

Automation Engine 24

AE Server Management

03 - 2024

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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

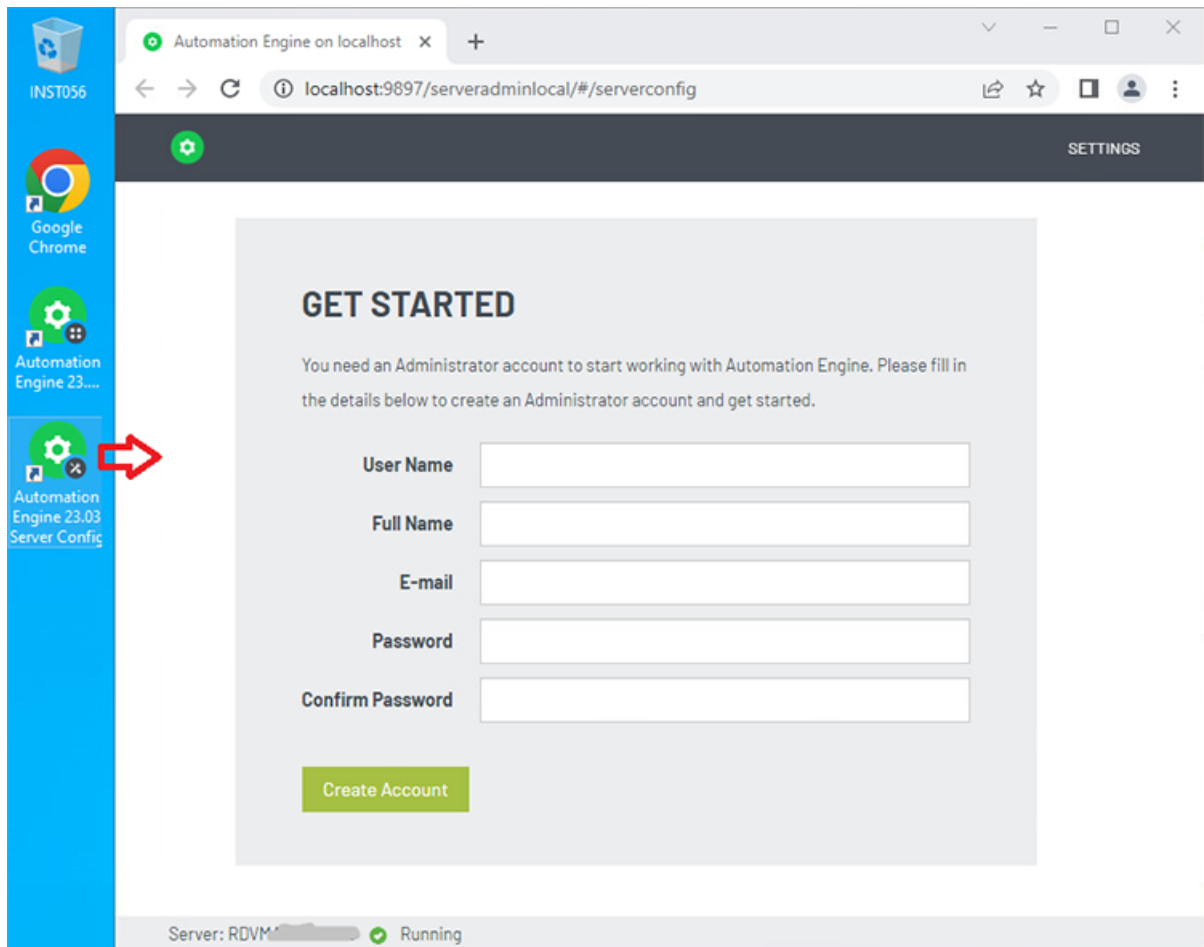


Restriction: This page only appears after a first installation of an Automation Engine server software.

After a first installation, Automation Engine has no (administrator) user accounts at all.

You need an administrator account to start working with Automation Engine.

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



- Fill in these fields (all are required): **User Name**, **Full Name**, **E-mail**, **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

- [Identity Providers](#) on page 5
- [Browser Client](#) on page 12
- [Remote Server Admin](#) on page 15
- [System History](#) on page 15

1.2.1. Identity Providers

An Identity Provider (IdP) is an application that manages identity information and that also provides authentication services to other applications within a defined network. Learn more on its [Wiki page](#).

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

Automation Engine supports 4 methods of authentication, corresponding to 4 different Identity Providers.

They can be individually configured: **OpenID** authentication via Okta or Azure AD can be added or removed, **LDAP** and **Windows** authentication can be enabled or disabled, **Internal** authentication is always enabled.




Note: Windows user authentication is not available nor shown in an [AE SaaS](#) setup.

Basic workings


- The OpenID configurations will be shown in the sign-in dialogs of Pilot (as links) and My Workspace (as buttons).
- When signing in without using an OpenID, the enabled authentication methods will be used in this order: LDAP, then Internal, then Windows.

Page editing mode

By default, the lock icon  is closed to prevent accidental changes.

Click the lock to open it and so start the editing mode.

As soon as you make any change, the **Revert** and **Apply** buttons appear.

- Click **Apply** to apply and save the changes you made.
- Click **Revert** to discard the changes and go back to the last saved settings.
- Click  to close the lock and so go back to read-only mode.
 - When you lock the page without applying, the settings are automatically reverted.

OpenID

Introduction

OpenID is an open standard and decentralized authentication protocol promoted by the non-profit OpenID Foundation.

Learn more about OpenID and OpenID Connect (OIDC) on its [Wiki page](#).

Configuration - the basics

- The overview table.

You can have a maximum of 3 OpenID configurations. An example:

- **Name:**



Note: This name may not contain a space or any of these characters: #%&|*?=:/@'{} []<>()

- **Tenant ID / Okta Domain:** Ask your SSO administrator. Learn more below.

- **Client ID:** Ask your SSO administrator. Learn more below.

- **Client Secret:** Ask your SSO administrator. Learn more below.



Note: This field behaves as a password field ; its actual value is not shown.

- **Required Group Membership:** Automation Engine will only admit a user to sign in when this user is also a member of the Identity Provider groups listed in this field. Learn more about this same setting on the [page about LDAP](#).



Note: In case of multiple groups, define them in a comma separated list.



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



Important: When all is configured well (both at the Automation Engine and at the Identity Provider side), an automatic one-on-one group mapping is applied between Identity Provider groups and Automation Engine groups.

This implies that if both an Identity Provider group and an Automation Engine group exist with the same name, a user belonging to a specific Identity Provider group will automatically become member of the same Automation Engine group when signing in and hence immediately pick up Automation Engine roles / access rights from that Automation Engine group.

- The **OK** button is enabled when all mandatory fields are filled in.

Configuration - in detail

- **Azure AD**

- To enable users known to Azure AD to sign in to Automation Engine, a dedicated app needs to be registered by your SSO administrator in the Azure Active Directory admin center.

The app needs to be configured with a 'Redirect URI' for a 'Web' platform that needs to be exactly like this:

- "https://

<fully_qualified_lowercase_domain_name_of_the_system_on_which_Automation_Eng
ae/auth/auth-redirecturi.idp" (without the quotes).



Note: In an AE SaaS setup, Esko staff will provide the public name of the Automation Engine SaaS (master) server needed for the fully qualified domain name (FQDN) above.

- The 'Front-channel logout URL' should be set to:

- `"https://
<fully_qualified_lowercase_domain_name_of_the_system_on_which_Automation_Eng
the_quotes).`
- A new client secret needs to be added as well.
- And after that, the 'Directory (tenant) ID', the 'Application (client) ID' and the client secret's value (not it's ID!) should be captured and transferred to the fields mentioned above.
- Finally, the app needs to be granted the necessary permissions (preferably with admin consent to avoid bothering every user at first sign-in to consent individually).

These Microsoft Graph API delegated permissions are needed:

- email
- openid
- profile
- User.Read
- GroupMember.Read.All



Note: When a user known to Azure AD signs in for the first time, a corresponding Automation Engine user is created with an AE 'User Name' that matches the 'User Principal Name' in Azure AD, and an AE 'Full name' that matches the 'Display Name' in Azure AD. This Automation Engine user will have 'Azure AD' indicated as 'Provider'.

- **Okta**

- To enable users known to Okta to sign in to Automation Engine, a dedicated app needs to be created by your SSO administrator in the Okta Admin Console.

The app needs to be configured as a 'Native application' with 'Sign-in Redirect URIs' adapted to be exactly like this:

- `"https://
<fully_qualified_lowercase_domain_name_of_the_system_on_which_Automation_Eng
ae/auth/auth-redirecturi.idp" (without the quotes).`



Note: In an AE SaaS setup, Esko staff will provide the public name of the Automation Engine SaaS (master) server needed for the fully qualified domain name (FQDN) above.

- The 'Sign-out Redirect URIs' should be adapted to:
 - `"https://
<fully_qualified_lowercase_domain_name_of_the_system_on_which_Automation_Eng
the_quotes).`
- 'Client Authentication' needs to be configured with a 'Client secret', while no PKCE is needed for additional verification.
- After that, the 'Client ID' and generated 'Secret' should be captured and transferred to the fields mentioned above.
- Finally, a groups claim filter needs to be set for the 'OpenID Connect ID Token' as 'groups' 'Matches regex' with value `". *"` (without the quotes).



Note: When a user known to Okta signs in for the first time, a corresponding Automation Engine user is created with an AE 'User Name' that matches the 'Username' in Okta, and an AE 'Full Name' that matches the 'Person' in Okta (which by itself is a combination of the 'First name' and 'Last name' in Okta). This Automation Engine user will have 'Okta' indicated as 'Provider'.

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.



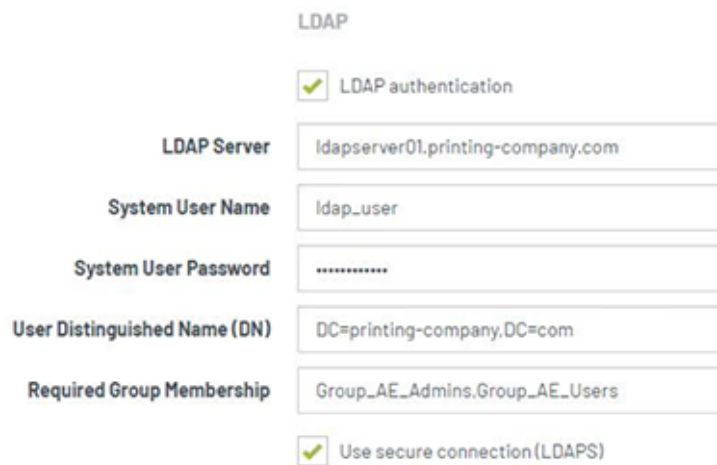
Note: LDAP authentication is not available nor shown in an [AE SaaS](#) setup.

The configurations settings only appear when the LDAP authentication is selected.



Note: Deselecting the LDAP authentication disables the authentication method but keeps the settings. Enabling it again restores the previous settings.

An example:



The screenshot shows the LDAP configuration interface with the following fields and values:

- LDAP authentication:**
- LDAP Server:** ldapserver01.printing-company.com
- System User Name:** ldap_user
- System User Password:**
- User Distinguished Name (DN):** DC=printing-company,DC=com
- Required Group Membership:** Group_AE_Admins,Group_AE_Users
- 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):** This is the unique path (specified as a Distinguished Name - DN) to an entry in the Directory Information Tree (DIT) at or below which user specific information can be retrieved.

Typically a path to the top level domain is sufficient (see the above screenshot, where no Organizational Unit (OU) components are needed, and two Domain Component (DC) components will do). Note that components in the path must be comma separated.

- **Required Group Membership:** Because it could be that not all users in the Active Directory are allowed to use Esko applications, or AE clients in particular. In such case, all the users that are allowed to work with AE 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

This type of authentication is the default identity provider, 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

Windows - Soon Outdated

Windows based authentication is available if you still want to use local Windows users in Automation Engine.



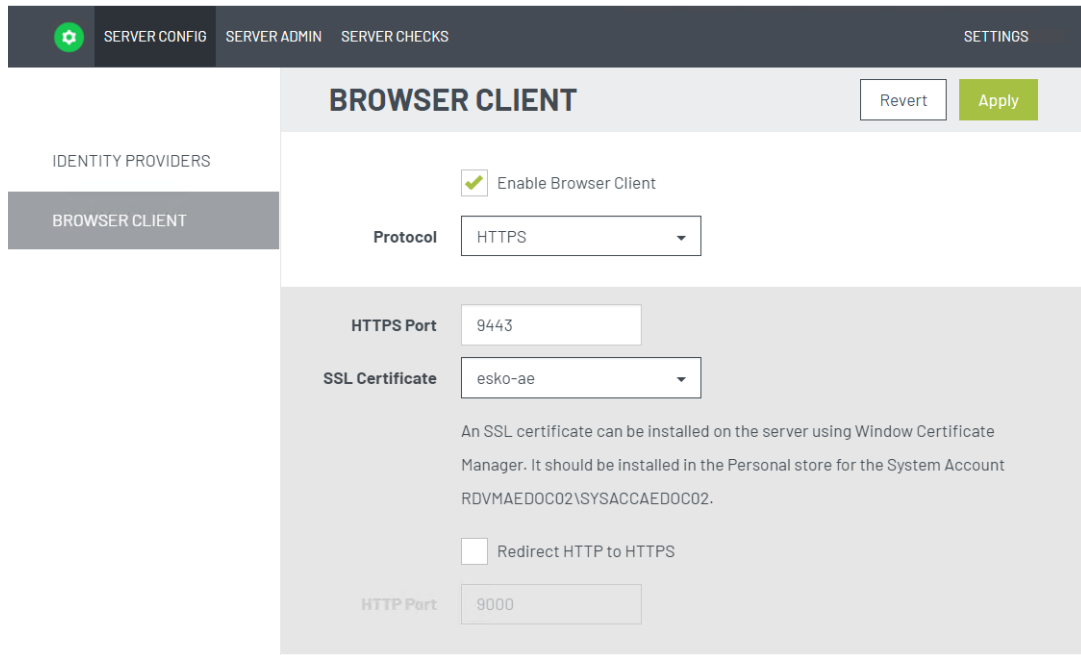
Attention: Windows based authentication will become obsolete in a next major version. If you are still using Windows users, we advise you to migrate these to **Internal** or **LDAP** users as explained in [Migrating Users](#).



Note: Windows user authentication is not available nor shown in an [AE SaaS](#) setup.

1.2.2. Browser Client

Learn about using the browser client in the dedicated chapter [Browser Client Workspaces](#).



- **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:**

We here give a summary of how to configure an HTTPS connection. Find a more detailed description [further below](#).

- **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.

- **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.

- When you deselect **Enable Browser Client**, the browser client can no longer be accessed on the LAN.

When changing this selection, you will be asked to click 'apply'.



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

How to set up an HTTPS protocol

• Prerequisites

- To correctly configure the HTTPS connection, you need an official SSL certificate from a recognized certificate authority. If you don't supply an official certificate, a self-signed certificate will be used. In that case, your browser will show a warning that your connection is not secure because the authenticity of the certificate can not be verified.
- Changing the connection settings requires a [restart of the AE server software](#) (which includes the required restart of the service 'Imsserver' aka 'job server'). When you do this, make sure that there are no tasks running on the Automation Engine Server.

• Procedure

1. Import the certificate into the Windows Certificate Store for the Automation Engine system account. By default, this user is 'BGSystem'.



Note: Below steps assume that the AE [system account](#) name is 'BGSystem'. When that is no longer the case, just replace 'BGSystem' in below steps with your custom name of your system account.

1. On the AE server computer, log in as user BGSystem and go to the **Manage computer certificates** control panel.
 Alternatively, when logged in as another user, you can launch the 'Manage User Certificates' control panel by following these steps:
 1. To open a command prompt, type 'cmd' in the search field in the Windows Task bar and press 'Enter'.
 2. Enter following command: `runas /user:BGSystem "cmd /c mmc certmgr.msc"`
 3. Enter the password for the user BGSystem.
2. In the left pane, navigate to the *Personal > Certificates* and right-click in *Certificates*. Choose **All Tasks... > Import ...**
3. Navigate to the location where the certificate is stored and follow the wizard.
4. Once the wizard is finished, the imported certificate should show up in the list on the right. Make sure the entry *Personal > Certificates* is selected.
5. Check the column **Friendly Name** for the imported certificate.
 - Take note of this name ; it is used later on to configure Automation Engine.
 - If the certificate does not have a 'Friendly Name' then right-click the certificate and choose > **Properties**.
 - On the first tab **General**, the first input field is used to set the Friendly Name.
 - Click Apply and Close the dialog. Verify that the Friendly Name has now been set for that certificate.
2. In a browser, go to the [Server Config web page](#) and to the tab **Browser Client**.
3. In **Protocol**, select **Use HTTPS**.
4. In **SSL Certificate**, select the Friendly Name from the list of SSL Certificates.
5. It is recommended to disable http: deselect **Use HTTP** and optionally enable **Redirect HTTP to HTTPS**.

6. Press **Apply**.

1.2.3. Remote Server Admin

Concept

This page mainly serves 2 use cases:

- Some administrators, for example in an AE SaaS setup, may for security reasons not allow that the Server Admin page is available on other computers than here on the Automation Engine server itself.

A specific reason for doing this is that they rely on Windows users and they don't want Windows users to be known outside of the system, because an other way of accessing this system is used. So if no one is supposed to access Server Admin remotely, it is better and safer to just disable it.

- And if the remote access to the Server Admin pages is allowed, requiring HTTPS communication will avoid less secure communication (of passwords for example).

Settings

- **Enable remote access to Server Admin:**

When you deselect this, the (separate) Server Admin tool can no longer be accessed on the LAN, and so only on this Automation Engine server computer.

When changing this selection, you will be asked to click 'Apply'.

- **Port:** Default port is 9999.

- **Protocol**

- **HTTP**

- **HTTP Port.** Default is 9999. When changing this number, you will be asked to confirm.

- **HTTPS:**

We here give a summary of how to configure an HTTPS connection. Find a more detailed description further below.

- **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.

How to set up an HTTPS protocol

An SSL certificate can be installed on the server using Window Certificate Manager. It should be installed in the Personal store for the [System Account](#).

Learn more at the bottom of [the page on the tab Browser Client](#).

1.2.4. System History

This page is available both in the ['Server Config' web pages](#) and in the [browser client 'Admin' pages](#).

Concept

This page shows the changes that were done to (part of) the configuration of your AE server. This info can serve regulatory requirements or can be useful to troubleshoot an issue.




Note: IDP configuration changes triggered by a backup-restore and IDP changes done outside the UI (example: by editing the XML) are not tracked and will not show up here.



Note: AE SaaS customers will not see the details for configuration changes on 'Esko managed' configuration items (for example: Esko changed Identity Providers on date/time).



Note: IDP Client secrets and passwords are never exposed here.

These configuration changes are logged in the database after a minute. There is no live update. Click  to refresh this page manually.

There is also a search field (searches on columns 'User' or 'Date').

In the [Configure tool](#), you can define how long this type of data should be kept in the database.

Columns

- **Date:** The date and time when the change was made.
- **User:** The user who made the change. This will be `local administrator` when changes were done using the [Server Config pages](#).
- **Category:** `Identity providers`. In this version of AE, this page shows changes to configuration in the page [Identity Providers](#).
- **Details:** A detailed description of what has changed.
- **Type:** `Config change`: In this version of AE, the only type is the one listing configuration changes.

1.3. Server Admin section

These are the same tools as in the [The AE Server ADMIN web page](#) on page 17.

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 34.

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 18.

- the **Server version**. Learn more about the installed software in the page [About](#) on page 39.
- The server's **Current Role**. Learn more about Master and Assistant servers in the page [Server Setup](#) on page 19.
- 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 20.

- **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

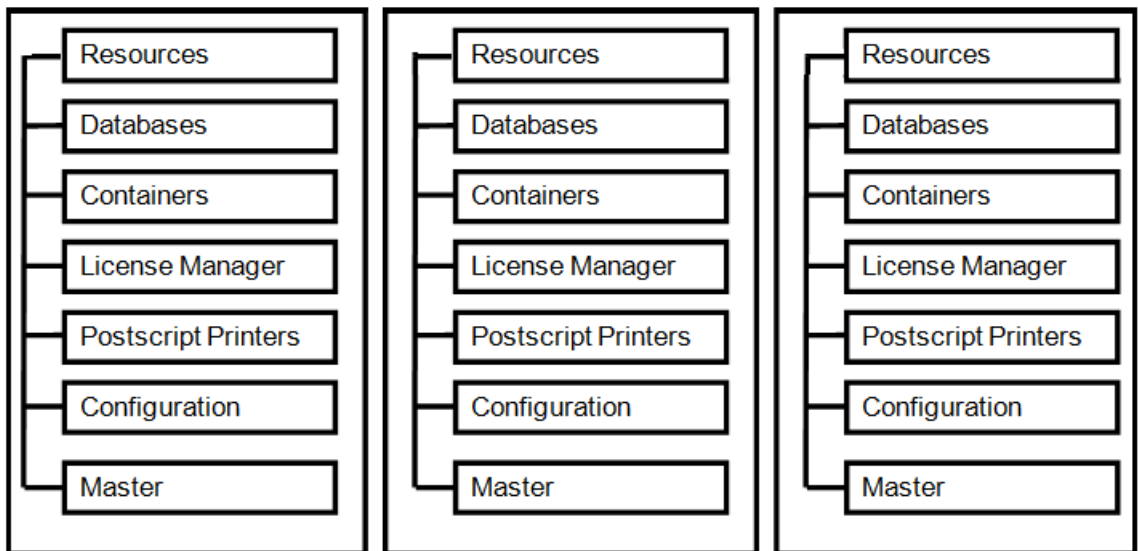
A standalone Automation Engine server is the simplest setup. You have one server and that one is the Master.



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



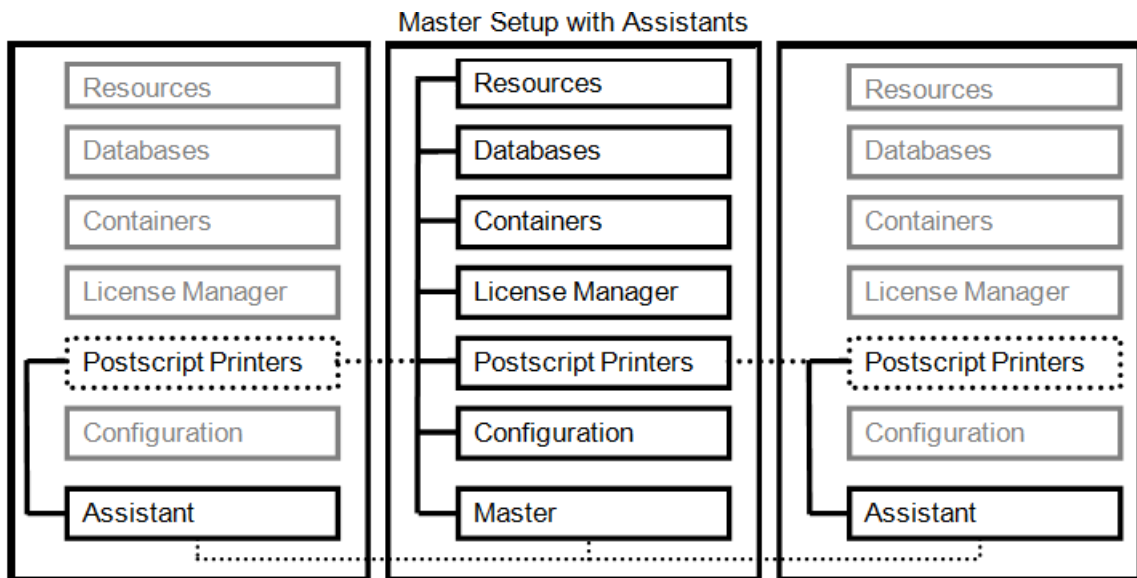
Automation Engine server setup with Assistant system(s)

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.

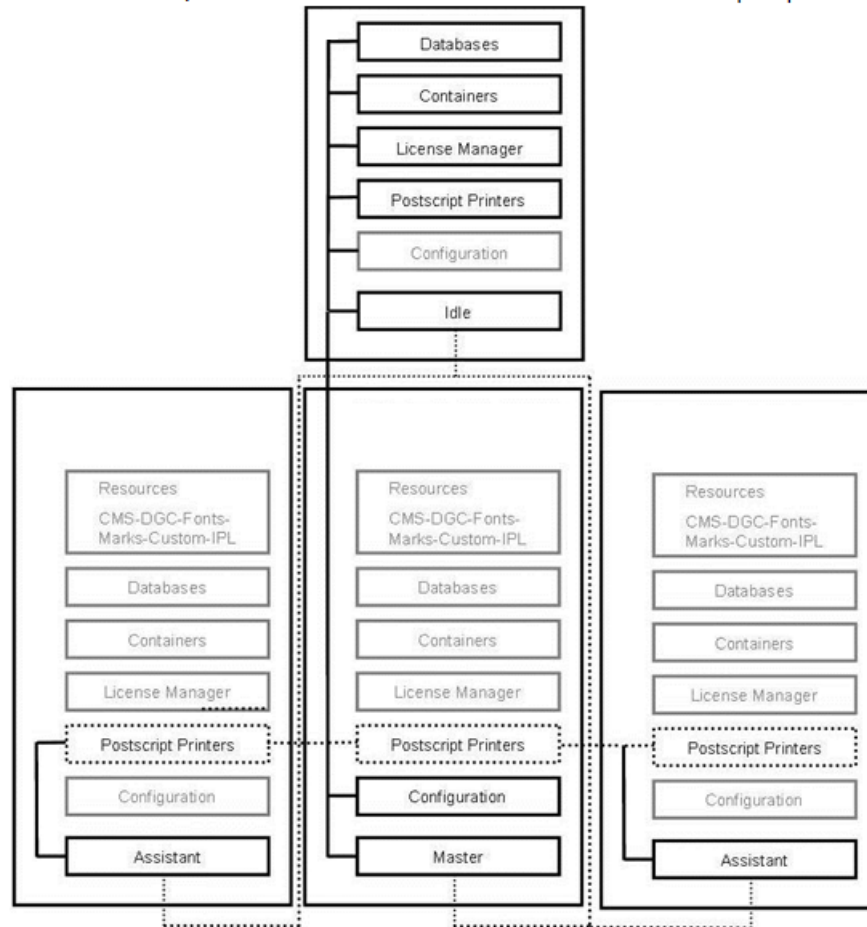
If the Master system goes down, the complete configuration will be down. But after one of the Assistants has been promoted to Master, the system can be restarted. This is why a recent backup of the Master is always to be stored on another computer.



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 as a user who has privileges to make these changes.
- These settings can only be viewed or changed when the Automation Engine server is up and running.

When changing (and applying) any setting, it is not necessary to restart the AE server, unless stated here otherwise.

- 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 you lock the page without applying, the settings are automatically reverted.

Tasks

When your AE setup consists of more than one server (a cluster setup of a Master and one or more Assistants), you can define which type of tasks which server should be running. These settings are typically used to keep the heavy types of tasks away from the Master.

Select which types of tasks you allow this server to execute (= the server which name is in the URL of this admin page):.

- **Server can run graphic tasks:** Tasks that work on graphic files, digital film files or structural files. i.e. tasks that open such files in a graphics/CAD/bitmap engine.
- **Server can run inspection tasks:** The [GlobalVision inspection tasks](#).
- **Server can run other tasks:** Any other type of task. This type can not be disabled for a Master server.



Important: When the server(s) that is/are allowed to execute a type of tasks becomes unavailable, then these tasks will not be executed, i.e. no other server will take over this role.



Note: In 'static' mode (see below), all above settings are selected and disabled.

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**.

- **Limit Concurrent Viewing.** This limit is important when your server also needs to run other tasks. Learn more about these concurrent viewing sessions, viewing technologies and their different behavior in [Intro, Technologies and Formats](#).



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 the 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 choose to only have these done on an Assistant.

- **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**

Dynamic mode is not really about load balancing (across the Master and its Assistants). This mode provides an automatic throttling down to prevent the server from choking under heavy load.

The maximum amount of tasks that will run concurrently is still defined by the licensed channels. However the server will throttle down (use less concurrent tasks) when there are insufficient resources available on the server (and its Assistants).

This mode so prevents becoming overloaded ; it results in a more stable system and is therefore the recommended mode.

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).

- **Static Mode**

This is the mode when, for some specific reason, the dynamic mode is not selected. This also enables some control over these 2 [CPU queues](#): **CPU Queue Maximum** and **CPU LIGHT Queue Maximum**. Their minimum value is 1.

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 (Master and Assistants)

These settings are valid for the whole setup, not just for the current server (that is mentioned in the URL of this page).

- **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** (only available when Dynamic Mode is switched off): To help avoid delayed responses, you can here reserve a number of channels of the CPU queue to be used by a synchronous [Web Service Access Point](#).
- **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](#).

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 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.

Start Maintenance Now
✕

Rebuild database indexes of

- Jobs
- Tasks
- Task History
- JDF
- Devices
- Gang Run Printing
- Application Server
- Printing Conditions

Please only do this when production is low or down and avoid making a backup at the same time.
Database performance could be affected while rebuilding indexes.

It might take several minutes to complete the maintenance.

Close
Start



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.

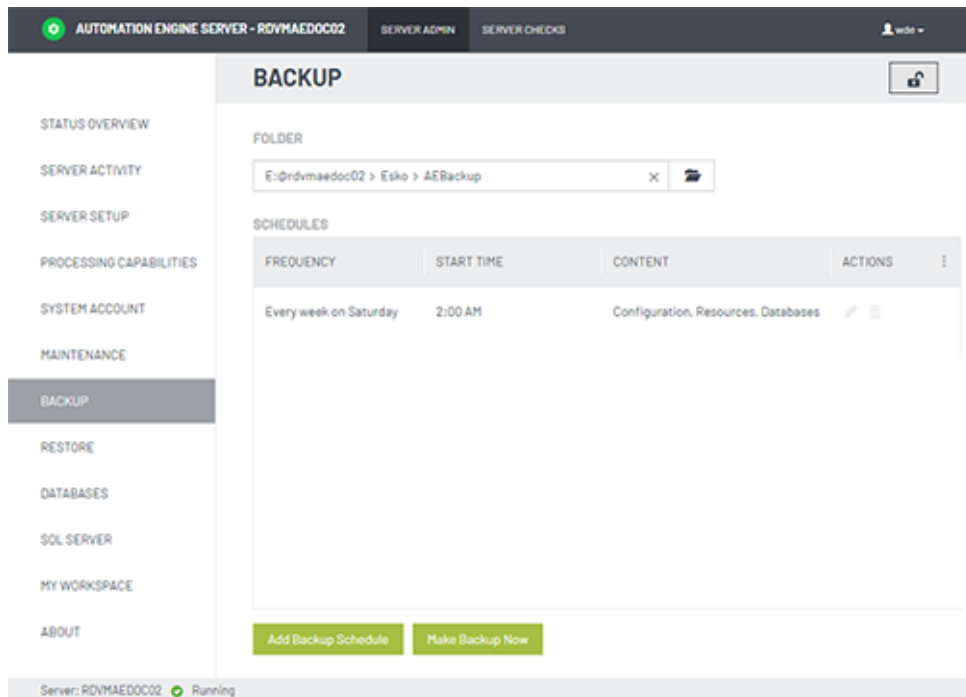
Select the databases, frequency and start time. Click **OK**. Please mind the dialog's disclaimer.

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 30 .

2.8. Restore

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

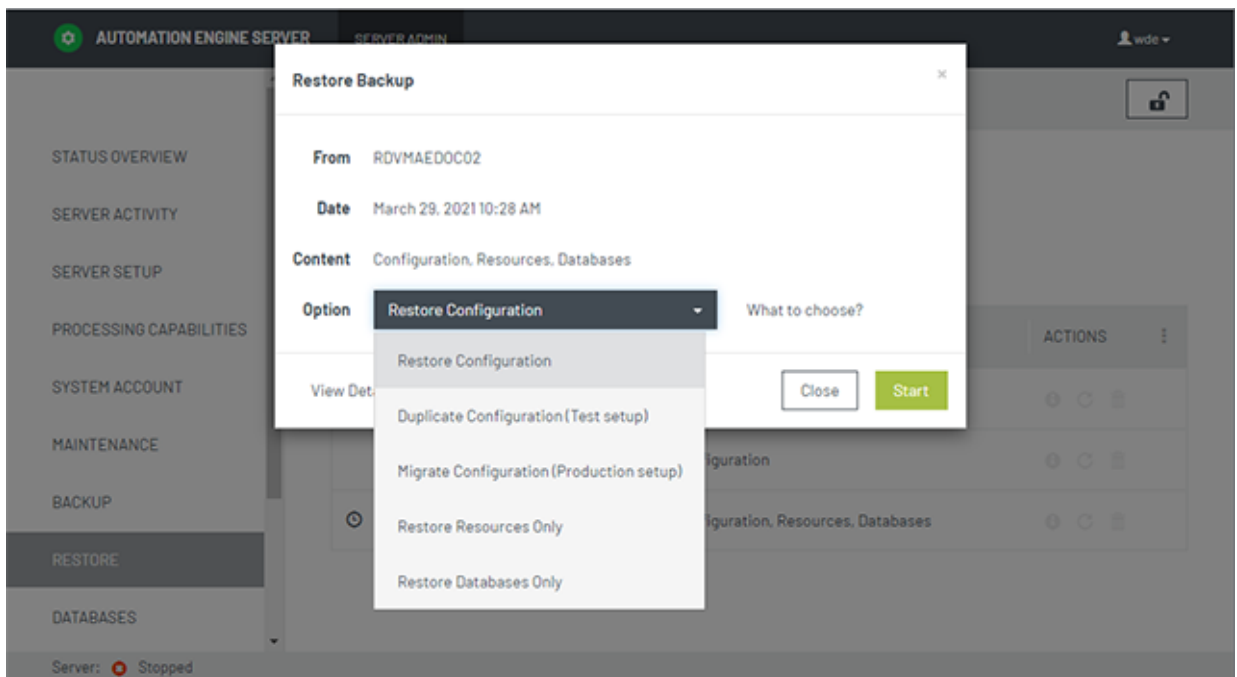


Note: A backup can be restored on an Automation Engine master server with the same or higher version as the master server where the backup was made from.

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 resources 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.

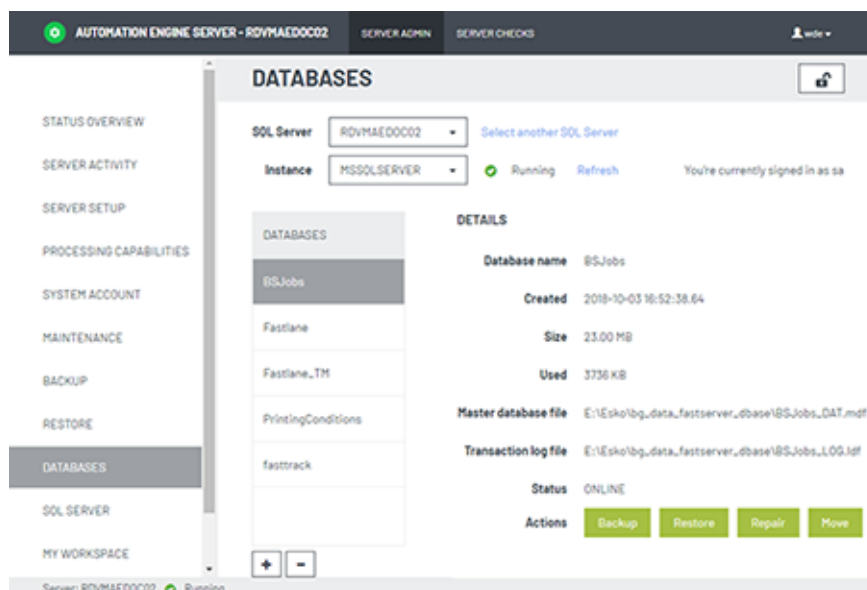
2.9. Databases

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.

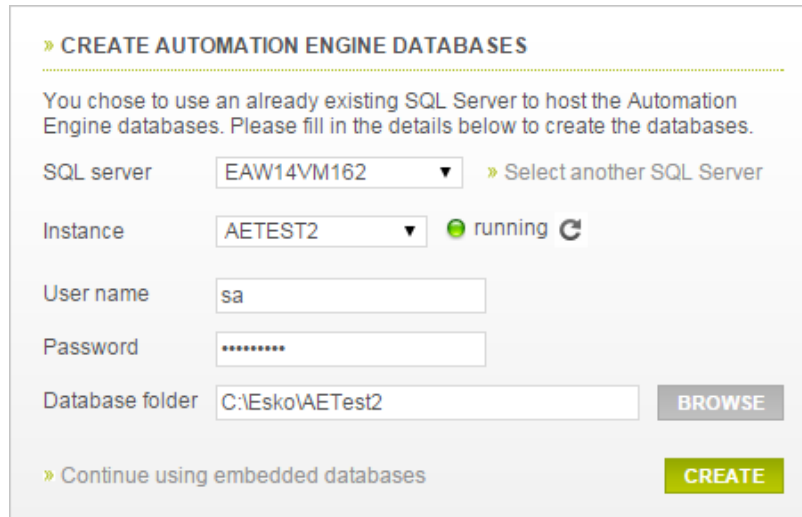
5. Click **OK** to create the database.

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:



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 33.



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 37.

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	Hotfix	Installed on
	Hotfix 1410001 for Automation Engine 14.1.0	Info Sep 16, 2014 12:12 PM

History	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

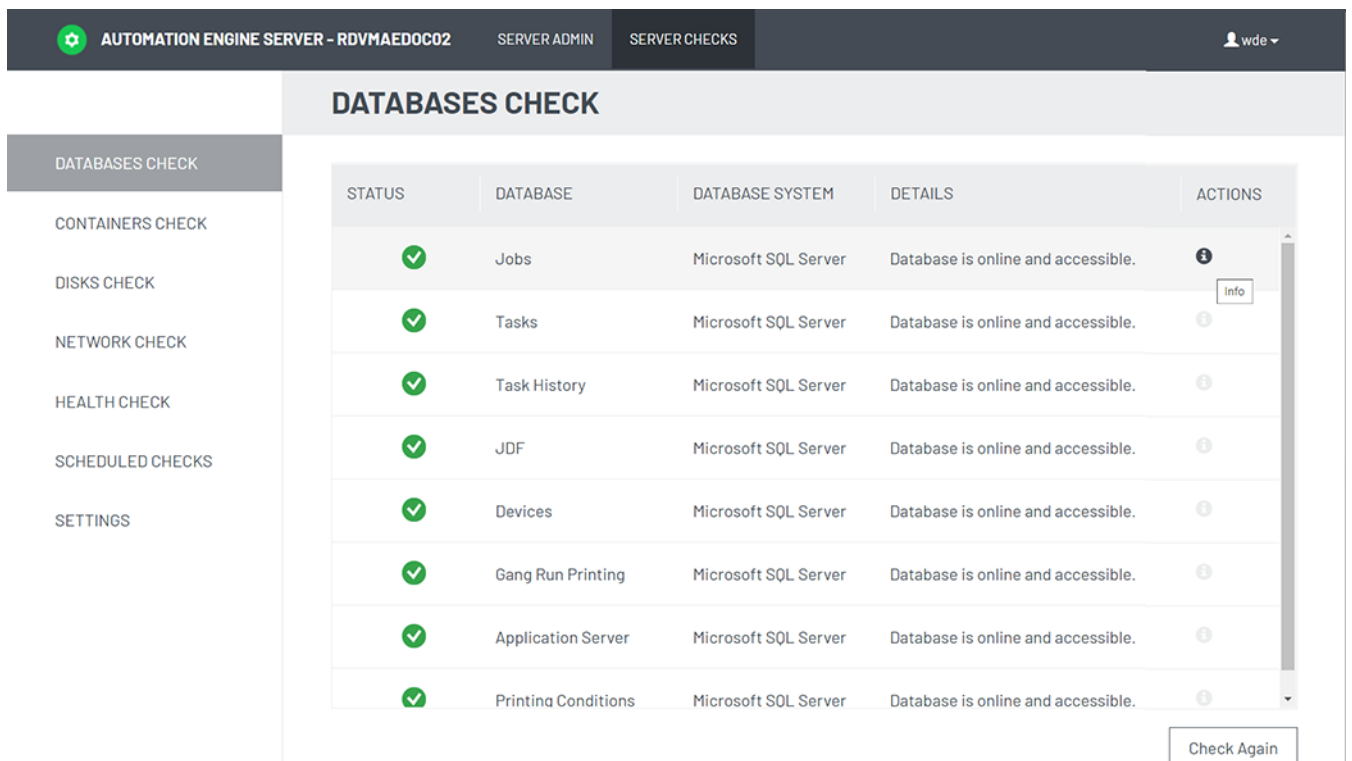
- if the database system of the database is up and running.
- if the database is online and accessible for the Automation Engine server.
- if the size of the database is not nearing its size limit.

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.	Info
✓	Tasks	Microsoft SQL Server	Database is online and accessible.	Info
✓	Task History	Microsoft SQL Server	Database is online and accessible.	Info
✓	JDF	Microsoft SQL Server	Database is online and accessible.	Info
✓	Devices	Microsoft SQL Server	Database is online and accessible.	Info
✓	Gang Run Printing	Microsoft SQL Server	Database is online and accessible.	Info
✓	Application Server	Microsoft SQL Server	Database is online and accessible.	Info
✓	Printing Conditions	Microsoft SQL Server	Database is online and accessible.	Info

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. Also, all task queues will be stopped automatically. Learn more in [Queue Monitor](#).




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 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](#).
- **Esko Cloud.** Shows the status of the connectivity to your Esko Cloud Connections. Learn more in [Sharing to Collaborate with other AE servers](#).
- **RIPs:** The connection with configured Imaging Engines or FlexRips.
- **Digital Presses:** The connection with configured [digital presses](#).
- **Devices:** The connection with configured [Devices](#) ([CDI devices](#) or [Kongsberg tables](#)).
- **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).

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.

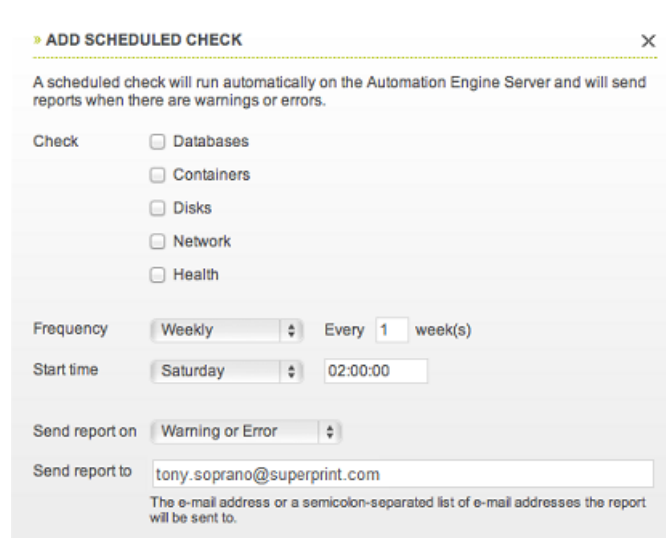
- The thresholds depend on the database version:
 - For an SQL Express edition, the warning threshold is 30.000 and the error threshold is 100.000 .
 - For all other database versions, the warning threshold is 200.000 and the error threshold is none.
- Old tasks are tasks that were launched more than 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, the system 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).

Click the link on the web page to learn more about what data is being collected.

The system always tracks these events, however,

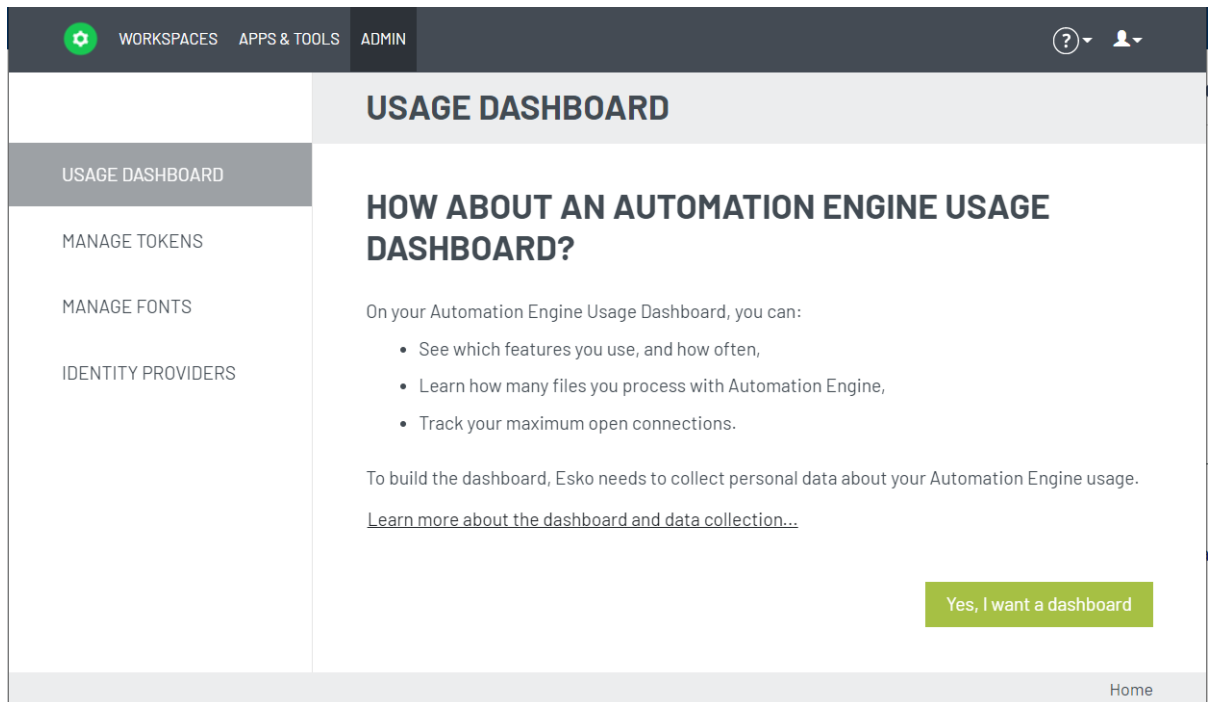
- when you opt in to get this dashboard, the info will be collected based on the Esko ID that you used for this.
- when you do not opt in to get this dashboard, the info is still collected for Esko but in an anonymous way (i.e. Esko can not see which Esko customer or user this info belongs to).
- when you opt out of this dashboard, the info is still collected for Esko but in an anonymous way.
- when you opt in for a first period, then opt out and later opt in again, then the data from the first period will also be available again in your dashboard.



Important: In all cases, Esko never records any information that can be used to identify your client or the designs that you work on (such as text statements, barcodes, separation names or file names). Any personal info like IP addresses or operator names are also not tracked.

3.1.1. How to Start or Stop the Usage Tracking

To start usage tracking

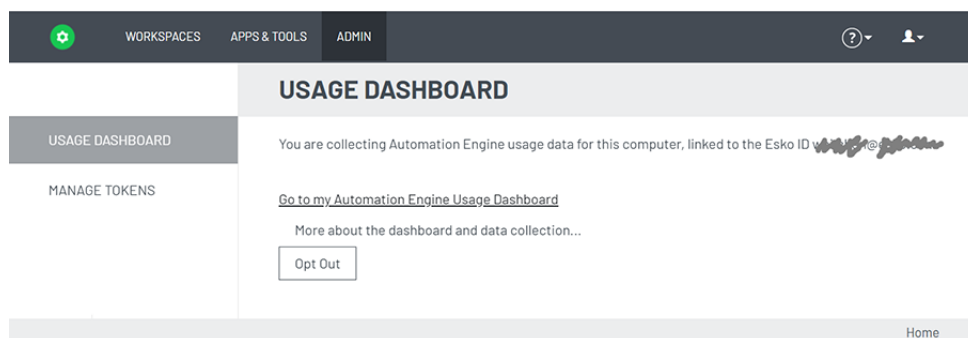


- To opt in, click **Yes, I want a dashboard**.
- Sign in with an **Esko ID** and password.



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 usage tracking



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

This stops the data collection.

3.1.2. Working with the Usage Dashboard

Most popular topics to track in Automation Engine

This usage tracking tool 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 typically are:

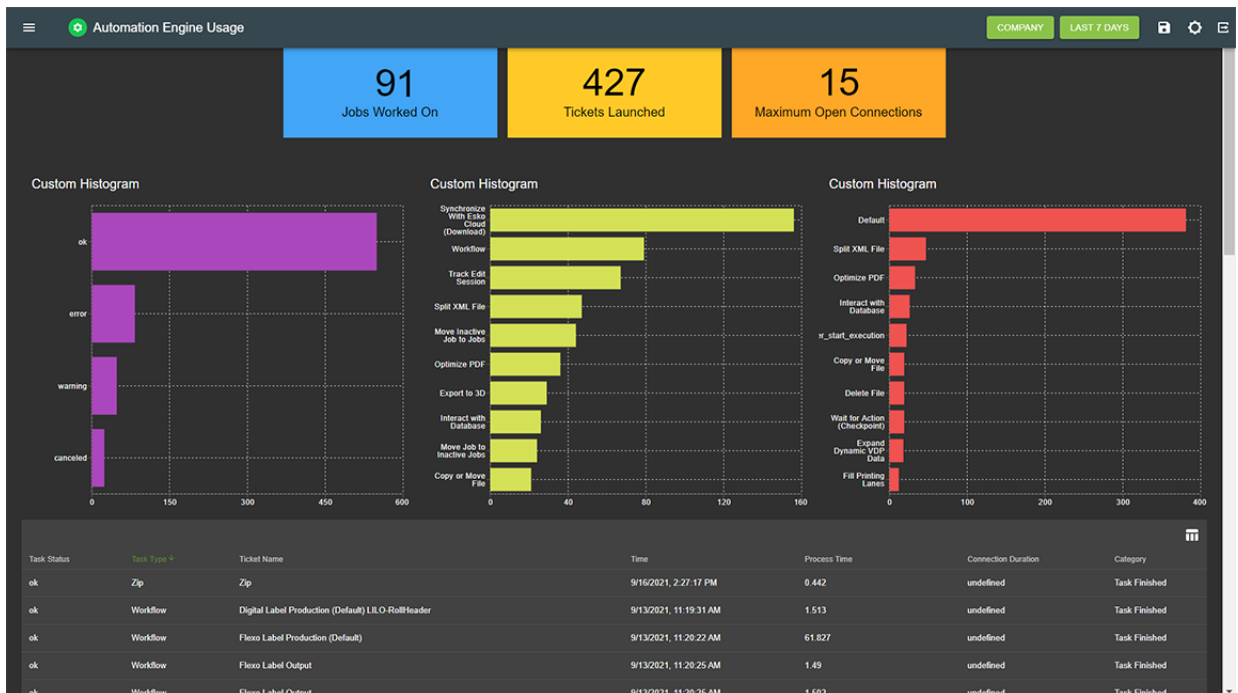
- **Jobs** worked on
- **Tickets** launched
- Maximum open **connections**.







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

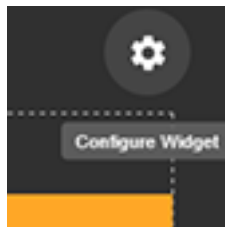



Top bar tools

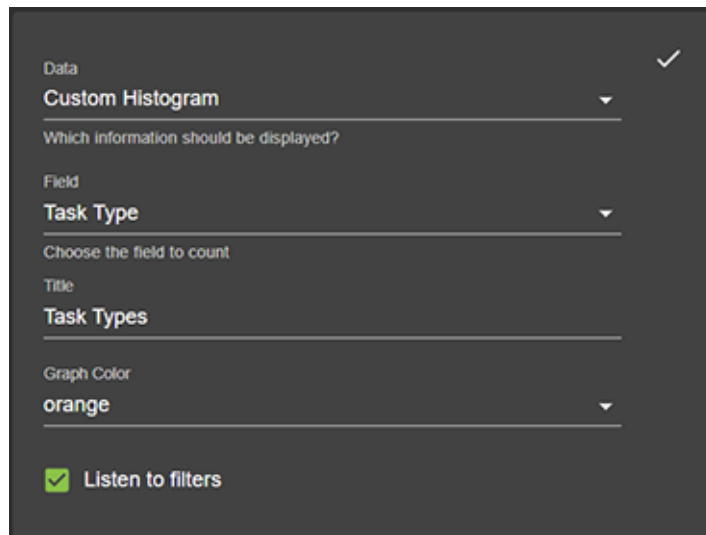
- Click  to select the dashboard of a different Esko application.
- **Personal / Company:**
 - Select 'Personal' to only see the data that was logged for the current dashboard user (= the current Esko ID)
 - Select 'Company' to see data logged for all Esko ID users that have the same company name as 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 55.
- **Field:** Select the field of data. Learn more below in [Examples](#) on page 55.
- **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.

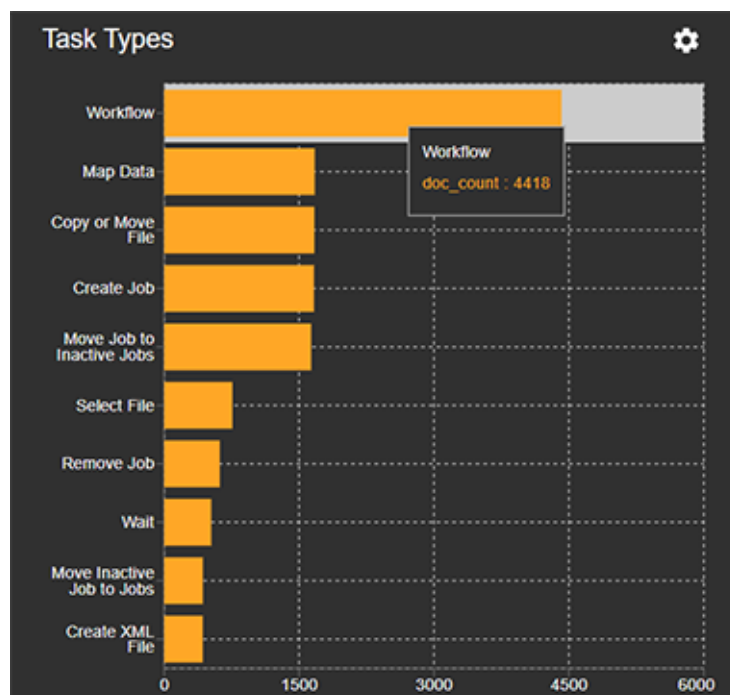


Note: When, after confirming changes to the widget, you see no differences or the widget shows empty, just refresh the browser page to re-establish the connection.

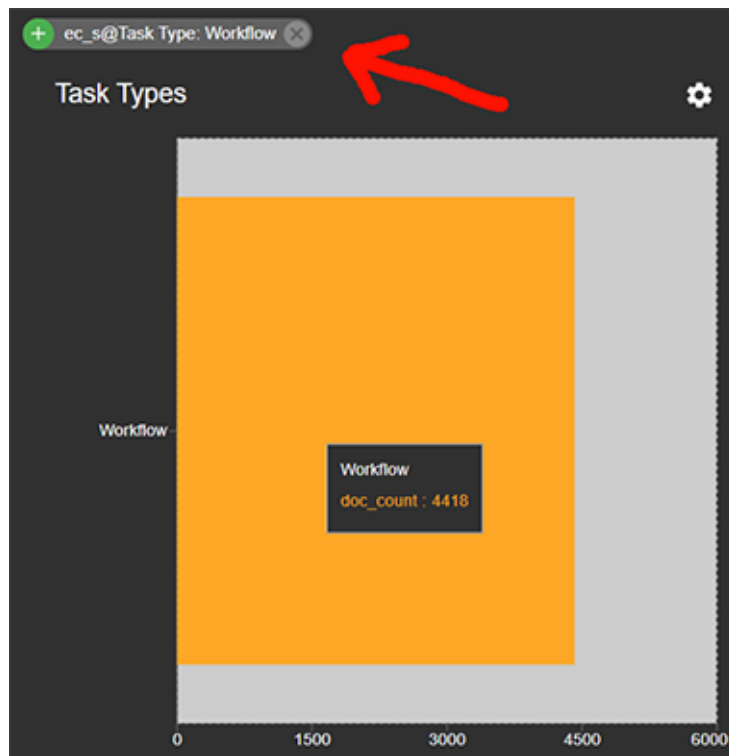
Widgets - Zooming and Filtering


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).



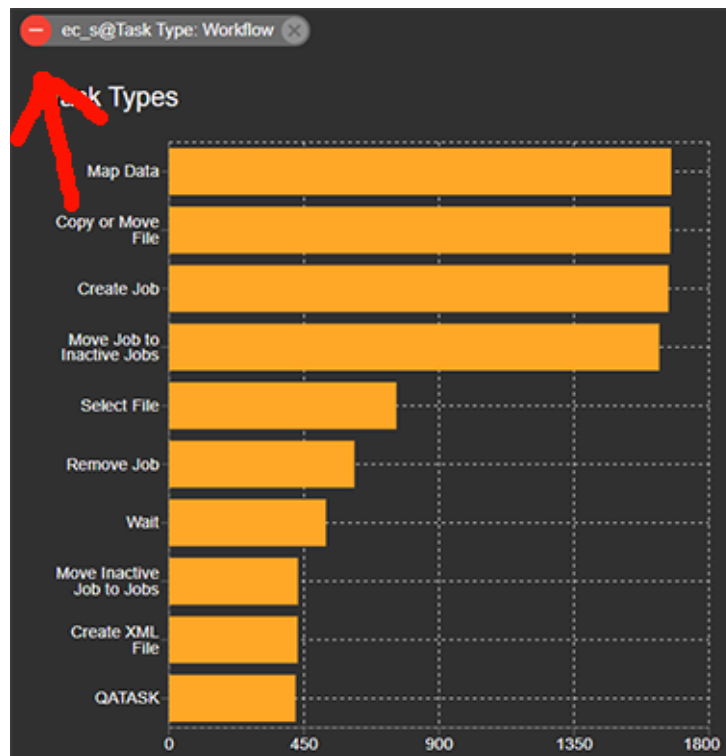
A filter initially starts with this icon .

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 execute that filter which will change it to an  icon. This means that 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 tasks' input files.

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

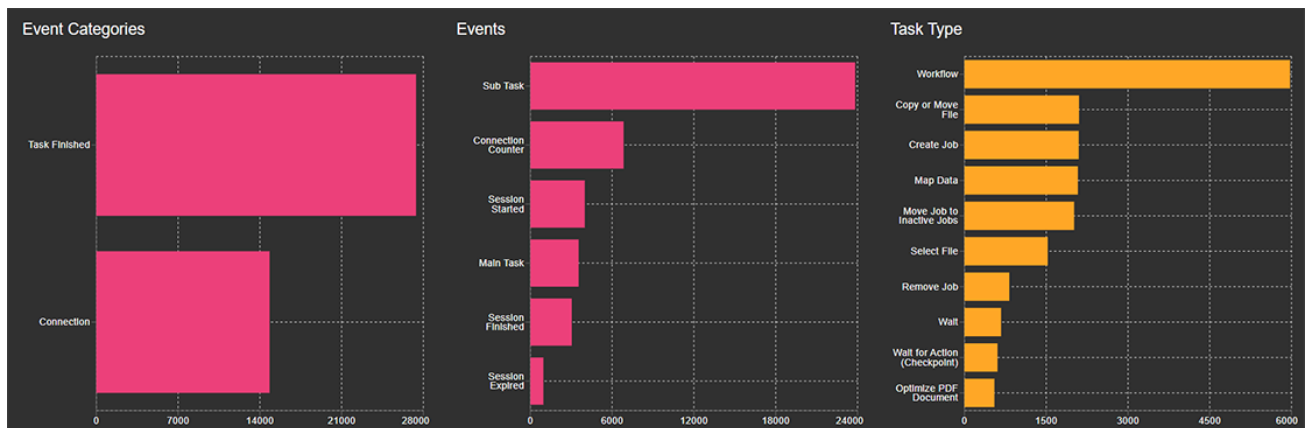
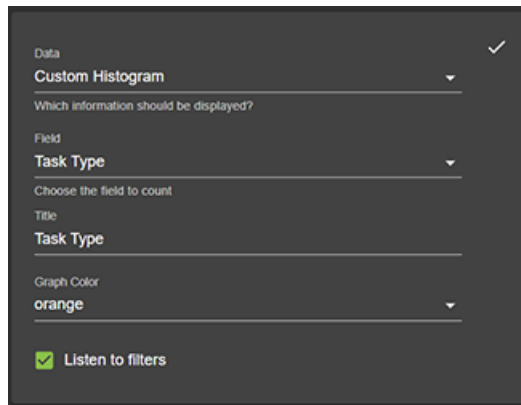
- **User:** This is the internal user of this tracking software (based on the Esko ID and the current opt-in session). This is not the name of a user of Automation Engine. This field is shown as a unique hash-key and so made anonymous.
- **Time:** UTC time in milliseconds since the Unix epoch (1/1/1970).
- **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 the 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**.



- 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

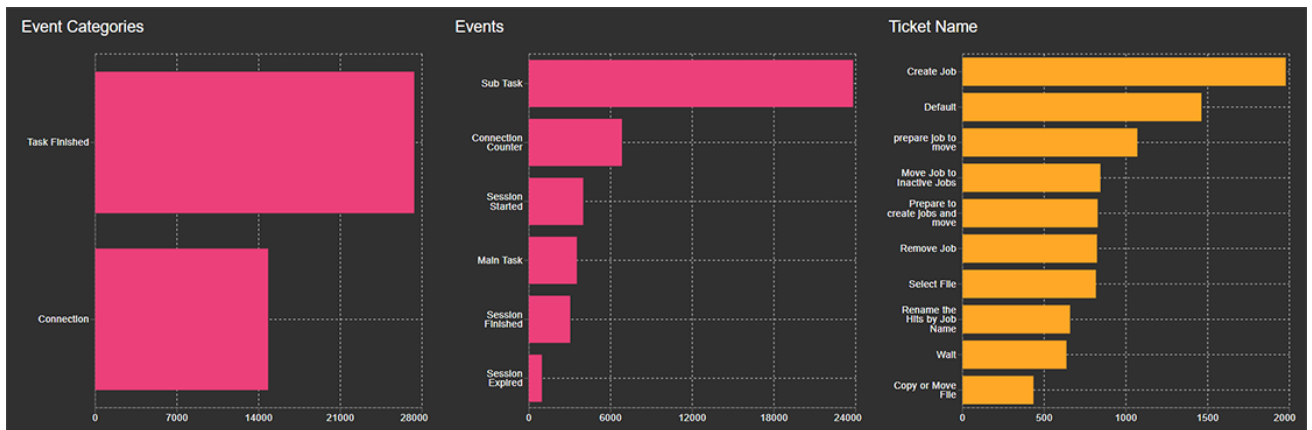
Title

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

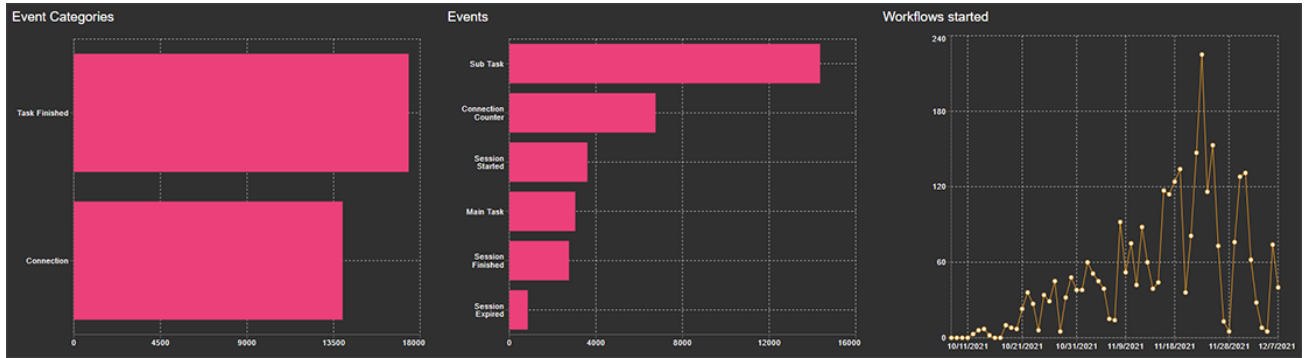
Title

Workflows started

Graph Color

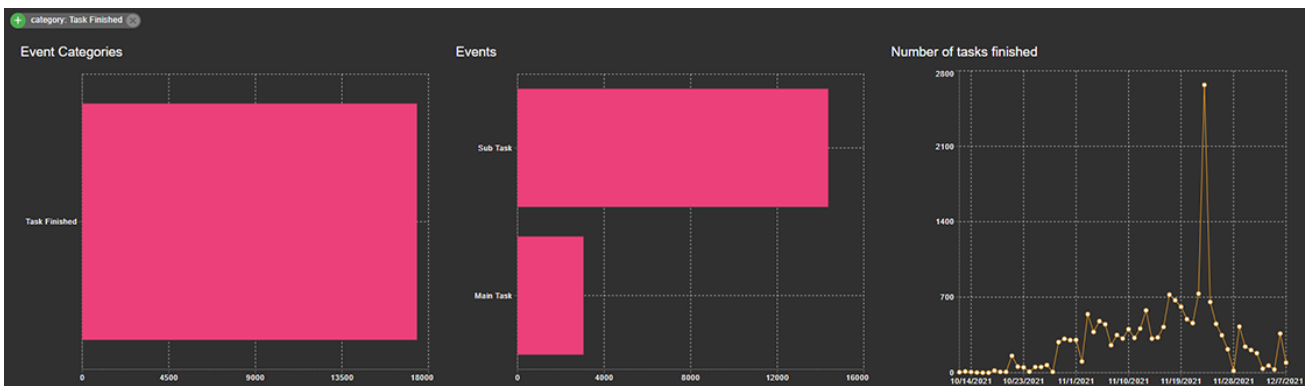
orange

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**.

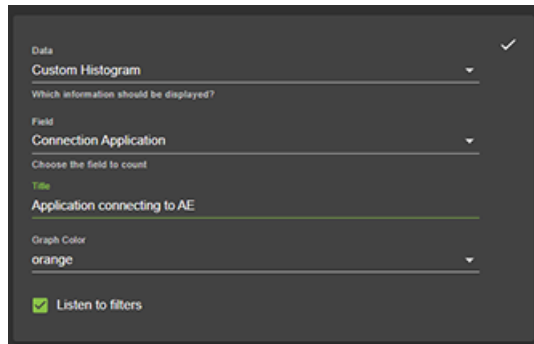
The screenshot shows a configuration panel for a 'Custom Date Histogram'. It includes a 'Data' dropdown set to 'Custom Date Histogram', a 'Field' dropdown set to 'Time', an 'Interval' dropdown set to 'day', and a 'Title' field containing 'Number of tasks finished'. The 'Graph Color' dropdown is set to 'orange'. A 'Listen to filters' checkbox is checked.



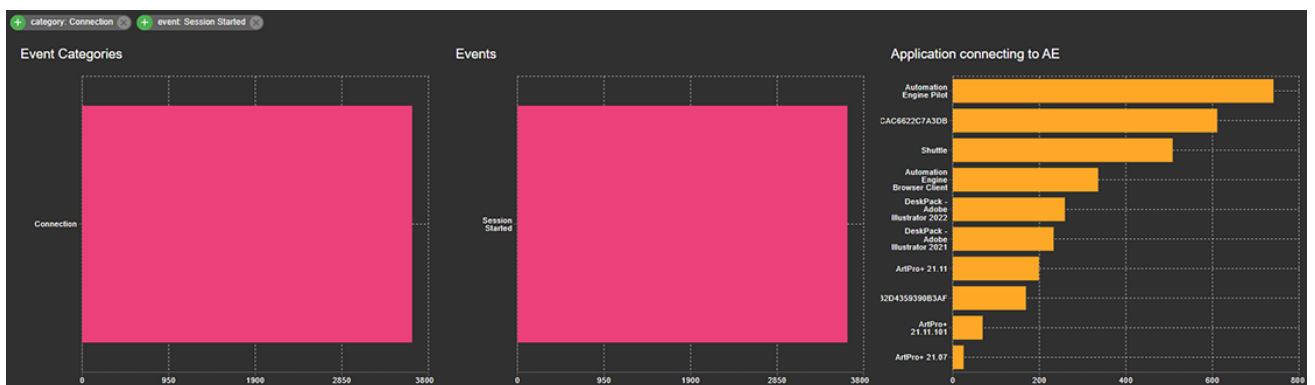
You could filter further on main / sub tasks or even build a graph for a specific task type or ticket name.

Logging Connection Sessions

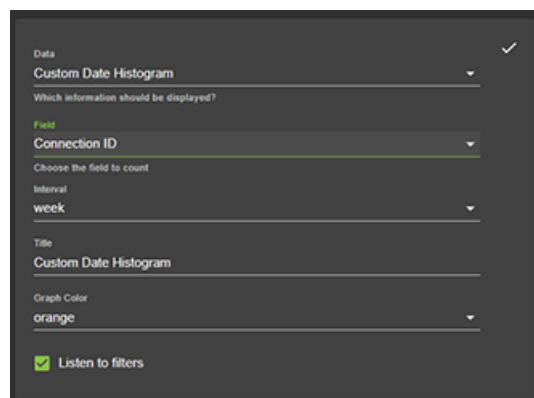
- **Total number of connections per application**
 - Make a **Custom Histogram** based on the field **Connection Application**.



- 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**.

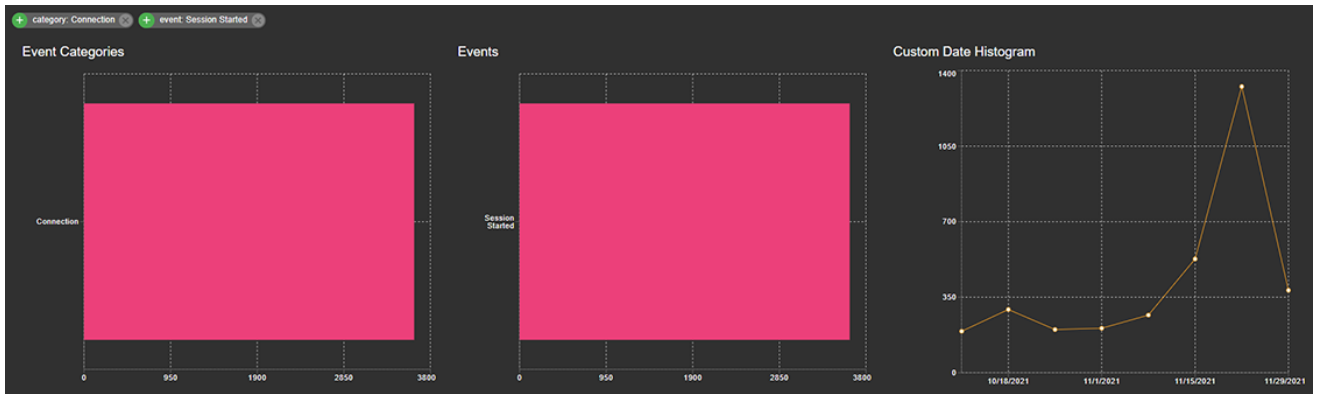


This shows a graph with the number of new connections made per day



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**.



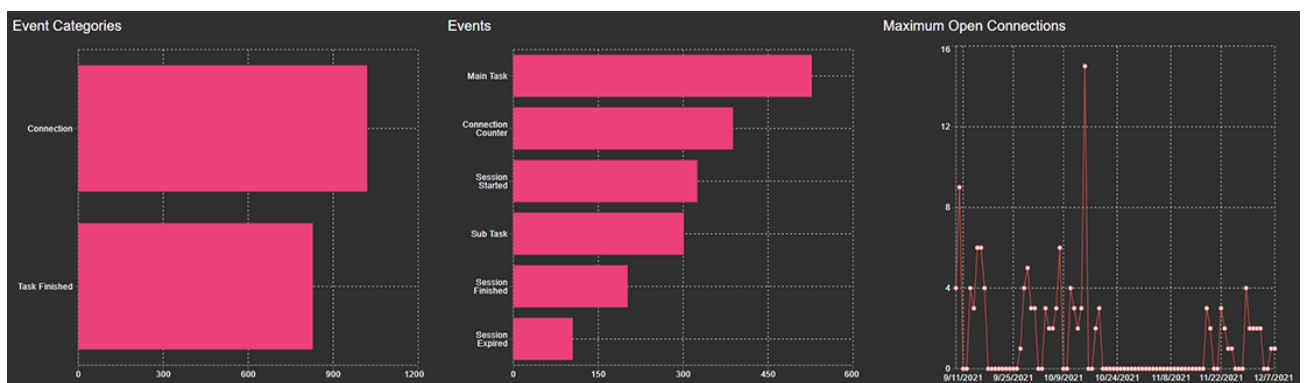
- **Connection Load**

- 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 shows 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

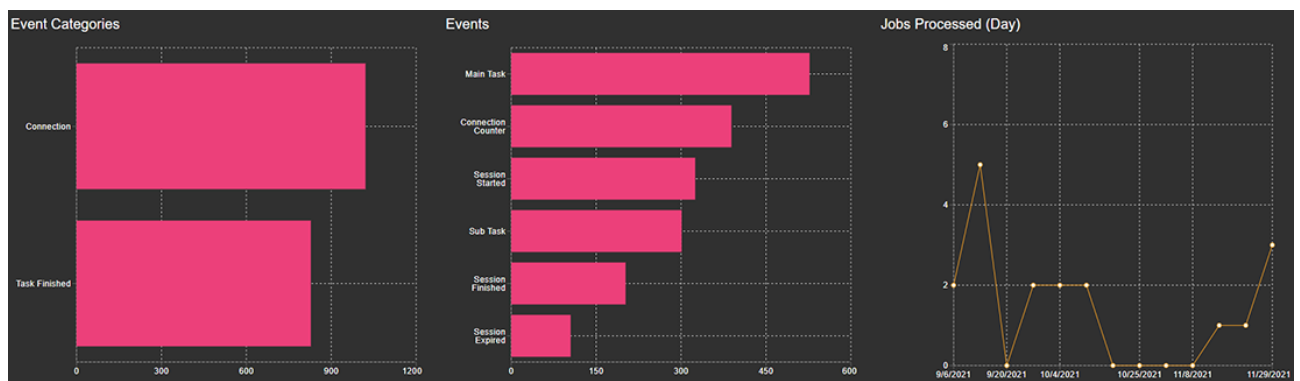
Choose the field to count

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

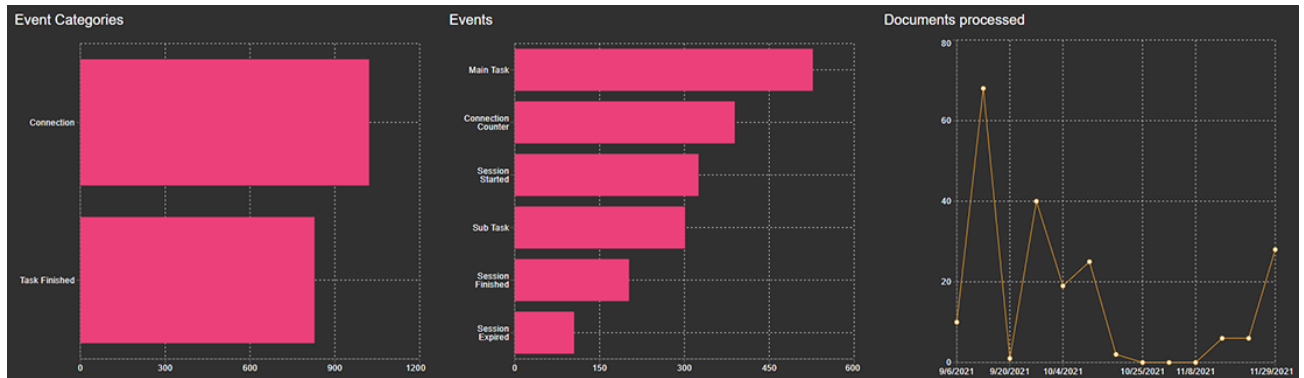
Choose the field to count

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 therefore means it is 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.

The screenshot shows the 'ADMIN' section of the Automation Engine interface. The 'TOKENS' page is active, displaying a table with the following data:

USER	DATE	DESCRIPTION	GRANTED BY	ACTIONS
super_MIS	October 25, 2021 8:29 PM	super MIS - production	[Signature]	[Edit] [Delete]



Note: The actual token itself is never shown here.

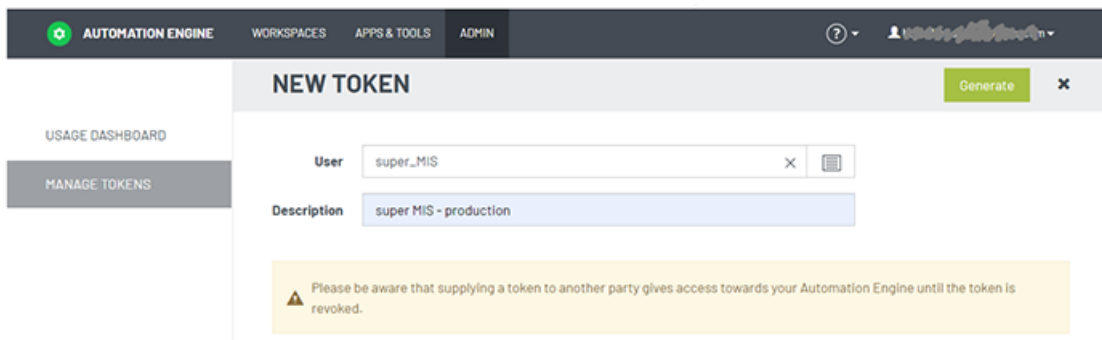


Note: A local [Agent](#) also uses a token. These are linked to an Automation Engine user named "Agent User: <Name-Of-Agent>".



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.

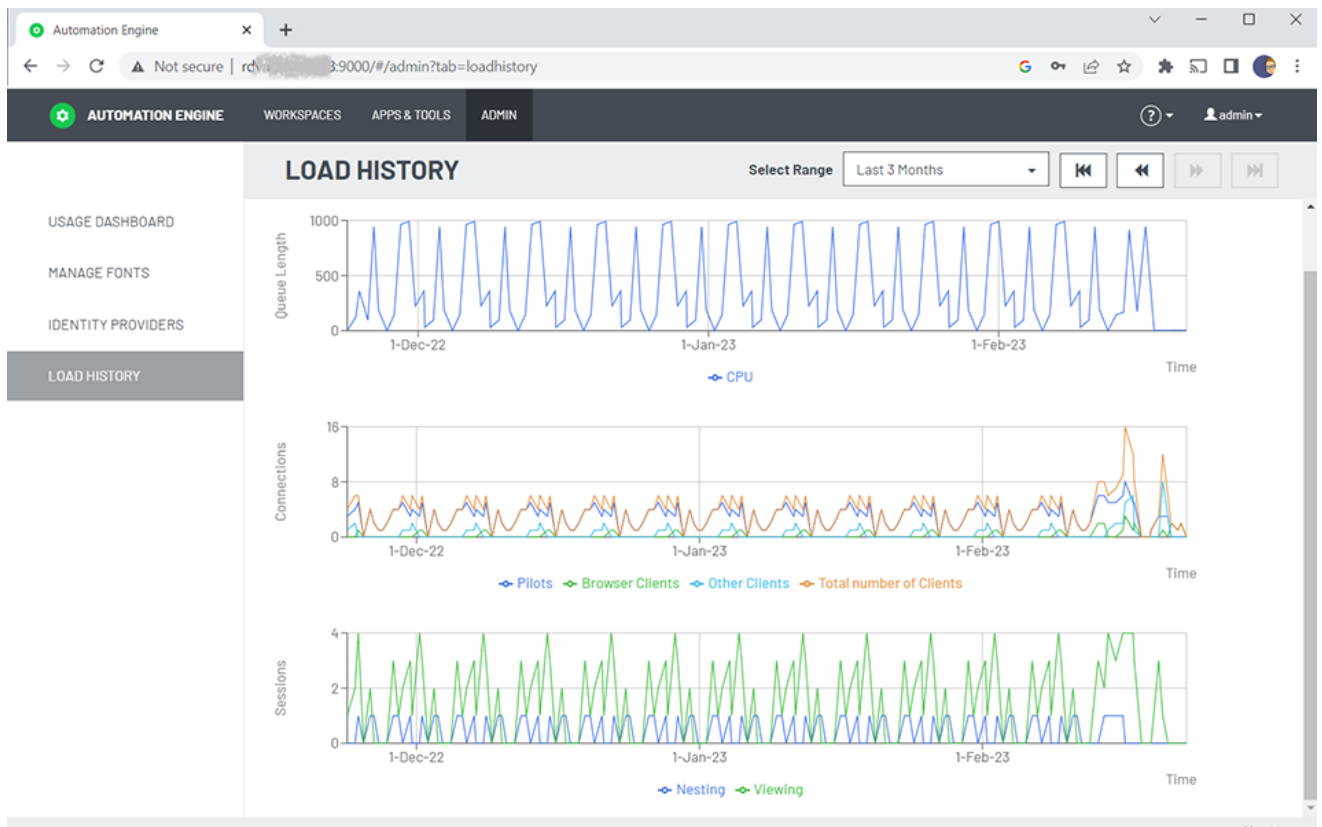
The only available action is to delete one or multiple fonts. You will be asked to confirm.

Click to manually refresh the page.

3.4. Load History

Concept

This page shows the evolution of the load on your AE server software over a selected period of time.



Time Range Selector

Click **Select Range** to select a time period.

Use the buttons to jump to the first, previous, next or last period as the one selected.



Note: Your options in the range selector are restricted to the available data samples. For example: When the server only has such data available for the last month, your choice in the range selector will be limited to **Last Week**.

Some FAQs:

- **Does it show LIVE data?** No. Also, the most recent data is not shown. The maximum of this period of not shown data is the last 24 hours.
- **How long does it keep data?** The AE server only collects such data up to a maximum size on disk, i.e. old sample data will automatically be removed.
- **Can I export this data?** No.

Types of Data

This page shows 3 types of data:

- **Queue Length:** This graph shows the amount of entries in the CPU queue. These are tasks that are being executed or are waiting to be executed (pending or holding). Learn more about the CPU queue in [Queue Monitor](#).

Things you can learn here:

- A queue length that goes beyond the maximum processing channels means tasks are waiting (queueing) to be processed.
- Whether waiting tasks is bad or not depends on the expectations.
- Peaks are absolutely normal. What matters is how peaks are resolved ; upward trends might point to problems.

Two potential causes and how to fix them:

- Not enough **resources:** Available processing channels are not used because there is insufficient RAM / CPU.

This can be fixed by adding RAM / CPU to the computer and/or by adding an Assistant server (learn about Assistants in [Server Setup](#) on page 19).

- Not enough **processing channels:**

This can be fixed by adding more licenses for processing channels. Learn more in [Processing Capabilities](#) on page 22.

- **Connections:** This graph shows **Pilots, Browser Clients, Other Clients** (for example editors, Curve Pilots) and the **Total number of Clients** (the combo of those 3 types).

Here you can learn whether your server is hitting the licensed limit of client connections.

Tip: You can see the amount of live connections in the Pilot's [Users view](#).

- **Sessions:** This graph shows two types of server activity that are not tasks but can still add a significant load on the server software.
 - **Nesting** sessions. Learn more in [The Gang Run Printing View](#).
 - **Viewing** sessions. Learn more in [Automation Engine Viewer](#).

Here you can learn whether you're hitting the configured limits for these viewer / nesting sessions. Learn more about these limits in [Processing Capabilities](#) on page 22.

Hover your mouse over the graph to see the data values of the curves at that point in time.

3.5. View Sessions

Concept

This page shows the activity of users using the Automation Engine Viewer. Any updates are done live.

USER	STARTED	FILES	VIEWING TECHNOLOGY	HOST	SERVER
trap@rdvmae...	May 23, 2023 ...	GS_Lime.pdf GS_Lime_2.pdf	As in ArtPro+ (latest viewer technology)	10.31.221.122	RDVMAEDOC02
wde@rdvmae...	May 23, 2023 ...	GS_Lime_p1_C.lenx GS_Lime_p1_K.lenx GS_Lime_p1_M.lenx GS_Lime_p1_Y.lenx	As in ArtPro+ (latest viewer technology)	10.31.221.122	RDVMAEDOC02

This page helps to

- see who is viewing which file (and on which computer)
- understand the current load of viewing sessions. The status bar at the bottom of the page shows the total number of active view sessions and the maximum view sessions [allowed on this system](#). Learn more in [Load History](#) on page 63.
- understand why ArtPro+ tells you a file is locked. The error message 'incorrect permissions' appears in ArtPro+ when trying to save a file that is already open in a Viewer.



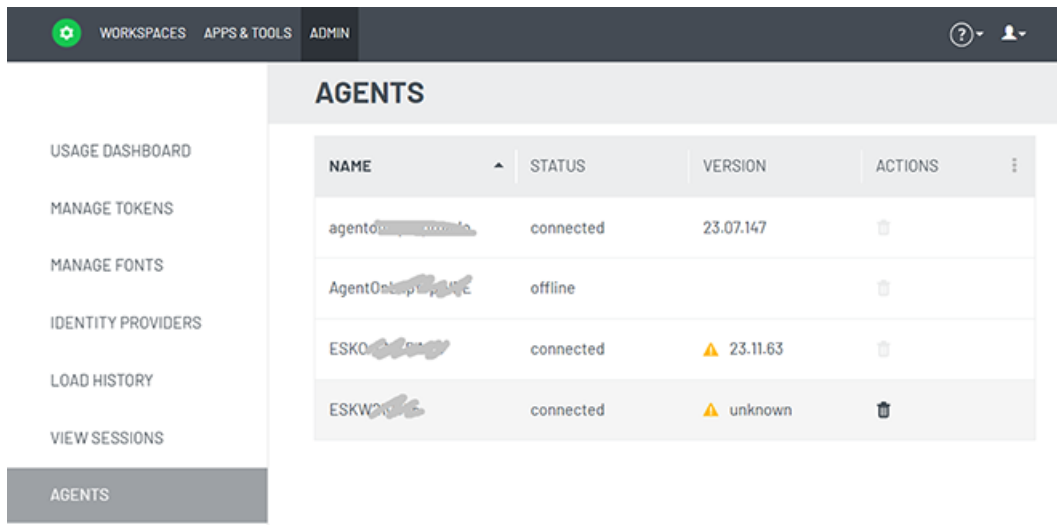
Tip: In the [Pilot - Users view](#), you can ask to **Show All Connections** which will list all types of connections that that or all users currently have to the server.

Columns

- **User:** The AE user account that started the view session (only showing a value when using "As in ArtPro+ (latest view technology)").
- **Started:** The time this view session was started.
- **Files:** Name(s) of the opened file(s). A tool tip shows the full URL. Depending on which view technology is used, comparing files can take multiple sessions or only 1 session. The latest view technology is capable of opening multiple files in 1 session.
- **Server:** The AE server (Master or Assistant) hosting the view session.
- **Viewing technology:** The technology this session uses (as defined in the [Configure panel](#)).
- **Host:** The remote host (IP address) from where the user started the view session (only showing a value when using "As in ArtPro+ (latest view technology)").

3.6. Agents (SaaS only)

This page offers an overview of all known Agents, their name, status and version.



NAME	STATUS	VERSION	ACTIONS
agent0...	connected	23.07.147	[trash icon]
Agent0...	offline		[trash icon]
ESKO...	connected	⚠ 23.11.63	[trash icon]
ESKW...	connected	⚠ unknown	[trash icon]

It allows an administrator

- to see which Agent installations still might need to be updated.



Note: The version will be 'unknown' for Agent versions before v23.07

- to see the status of an Agent without having to sign in to the AE server computer in the data center. The status **offline** can also occur when there is a problem with the token used for that Agent or when the required service has been stopped.
- to see Agents that are no longer connected to server.
- to delete an Agent, which will also remove the corresponding user and token. A confirmation is asked.



Note: Deleting an Agent stops the service (when it was a connected Agent) and removes the corresponding user and token. This means that access to the server via this user/token is immediately denied. The deleted Agent will disappear from this list.



Note: An Agent (service) can be "gone" here, but a corresponding Agent user or an Agent token (both having the same name as the Agent) could still exist. The (Agent) token is listed in the page [Manage Tokens](#) and the Agent user is listed in the [Users View](#) in the Pilot. The Delete action on this page can be used to clean up such users or tokens.

There is no live update of this list. A manual page refresh is necessary if an Agent gets connected or is removed elsewhere.

3.7. System History

This page is available both in the ['Server Config' web pages](#) and in the [browser client 'Admin' pages](#).

Concept

This page shows the changes that were done to (part of) the configuration of your AE server. This info can serve regulatory requirements or can be useful to troubleshoot an issue.




Note: IDP configuration changes triggered by a backup-restore and IDP changes done outside the UI (example: by editing the XML) are not tracked and will not show up here.



Note: AE SaaS customers will not see the details for configuration changes on 'Esko managed' configuration items (for example: Esko changed Identity Providers on date/time).



Note: IDP Client secrets and passwords are never exposed here.

These configuration changes are logged in the database after a minute. There is no live update. Click  to refresh this page manually.

There is also a search field (searches on columns 'User' or 'Date').

In the [Configure tool](#), you can define how long this type of data should be kept in the database.

Columns

- **Date:** The date and time when the change was made.
- **User:** The user who made the change. This will be `(local administrator)` when changes were done using the [Server Config pages](#).
- **Category:** `Identity providers`. In this version of AE, this page shows changes to configuration in the page [Identity Providers](#).
- **Details:** A detailed description of what has changed.
- **Type:** `Config change`: In this version of AE, the only type is the one listing configuration changes.