IBM Software Group

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

Viewers

This presentation will focus on the Viewers provided by WebSphere Partner Gateway V6.0.

Section

Viewers

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This section will provide a brief description of the viewers, which are one of the tools provided to assist in problem determination.

Viewers

| Account Admin | ▼ Viewers | Tools | Hub Admin | Community Participant Simulator | System Administration |

Event Viewer | AS1/AS2 Viewer | RosettaNet Viewer | Document Viewer | Gateway Queue

- Following viewers are available:
  - ▶ Event Viewer
  - ▶ RosettaNet Viewer
  - ▶ AS1/AS2 Viewer
  - ▶ Document Viewer
  - ▶ Gateway Queue

- These viewers provide a view into overall system health and are used troubleshooting and problem determination tools for problem or event resolution

- Viewers contain the processing status of the documents by WebSphere Partner Gateway
  - ▶ This information is used by the Administrators to monitor the activity of the system

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There are several viewers available to give a view of overall system health, including the:

•Event viewer

•RosettaNet viewer

•AS1/AS2 viewer

•Document viewer

•Gateway queue

Viewer Enhancements for EDI

- New document processing states:
  - ▶ Waiting to be Enveloped
  - ▶ Enveloped

- Functional Acknowledgments relationship to the Interchange or Transaction

- Relationships between the EDI Interchange and the Transactions in the Interchange, including polymorphic mapping relationships
  - ▶ New views show the parent to child relationships

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The WebSphere Partner Gateway Viewers have been enhanced to support the new native EDI capability.

New document processing states have also been added, including the following:

•**Waiting to be Enveloped** indicates a transaction has been delivered to the Enveloper component but is waiting to be put into an Interchange.

•**Enveloped** indicates that the Transaction has been enveloped by the Enveloper.

In addition, the status of the FA and TA1 acknowledgement received by the hub from a target trading partner is shown in the viewers.

For the support of polymorphic mapping relationships, new views will show the parent to child relationships.

Events and Event Viewer

- Events indicate something occurred in the system – whether its an unusual occurrence, problem or a successful operation of a function

- Event Viewer allows users to locate a specific event and then research the cause of the event
  - Events are normally shown in a chronological order and are not necessarily linked to a document flow or exchange.

- Data available through the Event Viewer includes event name, time stamp, user, and Participant information to help identify the document or process that created the event

- The Event Viewer allows you to search for events by
  - Time, Date, Event type (Debug, Information, Warning, Error and Critical), Event code, Event location, Participant Source IP, and Event ID

- WPG comes with many pre-defined events – additional custom events can be added to WPG

- Event based alerts can be created to notify someone when an event occurs

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The Event Viewer can be used to view and research events.

An event indicates that something has happened on the system. An event can be a successful system operation or function. For example, a Participant was successfully added to the system, or a Participant connection was successfully created between the Community Manager and a Participant. An event can also identify a problem. For example, a document could not be processed or non-critical error was detected in a document. Most types of documents are resent multiple times, so when a document fails and generates an alert, you should investigate and correct in order to prevent future failures.

The Event Viewer displays events based on specific search criteria. You can locate a specific event and research the cause. The Event Viewer allows you to search for events by time, date, event type, event code (for example, 210031), and event location.

Data available through the Event Viewer includes event name, time stamp, user, and Participant information. This data helps you identify the document or process that created the event. If the event is related to a document, you can also view the raw document, which identifies the field, value, and cause of the error.

WebSphere Partner Gateway includes the following event types.

•**Debug events** are used for low-level system operations and support. Their visibility and use is subject to the permission level of the user. Not all users have access to Debug events.

•**Informational events** are generated at the successful completion of a system operation. These events are also used to provide the status of documents currently being processed. Informational events require no user action.

•**Warning events** occur due to non-critical anomalies in document processing or system functions that allow the operation to continue.

•**Error events** occur due to anomalies in document processing that cause the process to terminate.

•**Critical events** are generated when services are terminated due to system failure. Critical events require intervention by support personnel.

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The event viewer panel is shown here.

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New Events for EDI

- New EDI specific events are added to support the new native EDI processing capabilities

- EDI specific events start with BCGEDI*

- EDI events grouped into following categories
  - ▶ Enveloper – BCGEDIEV*
  - ▶ EDI FTP Scripting – BCGEDIFT*
  - ▶ EDI Metadata events – BCGEDIMD*
  - ▶ BCGEDIUP*
  - ▶ BCGEDIUT*
  - ▶ EDI Validator - BCGEDIVA*

With the EDI functionality added in WebSphere Partner Gateway, new EDI related events have been added to the hub. The EDI specific events start with the BCGEDI string. All events including EDI can be viewed from the console under the Hub Administrator events panel. Shown here are some of the EDI events grouped into major groupings.

Document Viewer

- Document Viewer is used to locate and view a specific document that may need more digging into

- Can search for documents based on several criteria, as listed below:
  - Date
  - Time
  - Type of process (From or To Process)
  - Participant connection
  - Gateway type
  - Document status
  - Protocol
  - Document flow
  - Process version

- Can view the details of the document, the raw document (truncated at 100K), the events associated with the documents, the children EDI transactions of a de-enveloped or enveloped EDI Interchange

- Can be used to resend failed or successful documents

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The Document Viewer can be used to view the individual documents that make up a process. You can use search criteria to display raw documents and associated document processing details and events.

Document Viewer Icon Legend

Icon	Description
	Click to view raw document
	Document was successfully processed
	Document contains errors
	Document is being processed
	View Validation Errors
	Duplicate Document

This table shows some of the icons used in the Viewers along with a description for each.

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Stopping and Resending Documents in Document Viewer

- Stopping Document
  - ▶ Hub administrator can stop the in-flight document from continuing to be processed – by using the **Stop Process** button
  - ▶ This will be shown as a failed document

- Resending Documents
  - ▶ Failed documents can be resend after fixing the problem
  - ▶ Successfully processed documents can also be resend
  - ▶ Option available via the **Resend** button in the Document Viewer
  - ▶ Resend documents appear as new documents in the document viewer and reporting tools

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The administrator can stop in-flight documents from being processed further using the "Stop Process" button. The stopped document will be shown as a failed document in the document viewer.

Additionally, failed documents can be resent after the problem has been resolved by the administrator, community manager or participant. The documents will appear as new documents in the document viewer. The resend option is available in the document viewer.

Rosettanet Viewer

- The RosettaNet Viewer displays the choreography of documents that make up a business process

- Values that are viewable using the Rosetta Net Viewer include
  - ▸ Process state
  - ▸ Details
  - ▸ Raw documents
  - ▸ and associated process events.

RosettaNet is a group of companies that created an industry standard for e-business transactions. A Participant Interface Process (PIP) defines business processes between members of the hub community. Each PIP identifies a specific business document and how it is processed between the Community Manager and Participants.

The RosettaNet Viewer displays the choreography of documents that make up a business process. Values that are viewable using the RosettaNet Viewer include process state, details, raw documents, and associated process events.

The RosettaNet Viewer displays processes based on specific search criteria

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AS1/AS2 Viewer

- AS1/AS2 Viewer is used to search for and view transport information for documents using the AS1 or AS2 communication protocol

- Can view message IDs, Message Disposition Notification (MDN) destination URI and status, and document details (the document and wrapper)

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Use the AS1/AS2 (Applicability Statement 1 or 2) viewer to view packaged B2B transactions and B2B process details that use the AS1 or AS2 communication protocol. You can view the choreography of the B2B process and associated business documents, acknowledgment signals, process state, HTTP headers, and the contents of transmitted documents.

Like its predecessor AS1, which defines a standard for data transmissions using SMTP, AS2 defines a standard for data transmissions using HTTP.

AS2 identifies how to connect, deliver, validate, and reply to data. It does not address the content of the document, only the transport. AS2 creates a wrapper around a document so that it can be transported over the Internet using HTTP or HTTPS. The document and wrapper together are referred to as a message. AS2 provides security and encryption around the HTTP packets. Another advantage of AS2 is that it provides a measure of security not found in FTP. AS2 provides an encryption base with guaranteed delivery.

An important component of AS2 is the receipt mechanism, which is referred to as Message Disposition Notification (MDN). This provides verification to the sender that the recipient has successfully received the document. The sender specifies how the MDN is to be sent back (synchronously or asynchronously; signed or unsigned).

You can use the AS1/AS2 Viewer to view the message ID, Time Stamps, Document Flow, Gateway Type, and Synchronous status, as well as document details. Additional document processing information is displayed when viewing document details.

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Gateway Queue Viewer

- Gateway Queue allows viewing documents queued for delivery from any gateway in the system

- Allows viewing of all gateways that have documents queued for delivery and then display or remove documents in a queue, and enable or disable gateways

- Used to ensure that time sensitive documents are not pending in the queue or the maximum # of documents to be queue is not exceeded

Gateway queue viewer is used to view the documents at the gateway to see if there are any problems with the delivery of the documents to the target trading partner.

The documents at the gateway can be viewed for more details.

Hub administrators have the added option of removing the documents at the gateway.

From the gateway queue viewer, the gateways can be enabled or disabled.

Summary

This section will provide a brief summary.

Summary

- This presentation covers the viewers provided by the WebSphere Partner Gateway which can be used to view the status of the documents as it flows through the hub

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

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