When you need to know which job is currently running, which jobs are in the queue waiting to run, or a history of jobs that have run, use *Job Service Viewer* to view details for each of these scenarios.

Topics in this section include those in the following list:

- About Job Service Viewer (page 562)
- Viewing Current and Past Jobs (page 567)
- Restarting the PCS Axis Job Service (page 569)

**Note:** For information about activating a Bridge license using *Job Service Viewer*, see *Activating Bridge Import for Operation* (page 15). For information about *Reindex Database*, see *Managing the Database* (page 793).

#### **Related Topics**

- Activating Bridge Import for Operation
- About Job Service Viewer
- Viewing Current and Past Jobs
- Restarting the PCS Axis Job Service

## About Job Service Viewer

Information in this section explains how to view job status information for the following types of PCS Axis jobs.

**Note:** For information about activating the optional Bridge add-on, refer to *Activating Bridge Import for Operation* (page 15). See *Managing the Database* (page 793) for information about *Reindex Database*.

*Job Service Viewer* provides status information for the type of jobs in the following list. Status information identifies which job is currently running; which jobs are waiting in the queue to run; and a history of completed jobs (Figure 11-1).

- Bridge Import, Bridge Export, and Bridge Import/Export
- Email Notification
- Field Computer Receive

PCS /	Axis						
File 1	vlodules Data Entry	Reports / Gra	phs Tools Fi	eld Computer Help	🕽 PCS Axi	s	Welcome John Smith   🕺   🔀 Log Out
Job Se	rvice Console 🗙						
Job	Type All	-					
Job	Service Status						
Stat	us Running						
Stat	us Time 10/17/2014 1	1:09:20 PM					
Lice	nse Valid						
Que	ue						Reindex Database Current Jobs Job History
	Job Type	Direction	State	Last Update	Suspended	Delete	
•	Bridge	Import	Validated	10/16/2014 11:09:13 AM	Θ	X	la l
	ResendEmailReports		Waiting	10/16/2014 5:32:11 PM		×	
	Bridge	Export	Running	10/17/2014 1:09:14 PM			
	EmailReports		Waiting	10/17/2014 1:09:14 PM	0	$\times$	
	EmailReports		Waiting	10/17/2014 1:09:14 PM	0	$\times$	
	EmailReports		Waiting	10/17/2014 1:09:14 PM	0	$\times$	
	FieldComputer		Waiting	10/17/2014 1:42:39 PM		×	
							ER Row Count: 5

Figure 11-1. Current Jobs

The *Current Jobs* grid displays by default when you first open *Job Service Viewer*. You can also display the grid by clicking the *Current Jobs* button (Figure 11-1, page 562). Use the *Job Type* field near the top of the window to filter data in the window. For example, if you only want to view Bridge job types, click the down arrow in the *Job Type* field and select *Bridge* in the selection list.

Information in the following table identifies the type of information that displays in the *Current Jobs* grid (Table 11-1).

Field	Description
Job Type	Job types include:
	• <i>Bridge</i> : Displays for all Bridge and Field Computer Receive jobs.
	• <i>EmailReports</i> : Displays for Email Notification jobs.
	• <i>ResendEmailReport</i> : Displays when you resend an Email Notification.
	• <i>Reindex Database</i> : Displays for a <i>Reindex Database</i> job type. For important information about using this function, see <i>Managing the Database</i> (page 793).
Direction	<i>Import</i> displays for a Bridge import job. <i>Export</i> displays for a Bridge export job.
State	Identifies the status of a job as:
	• <i>Running</i> : Job currently in progress.
	• <i>Waiting</i> : Job waiting in the queue to run.
	• <i>Validated</i> : Indicates data has been validated for a manually run <i>Bridge Import</i> job. When the job begins processing, the status changes from <i>Validated</i> to <i>Running</i> .

Table 11-1. Current Jobs Grid Field Descriptions

Field	Description
Last Update	Job status date and time stamp.
Suspended	When a job is in a <i>Waiting</i> or <i>Validated</i> state, clicking the gold <i>Suspended</i> lotton suspends processing of the job. Other jobs in the queue continue to process.
	Clicking the green <i>Suspended</i> button displays the <i>Resume Job</i> message. Click <b>Ves</b> to resume processing of the job or <b>No</b> to continue suspending the job and close the message.
	<b>NOTE:</b> A job with a <i>Running, Completed, or Failed</i> state cannot be suspended.
Delete	If you want to delete a job that is in a <i>Suspended</i> state, click <b>X Delete</b> . Jobs in any other state cannot be deleted, such as <i>Running</i> , <i>Waiting</i> , <i>Validated</i> , <i>Failed</i> , or <i>Completed</i> .

Table 11-1. Current Jobs Grid Field Descriptions

Clicking the *Job History* button displays the *Job History* grid. This grid provides status information for past jobs (completed and failed jobs). Use the *Job Type* and *Date range* fields near the top of the window to filter data in the window (Figure 11-2).

For example, if you only want to view Bridge job types for a particular date range:

- 1 Click the down arrow in the **Job Type** field and select *Bridge* in the selection list.
- 2 Click the down arrow in the **Date range** field and select an item in the selection list, such as *All*, *Today*, or *Last 72 hours*.

For a description of the various fields in the Job History grid, see Table 11-2 (page 566).

PCS A	Axis	<b>5</b> . D									
e N	nodules Dat	ta Entry Kep	orts / Graphs	Tools Field Computer	Help PCS A	xis		Wele	come John S	mith   😢	🛛 🔀 Log
Job Type All   I Date range: All   I Date range: All   I Date range: All  I Date range: All  I Date range: All  I Date range: I											
Job Service Status											
Statu	us Runn	ing									
Statu	us Time 9/11,	/2014 1:03:03	L PM								
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Que	ue						Reindex [	Database	Current J	obs .	lob History
	Job Type	Direction	State	Enqueue Time	Start Time	End Time	Duration	Log	Detail Log	Delete	
•	Bridge	Import	Completed	9/3/2014 5:34:59 PM	9/3/2014 5:35:01 PM	9/3/2014 5:35:11 PM	00:00:10			X	6
	Bridge	Import	Completed	9/3/2014 5:28:31 PM	9/3/2014 5:28:54 PM	9/3/2014 5:29:04 PM	00:00:10			X	
	Bridge	Import	Completed	9/3/2014 5:18:36 PM	9/3/2014 5:18:38 PM	9/3/2014 5:19:24 PM	00:00:46			×	
	Bridge	Import	Completed	9/3/2014 5:16:05 PM	9/3/2014 5:16:09 PM	9/3/2014 5:17:38 PM	00:01:29			×	
	Bridge	Import	Completed	9/3/2014 4:54:48 PM	9/3/2014 4:55:08 PM	9/3/2014 4:55:27 PM	00:00:19			×	
	Bridge	Import	Completed	9/3/2014 3:14:50 PM	9/3/2014 3:14:52 PM	9/3/2014 3:15:01 PM	00:00:09			×	
	Bridge	Import	Completed	9/3/2014 3:08:18 PM	9/3/2014 3:08:21 PM	9/3/2014 3:08:30 PM	00:00:09			X	
	Bridge	Import	Completed	9/3/2014 3:01:56 PM	9/3/2014 3:02:01 PM	9/3/2014 3:02:09 PM	00:00:08			×	
	Bridge	Import	Completed	9/3/2014 2:56:45 PM	9/3/2014 2:56:49 PM	9/3/2014 2:57:09 PM	00:00:20			×	
	Bridge	Import	Completed	9/3/2014 1:30:55 PM	9/3/2014 1:30:59 PM	9/3/2014 1:31:12 PM	00:00:13			×	
	Bridge	Import	Completed	9/3/2014 12:14:34 PM	9/3/2014 12:15:03 PM	9/3/2014 12:24:11 PM	00:09:08			×	
	Bridge	Import	Completed	9/3/2014 11:36:01 AM	9/3/2014 11:36:38 AM	9/3/2014 11:48:09 AM	00:11:31			X	
	Bridge	Import	Completed	9/2/2014 3:46:41 PM	9/2/2014 3:47:39 PM	9/2/2014 3:59:41 PM	00:12:02			X	
	Bridge	Import	Completed	8/29/2014 2-40-25 PM	8/29/2014 2-40-26 PM	8/29/2014 2-40-34 PM	00-00-08	[11]	(m)	×	l C
										E Row	Count: 15

Figure 11-2. Job History

Field	Description
Job Type	Job types include:
	• <i>Bridge</i> : Displays for all Bridge and Field Computer Receive jobs.
	<ul> <li>EmailReports: Displays for Email Notification jobs.</li> </ul>
	<ul> <li>ResendEmailReport: Displays when you resend an Email Notification.</li> </ul>
	• <i>Reindex Database</i> : Displays for a <i>Reindex Database</i> job type. For important information about using this function, see <i>Managing the Database</i> (page 793).
Direction	<i>Import</i> displays for a Bridge import job. <i>Export</i> displays for a Bridge export job.
State	Identifies the status of a job as:
	<ul> <li>Completed: Jobs that have run successfully are labeled Completed.</li> </ul>
	• <i>Failed</i> : Jobs that have not run successfully are labeled Failed.
Enqueue Time	Date and time stamp showing when a job was placed in the queue to run.
Start Time	Date and time stamp showing when a job began running.
End Time	Date and time stamp showing when a job finished running.
Duration	Time stamp showing the total amount of time a job was processed.

Table 11-2. Job History Grid Field Descript	tions
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Field	Description
Log	Log with job summary information.
Detail Log	Log with job summary and status information. You can also re-send an Email Notification report to one or more email recipients by clicking the <i>ReSend</i> check box.
Delete	If you want to delete an entry in the <i>Job History</i> grid, select an entry and then click <b>Collect</b> . The grid also supports multiple selections by pressing either the <i>Shift</i> or <i>Ctrl</i> key on the computer keyboard while selecting multiple entries.

Table 11-2. Job History Grid Field Descriptions (continued)

#### **Related Topics**

- Activating Bridge Import for Operation
- Viewing Current and Past Jobs
- Restarting the PCS Axis Job Service

## Viewing Current and Past Jobs

To view current and past jobs, follow these steps:

- 1 Click **Tools** > **Job Service Viewer** to open the *Job Service Console* (Figure 11-1, page 562).
- 2 To view jobs that are currently running and in the queue, click **Current Jobs**.
- **3** To view a list of all past jobs that have previously run, click **Job History**. If you want to view additional information about a job listed in the *Job History* grid, click the **III** log icon for that job.
- 4 If you want to filter the data view in the console to only view a particular job type, click the down arrow in the **Job Type** field and select an option in the list, such as *Email Reports* or *Field Computer*.
- **5** To close the *Job Service Console*, click the  $\chi$  close button.

### **Related Topics**

- Activating Bridge Import for Operation
- About Job Service Viewer
- Restarting the PCS Axis Job Service

# Restarting the PCS Axis Job Service

If the message *Not Running* displays in the *Status* field of the Job Service Console as shown in the following figure (Figure 11-3), use the procedure in this section to restart the PCS Axis Job Service. PCS Axis Job Service monitors the job queue, initiating jobs as they become available.



Figure 11-3. Job Service Status

Complete the following steps to verify connection settings are correct and restart the PCS Axis Job Service:

- **1** Start *PCS Axis Connection Manager* and verify connection settings specify the correct server and database as follows:
  - a Click the Windows **Start** button (3) and navigate to the program folder labeled *PCS Axis 1.9*. Select **PCS Axis Connection Manager 1.9** to start the program (Figure 11-4, page 570).
  - Verify the server name is correct in the Server field and the database name is correct in the Database field. If either is incorrect, click Select in the Server field to select the correct server or click Select in the Database field to select the correct database.
  - **c** Verify the **Connection String** field includes the correct server and database name.

d Click 
☐ Save and then click 
 Test to verify connection settings. When connection settings are correct, the message *Connection successful* displays. Click 
 OK to close the message and then click 
 Close to exit PCS Axis Connection Manager.

**IMPORTANT:** If connection settings are incorrect, contact your company's Database Administrator or IT Administrator for the name of the correct server and database. The information will then need to be set in *PCS Axis Connection Manager* using the steps in this procedure.

cs Axis Connection Manager		😤 Save and Close 🛛 🗄	Save   🔀 C
Connections Default (Primary)	Default	술 Make Defau	lt 🛛 🗶 Dele
	🖌 Primary	🛷 Activate   🔕 Test   🎯 Cr	eate / Upgri
	Server	DB_SERVER	📑 Sel
	Database	DB_INITIAL_CATALOG	🎆 Se
	Connection St	Ing Data Source=DB_SERVER:Initial Catalog=DB_INITIAL_CATALOG:Integrated Security=True	7
			113 Co
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	Server		🐻 Se
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Figure 11-4. PCS Axis Connection Manager

- 2 If the PCS Axis database and PCS Axis Job Service are installed on two different network servers, complete the following steps to set up a user account to log on as a service. The user account must be a member of the *Axis\_Users* group and have access to the central database server and PCS Axis database.
  - a Click the Windows Start button and navigate to Computer. Right-click
     Computer and select Manage in the shortcut menu to open the Computer Management console (Figure 11-5, page 571).
  - **b** Double-click **Services and Applications** in the left pane of the console. Then click **Services** to display a list of services in the middle pane.

le Action View Help						
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Computer Management (Local)	<ol> <li>Services</li> </ol>	Actions				
System Tools	PCS Axis Job Service 1.8	Name	Status	Description	Startup Type	Services
<ul> <li>Storage</li> <li>Explorer and Applications</li> </ul>		C Network Store Interface Service	Started	This service delivers network notif	Automatic	More Actions
Services and Applications	Start the service	Office Source Engine		Saves installation files used for up	Manual	
Services	16	Coffice Software Protection Platform		Enables the download, installatio	Manual	PCS Axis Job Service 1.8
WMI Control	Description	G Offine Files		The Offline Files service performs	Disabled	More Actions
SQL Server Configuration Manager	Monitors the PCS Axis job queue,	C. Parental Controls		This service is a stub for Windows	Manual	
	initiating jobs as they become	C PCS Axis Job Service 1.8		Monitors the PCS Axis job queue,	Automatic	
	avanaure.	Peer Name Resolution Protocol		Enables serverless peer name reso	Manual	
		Peer Networking Grouping		Enables multi-party communicati	Manual	
		Peer Networking Identity Manager		Provides identity services for the	Manual	
		Performance Logs & Alerts		Performance Logs and Alerts Coll	Manual	
		🔍 Plug and Play	Started	Enables a computer to recognize	Automatic	
		Operation Provide the American State of Contract of		The PnP-X bus enumerator servic	Manual	-
		Q PNRP Machine Name Publication S		This service publishes a machine	Manual	
		Portable Device Enumerator Service		Enforces group policy for remova	Manual .	
		S Power	Started	Manages power policy and power	Automatic	
		🖓 Print Spooler	Started	Loads files to memory for later pri	Automatic	
		Problem Reports and Solutions Con		This service provides support for	Manual	
		Program Compatibility Assistant Ser	Started	This service provides support for t	Manual	
		Protected Storage		Provides protected storage for se-	Manual	
		Quality Windows Audio Video Exper	Quality	Quality Windows Audio Video Exp	Manual	
		Remote Access Auto Connection M		Creates a connection to a remote	Manual	
		Remote Access Connection Manager		Manages dial-up and virtual priva	Manual	
		Remote Desktop Configuration		Remote Desktop Configuration se	Manual	
		Remote Desktop Services		Allows users to connect interactiv	Manual	
		Remote Desktop Services UserMode		Allows the redirection of Printers/	Manual	
		Remote Procedure Call (RPC)	Started	The RPCSS service is the Service C	Automatic	
		Remote Procedure Call (RPC) Locator		In Windows 2003 and earlier versi	Manual	
		Semote Registry		Enables remote users to modify re	Manual	
		Routing and Remote Access		Offers routing services to busines	Disabled	-
		1 Page 1 1 1 1 1 1 1	1	B 1 BBC 1 F 11 17		

Figure 11-5. Computer Management Console

c Right-click **PCS Axis Job Service 1.9** (Figure 11-7) and select **Properties** in the shortcut menu to open the *Properties* dialog box (Figure 11-6).

PCS Axis Job Service 1.9 P	roperties (Local Computer)	×
General Log On Reco	very Dependencies	
Log on as:		
Local System accour	ıt	
Allow service to in	teract with desktop	
This account:	Bi	owse
Password:	•••••	
Confirm password:	•••••	
Help me configure user a	account log on options.	
L		
	OK Cancel	Apply

Figure 11-6. PCS Axis Job Service Properties

- **d** Click the **Log On** tab and select the option **This account**. To set up a user account to log on as a service, type the user name and password in the appropriate fields. You can also view a list of appropriate user accounts by clicking *Browse* > *Advanced* > *Find Now*.
- e Click **Apply** and then **OK** to close the *Properties* dialog box and return to the *Computer Management* console.

- **3** Complete the following steps in the *Computer Management* console to restart the PCS Axis Job Service:
  - a Select PCS Axis Job Service 1.9 and then click Start (Figure 11-7).
  - **b** Click **File** > **Exit** to close the *Computer Management* console.
  - **c** In PCS Axis, verify the message *Running* displays in the *Status* field of the Job Service Console (Figure 11-3, page 569).

**IMPORTANT:** If the PCS Axis Job Service does not start, contact PCS Technical Services using the contact information in section titled *Technical Support* (page 25).

1 Computer Management							- 0 <del>- X</del>				
File Action View Help	File Action View Help										
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E Computer Management (Local)	<ol> <li>Services</li> </ol>		Actions								
b ¥ System Tools	PCS Axis Job Service 1.8	Name	Status	Description	Startup Type	٠	Services .				
B Services and Applications	Chart the second	Network Store Interface Service	Started	This service delivers network notif	Automatic		More Actions				
Internet Information Services (IIS) M	214C the service	G Office SourceEngine		Saves installation files used for up	Manual		PCS Axis Job Service 1.8				
G Services	Constantions:	Geffice Software Protection Platform		Enables the download, installatio	Manual		More Actions				
SOL Server Configuration Manager	Monitors the PCS Axis job queue,	Parental Controls		This service is a stub for Windows	Manual						
, a second congenerating	initiating jobs as they become	Q. PCS Asis Job Service 1.8		Monitors the PCS Axis job queue,	Automatic						
	available.	Peer Name Resolution Protocol		Enables serverless peer name reso	Manual						
		Peer Networking Grouping		Enables multi-party communicati	Manual						
		Peer Networking Identity Manager		Provides identity services for the	Manual						
		Reformance Logs & Alerts		Performance Logs and Alerts Coll	Manual						
		Repug and Play	Started	Enables a computer to recognize	Automatic						
		PnP-X IP Bus Enumerator		The PnP-X bus enumerator servic	Manual						
		Dostable Device Fourmenter Service		Enforces and a policy for remova	Manual	L					
		Power	Started	Manages power policy and power-	Automatic	2					
		Print Spooler	Started	Loads files to memory for later pri-	Automatic	L					
		Reports and Solutions Con		This service provides support for	Manual						
		Q Program Compatibility Assistant Ser	Started	This service provides support for t	Manual						
		🔍 Protected Storage		Provides protected storage for se	Manual						
		🧠 Quality Windows Audio Video Exper		Quality Windows Audio Video Exp	Manual						
		Remote Access Auto Connection M		Creates a connection to a remote	Manual						
		Remote Access Connection Manager		Manages dial-up and virtual priva	Manual						
		Remote Desktop Configuration		Remote Desktop Configuration se	Manual						
		Remote Desktop Services		Allows users to connect interactiv	Manual						
		Remote Desktop Services UserMode		Allows the redirection of Printers/	Manual						
		Remote Procedure Call (RPC)	Started	The RPCSS service is the Service C	Automatic						
		Remote Procedure Call (KPC) Locator		in windows 2005 and earlier versi	Manual						
		Routing and Remote Access		Offers routing services to husines	Disabled						
		A BRAT I TIT		B I BRATT F TI TE	1 1 P	٠					
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Figure 11-7. Computer Management Console

### **Related Topics**

- Activating Bridge Import for Operation
- About Job Service Viewer
- Viewing Current and Past Jobs