

OVERVIEW

ENOVIA SmarTeam* allows organizations to manage product data and processes among multi-CAD projects with ease. However, keeping an eye on the system for common types of problems can be time-consuming and require knowledge, skillsets, and time your IT staff may not possess.

Smart Diagnostic Utility from INCEPTRA provides an out-of-the-box, turnkey solution to monitor the various aspects of your SmarTeam architecture, and proactively notify via e-mail if any issues arise. For critical issues, Inceptra Support can be copied so that our Help Desk can help you troubleshoot. No longer are admins tethered to Remote Desktop screens, checking several times a day to ensure systems are still running. Notifications are immediately sent in the event of a failure, or if configurable warning criteria are met.

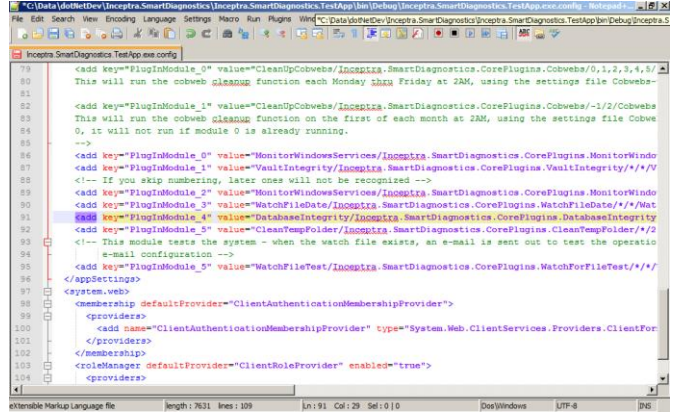
PRODUCT DESCRIPTION

Smart Diagnostic Utility runs as a Windows service, from any Windows machine with database connectivity. In the event of an issue, e-mail is sent via SMTP to a list of administrator accounts. The following tasks can be configured and run on a configurable schedule:

- Removal of accumulated Temp files keeps disk usage from growing out of control
- Integrity checks for common database issues allow admins to address issues before impacting Production
- Vault Integrity checks for missing or orphaned files (works with Multisite and Multivault)
- Multisite Replication monitoring allows admins to address issues before impacting Production
- Service Monitoring checks to ensure critical Windows services are running
- File Monitor checks the age of log files

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Configure your Job Schedule

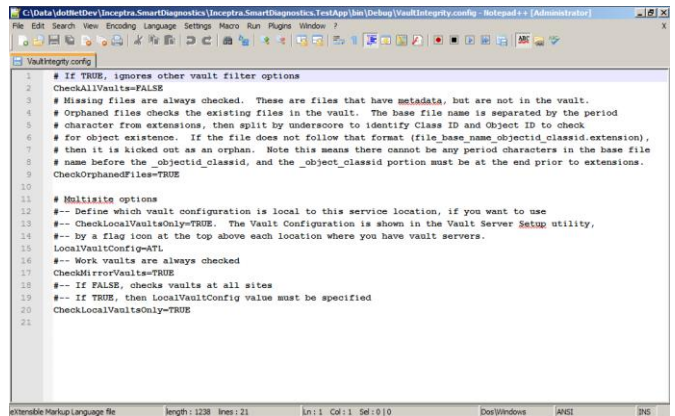


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79 <add key="PluginModule_0" value="CleanUpCobwebs/Inceptra.SmartDiagnostics.CorePlugins.Cobwebs/0,1,2,3,4,5/"
80 This will run the cobweb CleanUp function each Monday thru Friday at 2AM, using the settings file Cobwe-
81
82 <add key="PluginModule_1" value="CleanUpCobwebs/Inceptra.SmartDiagnostics.CorePlugins.Cobwebs/-1/2/Cobwebs
83 This will run the cobweb CleanUp function on the first of each month at 2AM, using the settings file Cobwe
84 0, it will not run if module 0 is already running.
85 -->
86 <add key="PluginModule_2" value="MonitorWindowsServices/Inceptra.SmartDiagnostics.CorePlugins.MonitorWindo
87
88 <add key="PluginModule_3" value="VaultIntegrity/Inceptra.SmartDiagnostics.CorePlugins.VaultIntegrity/*/*/*
89 <!-- If you skip numbering, later ones will not be recognized -->
90 <add key="PluginModule_4" value="MonitorWindowsServices/Inceptra.SmartDiagnostics.CorePlugins.MonitorWindo
91 <add key="PluginModule_5" value="DatabaseIntegrity/Inceptra.SmartDiagnostics.CorePlugins.DatabaseIntegrity
92 <!-- This module tests the system - when the watch file exists, an e-mail is sent out to test the operatio
93 e-mail configuration -->
94 <add key="PluginModule_6" value="WatchFileTest/Inceptra.SmartDiagnostics.CorePlugins.WatchForFileTest/*/*
95 </appSettings>
96 <system.web>
97 <membership defaultProvider="ClientAuthenticationMembershipProvider">
98 <providers>
99 <provider type="System.Web.Security.Membership.SqlProvider">
100 <add name="ClientAuthenticationMembershipProvider" type="System.Web.Security.Membership.SqlProvider"
101 </providers>
102 </membership>
103 <roleManager defaultProvider="ClientRoleProvider" enabled="true">
104 <providers>

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Configure Each Job

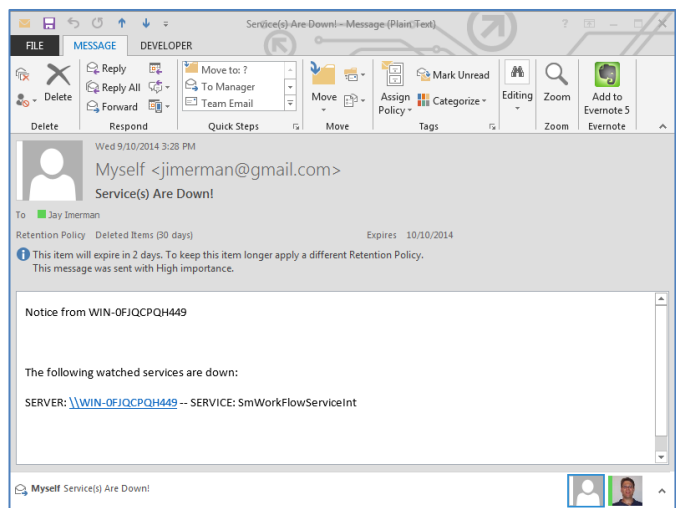


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1 # If TRUE, ignores other vault filter options
2 CheckAllVaults=FALSE
3 # Missing files are always checked. These are files that have metadata, but are not in the vault.
4 # Orphaned files checks the existing files in the vault. The base file name is separated by the period
5 # character from extensions, then split by underscore to identify Class ID and Object ID to check
6 # for object existence. If the file does not follow that format (file_base_name_objectid_classid.extension),
7 # then it is kicked out as an orphan. Note this means there cannot be any period characters in the base file
8 # name before the objectid_classid, and the object_classid portion must be at the end prior to extensions.
9 CheckOrphanedFiles=TRUE
10
11 # Multisite options
12 #-- Define which vault configuration is local to this service location, if you want to use
13 #-- CheckLocalVaultsOnly=TRUE. The Vault Configuration is shown in the Vault Server Setup utility,
14 #-- by a flag icon at the top above each location where you have vault servers.
15 LocalVaultConfig=ATL
16 #-- Work vaults are always checked
17 CheckMirrorVaults=TRUE
18 #-- If FALSE, checks vaults at all sites
19 #-- If TRUE, then LocalVaultConfig value must be specified
20 CheckLocalVaultsOnly=TRUE
21

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Receive E-Mail Notifications of Issues



KEY FEATURES

- Easy, flexible configuration
- Can run multiple checks simultaneously
- Scheduled jobs run hourly; admins configure at which hours on which days to run
- Utilizes direct database connection, no SmarTeam license required
- Core Plug-In functionality included with product
- Custom Plug-Ins can be developed using Microsoft Visual Studio .NET

FLEXIBLE CONFIGURATION

- The configuration file determines which Plug-In to run, on which days, at which hours.
- Each job can specify its own settings file, so that the same Plug-In can be run at different times for different kinds of checks

CUSTOMIZABLE

- Write your own custom Plug-Ins with Visual Studio
- Database connection, timing, logging, and e-mail notification infrastructure are provided by the Smart Diagnostic service

SYSTEM REQUIREMENTS

- Works with any version of SmarTeam
- Database Client required (Microsoft OLE DB Provider for SQL Server, or Oracle Provider for OLE DB)

LICENSING

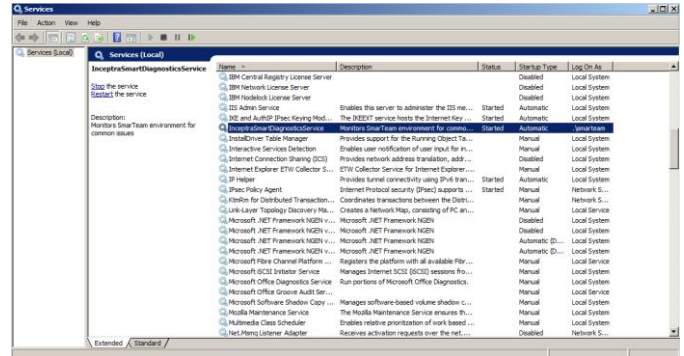
- SmarTeam Single Site or Multisite license

CONSULTING SERVICES

Inceptra also provides a full range of Consulting Services for companies who are new to or expanding their ENOVIA SmarTeam environment.

- QuickStart Implementation
- New Module Deployment
- Customization
- Support and Help Desk

Runs as a Windows Service



A Detailed Run Log Helps You Trace Executions

