fed Labels workspace) |
| Print on Digital Press | Submit to Flexo Device |
| Manage Product Status | Wait for Product Status |
| Image to Unscreened Separations | Remove Product |
| Calculate Ink Key Settings (CIP3) | Link Product to Job |
| Create RunList from PDF | Image to Screened Separations |
| Assign PDF Pages to RunList | Image to Unscreened Proof |
| Export Imposition to PDF File | Run Script |
| Image to Content Proof (RGB) | Submit to Kongsberg Table |
| Mark File | Export Kongsberg Cutting History |
| Submit XML to Plate Merger | Print on Digital Press (PPML) |
| Upload to SFTP | Upload to Cloud Storage |
| Convert Selection | Proof for Contract Approval |
| Submit to Esko DFE | Create Imposition from JDF Layout |

| | |
|--|------------------------------------|
| Wait for Files | Export Imposition to JDF Layout |
| Create RunList | Create Imposition from RunList |
| Apply Creep | Wait |
| Import Substrate Sizes from XML | Wait for Files (via JDF) |
| Publish Imposition on WebCenter | Preflight via External Application |
| Mark as Proof | Create Job |
| Add Marks to Imposition | Send RunList to WebCenter |
| Change Imposition Layout | Map Data |
| Submit to HP SmartStream Production Pro Print Server | merge |
| Wait for Action (Checkpoint) | Import Die |

- **Limit Concurrent Inspecting:** If you use the [GlobalVision inspection tasks](#), indicate here how many you want to allow being executed at the same time. Warning messages tailored to your setup will be shown when you set this to more than 2.



Note: These tasks are run in a separate CPU queue named "CPU_GV". Learn more in [Queue Monitor](#).

Viewing Files

- Select **Server can prepare and view files** to allow this server to run file streaming sessions for the Automation Engine Viewer.

This is also required to view files that were already prepared for viewing. In those cases the server might need to enable a deeper zoom than prepared for, i.e. with a resolution that is higher than the one of the prepared view data.



Note: In the server's Windows Task Manager, these processes are named **sdbserver.exe**.

- The **Maximum number of files that can be viewed simultaneously** is important when your server also needs to run other tasks. Learn more about when such sessions automatically close in [Limiting How Many Files you can Open](#).



Attention: We strongly recommend that only experienced system administrators or Esko support staff modify this setting.

Gang Run Printing

- **Server can calculate layouts**

Select this option to allow this server to calculate layouts for [Gang Run Printing](#).

The Gang Run Printing tools use a nesting software that starts processes that calculate optimal nested layouts (PDFPLA) for Gang Run jobs. It does this for one particular substrate queue at the time. These calculations can be time consuming. You could have these done on an Assistant for example.

- **Limit Concurrent Calculating**

You here define how many layouts the substrate queues are allowed to calculate simultaneously.



Attention: The default maximum number is 1. Increasing this number may lead to the Automation Engine server slowing down.

Task Queues



Note: Below settings are only available on a Master server.

- **Dynamic Mode.**

In dynamic mode, the server load is balanced dynamically: According to the mix of "light" and "heavy" tasks, there will be more or less tasks running concurrently. This means that there is no hard limit on the number of tasks that will run concurrently. This mode so prevents becoming overloaded ; it results in a more stable system.

When dynamic mode is enabled, the following applies:

- Task queue settings are no longer relevant and are not available.
- The number of reserved channels is also not relevant and is not available,
- The number of processing channels is equal to the number of licensed channels (and will be shown as such

- **CPU Queue Maximum and CPU LIGHT Queue Maximum:**

When the dynamic mode is not selected (the "static" mode), you have some control over these 2 [CPU queues](#). Their minimum value is 1. Changed values will be only applied after you click **Apply**.

The number you enter here is the maximum amount of regular tasks that will be executed concurrently on this CPU queue. In a cluster setup, it will be that value MINUS the number of reserved channels (learn more below).

- The maximum value for the CPU queue = the number of *licensed* channels (in a cluster setup minus the number of reserved channels). The number of processing channels will be set equal to this CPU queue maximum.
- The maximum value for the CPU_LIGHT queue = the number of *processing* channels (in a cluster setup minus the number of reserved channels). The maximum recommended value is 5. When set higher, a warning will be shown.



Note: Error messages will be shown when you set non supported values.



Note: The queue for the GlobalVision Inspection tasks is not part of this function. Learn more in [Limit Concurrent Inspecting](#).

Cluster Setup

- **Processing Channels:** This field shows you the number of processing channels on this master server.
 - If it is equal to the number of licensed channels, only 1 value is shown (" x licensed channels"). This is always the case when dynamic mode is enabled.
 - If it is less than the number of licensed channels, both values are shown ("y of x licensed channels"), together with a message that the number has been reduced to meet the system's capabilities.

- Remark that the number of processing channels is equal to the value in **CPU queue maximum**.
- **Reserved Channels:** To guarantee its constant working, you can here reserve a number of channels of the CPU queue to be used by a synchronous [Web Service Access Point](#).

2.5. System Account

Automation Engine needs a so called 'system account'. This system account is a Windows user account that is used to run Automation Engine's services (for example BGMD) and to connect to other network components (for example to access files on a remote file server).

When Automation Engine is first installed, a user is asked to define what the system account will be. This can either be

- a new user account created by the installer:
Enter a user name (default 'BGSYSTEM') and password. Note that the password for this user must meet the complexity requirements of the operating system it is installed on.
- an existing user account:
Enter the credentials of a local or domain user account that has administrative privileges on the computer it is installed on.

Find more details in the chapter 'Pre-Install IT requirements', on the page [Automation Engine System Account](#).

Esko strongly advises to set and manage a secure custom password for this account.

Changing the Password of the System Account of Automation Engine



Warning: When your initial Automation Engine installation was a version before version 20, do check if you are still using a default password that was till then still established during a new installation. For IT security reasons, Esko strongly advises to change this password to a different one.

Type in the **Old Password**, then the **New Password** and the **Confirm** your new password.



Note: This function is available both on an Automation Engine Master and an Automation Engine Assistant. However, if you change the password on an Assistant, the change will not be synchronized to any other Automation engine Master/Assistant.

Changing the System Account of Automation Engine

You can change the system account from the default account BGSYSTEM to another existing Windows user. This user should be a member of the Windows Administrators group on the Automation Engine master server computer.

You can use either a local or domain user account.



Note: In a Master/Assistant setup, when you change the system account to a local user on the Master server, changing the user on the Assistant will fail because the local Master user can not be known on the Assistant. You then need to use a domain user or manually change the Assistant system account.



Note: Modifying the system account via this tool will modify the service account of both the Automation Engine server service (BGMD) and of the Automation Engine web services

- If you have configured a Container or resource folder on a computer that does not have the *Role* of Master, Assistant or Central Resource server, you will, on that computer, have to modify the system account manually.
- If you have configured an Imaging Engine on a computer that does not have the *Role* of Master, Assistant or Central Resource server, then the modification of the system account will be pushed to the Imaging Engine computer.



Important: This requires that the new user was added as a member of the Windows Administrators group of the Imaging Engine host. When that is done, also a stop/start of Imaging Engine is required (see **Automation Engine Pilot > Configure > Imaging Engine**).

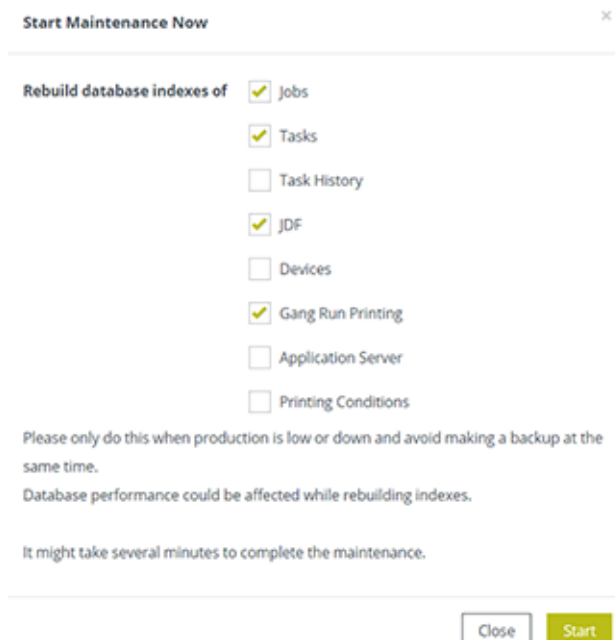
2.6. Maintenance

Database indexes are used to quickly locate data without having to search every row in a database table every time a database table is accessed.

Heavily fragmented indexes can cause Automation Engine to respond slowly. You can remedy index fragmentation by reorganizing or rebuilding a database index.

Click on **Start Maintenance Now**, select the databases you want to rebuild and click **OK**.

Please mind the dialog's disclaimer at the bottom.



Note: The **Application Server** database index cannot be rebuild when the database is not running.

Scheduling Maintenance

Click **Add Maintenance Schedule** to schedule this maintenance to happen later.

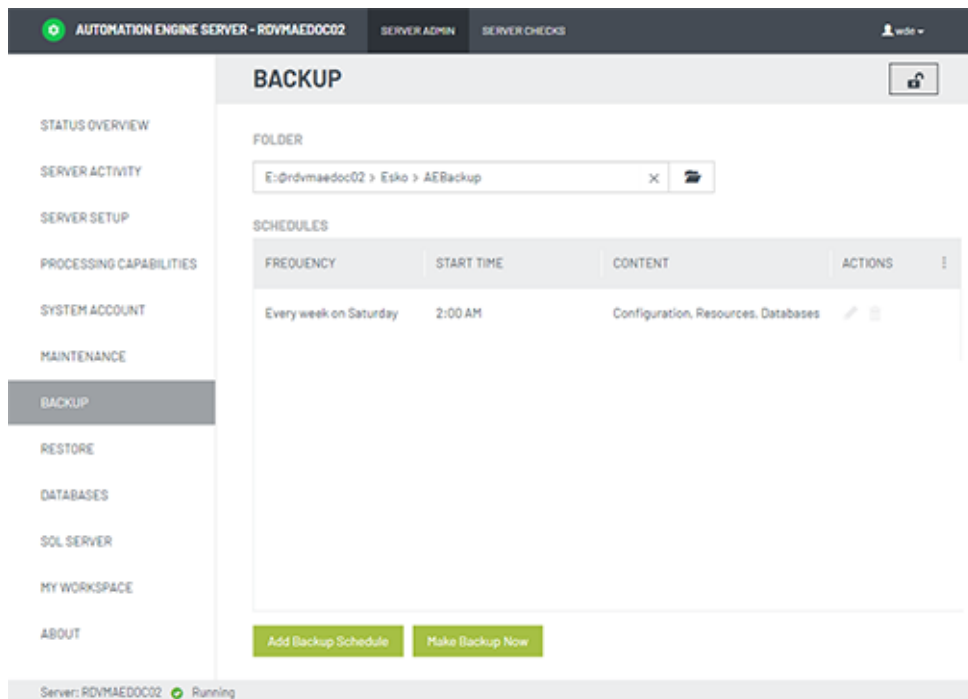
Select the databases, frequency and start time. Click **OK**. Please mind the dialog's disclaimer.

2.7. Backup

A backup is a folder containing a backup report, subfolders, ZIP and other files. The actual content depends on the chosen backup mode.

A backup does not include job data files and does not include any Automation Engine software.

A full backup contains your server's **Configuration, Resources** and **Databases**.



- Folder:**

Define the root folder where backups should be created. Each backup is then created in a subfolder named `Backup__yyyy-MM-dd-HHMM`. A full backup is named `FullBackup__...`



Tip: It is always a good idea to write the backup on a different computer than where the data originally are. You can of course keep a local path as destination and then for example copy the backup data onto an external disk or medium.



Tip: You can use a UNC path as location. Just make sure that the corresponding share is accessible.

- Schedules:**

You can schedule a backup or run it instantly.



Note: Yes you can make a backup while Automation Engine is running. You can also make backups when the server software is not running.

- When choosing **Make Backup Now**, you will first be asked which data set you want.
 - The **Configuration** is always included. These are the task tickets, workflows, SmartNames, configuration settings, etc. In detail:
 - A backup **report**
 - a text file with details of all folders and file names that have been backed up and any warnings or errors were encountered during backup process.
 - The folder **Users**, with user info regarding the BG and Database systems.
 - The folder **bg_data_fastserver_v100**, with all the Config Server (CFS) information, including:
 - SmartNames
 - Containers
 - Registered RIPs/Imaging Engines
 - Registered Devices (CDI, Kongsberg)
 - 'TaskManager' queues
 - Tickets/Workflows
 - Hot Folders
 - Scripts for ScriptRunner
 - Templates for Notification
 - Information about users belonging to the local groups BGUsers and BGAdmin.
 - The folder **bg_data_custom_v010**, with info of all its non-empty subfolders, except 'dat \bs'.
 - **Resources:** This includes the
 - DGC related files
 - CMS related files (writable files)
 - Font related files
 - Ink planner related files
 - Marks related files
 - Screens related files. These are (only) the files in the folder **bg_data_screens_v020** that match any of these patterns:
 - files that have the characters `hd` anywhere in their name or extension
 - files that have the characters `scr` anywhere in their name or extension
 - files that have the characters `crs` anywhere in their name or extension.

- **Databases:** A backup of each database used by Automation Engine: Devices, Tasks, JDF, Gang Run Printing, Task History, Application Server, Jobs, Printing Conditions. These databases includes these items:
 - AE Jobs
 - To Do list items
 - Access Points
 - Tasks / Task History
 - Gang Run Queues / Orders / Sheets
 - Plate Merger Queues / Merged Plates / Press Plates
 - Customers
 - Products
 - and some more



Note: A backup of the databases is also called a **Restore Point**. When you plan an upgrade, make sure to consult the chapter with the [Installation Guide](#).

- Click **Add Backup Schedule** to automate this. You can define the **Frequency**, what to backup and also how many backups you want to keep.



Important: Backups of large databases will also be large. Use the setting **Keep only last 'x' backups** to avoid filling up the disk where you keep the backups.

To restore a backup, see the page [Restore](#) on page 22 .

2.8. Restore

You can only restore a backup when the Automation Engine server software is stopped.

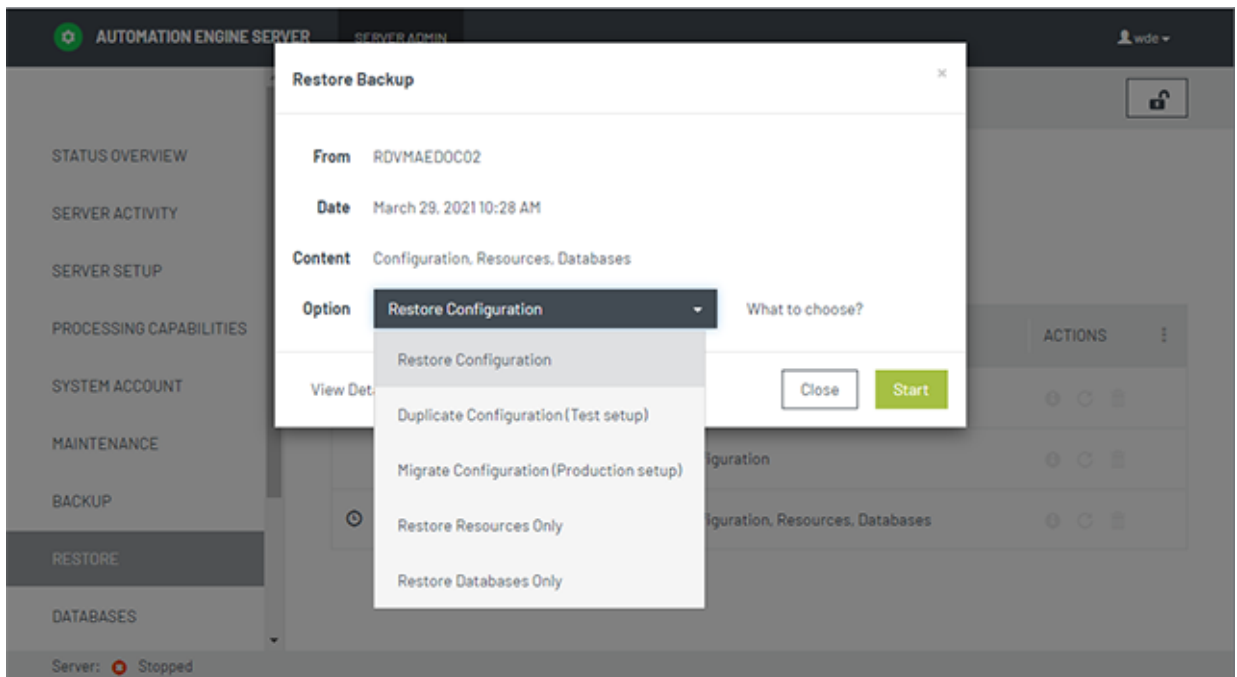


Note: A backup can be restored on an Automation Engine master server with the same or higher version as the master server where the backup was made from.

Select a backup from the **Backup History** and click the action .

The **Restore Backup** dialog shows details of that backup.

In **Option**, select what you want to restore:



- **Restore Configuration:** This restores everything from the selected backup. This is used to go back in time, probably to correct some mistakes, for example when you deleted too many workflow tickets.



Note: This option is only valid when you restore on the same server as from where the backup was taken.

- **Duplicate Configuration (Test):** This is used when building test setups, for example to test pre-release software or to set up a shadow production server. The goal here is to obtain an Automation Engine master that is very similar as the production server (same Tickets/Workflows, same SmartNames, same Users) but that does not interfere with the production server (different Containers, different Hot folders, different Databases (Jobs, Access Points ...), different Resources)



Attention:

- This function **does not restore:** Central Resources, Databases, Container setups, Customers, Hot Folders, etc. These data are not taken over from the backup and are so left untouched. Mind that the data inside Containers was not part of the backup.
- This function **always restores** (if available in the backup): (workflow) Tickets, SmartNames, Users, DFS information and all data related to the folder `bg_data_custom_v010`.



Note: To build a test setup, you first need to install a full Automation Engine server on the testing computer. This will also require a separate set of licenses. And then you can use this mode to restore the configuration on that testing computer.



Note: When restoring on a server with a license for AE SaaS, Windows Users are not restored.

- **Migrate Configuration (Production):** This is used when you plan to move your server to another computer or when you upgrade onto a separate computer.



Note: To do this, you first need to install a full Automation Engine server on the new computer. You then use this option to restore the old/previous production settings onto the new computer.

You can also use this option to give the Master's configuration to an Assistant when the Master goes down.



Note: The Master backup can be found on the Assistant computer (by default on C:\Esko\AEBackup).



Note: When restoring on a server with a license for AE SaaS, Windows Users are not restored.

- **Restore Databases Only:** Select which databases you want to restore: **Jobs** (also includes Customers, Access Points...), **Tasks, Task History, JDF, Devices, Gang Run Printing, Application Server** (page workflows), **Printing Conditions** and **WFMgr** (internal).
- **Restore Resources Only:** Select which databases you want to restore: **DGCs, Marks, Fonts, CMS, Screens, Custom.**
- **Migration Configuration (From on-premises to SaaS):** (SaaS only).

When migrating your on-premises AE server to its SaaS setup, it is possible to restore the configuration of the on-premises server onto the SaaS server. The Server Admin - Restore function on a SaaS server offers an extra option named **Migration Configuration (From on-premises to SaaS)**.

Typical for this one is that it will **not restore any settings related to users and user groups**. This is advised to avoid overruling any already created users and to avoid creating users with too weak passwords, a security requirement on a SaaS server.

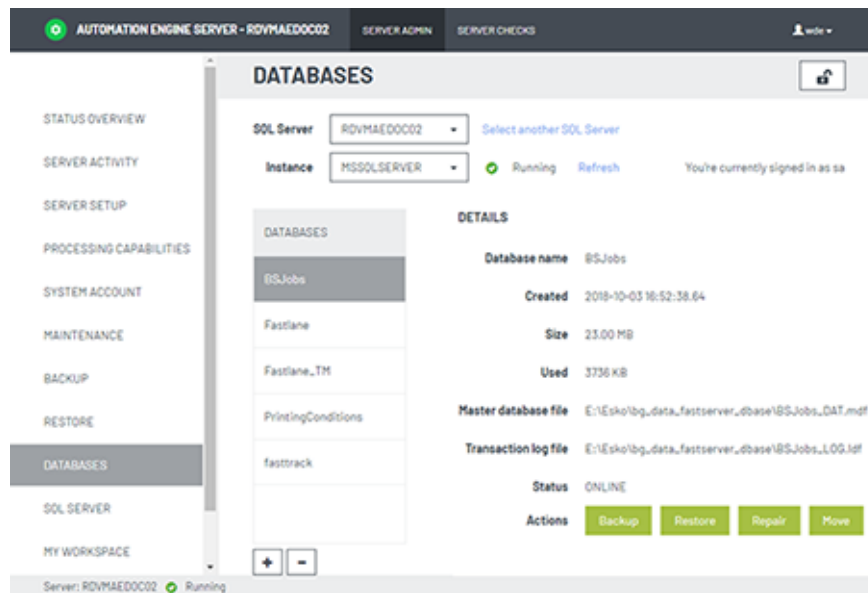
2.9. Databases

In the **Databases** page you can manage all databases that are on any accessible **SQL server** in your network. Depending on the permissions on the selected SQL **Instance**, you can:

- View the SQL server status.
- View the properties and status for each database.
- Backup or Restore databases.
- Repair databases (for example to repair access rights.)
- Move databases.
- Create or remove databases.



Note: Even when you are signed in to the **Server Admin** pages, you also need to log in to the SQL Server instance separately. For example via the user *sa*.



Note: When you use **Gang Run Printing**, it is possible to have a setup where this mode uses its own database, separated from the BSJobs database. You can then see it here listed as a separate database named GangRunPrinting.

The database **Status** can be any of these:

- **Online:** The SQL Server instance where the server database is located is running. This also implies that the user name and password used to login to the SQL Server instance are correct. The server database is online and available for access.
- **Not Accessible:** The SQL Server instance where the server database is located is running. Valid credentials (user name and password) are used. But the server database on the SQL Server instance is not accessible.
- **Not Found:** The SQL Server instance where the server database should be located is running and the credentials used to login to the SQL Server instance are valid. But the server database could not be found on the SQL Server instance.
- **Login Failed:** The SQL Server instance where the server database should be located is running. The server database is not available because the credentials used to login to the SQL Server instance are invalid.
- **Offline:** The server database is not available because the SQL Server instance where it is located is currently not running.
- **Unknown:** The status of the server database on the SQL Server instance is unknown.

2.9.1. Creating a Database

These are cases when this tool is useful:

- Some customers want to run the Automation Engine databases on an own full SQL Server that they are already using. They then use this tool to create the necessary databases. It also creates the required users and sets the required user rights.
- When your (default) SQL Server Express edition is having trouble with one or more too large databases, Esko advises to upgrade to a full SQL Server. In case you do not do this, it is possible to use this tool to create multiple smaller databases. For example customers who heavily use both the

Jobs tool and the Gang Run Printing tool. In this case they can create an extra database for the gang run printing and indicate that one in **Configure > Automation Engine Database**.



Note: This function is available both on an Automation Engine Master and an Assistant.

Follow these steps to create a database for Automation Engine:

1. Click on **+** (below left) to open the **Create database** dialog.
2. Fill in a **Database name** that is currently not used.
3. In **Use data**, choose which database you want to create: A new empty database (**No (empty database)**) or **From a backup** or **From existing database files**.
4. When they do not appear automatically, enter the location and the file name for the **Master database file** and the **Transaction log file**. Alternatively, **Browse** to set a specific location for these files.



Note: The file names can be either a local or a UNC path.



Note: If the selected SQL Server is not the local SQL Server, then the browse button will be disabled. In such cases, fill in the UNC path.

5. Click **OK** to create the database.

2.9.2. When No Databases were Installed Yet

When you first come to the **Server Admin** page after doing a fresh install where you choose a *Special* installation (one that does not install the default MS SQL Server Express), you will be prompted to first create all the required Automation Engine databases.

Creating the databases is what you want when you decided to use a MS (full) SQL Server from the beginning. Alternatively, in stead of creating new databases, you can here also choose to continue using the "embedded" databases (for test-purposes only). Both cases are described below:

In the case as described above, the **Server Admin** page will first present you the **Create Automation Engine Databases** dialog:

» **CREATE AUTOMATION ENGINE DATABASES**

You chose to use an already existing SQL Server to host the Automation Engine databases. Please fill in the details below to create the databases.

SQL server » Select another SQL Server

Instance ● running

User name

Password

Database folder

» Continue using embedded databases

Creating new databases on a MS SQL Server

- Select the (remote) **SQL Server** and **Instance** where you want to create the Automation Engine databases.
 - When the SQL Server you want to use is not in the list, you can add it by clicking '**Select another SQL Server**'. In the dialog, fill in a valid server and click **OK**.
 - When the running instances on the selected SQL Server can not be detected (because for example the SQL Server Browser is not running on that host), you can then still choose an instance by typing its port number in the **Instance** field.
- Provide a **user name** and **password** with sufficient privileges, typically the user 'sa'.
- Fill in the local path to the **folder** on the (remote) SQL Server host in which the database files should be stored.
- Click **Create** to start the creation process. When the creation process was successful, you will be asked to restart the server.

Continue using the embedded databases

Click **Continue using embedded databases** to skip creating databases.

Choose this option

- when you want a custom setup, for example one where the databases are spread out over multiple instances. To configure such a custom setup, go to the [Automation Engine Database](#) section in the Pilot's [Configure](#) tool.
- when Esko support staff advises this. For example as part of a solution for a database problem.

In both cases, you will see a warning that embedded databases are not at all fit to use in production environment. Learn more in the page describing options in the **Configure** panel: [Generic setting \(Setup tab\): DBMS Type](#).

Choosing this option still allows you to cancel.

2.9.3. Deleting a Database

You can only delete a database if it is not used by Automation Engine. If it is running, trying to delete it will trigger a warning.

1. Select a database from the list and click the - button (below left).
2. In the confirmation dialog, choose either or both of the options:
 - **Delete database files from disk**
 - **Close existing connections**
3. Click **OK** to confirm.

2.9.4. Database Backup

- Select a database and click **Backup**. The **Backup database** dialog will open.
- Enter the location and the file name for the **Backup file** or browse to choose an existing backup file.



Note: The file names can be either a local or UNC path. If the selected SQL Server is not the local SQL Server, the browse icon will be disabled. In such cases, fill in the UNC path.

- Click **OK**.

If the selected SQL Server does not have access to the UNC path you entered, you will get this warning: "Backup file for database X could not be created. Please make sure the path for the backup file is correct."

You can ensure access to the UNC path (share) by following this procedure:

1. In Windows Explorer, right-click the shared folder and then click **Properties**.
2. Select the tab **Security**.
3. Click **Advanced**. The **Advanced Security Settings** dialog opens.
4. Under the **Permissions** tab, click **Change Permissions**.
5. Click **Add**.
6. Click **Object Types** and make sure the **Computers** check-box is checked. Click **OK**.
7. In the text field, enter the name of the SQL Server computer name for which you want to add permissions. Click **Check Names**. Click **OK**. The **Permission Entry** dialog opens.
8. Make sure the **Allow** check-box next to **Create files / write data** is checked. Click **OK**.
9. Click **OK** and close the open dialogs.

2.9.5. Restoring a Database

Select the database and click **Restore**. Browse to the location and file name and click **OK**.

When you want to restore a database that does not exist (any more) in the list of SQL Server Instance databases, then click on **+** to create a database from a backup file or from existing database files. Learn more in [Creating a Database](#) on page 25.



Note: If the database you are trying to restore is used by Automation Engine and the Automation Engine server is running, it will not be possible to restore the database and you will get a warning.

2.9.6. Moving or Renaming a Database

1. Select the database from the list and click **Move**. The **Move database** dialog will open.
2. Enter the (new) location and the (new) file name for the **Master database file** and for the **Transaction log file** or browse to select to them.

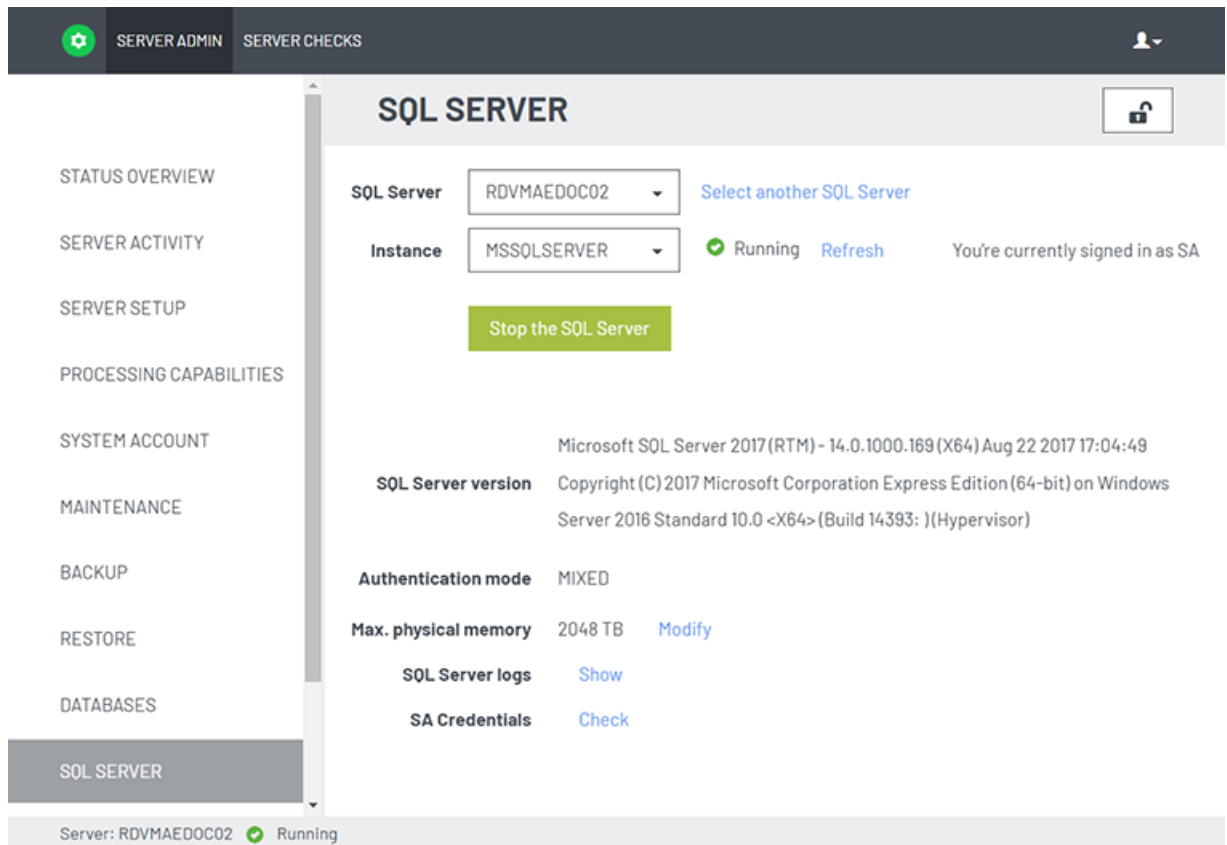



Note: The file names can be either a local or UNC path. If the selected SQL Server is not the local SQL Server, the browse button will be disabled. In such cases, fill in the UNC path.

3. Decide if you want to **Close existing connections**.
4. Click **OK** to move/rename the database.

2.10. SQL Server

This page allows you to manage SQL Server instances.




Note: When the SQL Server Database is installed on the same system as the Automation Engine server, the option **SA credentials** allows to check if the SA credentials used by Automation Engine are still in sync with that database. This option is not shown for other SQL databases. It is also not shown until you are logged in to the SQL server with the right credentials (click  to do so).

When the **Check** detects that the credentials are not in sync, a dialog asks to enter the current password for the SA user. Mind that this dialog does not allow you to specify a new password for SA, only to update the stored SA password used by AE.

2.10.1. How to Log in to an SQL Server Instance

- Select an SQL Server from the list of all SQL Servers that could be detected in your local network. When there is one, the local SQL Server will be selected as default.
- To choose one that is not in the list, click **Select another SQL Server**, enter the name of the SQL Server and click **OK**.

You can see the list of SQL Server Instances and their statuses beneath the SQL Server list. You can select the Server Instance on which you want to manage the databases.



Note: When the SQL Server Browser service is not running or when your access is blocked to the Server Service, the status of the Instance will be unknown.



Note: When the list of SQL Server Instances is not available, you can select an SQL Server Instance by entering its port number. The port number of the default SQL Server Instance will already be filled in.

- After selecting the SQL Server Instance, click the lock and enter your credentials to login. You have to login to an SQL Server Instance to be able to manage its databases.



Note: All SQL instances configured with Automation Engine have two users by default: `sa` and `admin`. The `sa` user has all permissions to manage databases. The `admin` user has a limited set of permissions, you may get warnings while performing certain database actions.

- You can log out from the SQL Server Instance by clicking on the lock .
- You can view the databases installed on an SQL Server Instance by selecting it and logging in. The list of databases will load after logging in. Detailed database information will be available to the right of the selected database.

2.10.2. FAQ on SQL Server Instances

How to Start or Stop an SQL Server Instance?

Select the SQL Server Instance and click on **Start / Stop the server**.



Note: You are not required to login to the SQL Server Instance to start or stop the Server.

How to View the Properties of a SQL Server Instance?

The properties of an SQL Server Instance are shown automatically after you successfully logged in. Learn more in [How to Log in to an SQL Server Instance](#) on page 30.

How to Modify the Maximum Memory of an SQL Server Instance?

Click the **Modify** link next to the **Max. physical memory**. In the dialog, enter a value and click **OK**.

How to View SQL Server Logs?

Click the **Show** link next to **SQL Server logs**. You can see the SQL Server logs in the following dialog.



Note: When you have limited permissions, you will get a warning when you attempt to view the SQL Server logs.

2.11. My Workspace

The only item on this page is to define the **Upload Folder** for the browser client's workspace "My Workspace".

When users drop files on a drop zone in My Workspace, they are first uploaded to this folder and from there processed by the selected workflow. Unless the user works in a Job context, then the dropped files end up on the root folder of the Job Folder.



Note: Each upload session to a drop zone creates a temporary sub folder in this upload folder.



Attention: When the Drop File page is used a lot, make sure that these sub folders in this upload folder get cleaned up. All related temp subfolders and files will be deleted automatically when the tasks that created them are deleted (or moved to Task History).



Note: A changed setting requires that you click **Apply!**



Note: Learn about My Workspace in the chapter [Browser Client Workspaces](#).

2.12. About

The **About** page shows detailed information about the Automation Engine server software version, updates and hotfixes that were installed on this server.

» ABOUT AUTOMATION ENGINE

| | |
|----------------|----------------------|
| Server version | 14.1.0 - build 94 |
| Installed on | Sep 15, 2014 4:26 PM |

| Hotfixes | <table border="1"> <thead> <tr> <th>Hotfix</th> <th>Installed on</th> </tr> </thead> <tbody> <tr> <td>Hotfix 1410001 for Automation Engine 14.1.0</td> <td>Info Sep 16, 2014 12:12 PM</td> </tr> </tbody> </table> | Hotfix | Installed on | Hotfix 1410001 for Automation Engine 14.1.0 | Info Sep 16, 2014 12:12 PM |
|---|--|--------|--------------|---|--|
| Hotfix | Installed on | | | | |
| Hotfix 1410001 for Automation Engine 14.1.0 | Info Sep 16, 2014 12:12 PM | | | | |

| History | <table border="1"> <thead> <tr> <th>Action</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>Installed Hotfix 1410001 for Automation Engine 14.1.0</td> <td>Info Sep 16, 2014 12:12 PM</td> </tr> <tr> <td>Installed Automation Engine 14.1.0 - build 94</td> <td>Sep 15, 2014 4:26 PM</td> </tr> </tbody> </table> | Action | Date | Installed Hotfix 1410001 for Automation Engine 14.1.0 | Info Sep 16, 2014 12:12 PM | Installed Automation Engine 14.1.0 - build 94 | Sep 15, 2014 4:26 PM |
|---|--|--------|------|---|--|---|----------------------|
| Action | Date | | | | | | |
| Installed Hotfix 1410001 for Automation Engine 14.1.0 | Info Sep 16, 2014 12:12 PM | | | | | | |
| Installed Automation Engine 14.1.0 - build 94 | Sep 15, 2014 4:26 PM | | | | | | |

To learn more details about a hotfix, click its **Info** button. You will see its name, a description what it is for, on what version it should be installed and when it was created.

2.13. Server Checks

2.13.1. Databases Check

The **Databases** page checks

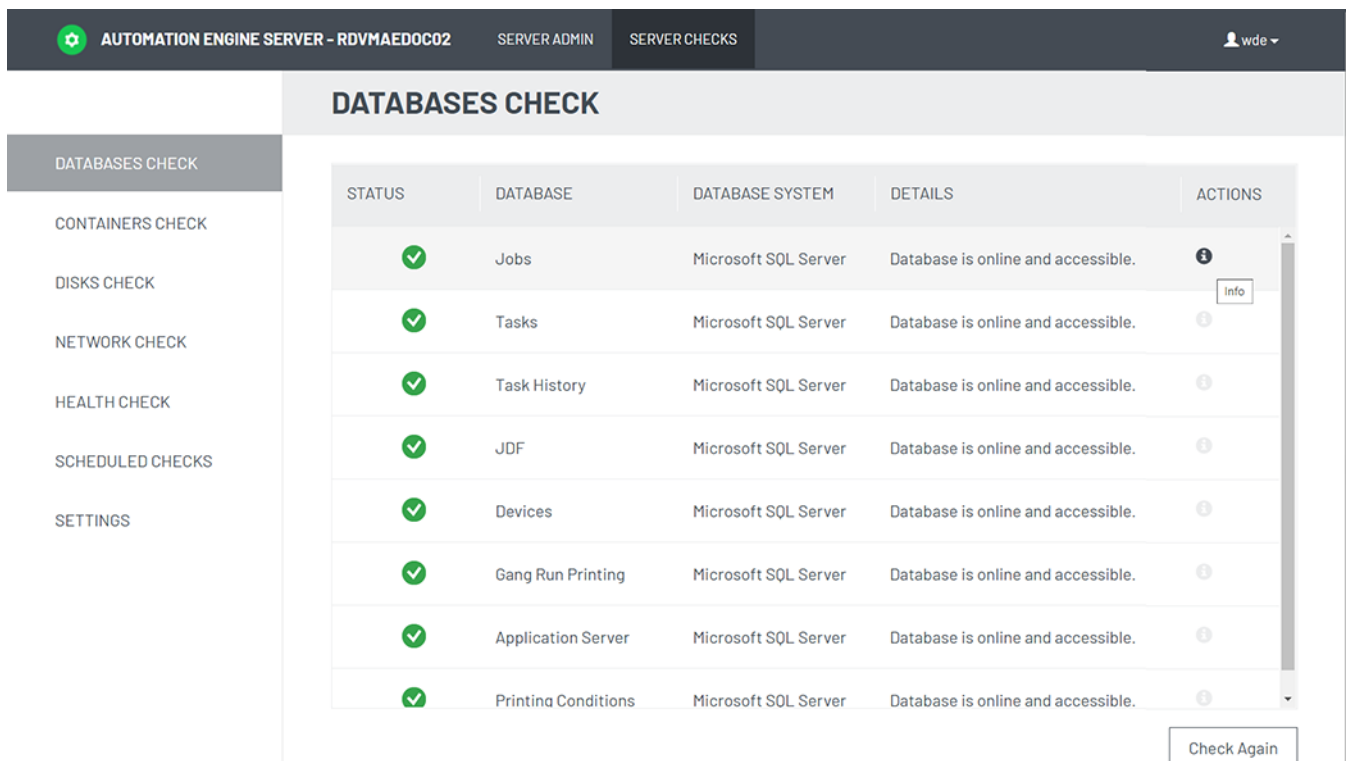
- if the database system of the database is up and running.
- if the database is online and accessible for the Automation Engine server.
- if the size of the database is not nearing its size limit.









Click the **Info** icon to see some more information like the database file name and the SQL Server and/or SQL Server instance where the database is located (if the database system is Microsoft SQL Server).

This function is available on the AE master server only.





Note: These databases are those that are configured in the Configure tool, in [Automation Engine Databases](#). Some of them depend on licenses.



| STATUS | DATABASE | DATABASE SYSTEM | DETAILS | ACTIONS |
|--------|---------------------|----------------------|------------------------------------|---|
| ✓ | Jobs | Microsoft SQL Server | Database is online and accessible. |  |
| ✓ | Tasks | Microsoft SQL Server | Database is online and accessible. |  |
| ✓ | Task History | Microsoft SQL Server | Database is online and accessible. |  |
| ✓ | JDF | Microsoft SQL Server | Database is online and accessible. |  |
| ✓ | Devices | Microsoft SQL Server | Database is online and accessible. |  |
| ✓ | Gang Run Printing | Microsoft SQL Server | Database is online and accessible. |  |
| ✓ | Application Server | Microsoft SQL Server | Database is online and accessible. |  |
| ✓ | Printing Conditions | Microsoft SQL Server | Database is online and accessible. |  |

The **Status** of the database can be one of these:


-  The database is online and accessible.
-  The database is online and accessible, but there are one or more warnings (for example the database is near its size limit or the connection speed is not sufficient).



Note: The connection speed is checked by this small test:


1. Start the timing
2. Connect to the specific database
3. Retrieve some data (db query of "select @@Version")
4. Stop the timing.

This test is repeated 10 times, and then an average is calculated. When that average speed exceeds 100 ms, the status is a warning.

-  The database is not online or is not accessible (for example no connection could be made to the database system, or the login failed).



Note: Before v21.11, database checks could return an error saying that the 'user 'admin' will not be able to properly create and manage database tables'. The error message add that the user needs to check if the user 'admin' is member of the 'necessary database roles'. Since v21.11 the user only needs to have the database role 'db_owner' .






-  The status of the database is unknown. This is the case when the DBMS type of your Application Server database is Oracle or when any of the other databases is an Embedded database. There are no tests available for these two types.



Note: When the Automation Engine server is not running, you can still check the status of its databases. In this case however, the **Database System** field will be empty.

2.13.2. Containers Check

The **Containers** page checks the status of each container configured on this Automation Engine server.

| Status | Name | Details |
|---|------------------------------|---|
|  | ExampleJobContainer@loppem | Container "ExampleJobContainer@loppem" is online and accessible (157.3 GB available of 465.7 GB). |
|  | ExampleJobContainer@leupegem | Container "ExampleJobContainer@leupegem" is online and accessible (193.6 GB available of 465.7 GB). |
|  | DeskPackContainer@eaw12dd320 | Container "DeskPackContainer@eaw12dd320" is online and accessible (217.9 GB available of 465.7 GB). |
|  | gdm_container@homer | Container "gdm_container@homer" on "\homer\gdm_container" is nearly full (82.7 GB available of 350 GB). |
|  | ExampleJobContainer@twister | Could not connect to Container "ExampleJobContainer@twister" on "file://twister/ExampleJobContainer". Please contact your IT administrator. |

CHECK AGAIN

This page checks

- if the container is online and accessible for the Automation Engine server.
- if the used disk space of the disk where the container is located is not getting too high. The percentage of used disk space at which you get a warning or an error can be set in the [Settings](#) page.

This function is available on the AE master server only.

2.13.3. Disks Check

The **Disks** page checks and shows detailed information about the disks where the Automation Engine system folders are located.

These disks are checked :

- Installation disk (disk containing %bg_prog_fastserver_vxxx%, where xxx stands for the version of AE)

- custom folder disk (disk containing %bg_data_custom_v010%)
- temporary folder disk (disk containing %bg_tmp%)
- backup folder disk (disk containing the Automation Engine backups)

| Status | Name | Details |
|--------|--------------------------|--|
| | Installation Folder Disk | The disk where the installation folder "C:\Dev\AE14.1\sr\prog" is located is accessible (169 GB available of 465.7 GB). |
| | Custom Folder Disk | The disk where the custom folder "C:\Esko\bg_data_custom_v010" is located is accessible (169 GB available of 465.7 GB). |
| | Temporary Folder Disk | The disk where the temporary folder "C:\Esko\bg_data_fastserver_v100\tmp" is located has less than 20 GB of free disk space (14.9 GB available of 465.7 GB). |
| | Backup Folder Disk | The disk where the backup folder "C:\Esko\AEBackup" is located has less than 5 GB of free disk space (3.7 GB available of 465.7 GB). |

CHECK AGAIN

This page checks:

- If the disk where the system folder is located is accessible to the Server.
- If the free disk space of the disk where the system folder is located is not getting too low.
 - When the free disk space is less than 20 GB, the check will show a warning.
 - When the free disk space is less than 5 GB, the check will show an error.

This function is available on the AE master server only.

2.13.4. Network Check

The **Network** page checks and shows detailed information about network connections of the Automation Engine server, including those to external systems like the **License Server**, **WebCenter Sites** and **Devices**.

| General | | |
|---------|----------------|---|
| Status | Name | Details |
| | Online Help | Online help is available at http://help.esko.com/ . |
| | DNS | OK |
| | License Server | Connection to license server "licman3:27000" OK. |

| WebCenter Sites | | |
|-----------------|-------------|---|
| Status | Name | Details |
| | rdvmaewcr01 | WebCenter Site "rdvmaewcr01" is online and accessible. |
| | ikbestaniet | The server "ikbestaniet" does not have a public IPv4 address. Please check its network settings or contact your IT administrator. |

| Devices | | |
|---------|-----------------|---|
| Status | Name | Details |
| | esko-gen8-1 | Digital Press "esko-gen8-1" on "esko-gen8-1" using port "8088" is online and accessible. |
| | ScreenedOutput1 | Could not connect to the Device "ScreenedOutput1" on "cssuite12a33" using port "3020". Verify that this Device is running and accessible and that you entered the correct information in Configure. |
| | CDI1 | Could not connect to the Device "CDI1" on "cssuite12a1" using port "3100". Verify that this Device is running and accessible and that you entered the correct information in Configure. |

CHECK AGAIN





The network checks are grouped into 3 categories:

- **General:** This category checks
 - if the Automation Engine server can connect to the **Online Help** (<http://help.esko.com>).
 - if the **DNS** settings are configured correctly (does the server name of this server computer match with what the DNS returns to other systems when they try to access it).
 - if the **License Server** can be reached (in case of failure, basic network tests are done to verify DNS configuration and TCP/IP connectivity).
 - if the **Assistant Server(s)** can be reached (in case of failure, basic network tests are done to verify DNS configuration and TCP/IP connectivity).
- **WebCenter Sites:** This category checks the network connection between the Automation Engine server and the configured [WebCenter sites](#).
- **RIPs:** The connection with configured Imaging Engines or FlexRips.
- **Workflow Servers:** The connection between the Automation Engine server and legacy workflow servers [Nexus](#) or [Odystar](#), which are used by the 'Send to ...tasks' (by now outdated tasks).
- **Digital Presses:** The connection with configured [digital presses](#).
- **Devices:** The connection with configured [Devices](#) ([CDI Imagers](#) or [Kongsberg tables](#)).
- **Esko Cloud Locations.** Learn more in [Collaborating via Esko Cloud](#).

If there are no network checks available or applicable for a certain category, then that category will not be shown, except for the **General** category, which is always shown.




This function is available on the AE master server only.

Possible Statuses

-  The network test succeeded.
-  The network test succeeded, but there are one or more warnings.
-  The network test failed.
-  The network test was not applicable or was skipped.

2.13.5. Health Check

These three categories check the health of your server computer: **Processor Cores**, **Memory** and **Tasks**.

| Status | Name | Details |
|---|-----------------|---|
|  | Processor Cores | The number of processor cores is sufficient. |
|  | Memory | The amount of memory in the cluster available for running tasks (3.5 GB of 8 GB) is not sufficient. There should be at least 4 GB available. Please consider reducing the number of file streaming sessions and/or gang run printing sessions or consider upgrading your cluster. |
|  | Tasks | The Tasks database contains 590 tasks of which 94 tasks are older than 6 months. Please consider adding cleanup rules for the Tasks database in Configure. |

CHECK AGAIN

This function is available on the AE master server only.

Processor Cores

The check determines if sufficient processor cores are present for the current Automation Engine setup.

For each Automation Engine server (master and assistants):

- The number of processor cores is calculated that are required to run the configured number of file streaming sessions (the **Viewer**) and **Gang Run Printing** sessions.
 - **2 file streaming sessions require 1 processor core.** If the number of file streaming sessions is not even, an extra processor core is required.
 - **1 gang run printing session requires 1 processor core.**
- Based on this calculation, if there are not enough processor cores, the resulting status is a warning and a specific message. An example:

```
The number of processor cores in "name-of-the-server" ({1}) is not sufficient. A system that can run {2} file streaming sessions and {3} gang run printing sessions requires at least {4} processor cores.
```

For the whole cluster, the remaining number of processor cores is checked against the number of defined processing channels. **1 processing channel requires 1 processor core.**



Note: The remaining number of processor cores in the cluster is the sum of all remaining cores in each host after subtracting the ones needed for file streaming and gang run printing sessions.

When there are not enough processor cores to run tasks, the resulting status is a warning and a message appears. An example:

```
The number of processor cores in the cluster available for running tasks ({0}) is not sufficient. There should be at least {1} processor cores available. Please consider reducing the number of file streaming sessions and/or gang run printing sessions or consider upgrading your cluster.
```

Memory

This check determines if sufficient memory (RAM) is present for the current Automation Engine setup.

For each Automation Engine server (master and assistants):

- The amount of memory is calculated that is required to run the configured number of file streaming sessions (**Viewer**) and gang run printing sessions. **1 file streaming session requires 1 GB. 1 gang run printing session requires 500 MB.**
- Based on this calculation, if there are is not enough memory, the resulting status is a warning and a specific message is shown. An example:

```
The amount of memory in "{hostname}" ({1}) is not sufficient. A system that can run {2} file streaming sessions and {3} gang run printing sessions requires at least {4}.
```

For the whole cluster, the remaining amount of memory is checked against the number of processing channels defined. **1 processing channel requires 2 GB.**



Note: The remaining amount of memory in the cluster = the sum of all remaining memory in each host after subtracting the memory needed for file streaming and gang run printing sessions.

If there is not enough memory to run tasks, the resulting status is a warning and a specific message appears. An example:

```
The amount of memory in the cluster available for running tasks ({0}) is not sufficient. There should be at least {1} available. Please consider reducing the number of file streaming sessions and/or gang run printing sessions or consider upgrading your cluster.
```

Tasks

The number of tasks in the tasks database is checked against some predefined thresholds. Also, a check for old tasks is done.

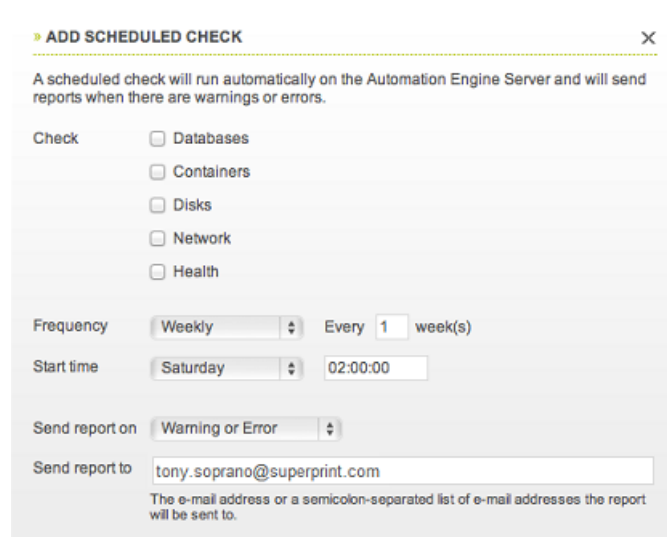
- The thresholds depend on the database version:
 - For an SQL Express edition, the warning threshold is 30.000 and the error threshold is 100.000 .
 - For all other database versions, the warning threshold is 200.000 and the error threshold is none.
- Old tasks are tasks that were launched more than 6 months ago. The check returns a specific message. An example:

```
The Tasks database contains {0} tasks of which {1} tasks are older than 6 months. Please consider adding cleanup rules for the Tasks database in Configure.
```

2.13.6. Scheduled Checks

This page allows to schedule automatic runs of the **Server Checks**. When there are warnings or errors, they send a report via e-mail.

To add a scheduled check, click the **Add Scheduled Check** button.



- Select one or more items to **Check**.
- Select the **Frequency** and the **Start time**.

- Specify if you want the report to be sent on **Warning or Error** or on **Error Only**.
- Specify the e-mail address or a semicolon-separated list of e-mail addresses that the report should be sent to.

Click **OK** to add the scheduled check.

Your scheduled check will appear in the list.

Add more if you want to.

This function is available on the AE master server only.

2.13.7. Settings

CONTAINERS

Warn when used disk space is above (%):

Provide error when used disk space is above (%):

For the check on **Containers**, you can decide the percentage of used disk space that triggers a warning (90% by default) or an error (99% by default).

Enter the new values for the settings you wish to change and close the lock icon to confirm. The new values will be used the next time those checks are done.

3. The AE Browser Client ADMIN page

Go to `http://<AEservername>:9000/#/workspaces`.



Note: This page only appears to admin users of an AE server.

This page serves to

- define if you want to have a usage dashboard
- (AE SaaS only) create tokens for external systems that wish to communicate with AE via HTTPS.

3.1. Usage Dashboard

This page is where you decide if you want to opt in or out of the AE usage dashboard.

On an Automation Engine usage dashboard, you can for example

- see which features you use, and how often,
- learn how many files you process with Automation Engine,
- what the maximum open connections was during the last month.

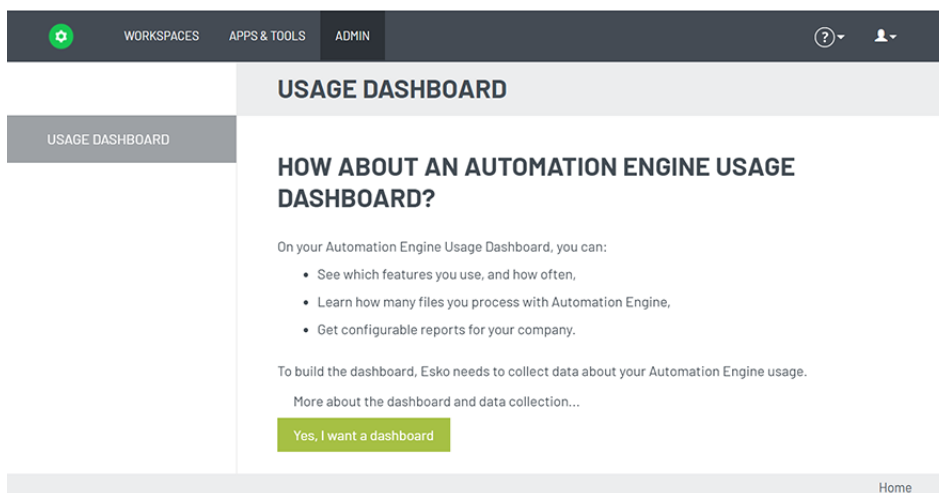
Technically, it tracks these categories of events:

- **Task info:** Data related to (sub) tasks that have run on the Automation Engine server.
- **Connection info:** Data related to applications that make connections to the Automation Engine server.
- **System info:** This data is only visible to power users of the dashboard (only visible to Esko).

To build this dashboard, Esko needs to collect data about your Automation Engine usage. Click the link on the web page to learn more about what data is being collected.

3.1.1. How to Start or Stop the Usage Tracking

To start this tracking

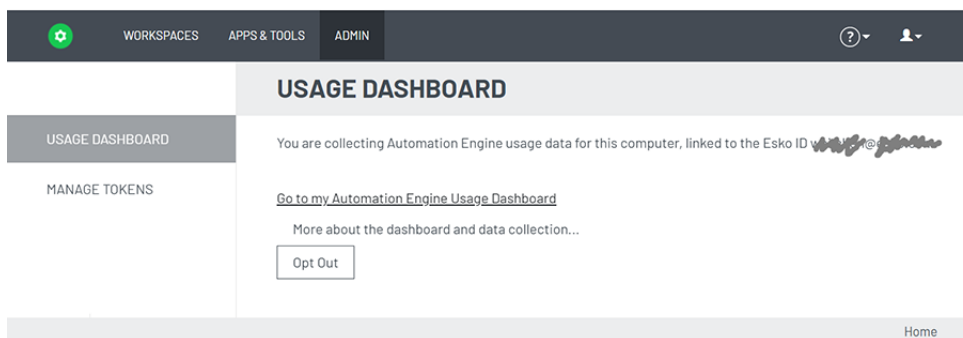


- Click **Yes, I want a dashboard.**
- Sign in with an **Esko ID** and password.



Note: Because a personal Esko ID is more likely to disappear in time, we advise to use a generic Esko ID, one that represents your company or the location of this AE server.

To stop this tracking



To stop the tracking, click **Opt Out**.

This stops the data collection and also makes the data collection anonymous, i.e. Esko can no longer detect from which Esko customer ID this data was.

3.1.2. Working with the Usage Dashboard

Most popular topics to track in Automation Engine

This usage tracking is used for several Esko software products. There will be various fields that have no or little use for Automation Engine, as they were designed to track parts of interactive applications like ArtPro+ or Studio.

The main topics to track for Automation Engine are typically these:

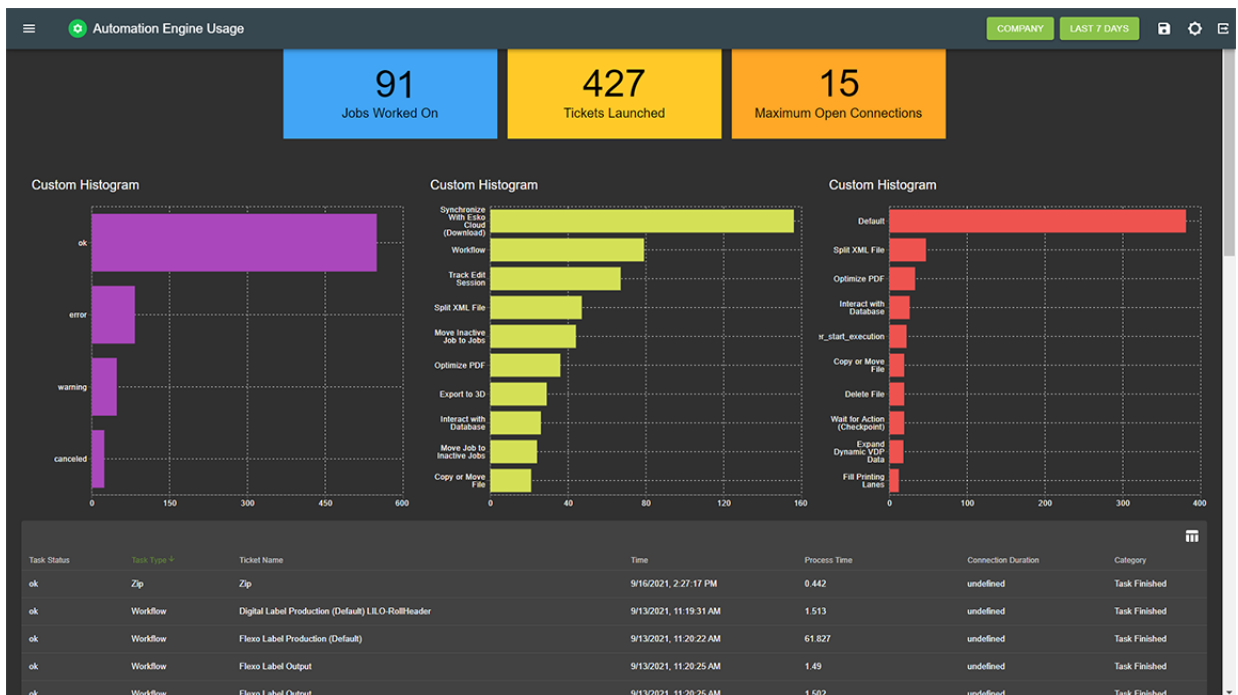
- **Jobs** worked on
- **Tickets** launched
- Maximum open **connections**.



Important: This dashboard is not 'live'. You may need to refresh the web page manually to see the latest data.


Main dashboard components

- The top bar. Learn more below.
- The default view offers 6 widgets: The 3 on top are counters (they show a number), the 3 below show a graph.
- The bottom data table shows a list of events. You select the columns you want to see there. Learn more below.



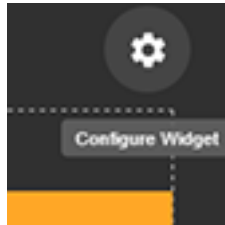
Top bar tools


- Click to select the dashboard of a different Esko application.
- **Personal / Company:**
 - Select 'Personal' to only see the data that was logged for the current dashboard user (= the current Esko ID)
 - Select 'Company' to see data logged for all Esko ID users that have the same company name as the current dashboard user / Esko ID.
- **Last 30 days:** Click here to define the time range of the dashboard.
- Click to learn that saving the settings on this web page is done via adding a bookmark.
- Click to toggle the brightness mode of the web page.

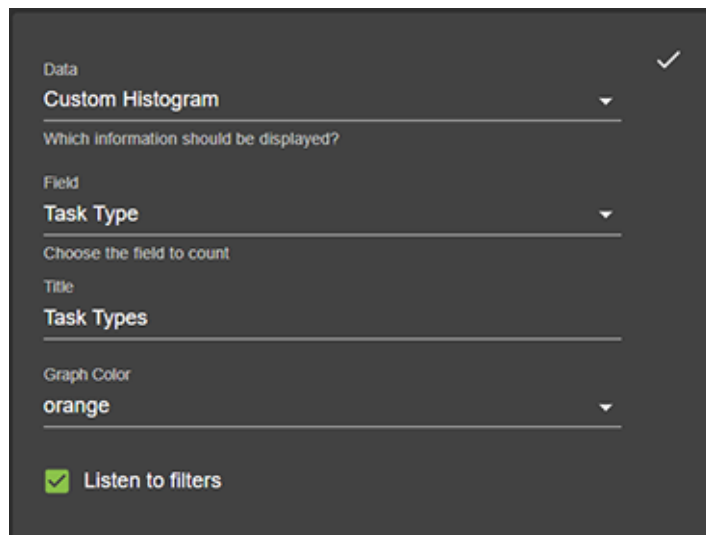
- Click  to sign out of this web page.

Widgets - Basic Configuration


Hover top right over a widget to make the cogwheel appear: the configuration icon.



Click  to open the settings of that widget.



- **Data:** Select the type of data.
 - **Custom histogram:** Shows the number of times each value occurs
 - **Custom date histogram:** Counts the number of unique values and shows these as a time line.
 - Learn more in [Examples](#) on page 48.
- **Field:** Select the field of data. Learn more below in [Examples](#) on page 48.
- **Title:** Type a title for this widget.
- **Graph Color:** Select a color for this widget.
- **Listen to filters:** Define if this widget should listen to any filters that were set on this page. Learn more below.

Click  (top right) to confirm any changes and close this dialog.

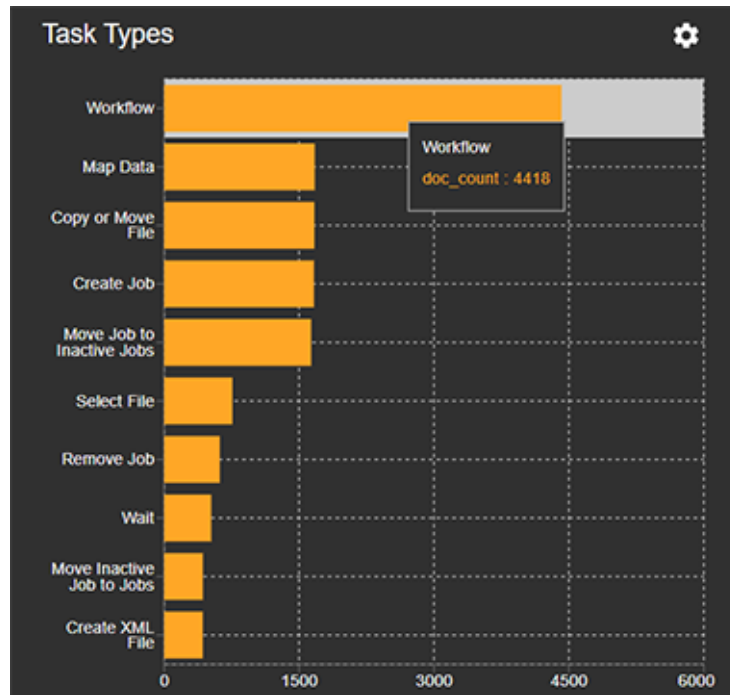


Note: When, after confirming changes to the widget, you see no differences or the widget shows empty, just refresh the browser page to re-establish the connection.

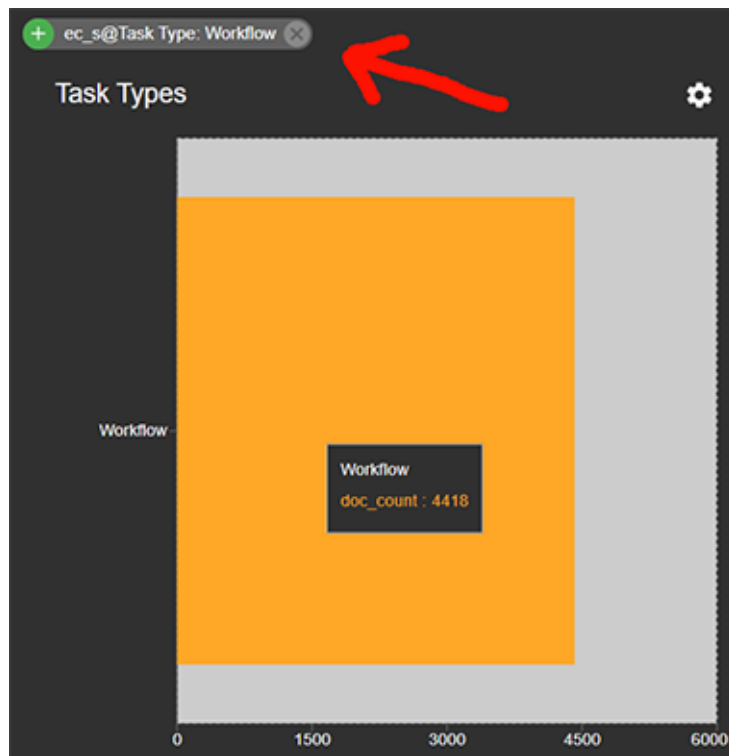
Widgets - Zooming and Filtering


We'll use an example:

- Hover over a field to see so more details.







- Click on the field to zoom in to that field. This also automatically makes a filter for that field appear (by default in the middle of the page, starting on the left).

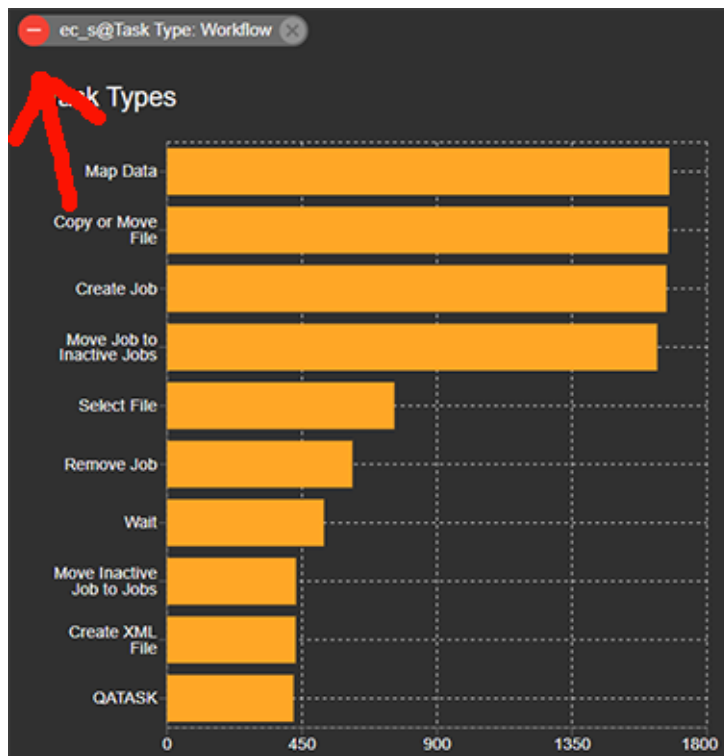


A filter initially starts with this icon .

You can add several filters, and they can come from different widgets.

- On a filter, you can either:
 - Click the  icon to remove that filter and so make the widget zoom out again.
 - Click on the  icon to change it to an  icon, which means that you now execute that filter: i.e: that field is now filtered out of the view of any widget that has the setting '**Listen to filters**' switched on ( Listen to filters).


See how in our example the field 'Workflow' is now filtered out of our graph with task types:



Table

The bottom of the page shows a table list of events.

| Time | Category | Event | Task Status | Task Level | Task Type | Ticket Name |
|------------------------|---------------|-----------|-------------|------------------|---|--------------------|
| 10/13/2021, 5:25:31 AM | Task Finished | Main Task | warning | + - tsk | Export to Normalized File (DeskPack Only) | GNG_nPDF_out |
| 10/13/2021, 5:26:09 AM | Task Finished | Main Task | warning | Filter Out Value | Export to Normalized File (DeskPack Only) | GNG_nPDF_out |
| 10/13/2021, 9:57:32 AM | Task Finished | Main Task | warning | tsk | DeskPack Workflow | PowerLayout Client |
| 10/15/2021, 3:59:19 AM | Task Finished | Main Task | warning | tsk | Export to Normalized File (DeskPack Only) | GNG_nPDF_out |
| 10/20/2021, 4:02:32 AM | Task Finished | Main Task | warning | tsk | DeskPack Workflow | PowerTrapper |

- Click  to select the wanted columns.



Important: The list also adapts to any active filters.

- Sort the table by clicking on a column header.
- Hover to the right side of any value to see a + and - sign to also set a filter for this type of value.
- To ensure that this info is hidden for Esko, some fields were made anonymous by showing them as a hash-key. For example the field **Document ID**, which means that Esko can not see the actual names of your task's input files.

Description of data table fields (per name of column):

- **User:** This is the internal user of this tracking software (based on the Esko ID and the current opt in session). This is not the name of user of Automation Engine. This field is shown as a unique hash-key and so made anonymous.
- **Time:** UTC time in milliseconds since the Unix epoch (1/1/1970).
- **Document ID:** Unique hash-key string based on the input files of the ticket.
- **Category:**
 - for task events: 'Task Finished', ...
 - for connection events: 'Connection'
 - for system events: 'System'
- **Events:**
 - for connections: **Connection Counter, Session Started, Session Finished, Session Expired**
 - **Main Task:** The task type that the user (or a tool) started. This is either the type of single task that was launched, or it could be the type 'workflow'.
 - **Sub Task:** All other task types.
- **Application:** Automation Engine
- **Company Code:** Company code of the used Esko ID
- **is Esko:** Boolean field (true or false) indicating if the data was tracking inside the Esko network.
- **Connection Duration:** In milliseconds.
- **Process Time:** Time that was needed to process the ticket (in seconds).
- **Connection Counter:** The new number of active connections.
- **Connection Application:** The (human readable) name of the application making the connection. For example **Automation Engine Browser Client** or **ArtPro+ 22.03.123**. In case the application does not provide a proper name, an application ID is used.
- **Connection ID:** Unique ID of the connection.
- **Connection IP:** Hash-key of the IP address of the computer making the connection.
- **Connection User:** Hash-key of the user name making the connection.
- **Job ID:** (optional) hashed string based on the job id of the ticket.
- **Task Level:** Possible values:
 - tsk (plain task)
 - sub (sub task)
 - der (derived task)
 - wfs
 - wfe
- **Task Status:** End status of the task (possible values: 'error', 'warning', 'ok', 'canceled).
- **Task Type:** Type of AE task executed by this ticket.
- **Task Type (internal):** Internal (non localized) name of the task type.
- **Ticket Name:** Name of the AE task ticket.
- **Workflow ID:** ID of the workflow that this ticket is part of.

- **Source:**

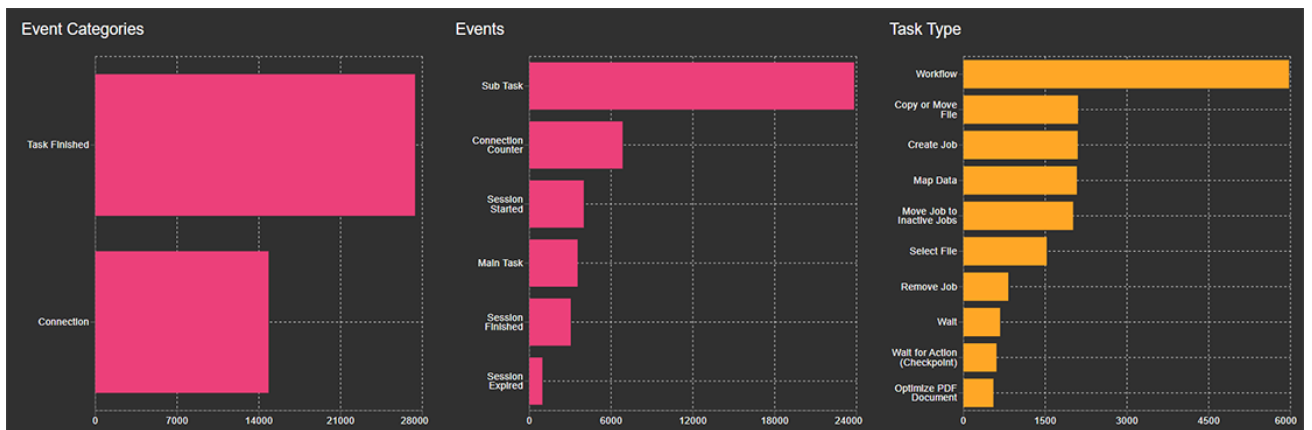
3.1.3. Examples

These are some classic ways to track the usage of Automation Engine. Their resulting URL can be bookmarked for future use.

Configuring Graphs

- **Number of times a task type is launched**
Make a **Custom Histogram** based on **Task Type**.

The screenshot shows a configuration panel for a Custom Histogram. The 'Data' dropdown is set to 'Custom Histogram'. Below it, a question asks 'Which information should be displayed?'. The 'Field' dropdown is set to 'Task Type', with a sub-label 'Choose the field to count'. The 'Title' is set to 'Task Type'. The 'Graph Color' dropdown is set to 'orange'. At the bottom, there is a checked checkbox labeled 'Listen to filters'.



Some examples to filter further:

- In the graph 'Events', filter (click) on **Main Task** to make the graph 'Task Type' only show the task types that were actually launched by a user (or tool), which means it will no longer show sub tasks of a workflow.
- In the below data table, check or filter on **Task Status** to see which ones ended as **ok**, **warning** or **error**.
- **Number of times a ticket is launched**
Make a **Custom Histogram** based on **Ticket Name**.

Data ✓

Custom Histogram

Which information should be displayed?

Field

Ticket Name

Choose the field to count

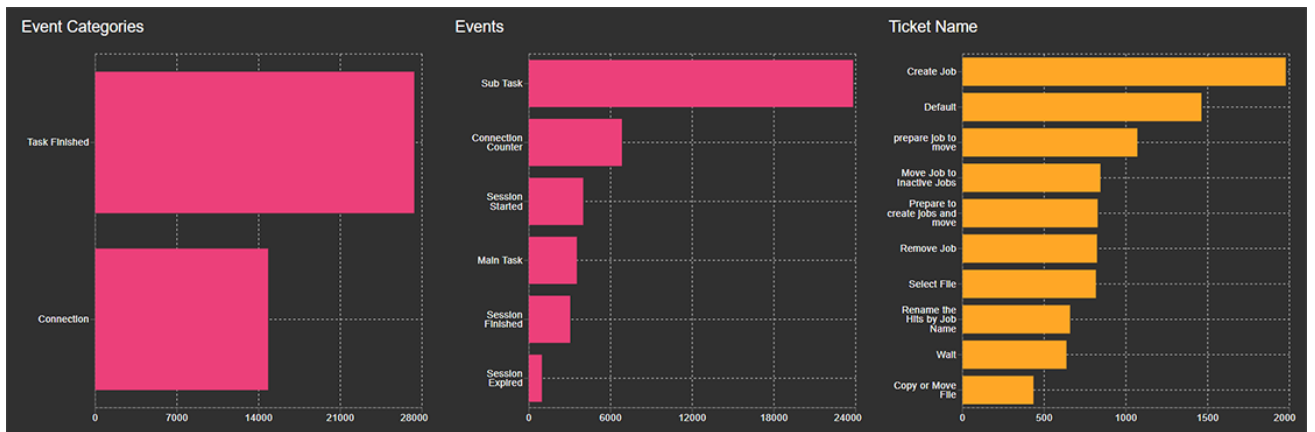
Title

Ticket name

Graph Color

orange

Listen to filters



Same examples as above to filter further:

- Filter on **Main Task**.
- In the table, check or filter on **Task Status**.
- **Time line of number of workflows that have run on the system**
Make a **Custom Date Histogram** based on **Workflow ID**.

Data ✓

Custom Date Histogram

Which information should be displayed?

Field

Workflow ID

Choose the field to count

Interval

day

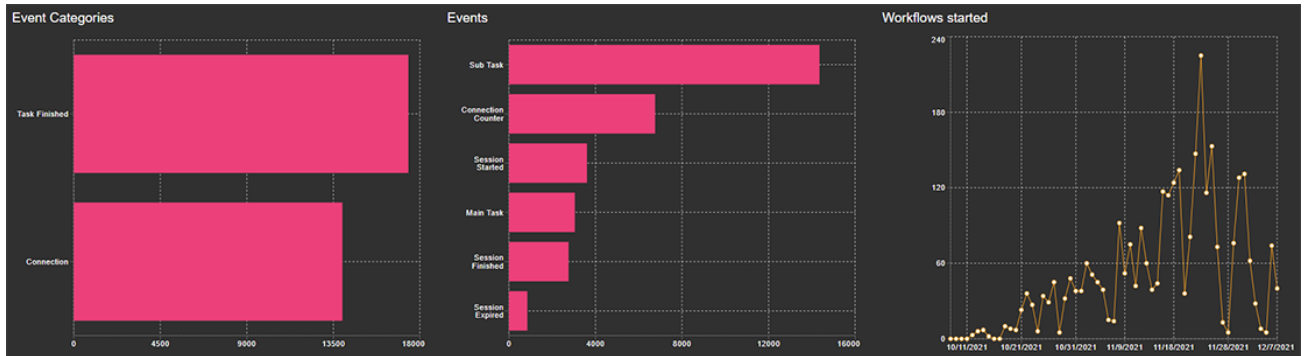
Title

Workflows started

Graph Color

orange

Listen to filters



- **Time line of number of (main / sub) tasks that have run on the system**

Make a **Custom Date Histogram** based on **Time**.

Then, in the graph **Event Categories**, filter on **Task Finished**.

The configuration panel shows the following settings:

- Data:** Custom Date Histogram
- Which information should be displayed?:** Field
- Field:** Time
- Choose the field to count:** Interval
- Interval:** day
- Title:** Number of tasks finished
- Graph Color:** orange
- Listen to filters

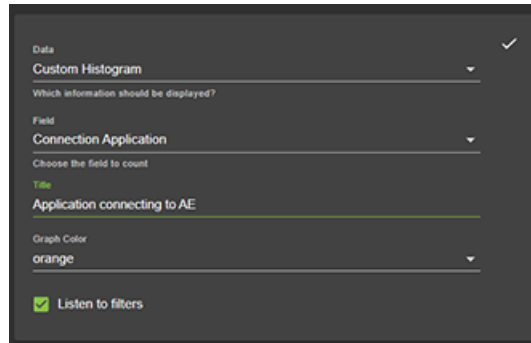


You could filter further on main / sub tasks or even build a graph for a specific task type or ticket name.

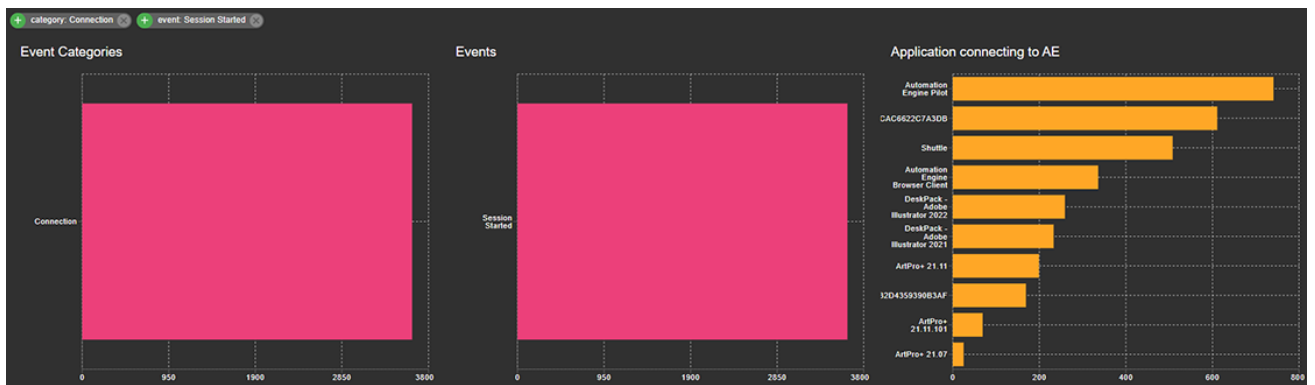
Logging Connection Sessions

- **Total number of connections per application**

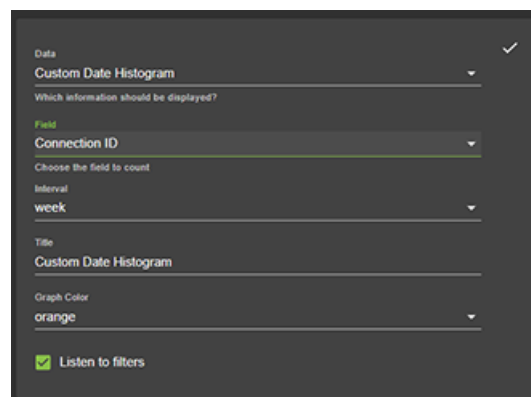
Make a **Custom Histogram** based on the field **Connection Application**.



Then, in the graph **Event Categories**, filter on **Connection**. And in the graph **Events**, filter on **Session Started**.



- **Time line of number of connections created:**
Make a **Custom Date Histogram** based on **Connection ID**.

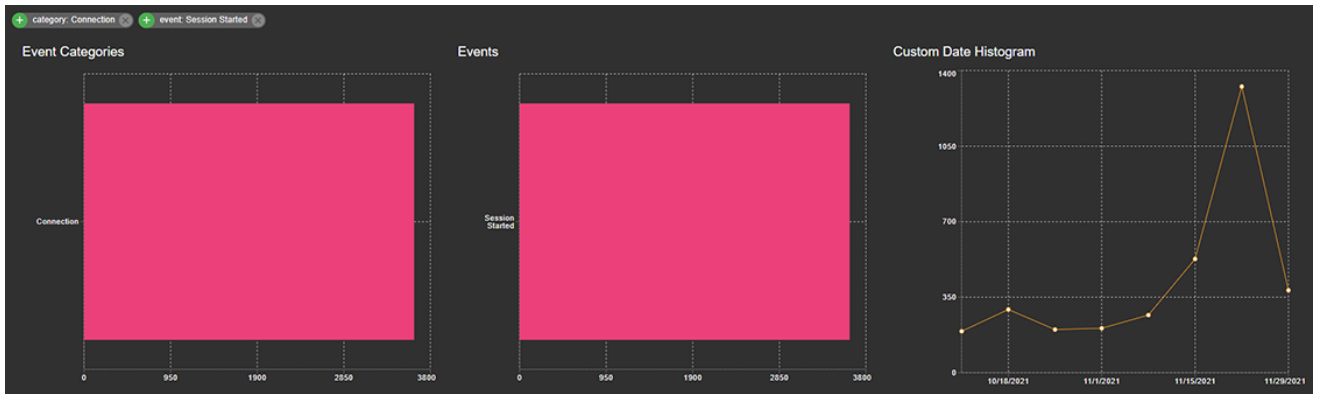


This shows a graph with the number of new connections made per day



Note: This gives no indication of the system's peak load ; it does not show the total number of connections open at some point in time.

Then, in the graph **Event Categories**, filter on **Connection**. And in the graph **Events**, filter on **Session Started**.



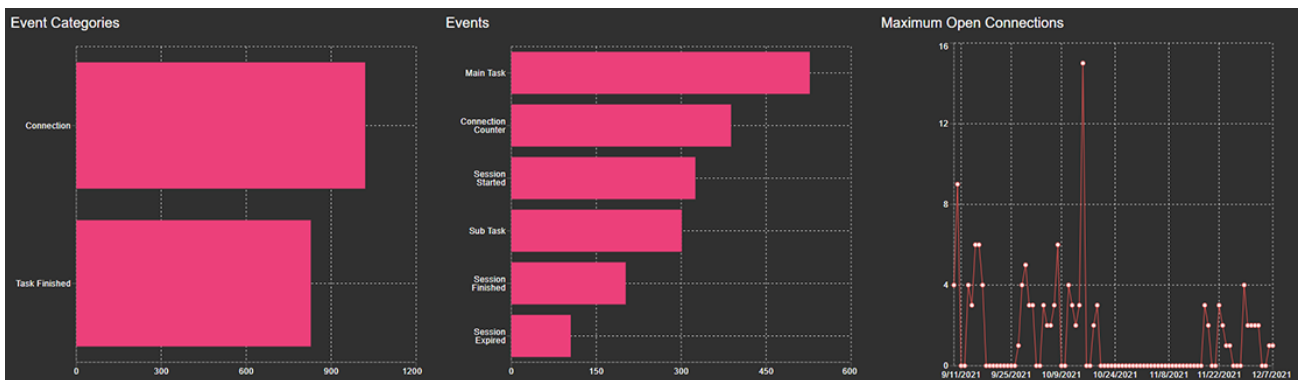
- **Connection Load**

This is a pre-defined graph specifically for Automation Engine.

As **Data**, select **Maximum Open Connections**, and keep the default other field **Connection Counter**.

The configuration panel includes the following settings:

- Data:** Maximum Open Connections
- Field:** Connection Counter
- Interval:** day
- Title:** Maximum Open Connections
- Graph Color:** red
- Listen to filters



- **Number of jobs processed**

Make a **Custom Date Histogram** based on **Job ID**. Select an **Interval** as wished.

Data

Custom Date Histogram

Which information should be displayed?

Field
Job ID

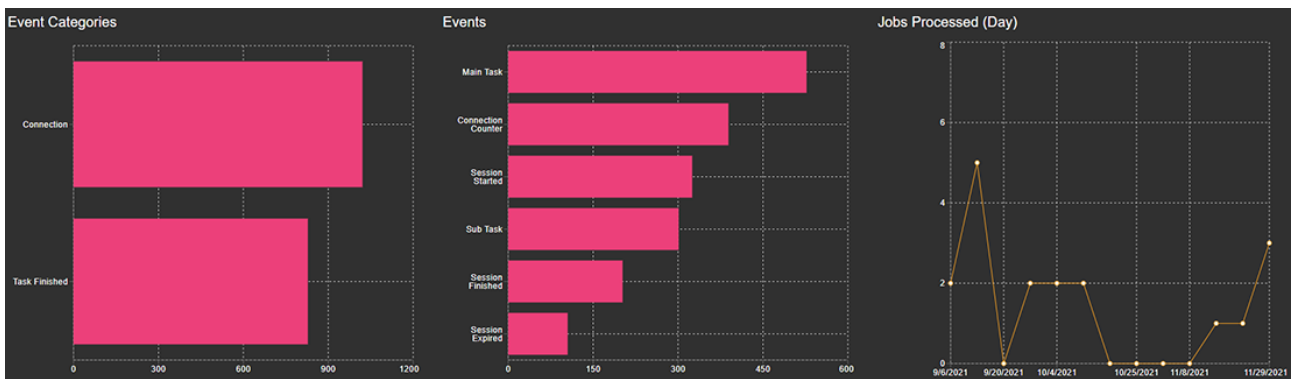
Choose the field to count

Interval
day

Title
Jobs Processed (day)

Graph Color
red

Listen to filters



- Time line of number of documents processed**

Make a **Custom Date Histogram** based on **Document ID**. Select an **Interval** as wished.

Data

Custom Date Histogram

Which information should be displayed?

Field
DocumentID

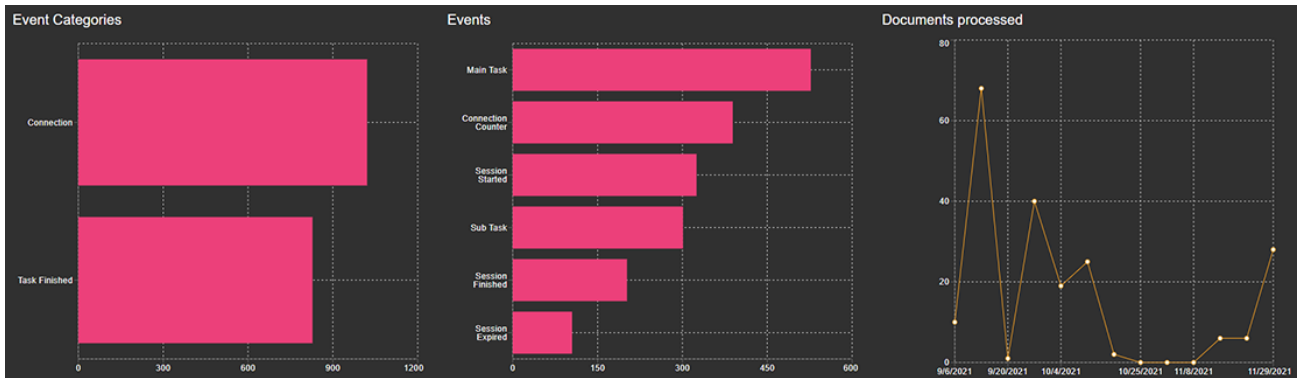
Choose the field to count

Interval
week

Title
Documents processed

Graph Color
orange

Listen to filters



You can further filter on 'Main Task' or 'Sub Task'.



Note: The 'Document ID' is a hash-key based on the input file names. If a ticket was launched with 3 files, the hash-key is based on all 3 files. An identical ID so means it is was the exact same set of input files.

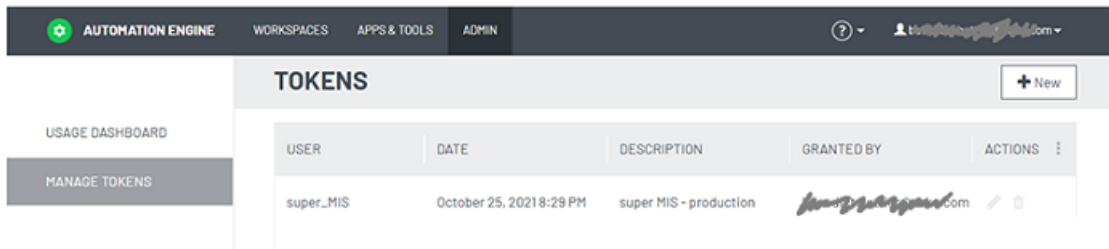
3.2. Manage Tokens (SaaS only)

An external system that wants to communicate with Automation Engine via HTTPS requires a token.



Tip: Using tokens is typically an alternative to using a user name and password.

An administrator can use this page to generate such tokens.



Note: A local Agent also uses tokens but those do not appear here.

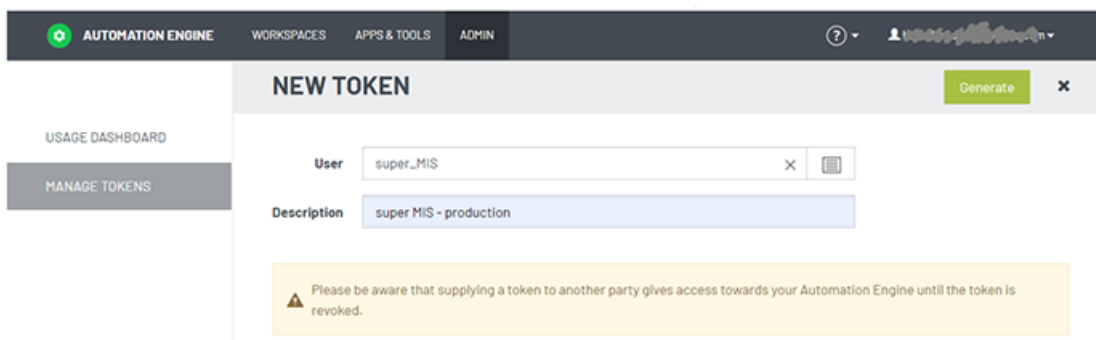


Note: The actual token itself is never shown here.



Note: Technically, these tokens are 'process tokens'.

Settings



- Click **+ New** to open the New Token page.
- **User:** The AE user that wants to use this token to make use of the AE SaaS server. The token will be specific for this user.



Note: A user can only be linked with (have) 1 token. Making a new one for this user will revoke the previous one. When the assigned AE user no longer exists, the token will be revoked and disappear from this list.

- **Description:** Add a description about where this token will be used.



Note: Click **Edit** to (only) change the description of a token.

- **Revoke:** You will be asked to confirm.

Click **Generate** to generate the token. When a new token is generated, the token is copied to the clipboard (as explained in a pop-up message).

3.3. Manage Fonts

Concept

This page allows an administrator to upload fonts to the central fonts folder on your Automation Engine server (both in an on-premises setup and a SaaS setup).



Note: Both new (NDL) and classic (BRIX) tasks use this central fonts folder.

These fonts are typically those that you use in mark sets or report templates.



Note: Non-recurring fonts (typically design specific fonts) are typically managed by the tasks used in VDP and automated artwork generation, where you indicate their local location in the task ticket.

How to

- Font files with these extensions can be uploaded: .afm, .cmap, .fnt, .map, .pfa, .pfb, .pfm, .otf, .otc, .ttf, .ttc .
- Drop font files on the dedicated drop zone (or click the drop zone and select them). When a valid font file is dropped, you are first asked to confirm that you are not violating any copyright law.
- Fonts are then uploaded to the shared folder BG_DATA_FONTS_V040 on the Automation Engine server.




Note: This folder is part of the resources that is included in an AE [backup](#).

Fonts list

The **FONTS** page shows the central fonts. Use the filter and columns to find or sort them.

The only available action is to delete one or multiple fonts. You will be asked to confirm.

Click  to manually refresh the page.