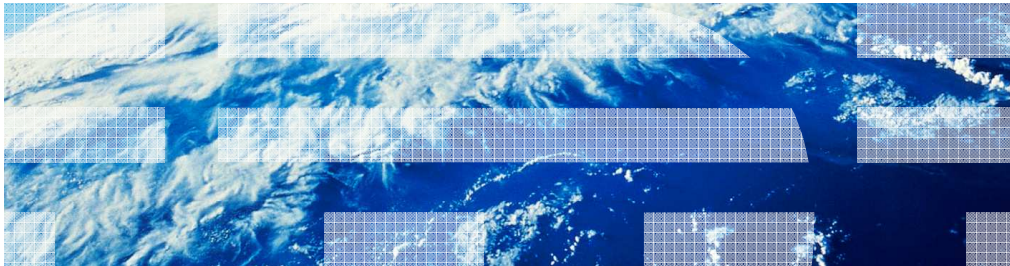


Business Process Management

IBM Business Process Manager V7.5

Process Admin Console overview



This presentation provides a high level introduction and overview of the Process Admin console.

Agenda

- Functionality of administrative operations
- Process Inspector
- Managing Orphaned tokens

In this presentation you are provided an overview about the Process Admin console. The initial set of slides covers the functionality of administrative operations. You will also look into the process inspector feature that is a part of the Process Admin console. Finally you are given an overview of how orphaned tokens gets created and how to manage them using the Process Admin console.

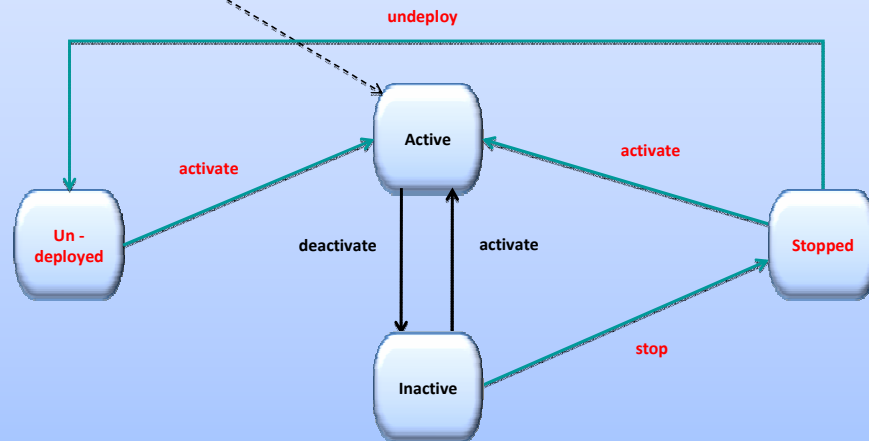
States of a snapshot in a Process Server



Black states/actions: Standard apps (PA) on standard or advanced servers

Red states/actions: Advanced apps (PA using AIS) on advanced servers

offlineDeploy
snapshotDeployed
snapshotDeployed



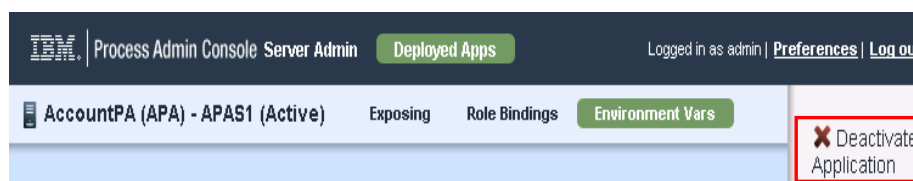
3

Process Admin Console overview

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Before going into the administrative operations that can be done on a process application using a Process Admin console, we will discuss the four main states of a snapshot once it is deployed to a Process Server. The snapshot is in active state after it has been deployed. It has to be changed to inactive state, before you can stop the snapshot. And you can only undeploy the snapshots that are already in stopped state. For a snapshot with standard capabilities, the states and actions are indicated in the color black. And the bright red color indicates the same for the snapshot with advanced capabilities.

Functionality of administrative operations (1 of 2)

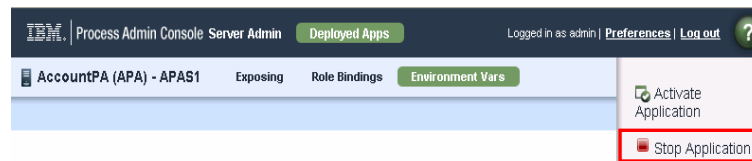
**Deactivate**

- Deactivating a snapshot will allow all existing BPD process instances to complete, but no new process instances can be started.
- Deactivating a snapshot will **not** automatically stop BPEL templates associated with a process application

A process application snapshot can be deployed to a Process Server using the Process Center console. Once the snapshot is deployed, you should use the Process Admin console corresponding to that server, to perform the administrative operations on the snapshot.

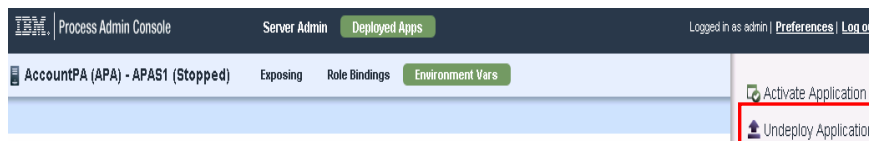
The functionality of deactivate administrative operation is discussed in this slide. Deactivating a snapshot allows all existing Business Process Definition instances to complete, but no new instances can be started. Using the Deactivate action from the Process Admin Console does not stop a BPEL process that is part of process application. You should use the WebSphere Administrative console to stop the BPEL processes manually.

Functionality of administrative operations (2 of 2)



Stop

- Stop operation is used for stopping a BLA associated with a process application
- Stop operation will fail, if there are active BPEL process instances still present in the system



Undeploy

- Undeploying a process application will remove the associated BLA from the Process Server
- The process application however will remain in the DB repository in inactive state

Once a snapshot is deactivated in the Process Server, you can either activate it back or stop the snapshot. The stop operation can be used for stopping a BLA in a process application with advanced capabilities. The stop operation will fail if there are active BPEL process instances present in the system.

Once a snapshot is in stopped state, you have an option to either activate it back or undeploy it from the Process Server. Undeploy operation can be used for removing the BLA from the Process Server. Even though its undeployed, the process application snapshot will remain in the database in inactive state.

Process Inspector (1 of 3)

The screenshot displays the IBM Process Admin Console interface. The top navigation bar includes 'Process Admin Console', 'Server Admin', 'Process Inspector' (highlighted with a red box), and 'Installed Apps'. Below the navigation bar, there is a search bar with a 'Go' button and a 'Sort by' dropdown menu set to 'Date of Last Action'. The main content area shows a list of process instances for the 'QualifyCustomer' task, all with a status of 'Completed'. The list includes checkboxes for selection and details for each instance, such as 'QualifyCustomer:3' and 'QualifyCustomer:5'. On the left side, there is a 'Filter by:' section with options for 'Status' (Active, Complete, Executing, Failed, Late, Paused) and 'Process Applications'. The 'Complete' status is selected, showing 10 results. There are also fields for 'Person' and 'Date Range' (From and To).

6 Process Admin Console overview © 2011 IBM Corporation

Process Inspector is a tool that can be used to view and manage process instances, running on a specific process server. Process Inspector can be launched from inside the Process Admin Console, as shown in the screen capture.

You can use the Process Inspector to search for process instances on a process server by specifying different filtering criteria's like status, process application name, person, by date range or by searching for specific text. The result set shown here is based on Complete status. By default 20 rows are shown in a page.

Process Inspector (2 of 3)

The screenshot displays the Process Inspector interface. On the left, a list of process instances is shown, including 'QualifyCustomer:4' through 'QualifyCustomer:7'. The instance 'QualifyCustomer:4' is highlighted, and its details are shown in a panel on the right. The details panel includes the process name, status (Failed), error message, and a list of actions (Retry failed steps, Terminate, Delete). Below the actions, there are sections for 'Tasks' and 'CS AIS'.

QualifyCustomer:4
 Status: **Failed**
 Error: **Fail to invoke [cpa.ais.checkcustomerstatusais.checkCustomerStatusAIS_JavaImplementationImpl1.commonj.sdo.DataObject cpa.ais.checkcustomerstatusais.checkCustomerStatusAIS_JavaImplementationImpl1.invoke(com for component [(CPA-Tip-CustomerPA_Implementation)checkCustomerStatusAIS_JavaImplementation]**
 last action 19 hours ago by tw_admin due in in 1 week

Actions

- [Retry failed steps](#)
- [Terminate](#)
- [Delete](#)

Tasks

- [Receive Customer](#)
admin closed task 19 hours ago.
- [CS AIS](#)
tw_admin is handling the task which is due 18 hours ago.

7 Process Admin Console overview © 2011 IBM Corporation

When you click a process instance in the Process Inspector, specific details are displayed in a separate panel. You can view detailed information about one specific process instance or view a summary of information about an entire group that you select. The sample screen capture shows details of one failed process instance.

The process instance details panel shows variety of information about the process instance you selected. They include process instance status such as *Active* and all actions that are possible on the process instance such as *Terminate*, and *Delete*. They also include open and completed tasks, date and time information such as the starting time or when the item is due.

Process Inspector (3 of 3)

The screenshot displays the IBM Process Inspector interface. At the top right is the IBM logo. The main heading is "Process Inspector (3 of 3)".

On the left, a task card for "QualifyCustomer:10" is shown. It includes a checkbox, the task name, and a message: "Task Qualify Customer assigned to MyPG_T_182b6d6f-9eb3-4b26-95a5-3adf38b0ccec.0b1d2a65-1c8a-429c-84e6-de8107656b26 is suspended." Below this, it states "last action 16 hours ago by MyPG_T_182b6d6f-9eb3-4b26-95a5-3adf38b0ccec.0b1d2a65-1c8a-429c-84e6-de8107656b26 due in in 1 week".

In the center, an "Escalate" dialog box is open. It contains:

- Reassign back to group (with a dropdown and user icon)
- Change priority to High (with a dropdown)
- An "Escalate" button.

On the right, a detailed panel for "QualifyCustomer:10" is shown. It includes:

- Status: Received
- Assignee: MyPG
- Actions: Escalate
- Location:
- Data section with a "+ Save" button and a dropdown for "customerData".
- Fields for "Address" (1, 2nd street, CA), "ID" (John@smith.com), and "Name" (John Smith).

At the bottom left is the number "8", and at the bottom center is "Process Admin Console overview". At the bottom right is "© 2011 IBM Corporation".

Opening a task activity directly from the process instance information will show you specific activity details in a separate panel. Activity details include status, assignee and the possible actions.

In scenarios where process instances failed because of wrong data, the Process Inspector provides an option to resolve these errors using the Data section. Users should be `tw_admin` or `tw_author`, in order to edit the data or perform any of the actions. You can also escalate a task and reassign it back to a participant group or specific person, in addition to changing the task priority.

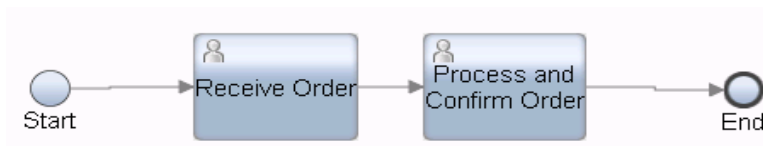
Refer to the information center for a detailed table about the process inspector task actions.

Creation of orphaned tokens

- What is an orphaned token ?
- Snapshot version one of Order Processing BPD



- Snapshot version two of Order Processing BPD



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Process Admin Console overview

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An orphaned token is a pointer, that is associated with an activity that was removed from a Business Process Definition. You can use Process Inspector to manage these orphaned tokens.

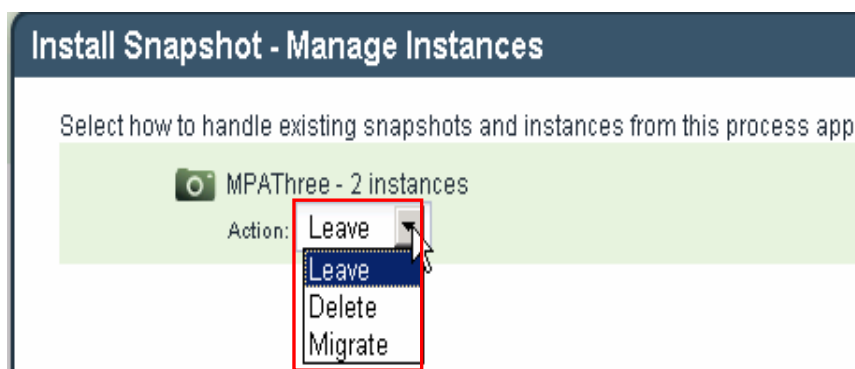
You should understand how orphaned tokens get created in the first place, before going into details on how to manage them.

The first screen capture shows a snapshot version of Order Processing Business Process Definition, with three activities namely *Receive Order*, *Process Order* and *Confirm Order*. Lets assume you have deployed this version of snapshot to your process server and there are active BPD instances running in the system.

After a period of time, you have a business need to modify and streamline the Business Process Definition to just two activities. As a result, the confirm order activity has been removed and the second version of the Order Processing Business Process Definition has been created.

Creation of orphaned tokens

- User options when installing version two of snapshot

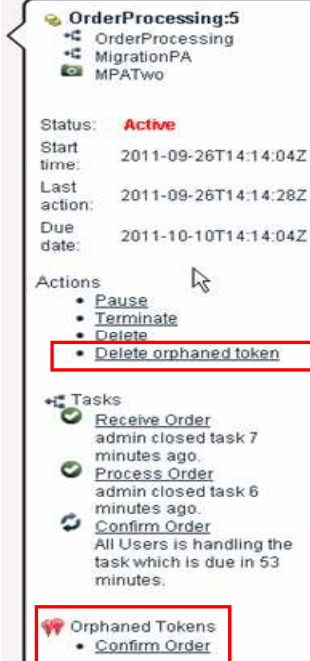


At the time of deployment of the second version of the snapshot, the system automatically recognizes the active process instances and provides three options to you.

The first option is to *Leave*. When you select this, your active instances will continue to run using the old snapshot. The second option is the *Delete*. This will delete the Business Process Definition instances associated with the older, first version of the snapshot. The third option is to *Migrate*. This migrates the existing active Business Process Definition instances to the newer, second version snapshot you are deploying. When an active Business Process Definition instance is migrated, there might be tokens in there, that are based on the deleted *Confirm Order* activity from the old snapshot. And these tokens are called orphaned tokens.

Managing orphaned tokens

- **Deleting orphaned tokens**
 - Orphaned tokens can be deleted using the Process Inspector tool
- **Moving orphaned tokens**
 - They can also be moved to a new activity using REST API command



OrderProcessing:5

- OrderProcessing
- MigrationPA
- MPATwo

Status: **Active**

Start time: 2011-09-26T14:14:04Z

Last action: 2011-09-26T14:14:28Z

Due date: 2011-10-10T14:14:04Z

Actions

- [Pause](#)
- [Terminate](#)
- [Delete](#)
- [Delete orphaned token](#)

Tasks

- [Receive Order](#)
admin closed task 7 minutes ago.
- [Process Order](#)
admin closed task 6 minutes ago.
- [Confirm Order](#)
All Users is handling the task which is due in 53 minutes.

Orphaned Tokens

- [Confirm Order](#)

Once orphaned tokens are created, you must either move these orphaned tokens to an activity that is active, or delete them from the BPD.

The screen capture shows details of migrated Business Process Definition instance with the orphaned *Confirm Order* token. To delete a token from a process instance, click *Delete Orphaned Tokens* in the Actions panel in Process Inspector.

To move the orphaned token to a new activity, run the move command using the REST API client. Refer to the information center for details on moving tokens. You must also configure the security policy before you can move or delete a token.

Summary

- Functionality of administrative operations
- Process Inspector
- Managing Orphaned tokens

In this presentation you looked into the functionality of administrative operations and the Process Inspector feature in the Process Admin console. You also learned how orphaned tokens gets created in the first place and how to manage them.



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