



IBM Software Group

IBM® WebSphere® Partner Gateway V6.0 Advanced and Enterprise Editions

Tools and Problem Determination



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Updated July 5, 2005

This presentation will focus on the Tools and Problem Determination provided by WebSphere Partner Gateway V6.0.

Section

Tools

This section will provide a brief description of the tools provided with WebSphere Partner Gateway V6.0.

Tools

- WPG provides tools to analyze and report
 - ▶ Used for performing historical analysis
 - ▶ Used for calculating charge back to trading partners using WPG hub
- **Document Volume Report**
- **Document Analysis tool**

WebSphere Partner Gateway provides tools to analyze and generate reports of the state of documents in the system. These tools include the Document Volume Report and the Document Analysis Tool.

Tools

▪ Document Volume Report

- ▶ Displays the volume of documents processed by the system within a specific time period
- ▶ Report can be viewed, printed, and exported

Document Volume Report: It is a valuable tool used to manage, track, and troubleshoot the flow of your business documents. The report displays the volume of documents processed by the system within a specific time period. This report can be viewed, printed, saved (exported) and customized based on specific search criteria.

Use this report to perform the following tasks:

- Determine if key business processes have completed.
- Track trends in process volume for cost control.
- Manage process quality - success and failure.
- If you are the Community Manager, help participants track process efficiency.

Tools

▪ Document Analysis tool

- ▶ Same as Document Volume report with added analysis function
- ▶ Provides a detailed overview of the number of documents in the system, by state (like Received, In progress, Failed, Success, In Translation, and so on), within a specific time period



Document Analysis tool: Use this tool to get a detailed overview of the number of documents in the system by state.

- Received**: The document has been received by the system and is waiting for processing.
- In Progress** : The document is currently in one of the following processing steps:
- Incomplete**. For example, the system is waiting for other documents.
- Data Validation**. For example, the system is checking document content.
- Translation**. For example, the system is converting the document to another protocol.
- Queue**. For example, the document is waiting to be routed to the participant or Community Manager.
- Failed**: Document processing was interrupted due to errors in the system, data validation, or duplicates.
- Successful**: The final message that completes document processing has been transmitted from the system to the target participant.

Use the search criteria to locate failed documents and investigate the reason for the failures.

Document Analysis Tool

Document Analysis Summary

Welcome, Hub Administrator

[Show Criteria](#) [Help](#)

Start Date: 6/1/04	Source Participant: All		
Start Time: 6:00 PM	Target Participant: All		As Of: 6/1/05 6:40 PM
End Date: 6/1/05	Package / Protocol: All / All		
End Time: 6:59 PM	Document Flow: All		

Source Participant	Target Participant	Received	In Progress	COMPLETED	
				Failed	Successful
Manager	TP1	10	0	0	10
TP1	Unknown	1	0	1	0
TP1	Manager	22	0	0	22
Unknown	TP1	4	0	4	0

Source Participant	Target Participant	Received	In Progress	Failed	Successful
Manager	TP1	10	0	0	10
Source Document Flow					
ISA	ISA	3	0	0	3
N/A N/A: EDI-X12: ISA					
DTADF-TO-EDI_ADF	850	1	0	0	1
None N/A: ADF-TO-EDI_DICT: DTADF- N/A N/A: X12V2R1: 850					
TO-EDI_ADF					
ICGCPO	850	6	0	0	6
None N/A: FVT-XML-TEST: ICGCPO					
N/A N/A: MX12V3R1: 850					
TOTAL:		10	0	0	10

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The document analysis tool panels are shown here. You can view the summary of all the documents received between different trading partners, and the status in terms of successful completion, failed or in progress. You can also drill down to the details of each document between two trading partners and view the status of those documents

Section

Problem Determination

This section covers Problem Determination.

Problem Determination

- Viewers, Tools and Log files are used for problem determination
- Events play a big role in PD

In general, Viewers, tools and log files are used for problem determination. The different events generated by the hub play a role in helping identify and resolve problems.

Install: Problem Determination

- DBLoader
 - ▶ Look at the log files
 - ▶ Check if the database running
 - ▶ Does the specified user id and password have the authority to create and modify the WPG database
- Make sure to clear all MQ messages when updating or installing new driver



Make sure to clear all MQ messages when updating or installing a new driver

For Windows:

If you encountered problems while installing the Database Loader, consult the Database Loader logs in system temp/WBIConnect/logs directory for information on the problem.

Once the problem is resolved, do the following to delete the created database:

Run the Database Loader uninstaller and drop the database.

Once you have deleted the database, rerun the Database Loader wizard.

You can check the Install Log files and wasprofile log files for errors that occurred during installation of the WebSphere Partner Gateway Server Components.

Summary

This section will provide a brief summary.

Summary

- This presentation covers the tools provided by the WebSphere Partner Gateway which can be used to monitor, analyze and to generate reports on the document's states in the hub

WebSphere Partner Gateway V6.0 provides tools to help determine the state of documents and the cause of failures. The viewer is the primary tool for Problem determination.

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