

d.veLop

d.ecs monitor rendition service:
Administrator

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1. d.ecs monitor rendition service

1.1. Introduction

1.1.1. About d.ecs monitor rendition service

d.ecs monitor rendition service allows you to monitor the d.ecs rendition service in the d.ecs monitor.

d.ecs monitor rendition service provides two main functions:

- It provides advanced d.ecs rendition service monitoring objects in the d.ecs monitor
- Monitoring of d.ecs rendition service jobs

The monitoring objects are displayed directly in the d.ecs monitor. The monitoring of the d.ecs rendition service jobs is provided as a dedicated web interface. More information on this can be found under [Monitoring d.ecs rendition service Jobs](#).

1.2. Installation

1.2.1. System requirements

To use d.ecs monitor rendition service, a valid installation of the d.ecs rendition service and the d.ecs http gateway are required.

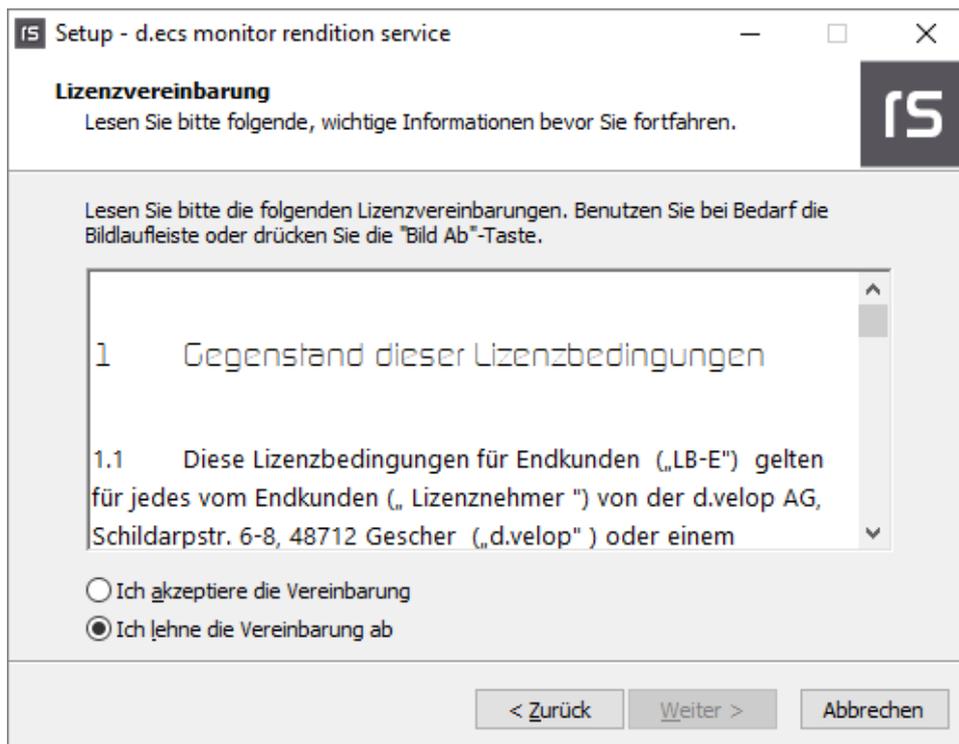
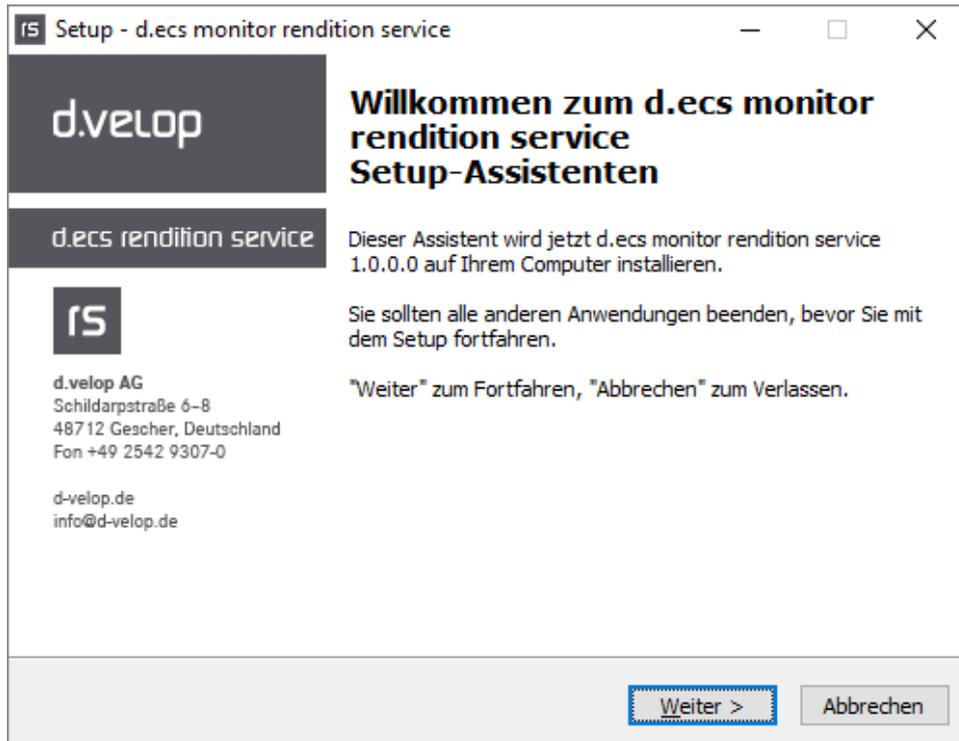
d.ecs monitor rendition service must to be installed on a computer that already has a d.ecs rendition service.

The system requirements of the d.ecs monitor rendition service are equivalent to the system requirements of the d.ecs rendition service. These can be found in the documentation for the d.ecs rendition service.

1.2.2. Installing d.ecs monitor rendition service

For the installation, you need the base address (e.g. `https://d3oneserver.test/`) and the respective system password of the d.ecs http gateway.

The individual dialogs of the setup:



rs Setup - d.ecs monitor rendition service

Ziel-Ordner wählen

Wohin soll d.ecs monitor rendition service installiert werden?

Das Setup wird d.ecs monitor rendition service in den folgenden Ordner installieren.

Klicken Sie auf "Weiter", um fortzufahren. Klicken Sie auf "Durchsuchen", falls Sie einen anderen Ordner auswählen möchten.

c:\d3\d.ecs monitor rendition service

Durchsuchen ...

Mindestens 21,0 MB freier Speicherplatz ist erforderlich.

< Zurück Weiter > Abbrechen

rs Setup - d.ecs monitor rendition service

d.ecs http gateway Einrichtung

Einrichten von benötigten d.ecs http gateway Informationen

Für den Betrieb des d.ecs monitor rendition service wird das d.ecs http gateway benötigt.

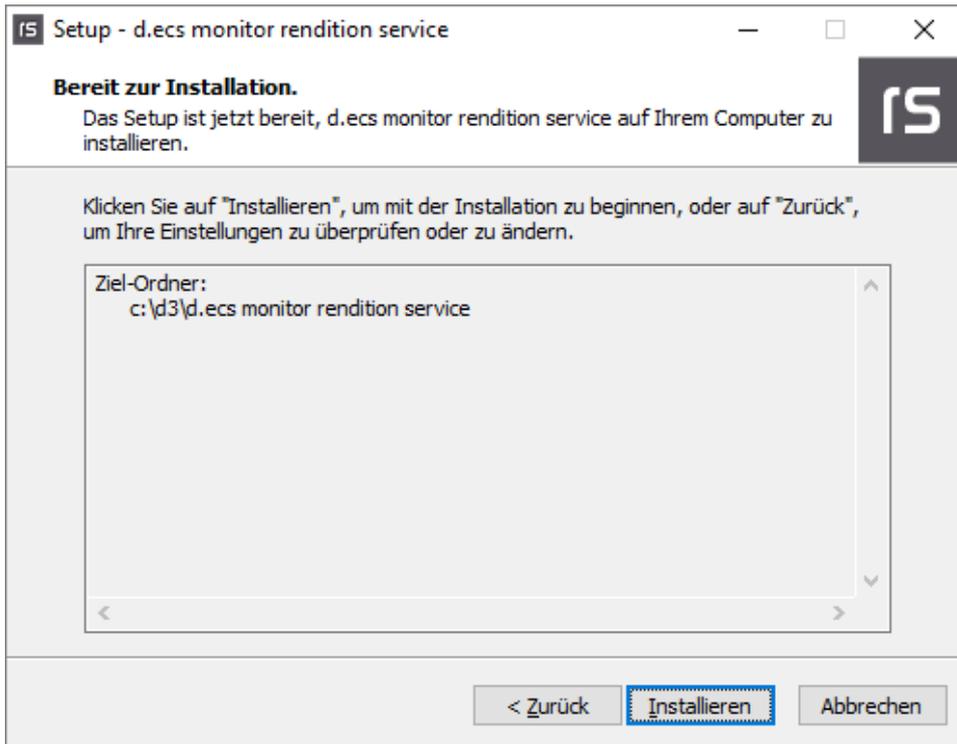
Bitte geben Sie die entsprechenden d.ecs http gateway Informationen ein.

Basisadresse:

System-Kennwort:

Verbindung prüfen

< Zurück Weiter > Abbrechen



1.2.3. Starting the d.ecs monitor rendition service

d.ecs monitor rendition service is installed as a Windows service and is automatically started.

It is not recommended to start the service manually.

1.2.4. Automatic installation (silent setup)

You can install the d.ecs monitor rendition service automatically in the background (silent). No user interaction is required. You can execute the automatic installation (silent setup) with specific parameters.

This chapter provides you with details about the required and optional parameters.

Parameters for the silent setup

For a silent setup, the setup must be started with the `/SILENT` and `/SUPPRESSMSGBOXES` parameters. If `/SILENT` is replaced with `/VERYSILENT`, the program is installed without displaying any application interfaces at all. With `/SILENT`, a progress bar is displayed during the installation.

Moreover, the following optional parameters can be used to control the installation:

Parameter (optional)	Description
<code>/LOG="<File name>"</code>	The setup writes information on the installation process to the specified file. If the file cannot be generated or overwritten, an error message is displayed.
<code>/DIR="<installation path>"</code>	Specifies the installation directory for d.ecs monitor rendition service. Default path: <code>C:\d3\d.ecs monitor rendition service</code> .

Mandatory parameters with reference to d.ecs monitor rendition service

Parameters	Description
<code>/HttpGatewayAppUrl="<base address d.ecs http gateway>"</code>	Specifies the d.ecs http gateway base address to be used.
<code>/HttpGatewayAppPassword="<System password d.ecs http gateway>"</code>	Specifies the d.ecs http gateway system password to be used.

1.3. Monitoring objects

d.ecs monitor rendition service in total provides twelve different monitoring objects.

The individual monitoring objects are described below:

1.3.1. Number of d.ecs rendition service processes

This monitoring object checks the number of currently operated d.ecs rendition service processes. This counts the processes d.ecs rendition service server, d.ecs rendition service Windows service and d.ecs rendition service folder client.

Recommendation if the limit is undershot: If the number of running d.ecs rendition service processes decreases, this points to a crashing application. The affected system should be checked accordingly.

1.3.2. Free disk space in the shared directory

This monitoring object checks the free space for the storage of job files pending for processing or completed and queued for retrieval.

Recommendation if the limit is undershot: Increase the free space, if necessary. Additionally check, if the d.ecs rendition service is executed and if the d.3 async TIF002-jobs are processed correctly.

1.3.3. Free disk space in the spooler directory

This monitoring object checks the free disk space in the Windows spooler directory for the processing of printer jobs.

Recommendation if the limit is undershot: Increase the free space, if necessary.

1.3.4. Free disk space in the temp directory

This monitoring object checks the free storage space in the Temp directory. The d.ecs rendition service performs the processing in the Temp-directory and requires disk space to generate temporary files.

Recommendation if the limit is undershot: Increase the free space, if necessary.

1.3.5. Used disk space in the shared directory

This monitoring object checks the used space for the storage of job files pending for processing or completed and queued for retrieval.

Recommendation when threshold is exceeded: If the used disk space in the shared directory increases, this indicates a processing problem. Check your d.ecs rendition service instances, if they are working properly. Moreover, a performance issue could be imminent so that jobs can no longer be processed fast enough.

1.3.6. Jobs

For each of the jobs statuses **Created**, **Ready**, **Processing**, **Error**, **Processed** and **Done** there is a monitoring object. These monitor the number of jobs in the respective status.

Recommendation when threshold is exceeded: If a limit is exceeded, this can be particularly critical for jobs with the status **Error**, since this may indicate a serious error. Apart from that, exceeded thresholds point to performance issues.

1.3.7. Long processing jobs

This monitoring object checks the number of jobs that are more than 30 minutes in the status of processing.

Recommendation when threshold is exceeded: An increase in the number of jobs queued for processing may point to a performance issue.

1.4. Monitoring d.ecs rendition service jobs

To open the overview of d.ecs rendition service jobs,

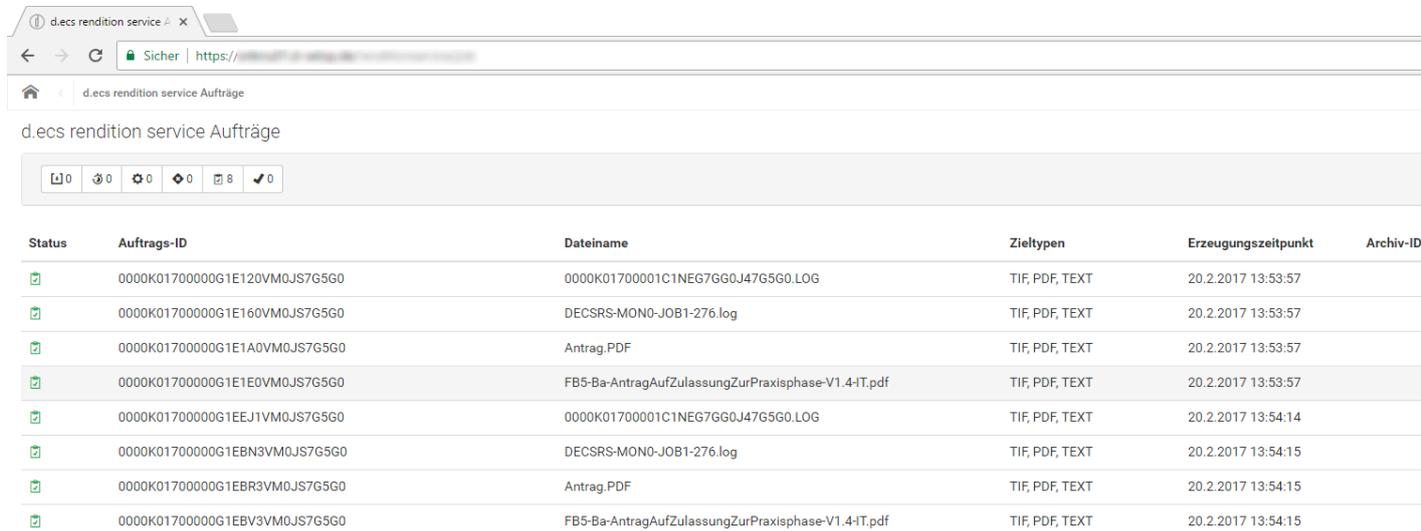
- open the d.ecs monitor,
- find the d.ecs monitor rendition service ("dtiffHttpService.exe") belonging to the d.ecs rendition service in the process overview,
- open **Linked pages** und
- click **d.ecs rendition service jobs**.

Then, you see an overview of all d.ecs rendition service jobs (you can find additional information under [Overview of Jobs](#)).

When clicking on a job a page with detail information for this job opens up (see [Job details](#)).

1.4.1. Overview of Jobs

The overview page lists all jobs of the d.ecs rendition service. A click on a row opens the job details of the selected job. For more information see chapter Job details

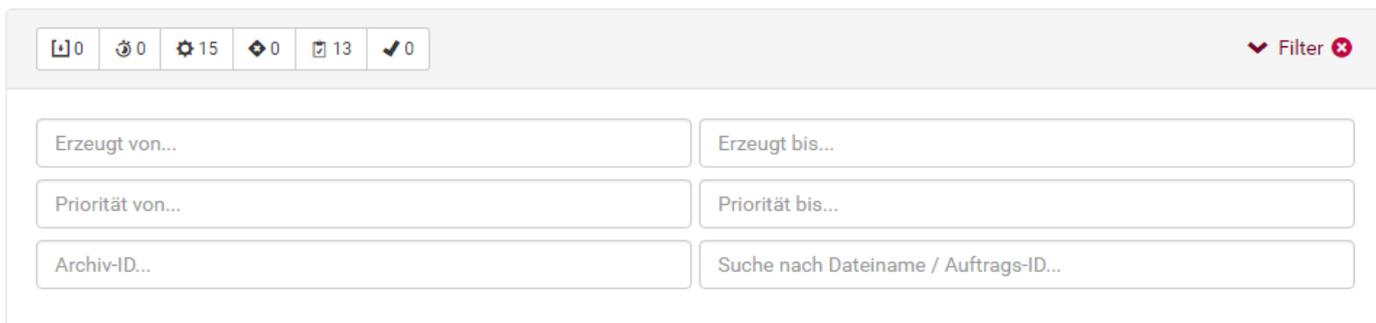


Status	Auftrags-ID	Dateiname	Zieltypen	Erzeugungszeitpunkt	Archiv-ID
	0000K01700000G1E120VM0JS7G5G0	0000K01700001C1NEG7GG0J47G5G0.LOG	TIF, PDF, TEXT	20.2.2017 13:53:57	
	0000K01700000G1E160VM0JS7G5G0	DECSRS-MON0-JOB1-276.log	TIF, PDF, TEXT	20.2.2017 13:53:57	
	0000K01700000G1E1A0VM0JS7G5G0	Antrag.PDF	TIF, PDF, TEXT	20.2.2017 13:53:57	
	0000K01700000G1E1E0VM0JS7G5G0	FB5-Ba-AntragAufZulassungZurPraxisphase-V1.4-IT.pdf	TIF, PDF, TEXT	20.2.2017 13:53:57	
	0000K01700000G1EEJ1VM0JS7G5G0	0000K01700001C1NEG7GG0J47G5G0.LOG	TIF, PDF, TEXT	20.2.2017 13:54:14	
	0000K01700000G1EBN3VM0JS7G5G0	DECSRS-MON0-JOB1-276.log	TIF, PDF, TEXT	20.2.2017 13:54:15	
	0000K01700000G1EBR3VM0JS7G5G0	Antrag.PDF	TIF, PDF, TEXT	20.2.2017 13:54:15	
	0000K01700000G1EBV3VM0JS7G5G0	FB5-Ba-AntragAufZulassungZurPraxisphase-V1.4-IT.pdf	TIF, PDF, TEXT	20.2.2017 13:54:15	

The overview is structured in three sections:

- Filter panel
- Job table
- Navigation panel

Filter panel



By clicking on **Filter** you can expand or collapse the filter.

Using the **Status bar** you can filter the list to certain statuses. If no status is selected, all jobs are displayed.

Clicking on  resets all filter.

The following filter options are available:

- **Created from - to** Enter a time range for the creation date of the job. To do so use the fields **Created from...** and **Created to...**
- **Archive ID:** Enter an archive-ID.
- **Priority from - to:** Enter a new range for the priority. To do so use the fields **Priority from...** and **Priority to**
- **Search for file name / job ID:** Either specify a job ID, a full file name or a part of a file name.

All filter options are optional and can be combined.

Job table

The job table provides different information on the individual jobs.

Please note that some information is hidden, if the browser window is too small.

Status	Auftrags-ID	Dateiname	Zieltypen	Erzeugungszeitpunkt	Archiv-ID
	0000K01700001N15N6I2U0RU7G5G0	DECSRS-MON0-JOB1-276.log	TIF, PDF, TEXT	22.2.2017 14:50:54	
	0000K01700001N15N2I2U0RU7G5G0	0000K01700001C1NEG7GG0J47G5G0.LOG	TIF, PDF, TEXT	22.2.2017 14:50:54	
	0000K01700001N15SUE2U0RU7G5G0	FB5-Ba-AntragAufZulassungZurPraxisphase-V1.4-IT.pdf	TIF, PDF, TEXT	22.2.2017 14:50:52	
	0000K01700001N15SQE2U0RU7G5G0	Antrag.PDF	TIF, PDF, TEXT	22.2.2017 14:50:52	
	0000K01700001N15SME2U0RU7G5G0	DECSRS-MON0-JOB1-276.log	TIF, PDF, TEXT	22.2.2017 14:50:52	
	0000K01700001N15SIE2U0RU7G5G0	0000K01700001C1NEG7GG0J47G5G0.LOG	TIF, PDF, TEXT	22.2.2017 14:50:52	
	0000K01700001N15BE4IU0RU7G5G0	FB5-Ba-AntragAufZulassungZurPraxisphase-V1.4-IT.pdf	TIF, PDF, TEXT	22.2.2017 14:50:47	
	0000K01700001N15EA2IU0RU7G5G0	Antrag.PDF	TIF, PDF, TEXT	22.2.2017 14:50:46	

To sort the jobs of a column ascendingly or descendingly, click on the respective column. You can order jobs by all columns except for **Destination type**.

Clicking on a job takes you to the details page of the job (see chapter [Job details](#)).

Navigation panel

The d.ecs rendition service jobs are displayed in individual pages. Use the navigation panel to scroll through the pages.

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◀◀ < 1 2 > ▶▶

15 ▼

On the left, you see the overall number of pages and which section is currently displayed.

On the right, you can use the drop-down menu to specify a page size. The possible options are 15, 25, 50 and 100 jobs per page.

Using the navigation buttons in the center, you can select the desired page, move a page forward or back or jump to the first or last page.

1.4.2. Job details

The details page provides significant information on a job. Moreover, different files belonging to the job can be downloaded and viewed.

The screenshot displays a web interface for job details. The browser window shows the URL 'https://...' and the page title 'Auftrag: 00000K2M05754Q05L1VUI0MI7G5G0'. The main content area is divided into three panels:

- Auftragsinformationen:**
 - Verarbeitet (40)
 - 00000K2M05754Q05L1VUI0MI7G5G0
 - 17.5.2017 13:34:17
 - 17.5.2017 13:34:18
 - 0
- Dateiinformatioenen:**
 - Auftrag.pdf
 - PDF
- Weitere Informatio:**
 - DRS_admin
 - 1
 - 2500

At the bottom, there are three tabs: 'Details', 'Log-Datei', and 'PDF'.

The sidebar allows you to download the following files belonging to the job;

- **Download SOURCE:** Original files
- **Download LOG:** Log file
- **Download TEXT:** rendered text file, if available
- **Download PDF:** rendered PDF-file, if available
- **Download TIF:** rendered TIF-file, if available
- **Download SUPPORT:** Support.zip-file containing information for the analysis of issues

The detail page is structured in the tab **Details**, **Log file**, **PDF-file**, **TIF-file**, **Text-file**.

Details

The specific information is grouped into the following sections:

- Job information
- File information
- Additional information

Job information

In the card **Job information** you find important information about the job:

- **Status:** The status of the job
- 📄 : Job-ID
- ⌚ : Time of the job creation
- 🕒 : Time of the last access
- ⚠️ : Error code which occurred while processing.

File information

In the card **File information** you find file information about the job:

- 📄 : Original name of the file
- 📄 : rendered file types

Additional information

In the card **Additional information** you find additional information about the job:

- 👤 : Creator of the job
- 🔄 : Number of attempts to process the job
- ⚙️ : Priority of the job
- 🗃️ : Archive ID

Log file

This tab allows you to view the log related to the job in a browser, if it is already available.

PDF file, TIF file, TEXT file

On the tab **PDF file**, **TIF-file** and **TEXT file** you can view the rendered files in the browser.

Note

The rendered files are available if the job is in the **Processed (40)** status and the corresponding destination type was used during creation of the job.

Displaying the generated PDF- and TIF-file is only available, if the ImageApp is configured. Otherwise the respective tabs are hidden.

1.5. Configuration

Open the URL <https://<basis-adresse>/dmwd3asy<hostname>/config> kann die Configuration von d.ecs monitor rendition service aufgerufen werden.

Web interface

Entry	Description
HTTP port of the d.ecs monitor rendition service	Port under which the d.ecs monitor rendition service is available.

Note

The web interface cannot be accessed directly and can only be accessed via the base address. The specified port is used exclusively by d.ecs http gateway and does not have to be included when calling the web interface. If d.ecs http gateway is running on another host, this port may have to be enabled in the firewall.

Monitoring intervals

Entry	Description
Directory sizes	Interval in minutes at which the sizes of directories relevant for d.ecs rendition service are checked.
Number of jobs	Interval in minutes at which the number of d.ecs rendition service jobs is checked.
Number of long-running jobs	Interval in minutes at which the number of long-running jobs is checked.

Thresholds

Entry	Description
Maximum runtime for jobs	Threshold in minutes after which a job is regarded as "long-running".

1.5.1. Configuration d.ecs http gateway Information

If you want to change the required d.ecs http gateway information you need to rerun the setup.

1.6. Troubleshooting

This chapter covers frequently occurring errors and their causes. Symptoms and existing solutions are described in the respective subchapters.

General procedure

In most cases, problems are manifested by d.ecs monitor rendition service not sending monitoring objects to d.ecs monitor or the interfaces of d.ecs monitor rendition service not being accessible. To obtain precise information on the causes, it is recommended to consult the log file. The log file is located in the program directory of d.ecs monitor rendition service and has the file name `dtiffHttpSvc.log`.

1.6.1. Shared directory not accessible

Issue

d.ecs monitor rendition service requires access to the shared directory of the d.ecs rendition service. If this is not available, the application cannot start.

The problem manifests itself in that a line similar to the following is displayed in the log:

```
2017-08-25 11:14:56,634 [6] dtiffHttpSvc.StartUp.StartUpFunctions - The directory name \\d3rsserver\shared is invalid.
```

Solution

d.ecs monitor rendition service cannot access the shared directory. This may be because, for example, a network drive is currently not accessible or the user under which the d.ecs monitor rendition service is running does not have access authorization. To solve the problem, accessibility must be ensured accordingly and sufficient authorizations must be granted.

Note

The d.ecs monitor rendition service is executed as a Windows service under the user "LOCAL SYSTEM". If necessary, another user must be entered for the service who has the corresponding authorization for the shared directory.

1.6.2. Registration at the d.ecs http gateway not possible

Issue

d.ecs monitor rendition service must register with the d.ecs http gateway so that its interfaces can be displayed. If the registration fails, the interfaces of the d.ecs monitor rendition service are not available in the d.ecs monitor under "Linked pages".

The following line in the log file indicates a failed registration:

```
2017-07-05 09:46:37,207 [7] dtiffHttpSvc.StartUp.StartUpFunctions - Unable to register at HttpGatewayApp!
```

Reasons and solutions

Certificate error

Registration with the d.ecs http gateway takes place via HTTPS. If the certificate of the d.ecs http gateway is not trustworthy, no registration is carried out. It must be ensured that the certificates have been entered correctly in the Windows certificate store.

Note

The d.ecs monitor rendition service is executed as a Windows service under the user "LOCAL SYSTEM". If the certificates have been entered in the certificate store of an individual user, they are not valid for other users. This means that certificates may be valid for the logged-in user, but not for the "LOCAL SYSTEM" user. It is therefore advisable to maintain the certificates in the certificate store of the local computer.

Incorrect d.ecs http gateway information entered

The base address and the system password of the d.ecs http gateway are requested once during the installation of the d.ecs monitor rendition service. If the data is no longer valid, it must be updated by running the d.ecs monitor rendition service setup again.

d.ecs http gateway port not released

For registration requests, d.ecs http gateway uses port 4200. The port must be enabled on the system on which d.ecs http gateway is running.

1.6.3. Surfaces not accessible due to an authorization error**Issue**

The interfaces of the d.ecs monitor rendition service are only accessible to d.3one administrators. If the addresses of the d.ecs monitor rendition services are called up directly via the browser and the logged-in d.3one user is not assigned to the administrator group, the page cannot be displayed.

The error manifests itself differently from browser to browser. Mozilla Firefox reports that the "file" cannot be found, Microsoft Internet Explorer offers a file for download and Google Chrome displays the following error message:

```
{"Message": "Authorization has been denied for this request."}
```

1.6.4. Surfaces not accessible due to a server error**Issue**

When calling up the d.ecs monitor rendition service interfaces, a server error with the HTTP status code 503 is displayed in the browser.

Reasons and solutions**1. d.ecs rendition service is not executed**

If the d.ecs monitor rendition service is terminated in an unforeseen way, the entries under the linked pages in the d.ecs monitor remain. Error messages are then displayed in the browser when the d.ecs monitor rendition service interfaces are called up. This problem can be solved by restarting d.ecs monitor rendition service in the Windows Service Manager.

2. Port not released

The interfaces of the d.ecs monitor rendition server are provided on port 3551 by default. If the d.ecs monitor rendition service is running correctly and the HTTP error code 503 is displayed after calling up the linked pages, the port release should be checked. Port 3551 is probably not accessible for the d.ecs http gateway.

1.7. Additional information sources and imprint

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Visit our Knowledge Base on the d.velop service portal. In the Knowledge Base, you can find all our latest solutions, answers to frequently asked questions and how-to topics for specific tasks. You can find the Knowledge Base at the following address: <https://kb.d-velop.de/>

Find the central imprint at <https://www.d-velop.com/imprint>.