

Version 25



Trapeze

Enterprise Asset Management

MAXQueue

Administrator Guide

Trade Secret | August 2025

© 2025 Trapeze Software ULC, its subsidiaries and affiliates (collectively “TSU”). All rights reserved.

Trapeze Software ULC (“TSU”) Proprietary and Confidential: Information contained in this document is proprietary to TSU and its subsidiaries and may be used or disclosed only with written permission from TSU. This guide, or any part thereof, may not be reproduced without the prior written permission of TSU. The recipient acknowledges and agrees that disclosure of this document to recipient, and its use, are subject to the terms and conditions specified in their relevant software license agreement, software maintenance agreement, and/or non-disclosure agreement (“Governing Agreement”) under which this document was disclosed. This document is for internal use only in conjunction with TSU products. This document may not be modified in any way.

All other trademarks, registered trademarks, product names and company names or logos mentioned are the property of their respective owners.

Except as may be provided in the Governing Agreement, TSU and its affiliates, subsidiaries, officers, directors, employees, and agents provide the information contained in this manual on an “as-is” basis and do not make any express or implied warranties or representations with respect to such information including, without limitation, warranties as to non-infringement, reliability, fitness for a particular purpose, usefulness, completeness, accuracy or currentness. TSU shall not in any circumstances be liable to any person for any special, incidental, indirect or consequential damages, including without limitation, damages resulting from use of or reliance on information presented herein, or loss of profits or revenues or costs of replacement goods, even if informed in advance of the possibility of such damages.

TSU reserves the right, to be exercised at its sole discretion and without notice, to change, modify or adapt the contents of this edition in order to accurately reflect any future upgrades to the TSU proprietary software and/or hardware. In the event of such changes, TSU expects, but does not represent or guarantee, that this current edition will continue to remain reasonably accurate insofar as it describes the basic functions of the TSU proprietary software and/or hardware. Furthermore, based on your system settings, certain functionality, such as application screens, may not function exactly as shown or described in this guide.

Technical Support

Trapeze provides several ways to connect with the Customer Care team. Please provide detailed information to the representative. If you are reporting an issue by e-mail, include any error messages, screen shots of your problem, and steps to replicate the issue.

Customer Care is available Monday through Friday, 8:00 a.m. to 8:00 p.m., Eastern Standard Time.

Toll-Free Telephone: 1-877-411-8727

E-mail: cc@trapezegroup.com

FTP Site: <https://ftps.trapezegroup.com/>

Web Site: <https://collaborate.trapezegroup.com>

The website provides access to Trapeze Collaborate which offers resources to implement and operate the software, search knowledge, participate in communities, log/track service requests, sign-up for release alerts, view product health recommendations, and download updates or documentation. For secure access to Collaborate, contact Customer Care through the website or by calling the number above.

Product Compatibility

Refer to the latest [Product Compatibility](#) information on Trapeze Collaborate for requirements including operating system information, databases, Crystal reports, network protocol, HTTP servers and browsers that are supported.

MAXQueue – Administrator and User Guide

Version 25.x

August 2025

Contents

1. Overview	3
Prerequisites	3
Assumptions	5
Important Information	5
Terminology	6
2. MAXQueue Base/Server	7
Installing MAXQueue Base/Server	7
Upgrading MAXQueue Base/Server	8
Configuring MAXQueue Base/Server	9
Oracle Configuration	10
MSSQL Configuration	15
IIS Configuration	21
Web Permissions Configuration	23
Web Management Port	24
3. Integration Designer	26
Installing Integration Designer	26
Upgrading Integration Designer	27
Configuring Integration Designer	27
4. MAXQueue Packages	29
Installing MAXQueue Packages	29
Upgrading MAXQueue Packages	31
5. MAXQueue Configurator	32
Database Tab	33
Shared Database Settings	33
Application Status	34
Application Server Settings	36
Interface Services	36
IIS/Website Settings	37
MAXQueue Interface Services Web Site (SOAP Service)	38
Advanced Tab	38
Database Options	38
General Options	39

Enterprise Integration Options	40
6. MAXQueue Designer.....	41
Using MAXQueue Designer	41
User Information	41
Starting the Designer	44
Loading a MAXQueue Instance.....	45
Loading an Integration or Service.....	46
Configuration.....	46
Service and Configuration Statuses	52
Adapter Information	54
Adapter Properties Panel.....	55
Adapter Toolbox Filtering.....	56
Instance Settings	56
Instance Settings Widget	57
Business Objects	58
Object Definitions.....	58
7. MAXQueue Viewer.....	60
Using MAXQueue Viewer.....	60
User Information	60
Starting the Designer	63
Loading a MAXQueue Instance.....	64
Loading an Integration or Service.....	65
Configuration.....	65
Service and Configuration Statuses	71
Adapter Information	73
Adapter Properties Panel.....	74
Adapter Toolbox Filtering.....	75
Instance Settings	75
Instance Settings Widget	76
Business Objects	77
Object Definitions.....	77
8. MAXQueue Portal.....	79
MAXQueue Portal Settings.....	79
Handling Centralized Errors	80
Error Handler	80

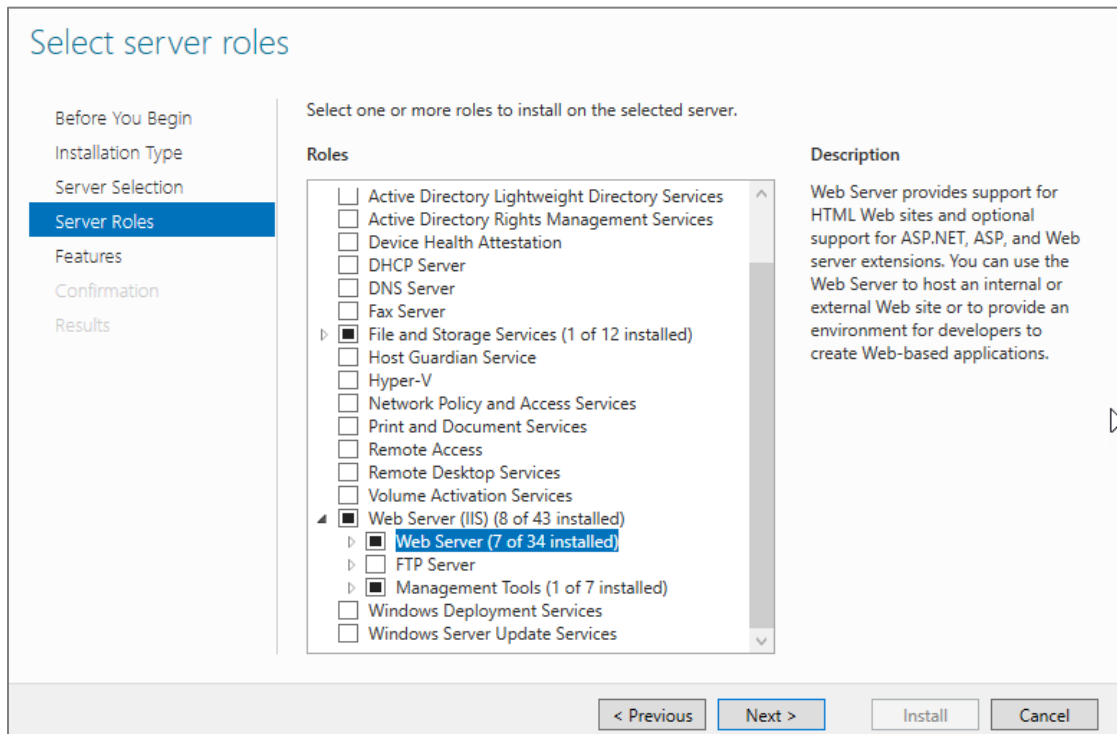
1. Overview

MAXQueue is a middleware integration tool providing real time and scheduled interfacing opportunities with numerous vendors. MAXQueue utilizes staging tables, messaging, email, and many other technologies to transmit and receive data between systems. Certain requirements must be configured before MAXQueue can be installed into your environment. Notify the project manager prior to the scheduled installation date if there are any concerns or issues with the below requirements or SQL scripts.

Prerequisites

- ❗ For new installations, a MAXQueue executable package is required for each MAXQueue module you have purchased, such as Notifications, Customer Access, or any custom interfaces. Contact Customer Care Support to make this request.
- ❗ For upgrades, a new MAXQueue executable package containing your purchased MAXQueue modules and custom interfaces in the version you are upgrading to needs to be requested from Customer Care Support. This will ensure the assemblies for your modules and interfaces are also updated.
- **MAXQueue Windows User** - This Windows User account will be associated with the MAXQueue Server Service and should have full control access to the directory it is executing in along with any subfolders, any directories the integrations may access, and rights to run services.
 - ✅ This Windows User Account must always be used when executing MAXQueue Server Service. Other User Accounts will not have access to the internal Microsoft Message Queuing (MSMQ) queues created by MAXQueue.
- **MSSQL server 2005 SP2** (or later) or **Oracle 10** (or later).
- **.NET 4.8 Framework** - This is freely available from the Microsoft MSDN website.
- **Microsoft Message Queuing (MSMQ) 3.0 Object Library** or greater. To install, navigate to Windows Control Panel:
 - Server Manager > Add Features > Add Features Wizard > Message Queuing Services.
 - Ensure that the “Common” Message Queuing component is checked.
 - Ensure that the “Active Directory Integration” Message Queuing component is NOT checked.

- Internet Information Services (IIS) 10.0 – If you would like a stand alone MAXQueue instance, the Web Servier (IIS) Server Role will need to be included



- Microsoft Windows Server 2019
 - ✓ Ensure the following folders have Read and Write permissions set as shown for IIS web users:
 - System Temporary files folder - Always required.
 - <DEPLOYMENT_DIR>\Logs - Always required, even if using remote logging.

Assumptions

- ✔ You have access to the MAXQueue base which can be downloaded from the Customer Support website.
- ❗ If you are installing MAXQueue in a new environment with an existing database and the database contains the MAXQueue schema, please contact support prior to doing so to receive instructions and assistance.
- ❗ Do not use the browser's **Back** button as unanticipated results may occur.
- ❗ Do not open or use the same instance of the web portals, or MAXQueue designer or viewer in multiple browser windows or tabs. This can cause errors or unexpected performance issues.

Familiarity with system workflow and configuration. Please ensure that only qualified IT personnel install and configure MAXQueue.

Important Information

- License files used by 3rd party libraries in the App Server, Web Modules, Data Services, and MAXQueue are stored in the respective folder for that item, such as:
 - <deployment>/Licenses/AppServer
 - <deployment>/Licenses/WebModules
 - <deployment>/Licenses/DataServices
 - <deployment>/Licenses/MaxQueue

Terminology

Term	Definition
MAXQueue	A middleware product used for enhancing functionality of the asset management system and interfacing it with other third party systems.
MAXQueue Designer*	A web application used to configure, and view available MAXQueue services.
MAXQueue Viewer	A web application used to view MAXQueue services, performance statistics, and logs.
Deployment	The actual installation of the product on the computer.
Instance	The unique implementation of MAXQueue. This contains all of your custom services and variables that execute to perform a series of specific tasks.
Integration	A suite/collection of services used to enhance the asset management system.
Service	An individual workflow in MAXQueue that will process data that performs a specific task.
MAXQueue Service	The actual windows service for MAXQueue.
IIS	Internet Information Services; A web server used to provide access to the MAXQueue Designer and Viewer.

**Designer is an internal developer service for use only with a services engagement for custom integrations only. Any changes made by the customer will not be supported by Customer Care.*

2. MAXQueue Base/Server

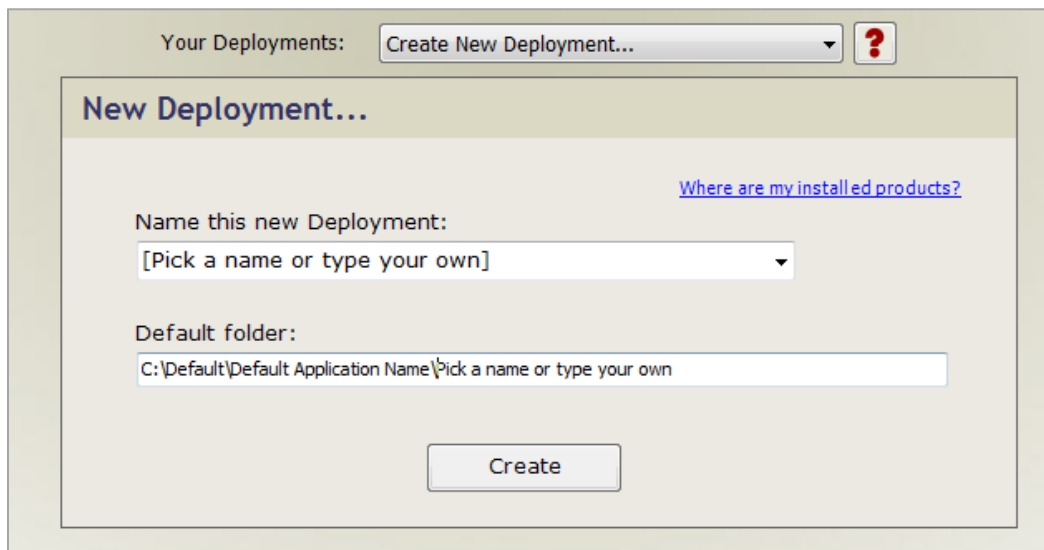
Installing MAXQueue Base/Server

The MAXQueue Base/Server is the engine that applies and executes a collection of defined workflows. It is typically managed via a Windows Service and resides in the server directory where MAXQueue has been deployed.

If you are upgrading MAXQueue and therefore will be pointing to an already existing base deployment, skip this section and go to [Section 3. Integration Designer](#).

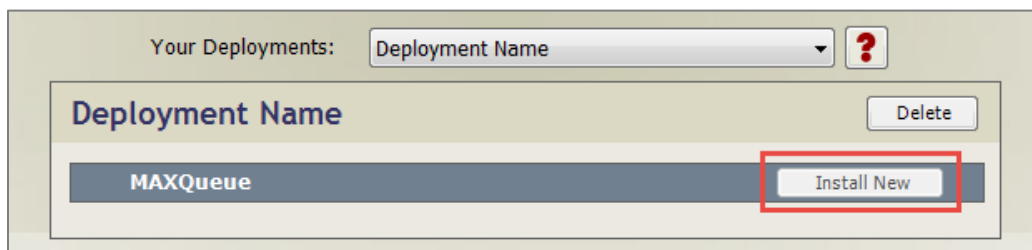
Follow the instructions below to install MAXQueue Base.

1. Launch the Installer.
 - If you have an existing deployment of MaxQueue, select that deployment.
 - If not, select **Create New Deployment**.
2. Enter in a name for your deployment and click **Create**.



The screenshot shows the 'New Deployment...' dialog box. At the top, there is a 'Your Deployments:' section with a dropdown menu set to 'Create New Deployment...' and a red question mark icon. Below this, the dialog has a title bar 'New Deployment...'. Inside, there is a link 'Where are my installed products?'. The main area contains two fields: 'Name this new Deployment:' with a dropdown menu showing '[Pick a name or type your own]', and 'Default folder:' with a text box showing 'C:\Default\Default Application Name\Pick a name or type your own'. At the bottom center is a 'Create' button.

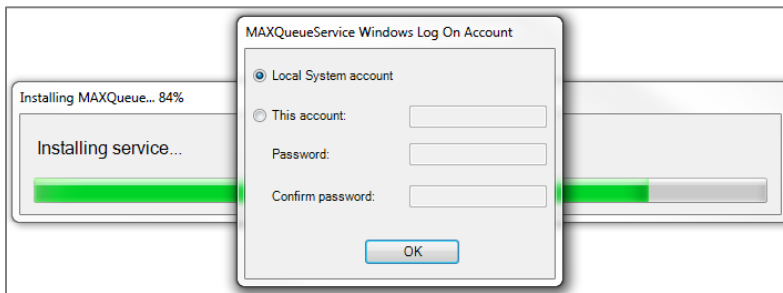
3. Click **Install New** next to MAXQueue in the Deployment component list.



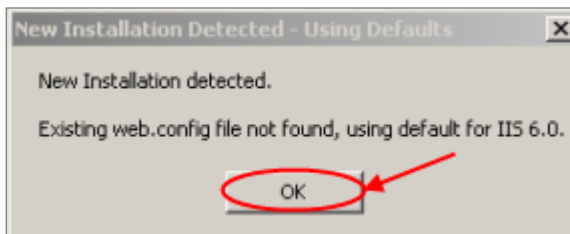
The screenshot shows the 'Deployment component list' dialog box. At the top, there is a 'Your Deployments:' section with a dropdown menu set to 'Deployment Name' and a red question mark icon. Below this, the dialog has a title bar 'Deployment Name'. Inside, there is a 'Delete' button. The main area contains a table with one row: 'MAXQueue'. To the right of the 'MAXQueue' row is a button labeled 'Install New', which is highlighted with a red rectangle.

The MAXQueue Installer will pop up.

4. If you want to see documentation files after the installation, check the corresponding box.
5. Click **Install Now**.
6. A window will display allowing you to configure which account will be used for the MAXQueue Service. Additional properties will be set to default values but can be configured as explained in the Configuration section of this document. After configuring, click **OK**.



7. Click **OK** if pop-in shows that a New Installation was detected. Defaults for IIS will be used.



Upgrading MAXQueue Base/Server

Follow the instructions below to upgrade MAXQueue Base/Server.

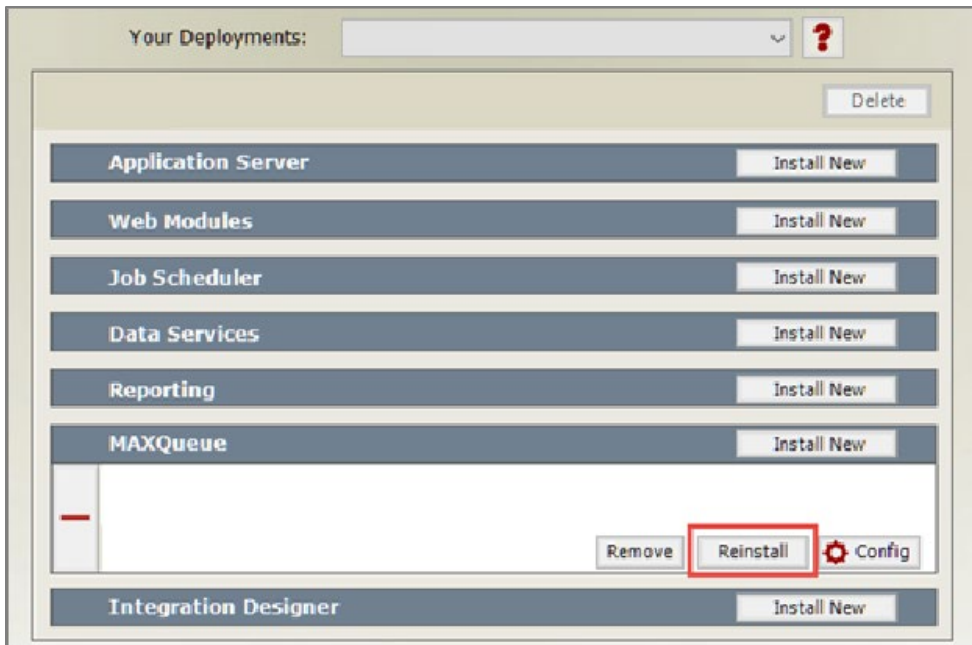
- ❗ MAXQueue requires that the setting `READ_COMMITTED_SNAPSHOT` be on for versions 13.1 and above (MSSQL only). Verify that this setting is on with the following SQL statement:

```
SELECT IS_READ_COMMITTED_SNAPSHOT_ON FROM
SYS.DATABASES WHERE NAME= '<Database Name>';
```

- A result of 0 IS OFF
- A result of 1 IS ON

1. Launch the Installer.

2. Select the deployment to which your MAXQueue belongs.
3. Click **Reinstall** next to MAXQueue in the Deployment component list.



The MAXQueue Installer will pop up.

4. Click **Reinstall Now**. A window will display allowing you to configure which account will be used for MAXQueue. It will default to the account you had set up in your last installation / upgrade.
5. If you checked the **Launch Configurator** option, click **OK** when the pop-in shows that a New Installation was detected. Defaults for IIS are used.
6. The Configurator will display allowing configuration of MAXQueue.
7. Click **Exit** once you finish configuring.

Configuring MAXQueue Base/Server

After installing/upgrading the MAXQueue base/server, you are ready to configure MAXQueue. Configure MAXQueue by completing the steps in the sections below.

⚠ Do not start the MAXQueueService until it has been associated with the Windows User. MAXQueue will create private MSMQ's owned by the associated Windows User. If reinstalling, ensure that the MAXQueue Server service is stopped.

1. Navigate to the directory where you installed MAXQueue (default is \FASuite\<deployment name>\MAXQueue) and open the Server subdirectory.

2. Proceed to the appropriate section: Configuring MAXQueue for Oracle, Configuring MAXQueue for MSSQL

Oracle Configuration

To configure MAXQueue for Oracle, complete the following steps:

1. Launch the MAXQueue Configurator in the Server directory.

The screenshot shows the MAXQueue Configurator window with the 'Database' tab selected. The 'Shared Database Settings' section contains the following fields:

- Database Type: Oracle (dropdown)
- Database Server (IP / hostname): TPZORA
- Database Name: QAO23
- Database Port: 1521
- ODBC Name: test
- MAXQueue Database User: maxqueue
- DBA Username: emsdba
- App Username: emsapp

Buttons on the right include 'Database Health Check', 'Test Database Connections', and 'Create ODBC Connection'. Below the settings is the 'Application Status' section showing a table with one instance:

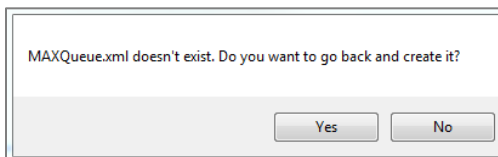
Current Instance	Instance Name	Active	Machine Name	Server Path	Current Version
▶	1158985184	☒	10.1.105.190	C:\Trapeze\EAM\QAO23\MAXQueue\server	23

At the bottom, the 'FASuite Application Server Settings' section includes a text box for 'Application Server' (localhost:1999) and a 'Test Application Connection' button.

2. In the database drop down list, choose Oracle.
3. Under Oracle Service Name, enter the name of your database.
4. Under ODBC Name, enter the name of the ODBC connection pointing to your database. If you need to configure / create an ODBC connection, click **Create ODBC Connection** to launch the ODBC Data Source Administrator.
5. Make any additional changes to passwords if necessary. Please remember that though you can change the default passwords, you cannot change any SQL login names.

6. Click the **Database Health Check** button to test the permissions of the database to which you are connected. The DBA username and password should be used.
7. Click **Test Database Connections**. A window will open showing if the default users were able to connect to your database. If any fail, close the window, verify your Service Name and ODBC Name and try again.
 - If your MAXQueue user fails, but the others succeed, you may not have your MAXQueue schema created in the database. Verify the database. If your MAXQueue portion of the database is not set up, proceed to Step 11 before completing any additional steps.
8. Under Application Server, enter the URL for the application followed by the port.
9. Click **Test Application Connection**. If it fails, close the window, verify your URL and port and try again.
10. Click **Save**, then click **Exit** to close the MAXQueue Configurator.

 If you receive the following error, click **Yes**. Then click **Create Instance** which will be at the lower left corner of the screen. Click **Save** and continue.



11. Navigate to the server directory and launch the MAXQueue Configurator.
12. In the Database Tab > Application Status section, click **Create** or **Convert**, depending on which is enabled.
13. Navigate to the day's respective log directory (format/default is <Deployment Name>\Logs\[YYYYMM]\[YYYYMMDD]\MAXQueue).
 - i. Open the MAXQueue.log file
 - ii. If you see the following in the MAXQueue.log then perform steps iii. and iv. below. Otherwise skip to step 17.
 - 9/18/2012 1:33:46 PM - ---
 - 9/18/2012 1:33:46 PM - Starting MAXQueueServer
 - 9/18/2012 1:33:48 PM - ---
 - 9/18/2012 1:33:48 PM - App Exception
 - 9/18/2012 1:33:48 PM - ---

- 9/18/2012 1:33:48 PM - Could not load file or assembly 'Oracle.DataAccess, Version=2.102.2.20,Culture=neutral, PublicKeyToken=89b483f429c47342' or one of its dependencies. The system cannot find the file specified.at
FASuite.AMDataAccess.Oracle.DAContext.Disconnect() at
FASuite.AMDataAccess.BaseDAContext.set_AccountType(DAAccountTypes value)at FAQueueServer.AppMain..ctor()at
FAQueueServer.AppMain.Main(String[] args)
 - 9/18/2012 1:33:48 PM - ---
 - 9/18/2012 1:33:48 PM - Terminated
- iii. Navigate to the C:\Windows\assembly directory and locate the Oracle.DataAccess file where the Processor Architecture is x86. Record the version you have.
- iv. Locate the Oracle Redirect files in the CorFlag directory (Step 12 above).
- If version is 2.112.1.0, then right click the Ora2.112.1.0.bat file and select Run as Administrator.
 - If version is 2.112.2.0, then right click the Ora2.112.2.0.bat file and select Run as Administrator.
 - If version is 2.112.3.0, then right click the Ora2.112.3.0.bat file and select Run as Administrator.
 - If your version is not in the list, please call Customer Support.
14. Rerun the Create or Convert command in the Configurator. Review the MAXQueue.log file to ensure that an error does not exist. If an error still exists after going through this step, call Customer Support.
-  If your cursor does not return, please call Customer Support.
15. Through the Windows Service Management Console, start the MAXQueue Server service.
16. Navigate to the Logs directory for the current date (default location is: <Deployment Name>\Logs\[YYYYMM]\[YYYYMMDD]\MAXQueue) and open the MAXQueue.log file. The log will appear similar to the following:
- 10/2/2012 1:28:07 PM - ---
 - 10/2/2012 1:28:07 PM - Starting MAXQueueServer
 - 10/2/2012 1:28:07 PM - Startup argument '-create' provided. Requesting application object creation/verification.

- 10/2/2012 1:28:07 PM - Reading Settings
- 10/2/2012 1:28:07 PM - Creating new local config
- 10/2/2012 1:28:07 PM - Reviewing settings for Instance 'A1428409304'
- 10/2/2012 1:28:07 PM - Validating Configuration
- 10/2/2012 1:28:07 PM - Configuration Validation Complete
- 10/2/2012 1:28:07 PM - Loaded 0 Service Settings
- 10/2/2012 1:28:07 PM - Checking FA Database objects
- 10/2/2012 1:28:07 PM - Created Oracle Table
MAXQUEUE.MAXQ_ERRORHANDLER
- 10/2/2012 1:28:07 PM - Created Oracle Index MAXQ_ERRORHANDLER_ROW
- ...
- 10/2/2012 1:28:09 PM - Created Oracle Index MAXQ_WF_ITEM_STEP
- 10/2/2012 1:28:09 PM - Created Oracle Index MAXQ_WF_ITEM_CONNECTOR
- 10/2/2012 1:28:09 PM - Validating DataEvent Subscribers
- 10/2/2012 1:28:09 PM - Validation complete
- 10/2/2012 1:28:09 PM - Validating App
- 10/2/2012 1:28:10 PM - App Validation Failed - Could not find file
...\\FASuite121\\Oracle\\MAXQueue\\Server\\MAXQueue.xml'.
- 10/2/2012 1:28:10 PM - Starting Removal of Old Queues
- 10/2/2012 1:28:10 PM - Finished Removal of Old Queues
- 10/2/2012 1:28:10 PM - Checking for Packages to Store
- 10/2/2012 1:28:10 PM - Finished with Packages
- 10/2/2012 1:28:10 PM - Checking for DataEvent Definitions to Store
- 10/2/2012 1:28:12 PM - Finished with DataEvent Definitions
- 10/2/2012 1:28:12 PM - -
- 10/2/2012 1:28:12 PM - Instance Initialization Required - Reloading
- 10/2/2012 1:28:12 PM - -
- 10/2/2012 1:28:12 PM - Reading Settings

- 10/2/2012 1:28:12 PM - Creating new local config
- 10/2/2012 1:28:12 PM - Reviewing settings for Instance 'A781949667'
- 10/2/2012 1:28:12 PM - Validating Configuration
- 10/2/2012 1:28:12 PM - Configuration Validation Complete
- 10/2/2012 1:28:12 PM - Reviewing Install Package(s) for new/updated configurations
- 10/2/2012 1:28:12 PM - Adding - A781949667^1 (Service: Notification - Rules)
- 10/2/2012 1:28:12 PM - Archiving Package - NotificationRules
- 10/2/2012 1:28:12 PM - Adding - A781949667^9 (Service: Trapeze - BSM - Create)
- 10/2/2012 1:28:12 PM - Adding - A781949667^33 (Service: Trapeze - BSM - Deactivate)
- ...
- 10/2/2012 1:28:12 PM - Adding - A781949667^261 (Service: Trapeze - Out Of Service)
- 10/2/2012 1:28:12 PM - Adding - A781949667^265 (Service: Trapeze - Vehicle Codes)
- 10/2/2012 1:28:12 PM - Archiving Package - Trapeze
- 10/2/2012 1:28:12 PM - Install Package(s) applied
- 10/2/2012 1:28:13 PM - Published local config for Instance
- 10/2/2012 1:28:13 PM - Updated published config revision to '2'
- 10/2/2012 1:28:13 PM - Saved published config locally for Instance
- 10/2/2012 1:28:13 PM - Settings activated for 'A781949667'
- 10/2/2012 1:28:13 PM - Loaded 11 Service Settings
- 10/2/2012 1:28:13 PM - Checking FA Database objects
- 10/2/2012 1:28:13 PM - Validating DataEvent Subscribers
- 10/2/2012 1:28:13 PM - Validation complete
- 10/2/2012 1:28:13 PM - Validating App
- 10/2/2012 1:28:13 PM - App Validation complete

- 10/2/2012 1:28:13 PM - Starting Removal of Old Queues
- 10/2/2012 1:28:13 PM - Finished Removal of Old Queues
- 10/2/2012 1:28:13 PM - Checking for Packages to Store
- 10/2/2012 1:28:13 PM - Finished with Packages
- 10/2/2012 1:28:13 PM - Checking for DataEvent Definitions to Store
- 10/2/2012 1:28:14 PM - Finished with DataEvent Definitions
- 10/2/2012 1:28:14 PM - Clearing Connector Status
- 10/2/2012 1:28:14 PM - Initializing Performance Counters
- 10/2/2012 1:28:14 PM - ---
- 10/2/2012 1:28:14 PM - Shutdown Completed

17. Stop the MAXQueue Server service (through the Windows Service Management Console).

18. If you have errors reported in the MAXQueue.log file, contact Customer Support.

19. Oracle requires Internet User access to the Oracle Home in order to use the Oracle ODBC drivers with the MAXQueue Designer. Follow the steps below to grant the appropriate access.

- i. Browse to the Oracle Home directory. Please ask your database administrator for assistance if you are not certain where the Oracle Home directory is located.
- ii. Right-click on the Oracle Home directory and select **Properties**.
- iii. Click on the **Security** tab and click **Edit**.
- iv. Click **Add**.
- v. Ensure that the location is the local machine. Add the IUSR_<machinename> user account.
- vi. Click **OK**.
- vii. The default permissions granted (Read & Execute, List Folder Contents, and Read) are sufficient.
- viii. Click **OK**.

MSSQL Configuration

1. Launch the MAXQueue Configurator in the Server directory.

Database | IIS | Advanced | Data Services

Shared Database Settings

Database Type: Microsoft SQL Server

Database Server (IP / hostname): TPZSQL19

Database Name: QAM23

ODBC Name: test

MAXQueue Database User: maxqueue Password:

DBA Username: emsdba Password:

App Username: emsapp Password:

Database Health Check

Test Database Connections

Create ODBC Connection

Application Status

Version: 23 / 23 (Current/Available)

Create Convert

	Current Instance	Instance Name	Active	Machine Name	Server Path	Current Version
▶		1221133015	☒	10.1.105.190	C:\Trapeze\EAM\QAM23\MAXQueue\server	23

FASuite Application Server Settings

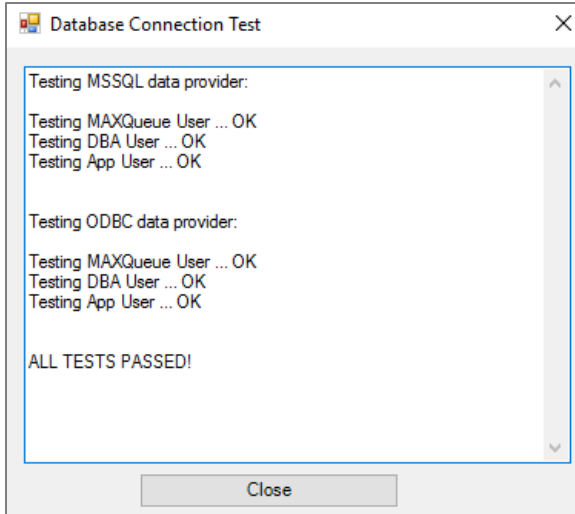
Please specify the application server connection using the form <host>:<port> (e.g. 127.0.0.1:1999)

Application Server: localhost:1999

Test Application Connection

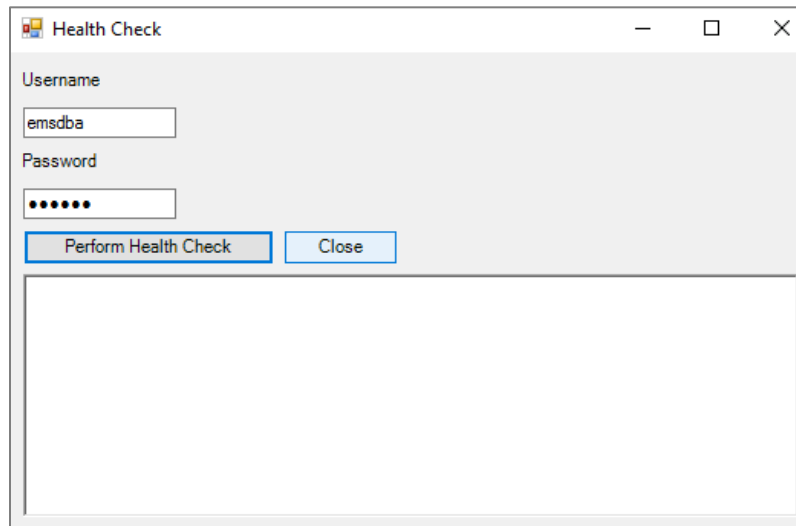
Save Exit

2. In the database drop down list, choose MSSQL.
3. Next to MSSQL Database Name, enter the name of the database.
4. Next to MSSQL Server, enter the IP or hostname of your MSSQL database.
5. Next to ODBC Name, enter the ODBC connection pointing to your database. If you need to configure or create an ODBC connection, click the **Create ODBC Connection** button to launch the ODBC Data Source Administrator.
6. Make any additional changes to passwords if necessary. Please remember that though you can change the default passwords, you cannot change any SQL login names.
7. Click **Test Database Connections**. A window will open showing if the default users were able to connect to your database.



- If any fail, close the window, verify your Database Name, Server, and ODBC Name, and try again.
 - If your MAXQueue user fails, but the others succeed, you may not have your MAXQueue schema created in your database. Verify with your database and, if your MAXQueue portion of the database is not set up, run the following and then come back to this step: "AppCreateFASuite.sql"
8. Click the **Database Health Check** button to test the permissions of the database you are connected to. The DBA username and password should be used to perform the Database Health Check.

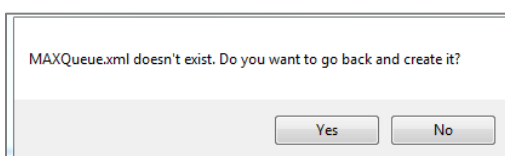
The Health Check pop-in displays.



- i. Enter the **Username** and **Password**.
- ii. Click **Perform Health Check**.

- iii. When the check is done, click **Close**.
9. In the **Application Server** field, enter the server or machine host name followed by the port.
10. Click **Test Application Connection**. If it fails, close the window, verify the server or machine host name and port on which your AppServer is running and try again.
11. Click **Save**.

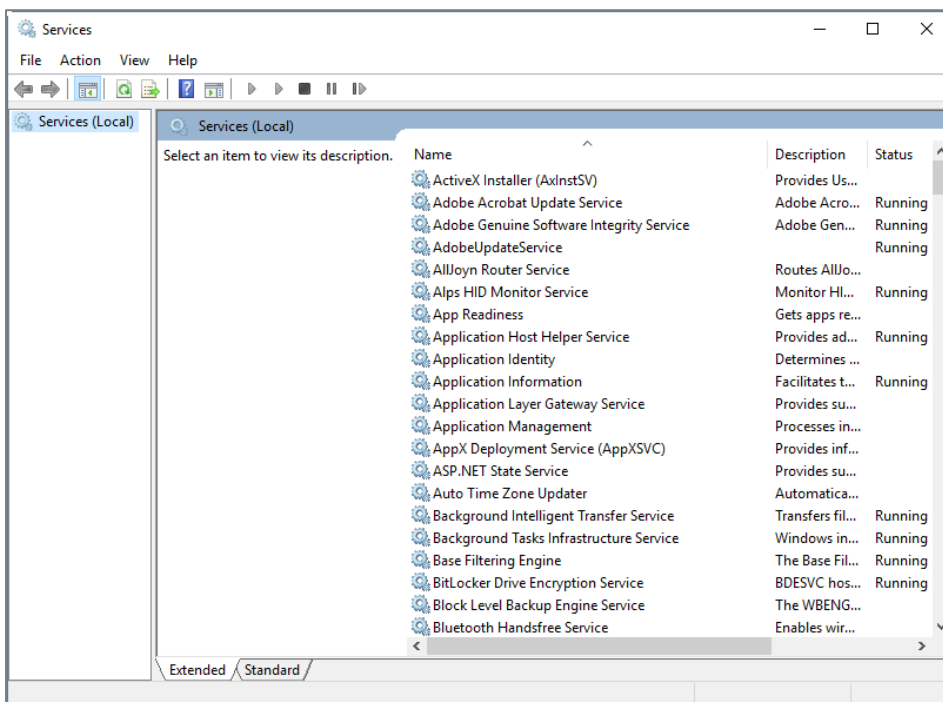
 If you receive the following error, click **Yes**. Then click **Create Instance** if new or **Convert** if updating which will be at the lower left corner of the screen. Click **Save** and continue.



 **Note:** If your cursor does not return, please call Customer Support.

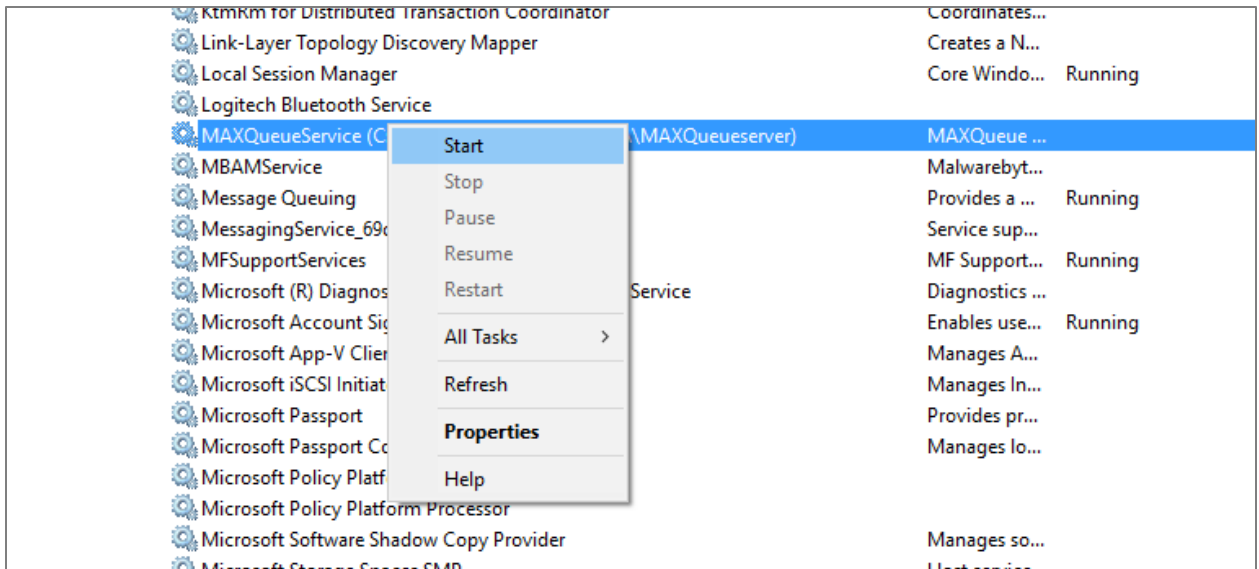
12. Click **Exit** to close the MAXQueue Configurator.
13. Open the Windows Service Management Console (Windows Services).

The Services page displays.



14. To start the service:

- i. Find your MAXQueue service in the services list.
- ii. Right-click the service.
- iii. Click **Start**.



15. Navigate to the Logs directory for the current date (default location is: <Deployment Name>\Logs\[YYYYMM]\[YYYYMMDD]\MAXQueue) and open the MAXQueue.log file. The log will appear similar to the following:

- 2/26/2014 10:19:41 AM - Starting MAXQueueServer
- 2/26/2014 10:19:41 AM - Startup argument '-create' provided. Requesting application object creation/verification.
- 2/26/2014 10:19:41 AM - Reading Settings
- 2/26/2014 10:19:41 AM - Reviewing settings for Instance 'A73048438' (Alex1310)
- 2/26/2014 10:19:41 AM - Validating Configuration
- 2/26/2014 10:19:41 AM - Configuration Validation Complete
- 2/26/2014 10:19:41 AM - Loaded 8 Service Settings
- 2/26/2014 10:19:41 AM - Checking FA Database objects
- 2/26/2014 10:19:41 AM - Created MSSQL Table MAXQUEUE.MAXQ_ERRORHANDLER

- 2/26/2014 10:19:41 AM - Created MSSQL Index
MAXQ_ERRORHANDLER_ROW
- . . .
- 2/26/2014 10:19:41 AM - Created MSSQL Table MAXQUEUE.MAXQ_WORK
- 2/26/2014 10:19:42 AM - Created MSSQL Index MAXQ_WF_ITEM_ROW
- 2/26/2014 10:19:42 AM - Validating DataEvent Subscribers
- 2/26/2014 10:19:42 AM - Validation complete
- 2/26/2014 10:19:42 AM - Verifying Table Structures
- 2/26/2014 10:19:42 AM - Successfully Verified table Structures
- 2/26/2014 10:19:42 AM - Validating App
- 2/26/2014 10:19:42 AM - App Validation complete
- 2/26/2014 10:19:42 AM - Starting Removal of Old Queues
- 2/26/2014 10:19:42 AM - Finished Removal of Old Queues
- 2/26/2014 10:19:42 AM - Checking for Packages to Store
- 2/26/2014 10:19:42 AM - Finished with Packages
- 2/26/2014 10:19:42 AM - Checking for DataEvent Definitions to Store
- 2/26/2014 10:19:43 AM - Finished with DataEvent Definitions
- 2/26/2014 10:19:43 AM - -
- 2/26/2014 10:19:43 AM - Instance Initialization Required - Reloading
- 2/26/2014 10:19:43 AM - -
- 2/26/2014 10:19:43 AM - Reading Settings
- 2/26/2014 10:19:43 AM - Reviewing settings for Instance 'A73048438'
(Alex1310)
- 2/26/2014 10:19:43 AM - Validating Configuration
- 2/26/2014 10:19:43 AM - Configuration Validation Complete
- 2/26/2014 10:19:43 AM - Reviewing Install Package(s) for new/updated
configurations

- 2/26/2014 10:19:43 AM - Review of Install Package(s) complete - no config update required
- 2/26/2014 10:19:43 AM - Published local config for Instance
- 2/26/2014 10:19:43 AM - Settings activated for 'A73048438'
- 2/26/2014 10:19:43 AM - Loaded 8 Service Settings
- 2/26/2014 10:19:43 AM - Checking FA Database objects
- 2/26/2014 10:19:43 AM - Validating DataEvent Subscribers
- 2/26/2014 10:19:43 AM - Validation complete
- 2/26/2014 10:19:43 AM - Verifying Table Structures
- 2/26/2014 10:19:43 AM - Successfully Verified table Structures
- 2/26/2014 10:19:43 AM - Validating App
- 2/26/2014 10:19:43 AM - App Validation complete
- 2/26/2014 10:19:43 AM - Starting Removal of Old Queues
- 2/26/2014 10:19:43 AM - Finished Removal of Old Queues
- 2/26/2014 10:19:43 AM - Checking for Packages to Store
- 2/26/2014 10:19:44 AM - Finished with Packages
- 2/26/2014 10:19:44 AM - Checking for DataEvent Definitions to Store
- 2/26/2014 10:19:45 AM - Finished with DataEvent Definitions
- 2/26/2014 10:19:45 AM - Clearing Connector Status
- 2/26/2014 10:19:45 AM - Initializing Performance Counters
- 2/26/2014 10:19:45 AM - ---
- 2/26/2014 10:19:45 AM - Shutdown Completed

16. Stop the MAXQueue Server service (through the Windows Service Management Console).

17. If you have errors reported in the MAXQueue.log file, contact Customer Support.

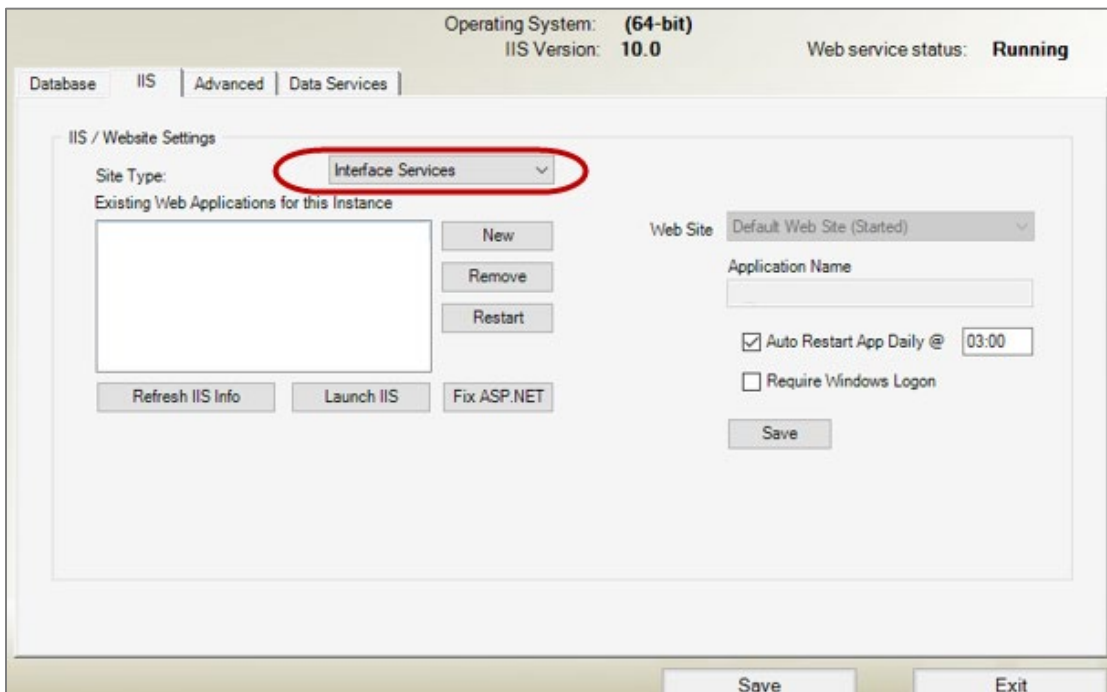
IIS Configuration

If the client is using the MAXQueue Interface Services and/or Network Fleet Data Connect MAXQueue package, then IIS configuration is required. Click on the IIS tab.

Interface services are used by Web Service Entry Point and Web Service adapters and need to be configured if one of these adapters are used in any workflow. It is recommended to always configure Interface Services no matter if Web Service adapters are currently used.

Creating IIS Web Application for Interface Services:

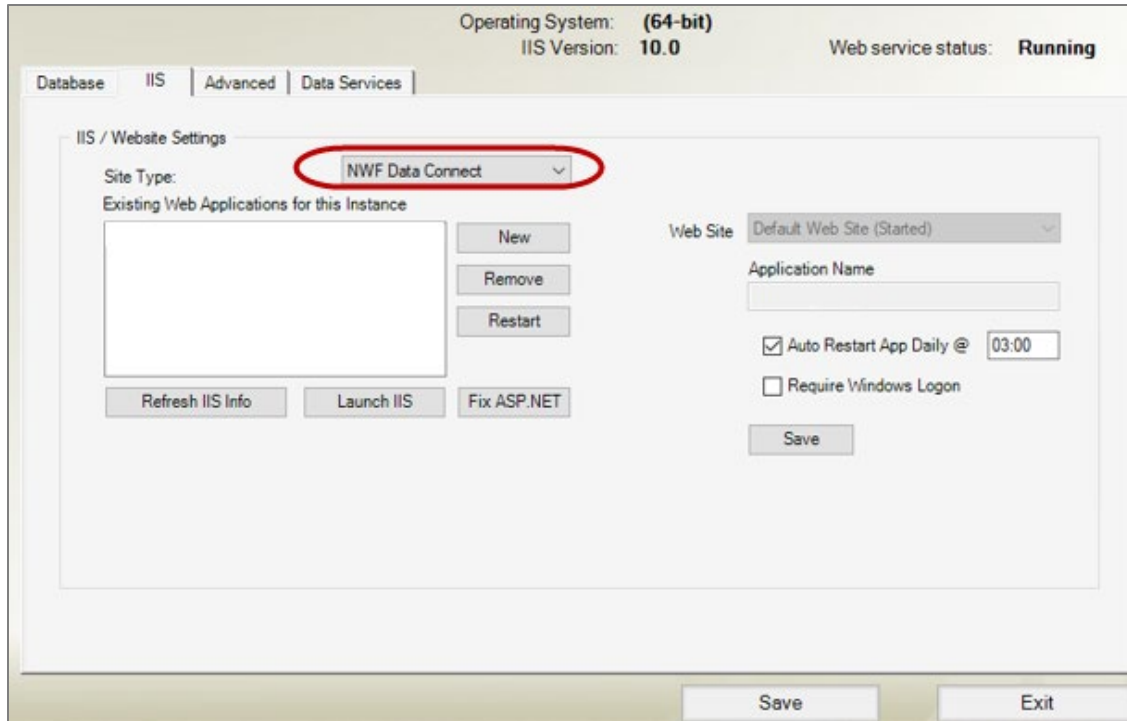
1. Select **Interface Services** from the Site Type drop down box.
2. Configure IIS Web Application by clicking **New**.
3. Enter an Application name and click **Save**.



Creating IIS Web Application for Network Fleet Data Connect

1. Select **NWF Data Connect** from the Site Type drop down box.
2. Configure IIS Web Application by clicking **New**.
3. Enter an Application name and click **Save**.

 Note: Only configure NWF Data Connect if the client has NWF-DataConnect module installed.



Web Permissions Configuration

 Note: Integration Designer must be installed prior to configuring web permissions.

To set permissions on the MAXQueue Web directory, follow the steps below:

1. Browse to the instance of MAXQueue and the Web folder to find:

New directory = IntegrationDesigner\web directory.

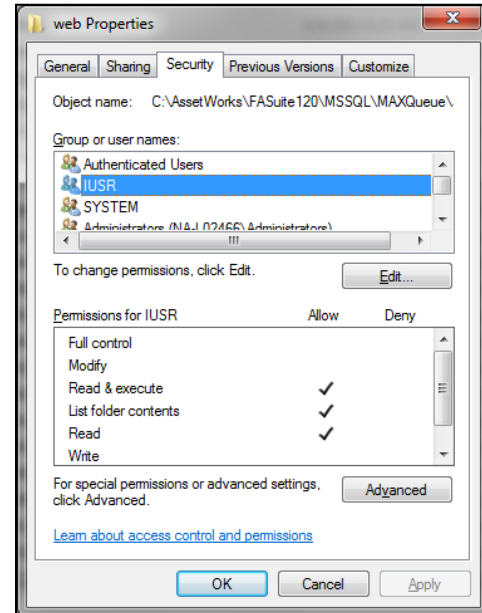
Legacy directory = Server\web directory. This only needs to be configured if using the Legacy configuration method. See [Appendix A: Legacy Method - Configuring the Designer and Viewer](#) for more information.

2. Right click on the folder and select **Properties**.
3. Select the Security tab, click **Edit** and click **Add**.
4. Ensure that the location is the local machine. Add the following:
 - **ASPNET** account
 - Authenticated Users account.
 - **Internet Guest Account** (will be in the format of: IUSR_<computername> or IUSR).
 - **IIS_IUSRS** account (if available).



Note: If IIS 6.0 ASPNET, Authenticated Users, and IUSR_<computename> will exist. If IIS 7 Authenticated Users, IUSR, and IIS_IUSRS will exist.

5. Click **OK**.
6. The default permissions granted (Read & Execute, List Folder Contents, and Read) are sufficient.
7. Click **OK** again.



Web Management Port

Web Management port is used for communication between MAXQueue Viewer and MAXQueue Server. In order for communication to work properly, web management port and additional privileges must be set by clicking the **Set Privileges** button or saving new configuration.

In order to set up communication between MAXQueue Server and MAXQueue Viewer, users need to create a reservation for a specific port.

1. Open MAXQueue Configurator as an administrator. Go to Services tab. Enter Web management port (any number between 8000 and 9000) and click **Set Privileges** or **Save**. You should see a dialog box confirming that your reservation has been added.
2. Run MAXQueue Server.
3. Open MAXQueue Viewer and select your instance.
4. The green icon next to instance description in MAXQueue Designer will indicate that the Management Port was successfully set. A red plug icon would indicate that MAXQueue Viewer cannot establish communication with MAXQueue Server.



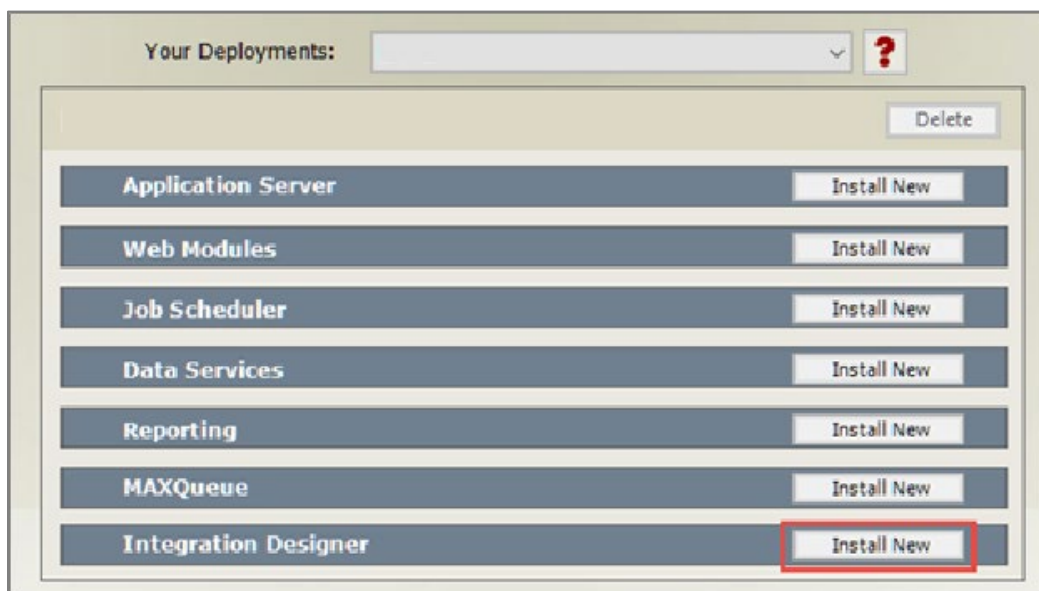
Note: Management Port value is stored in .MAXQueue\Server\FASuite.config

3. Integration Designer

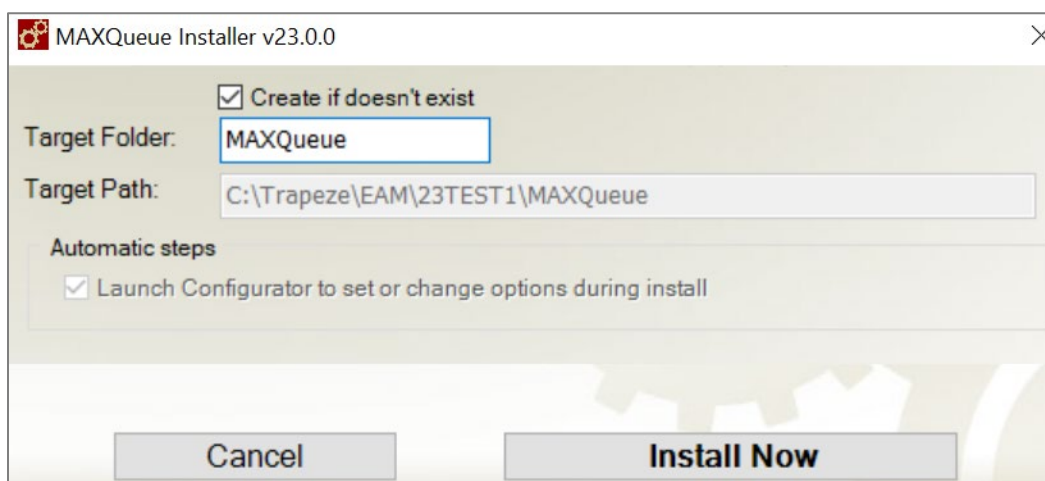
Installing Integration Designer

To install the Integration Designer, do the following:

1. Click **Install New** next to Integration Designer.



2. Select target folder, application bitness, and then click **Install Now**.



The Configurator will open once installation finishes.

Upgrading Integration Designer

To upgrade the Integration Designer, do the following steps.

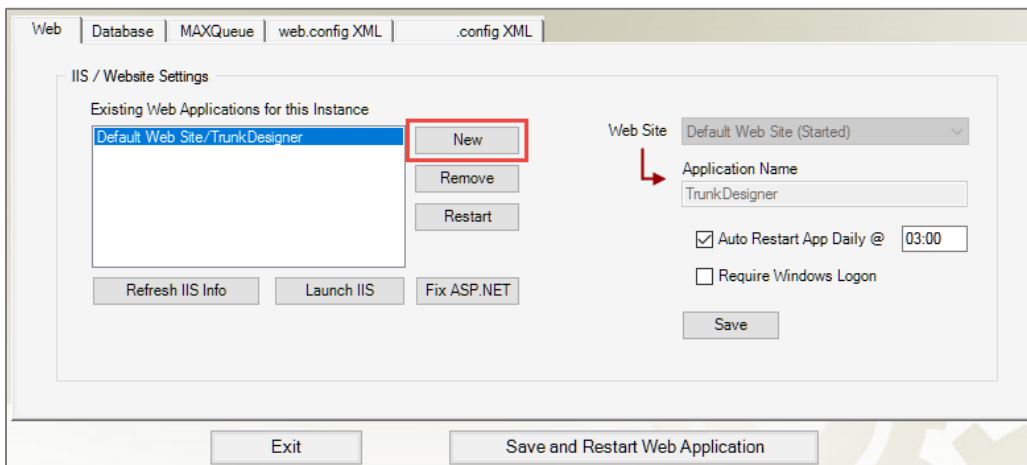
1. Click **Reinstall** from the Integration Designer option of the Installer.
2. Select target folder, application bitness, and then click **Reinstall Now**.

The Configurator will open when the upgrade is complete.

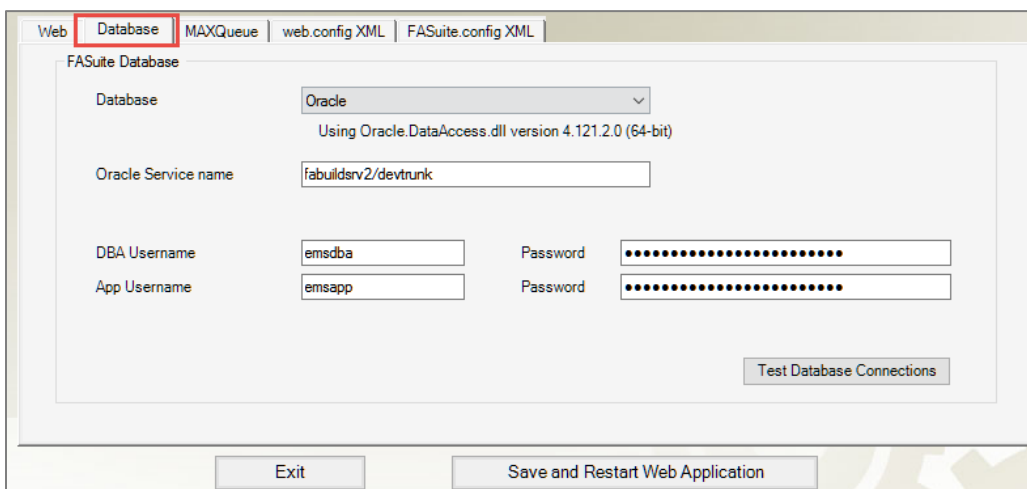
Configuring Integration Designer

Configure IIS Web Application by completing the following steps.

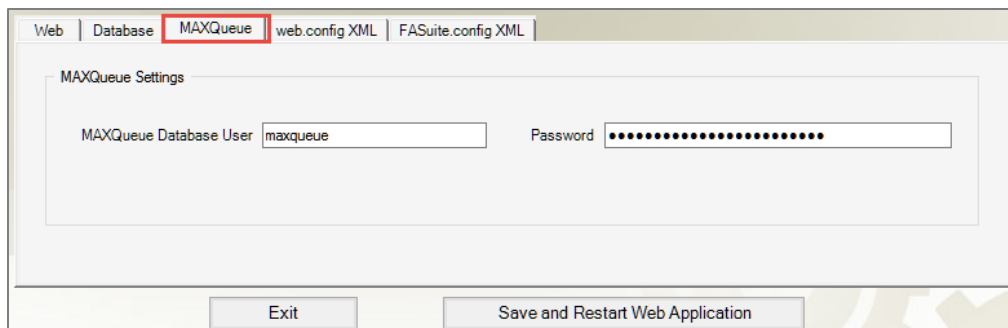
1. Click New.



2. Enter the application name and click **Save**.
3. Select the **Database** tab and enter the database information.



4. Click **Test Database Connections** to make sure the database connection was entered correctly.
5. Select the **MAXQueue** tab and enter MAXQueue user name and password.



The screenshot shows a software window with a tabbed interface. The tabs are 'Web', 'Database', 'MAXQueue', 'web.config XML', and 'FASuite.config XML'. The 'MAXQueue' tab is active and highlighted with a red rectangular border. Inside this tab, there is a section titled 'MAXQueue Settings'. Below this title, there are two input fields: 'MAXQueue Database User' with the text 'maxqueue' entered, and 'Password' which is filled with a series of black dots. At the bottom of the window, there are two buttons: 'Exit' on the left and 'Save and Restart Web Application' on the right.

6. Click **Save and Restart Web Application** after finishing configuration for the Integration Designer.

*You can now browse to MAXQueue Designer and MAXQueue Viewer by going to **SERVER/WEB_APP/Integration Designer** or **SERVER/WEB_APP/Integration Viewer**.*

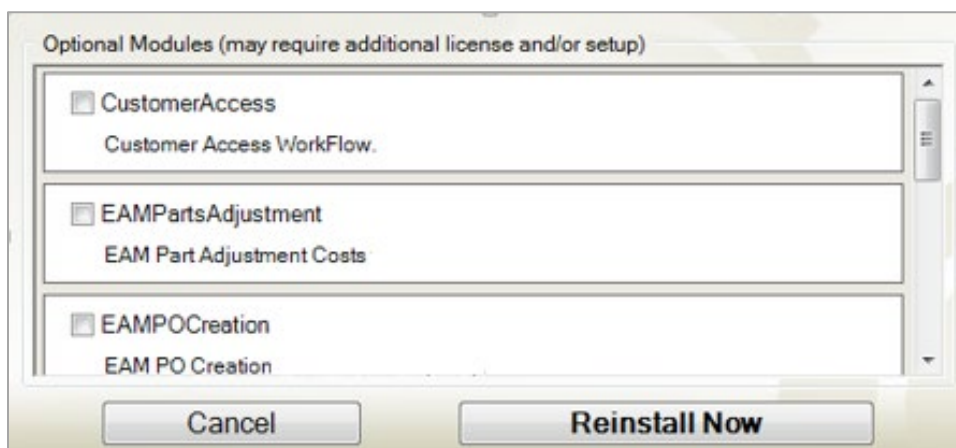
4. MAXQueue Packages

Installing MAXQueue Packages

- ✔ Installation of a new MAXQueue package no longer requires a full server restart. It can now be done on an individual service basis.
- ❗ Do not proceed any further until you have received a MAXQueue executable package containing your purchased MAXQueue modules and custom interfaces in the version you are installing. This can be requested from Customer Care Support.

If you have received a MAXQueue executable package set with your modules and interfaces, install/upgrade the modules by following the steps below.

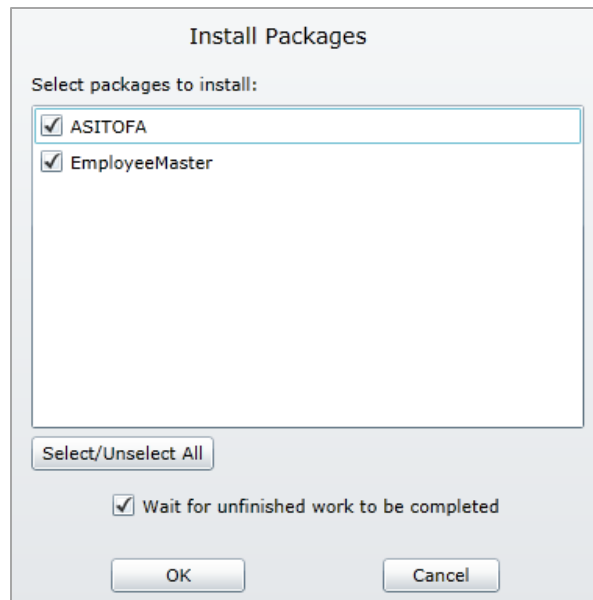
1. Review the release notes which can be found in the document package. Reference the MAXQueue and Integrations section of the Release Notes document.
2. Navigate to the location where the executable has been saved.
3. Right-click on the file MAXQueueSetup.exe and select **Run as Administrator**. If asked whether you want to open the file, choose **Yes**.
4. After MAXQueueSetup.exe finishes extracting the installation files, the Installer will launch and prompt you to choose a Deployment.
5. After selecting your deployment, click **Reinstall** on the MAXQueue Instance.
6. Place a check in the box of each of the modules you wish to install and click **Reinstall Now**.



7. Click the **X** in top right corner to exit the Installer.
8. Navigate to MAXQueue Designer

9. If installing on a MAXQueue with running services:

- i. Make sure MAXQueue Windows Service is running to start installation of a package.
- ii. Open the MAXQueue Designer.
- iii. Select your instance.
- iv. In the Select Config Action menu, click the **Install Packages** option.
- v. In the Install Packages Dialog, ensure the **Wait for unfinished work to be completed** option is checked.



This is what will allow MAXQueue to finish processing all events in MSMQ.

- vi. Select packages that you want to install and click OK
- vii. Wait until Configuration dropdown icon changes and then click 'Get Latest' in the 'Select Config Action' menu.

 Ensure that you are NOT modifying an out-of-date configuration. If you see the red icon, you must get the latest configuration prior to making any changes.

10. Update workflow settings and variables as needed.

- Each of the modules installed has a document called Module_[MODULE_NAME].txt that lives in the MAXQueue/Doc folder.
- Carefully review all settings listed in the Module_ModuleName.txt.
- Enable any data event if listed.

- Run any scripts if included. Scripts may be Install (for initial installation only) or Upgrade (for re-installing an existing copy of this integration on a server where it was previously installed).

 Review all timer settings regarding your server load and business needs. The default timer value in the MAXQueue Integration Designer is one minute and a warning will display for timer values set below 15 seconds. Users can continue or cancel with a one-time popup per session.

11. Enable new services one at a time, ensuring they function correctly and checking for log errors.

Upgrading MAXQueue Packages

-  Do not proceed any further until you have received a MAXQueue executable package containing your purchased MAXQueue modules and custom interfaces in the version you are upgrading. This can be requested from Customer Care Support.

The same steps apply for a re-install of a MAXQueue Package, but a few important notes exist:

-  Reprocess all errors for services that you are trying to upgrade. You will not be able to reprocess errors after reinstall.
-  MAXQueue requires that the setting READ_COMMITTED_SNAPSHOT be on for versions 13.1 and above. Verify that this setting is on with the following SQL statement:

```
SELECT IS_READ_COMMITTED_SNAPSHOT_ON FROM  
  
SYS.DATABASES WHERE NAME= 'PROTO';  
  
– 0 IS OFF  
  
– 1 IS ON
```

Existing data from prior to an upgrade to be processed and handled as follows:

- **Data Events:** Data events will be renumbered to match new connector IDs
- **Connector Queues:** Drained during package import process if 'Wait for unfinished work to be completed' is checked
- **Connector Work Queues:** Drained during package import process if 'Wait for unfinished work to be completed' is checked
- **Errors in MAXQ_ERRORHANDLER table:** require manual reprocessing prior to package reinstall or upgrade.

5. MAXQueue Configurator

After installing or upgrading the MAXQueue Server, the Configurator will automatically launch or you will have the option to launch it. The Configurator can be manually launched by doing one of the following:

- Open **MAXQueueConfigurator.exe** which can be found in the server folder of your installation directory (<installation directory><instance name>\MAXQueue\Server).
- Click the **Launch Configurator** option from the base installer.
- Click the **Config** button from the MAXQueue Installer.

The MAXQueue Configurator has three tabs that can be used to do the following:

- Database Tab:
 - Configure and test MAXQueue's database connection.
 - Configure and test MAXQueue's connection to the AppServer.
 - Create MAXQueue database tables.
 - Convert / update MAXQueue database tables to their current version.
- Interface Services Tab
 - Set up the Interface Services in an IIS web server.
- Advanced Tab
 - Configure the Web management port (used for MAXQueue Viewer and Designer).
 - Configure item purging frequency.
 - Configure Pipeline access identity.
 - Configure the path to data files.

*If you do not have MAXQueue.xml, a **Create Instance** button will display at the bottom of the Configurator (the button is hidden if you already have MAXQueue.xml). Clicking **Create Instance** creates a new MAXQueue.xml.*

Database Tab

Database | Interface Services | Advanced

Shared Database Settings

Database:
 Oracle Service name: Using Oracle.DataAccess.dll version 4.121.2.0 (64-bit)
 ODBC Name:
 MAXQueue Database User: Password:
 DBA Username: Password:
 App Username: Password:

Buttons: Database Health Check, Test Database Connections, Create ODBC Connection

Application Status
 Version: 17.0 / 17.0 (Current/Available)
 Buttons: Create, Convert

	Current Instance	Instance Name	Active	Machine Name	Server Path	Current Version
▶	Y	1828727461	☒	10.1.105.172	C:\Trapeze\EAM17\MAXQueue\Server	17.0
		A1784495239	☒	10.1.105.169	C:\Trapeze\EAM\EAM14\MAXQueue\Server	14.0
		MAXQueue	☒	10.1.105.169	C:\Trapeze\EAM\EAM14\MAXQueue\Server	14.0
		1546819310	☒	NA-L02987	C:\AssetWorks\FASuite\EAM131\MAXQueue\Server	
		ZAK - San Angelo	☒	10.1.105.64	C:\AssetWorks\FASuite\Oracle\San Angelo\MAXQue	14.0

FASuite Application Server Settings
 Please specify the application server connection using the form <host>:<port> (e.g. 127.0.0.1:1999)
 Application Server:
 Button: Test Application Connection

Shared Database Settings

1. Choose or confirm your Database type (MSSQL or Oracle) and your specific database version.
2. Configure the following:

Database: Choose your database type (MSSQL or Oracle).

- MSSQL
 - MSSQL Database Name: Enter the name of your database.
 - MSSQL Server (IP/Hostname): This only displays when the database type is MSSQL. Enter the IP address or hostname of your database.
 - ODBC Name: Enter the name of the ODBC connection used to access your database.
 - DBA and APP Username

- Oracle

- Oracle Service Name: Enter the name of the service configured in tnsnames.ora to access your database.
- ODBC Name: Enter the name of the ODBC connection used to access your database.
- DBA and APP Username

The MAXQueue database, DBA Username and APP Username should all stay the same unless otherwise specified by support.

3. Click the Database Health Check button to test the permissions of the database you are connected to. The DBA username and password should be used to perform the Database Health Check. This tests all of the permissions found in AppCreateFASuite.sql found in Server/DBInit/[DatabaseType]/.
4. Click the Test Database Connections button to verify connectivity to your database.

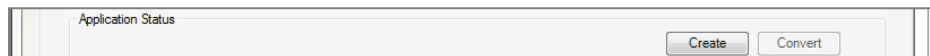
Application Status

There are two main features here:

- Creation of MAXQueue database object
- Conversion of MAXQueue database objects.

Creation of the MAXQueue tables has been moved from the MAXQueue Server to the MAXQueue Configurator. When you have a blank MAXQueue database, you will have the option to create the tables. If the MAXQueue tables have been created, but are out of date (referenced by an internal listing of what the database should look like), you will have the option to convert the tables, which will update the tables and bring them up to the current version.

If you are unable to see any data in the text area and both buttons are disabled, verify your database information in the Shared Database Settings tab is correct and click Save on the bottom of the MAXQueue Configurator.



Creating tables:

When you initially set up your MAXQueue tables, the text area on the left should be blank and the **Create** button is enabled. Click **Create** to create all of the MAXQueue tables.

This will create the MAXQueue tables to the latest snapshot stored internally. You will not have to convert the tables after creating them.

When finished, the text area will say Version: 19.1.x / 19.1.x (Current/Available).

Application Status
Version: 15.0 / 15.0 (Current/Available)

Create Convert

 When relying on default table space (for example, using <DEFAULT> for DataFile4Index), ensure the MAXQueue database user has the necessary permissions and quota to use default table space prior to clicking Create. Otherwise, the configurator will fail to insert the required data into the MAXQueue table which will prevent the MAXQueue server from running.

Converting tables:

Text area on the left will tell you if conversion is required

Application Status
Version: 14.0 / 15.0 (Current/Available)
Conversion Required

Create Convert

Since our database keeps growing and changing, perform the following to update the tables in your database to have the latest definitions.

 Click Convert to convert up to the latest version.

When finished, the text area will say Version: 19.1.x/19.1.x

Application Status
Version: 15.0 / 15.0 (Current/Available)

Create Convert

	Current Instance	Instance Name	Active	Machine Name	Server Path	Current Version
▶	Y	A459729983	☒	10.1.105.169	C:\Trapeze\EAM\EAM15\MAXQueue\Server	15.0

X is the number of conversion steps.

Managing MAXQueue Instances

In some cases, a single database may contain multiple MAXQueue instances. These are viewable in the data grid below the Create/Convert text area. In it, data about the instances in the database is displayed, such as:

- **Current Instance:** Marked 'Y' if this is your MAXQueue's instance.
- **Instance Name:** A unique identifier for a MAXQueue instance.
- **Active:** Will be checked if the instance is set to be active. If this is unchecked, the instance will not be viewable in the MAXQueue Designer, MAXQueue Viewer and the associated MAXQueue Server will not start.

- **Machine Name:** The IP address of the computer that stores that MAXQueue deployment.
- **Server Path:** The path on the specified machine to that MAXQueue deployment.
- **Current Version:** The current version of that MAXQueue instance.

If you wish to obtain the MAXQueue.xml related to a specific instance, do the following:

5. Right-click on the Instance Name of the instance you wish to retrieve.

A window will display confirming you want to retrieve that file from the database.

Upon confirmation, it will save it to your MAXQueue/Server direction under the name MAXQueue_[INSTANCE NAME].xml.

Application Server Settings

1. Fill in this form with the IP address and Port of where your AppServer is located. This is used when MAXQueue needs to send data to the AppServer for processing. For example, 192.168.1.1:1999.
2. Click **Test Application Connection** to confirm that the information is correct and that the Application Server is running.

Interface Services

IIS/Website Settings

Interface Services is used by Web Service Entry Point and Web Service adapters and need to be configured if one of these adapters is used in any workflow.

- ✔ It is recommended to always configure Interface Services no matter if Web Service adapters are currently being used.

If you have an existing IIS instance listed in the text area on the left, you do not need to worry about setting up a new IIS instance for the Designer and Viewer. As long as your MAXQueue deployment files were updated, your Designer and Viewer were updated as well.

 Important: In the IIS application pool settings, the **Load User Profile** setting must be set to TRUE to work with the Integration Designer and Viewer. For new installs, this will have been set automatically when you set up the Configurator. For more information, refer to the *Configurator Guide, Appendix A. Upgrading Virtual Directories to .NET 4.8, Set the AppPool Identity*.

To set up a new IIS instance:

1. Click **New**.
2. Set the IIS website you want this instance created under. Typically this should be left as Default Web Site.
3. Give a name to your IIS instance. This will be part of the URL to access your designer and viewer.
4. If you want your IIS application pool to recycle periodically each day, you can set the time of day you want it to recycle (in 24h format).

If you want your IIS instance to require windows logon to be able to view the designer and viewer, check the box next to it. This is disabled by default. If **Require Windows Logon** is checked, then anonymous access is disabled, and users accessing the website will be prompted for windows/domain credentials. This would provide added security in the event that you expect all of the application users to have windows domain accounts.

5. Click **Save**.

To remove an existing IIS instance:

1. Click on the instance you wish to remove in the text area.
2. Click **Remove**.

To restart an existing IIS application pool:

1. Click on the instance you wish to restart.

2. Click **Restart**.

To refresh the IIS instance listing in the text area

1. Click **Refresh IIS info**.

The Fix ASP .NET button will register ASP .NET v4.0 with IIS.

MAXQueue Interface Services Web Site (SOAP Service)

The MAXQueue Interface Services web site (SOAP service) can be configured to support basic authentication. Existing services will need to upgrade to use this functionality.

Advanced Tab

The screenshot shows the 'Advanced' tab of a configuration window. It is divided into three sections: 'Database Options', 'General Options', and 'Enterprise Integration Options'. The 'Database Options' section includes fields for 'DataFile4Table' (emsdata4), 'DataFile4Index' (emsindx4), and 'Oracle.DataAccess.DLL Installed version' (4.121.2.0), along with an 'Execute Post Conversion Steps' button. The 'General Options' section includes a 'Web Management Port' (8899), a 'Set Privileges' button, a question mark icon, a field for 'Error handler messages marked for deletion will be purged after' (24) hours, a 'Pipeline Access Identity' (Everyone), and a 'DefaultTextWriter Path' (..\DataFiles). The 'Enterprise Integration Options' section includes an 'Encryption Key' field.

Database Options

 This section is for configuring and viewing data for the database. Unless absolutely necessary and you know what you are doing, these should not be changed.

DataFile4Table - This field is the Tablespace/Filegroup used by MAXQueue Tables. This typically is left at the default **emsdata4**.

DataFile4Index - This field is the Tablespace/Filegroup used by MAXQueue Indexes. Typically is left at the default **emsindx4**.



Configurator also supports empty values in DataFile4table and DataTable4Index fields. To save empty values in FASuite.config enter <DEFAULT> for these fields.

Database Details - View what version of the database is installed on the machine.

Execute Post Conversion Steps – Pressing this button enables the method that drops and recreates triggers after the conversion has been completed.

Execute Post Conversion Steps



This process drops and recreates triggers and sequences on the table in the MAXQueue schema only.

General Options

Web Management Port – This is used to allow the MAXQueue Designer and MAXQueue Viewer to communicate with MAXQueue Server for real-time data transfer and processing. This can be set to any port that is greater than 8000 but less than 10000. That port must be open on the machine MAXQueue is installed on and not blocked by the firewall. This is not required for MAXQueue Server to run, but if you wish to use the above mentioned features in the Designer or Viewer, this needs to be set.

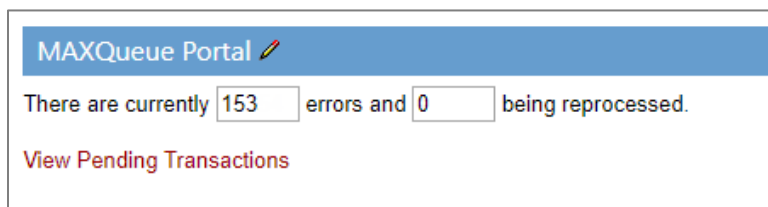


Hover over the  icon to see information about the field and its impact.



Error Processing - The 'Error handler messages marked for deletion ...' time is the time interval that MAXQueue will clean up flagged items, such as error messages in the error handler that have been reprocessed or deleted.

The MAXQueue Portal shows the error count and indicates if the error count has been filtered. When a filter is applied to the MAXQueue Portal the legend says, "Filtered Error Count," as in the screenshot below. If no filter is applied, the legend will say, "Error Count."



Errors can be reprocessed or deleted. For more information, refer to the [Handling Centralized Errors](#) section below.

MAXQueue errors are deleted from the MAXQueue Errors tab but remain in the MAXQ_ERRORHANDLER table for a set time before they are also removed.

To purge deleted errors:

➡ Set the number of hours for the Error handler messages marked for deletion will be purged after xx hours setting. Below are several examples:

- **Blank or 0:** The deleted errors will purge after 1 minute.
- **1:** The deleted errors will purge after 1 hour.
- **24:** The deleted errors will purge after 24 hours (1 day).



Note: There is no option to disable this setting to allow the errors to remain indefinitely. However, you can set the purge to a high value such as 8760, which would be 365 days.

Pipeline Access Identity – This indicates the user that will be used in MAXQueue Web Services when creating Pipeline Access Rights. This defaults to Everyone. If you want to restrict access, this is where you would specify that windows user.

Default TextFileWriter Path – This is used by the TextFileWriter adapter in the MAXQueue Designer. It is the path that is written to when no path is specified in the adapter properties.

Enterprise Integration Options

Encryption Key:

Enterprise Integration Options

This section contains an Encryption Key field that is used in many MAXQueue integrations. This is typically used when two or more Trapeze products integrate with each other. This key is stored encrypted in FASuite.config using EAM's private encryption key. The MAXQueue Configurator will decrypt it to display in this field and will re-encrypt when saving.

6. MAXQueue Designer

Using MAXQueue Designer

User Information

With Designer and Viewer authentication security, users must log in to use the Designer and the Viewer. Users can be set up as an Integration Viewer User, Integration Designer User, and Administrator.

- **Integration Viewer User:** Has access to the Integration Viewer only.
- **Integration Designer User:** Has access to the Integration Designer only.
- **Administrator:** Has access to both systems



Note: For administrators logging in for the first time, use the following information. This is set as an initial login, and it is recommended to change or delete this login information once administrators have set up users.

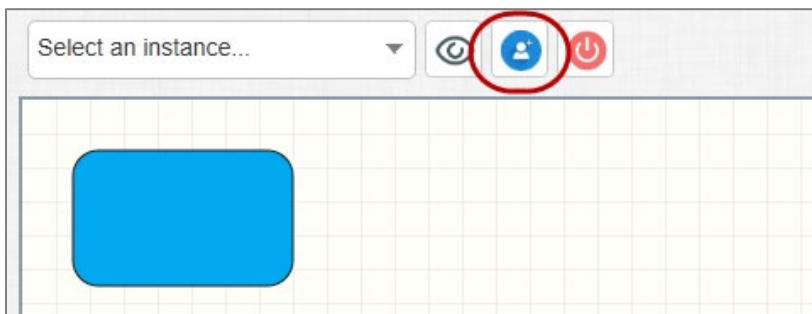
- **User:** admin
- **Password:** admin

Creating and Editing Users

Administrators can use the User Management option to create or delete users. Use the following process to create users.

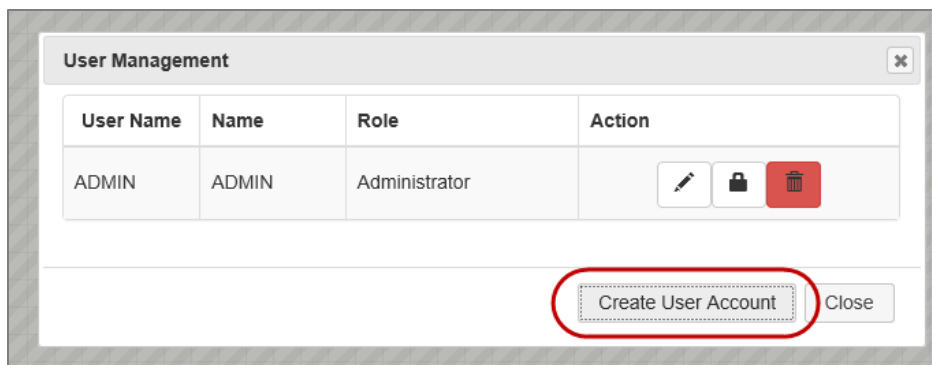
To create a user:

2. As an Administrator, open the MAXQueue Viewer.
3. Click the User Management button.



The User Management pop-in displays.

4. Click **Create User Account**.



The Create User Account pop-in displays.

The 'Create User Account' pop-in window contains the following fields and controls:

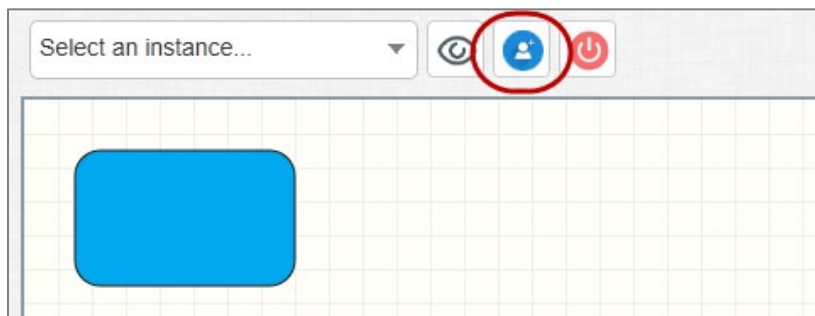
- A placeholder for a user profile picture.
- A 'Role:' dropdown menu with 'Integration Viewer User' selected.
- Input fields for 'Name', 'Username', 'Password', and 'Confirm Password', each preceded by a small icon (person, person, lock, and lock respectively).
- A blue 'Create User Account' button at the bottom.

5. Leave the **Role** as Integration Viewer User.
6. Enter the **Name**, **Username**, and a **Password** and password confirmation for the user.
7. Click **Create User Account**.

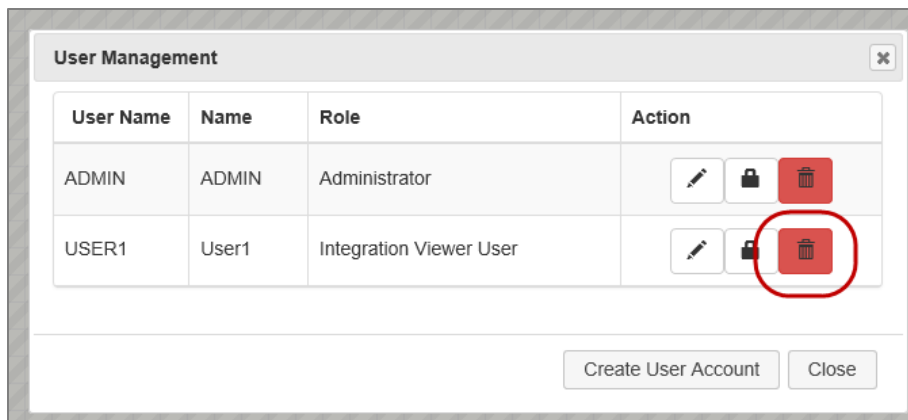
The user is created.

To delete a user:

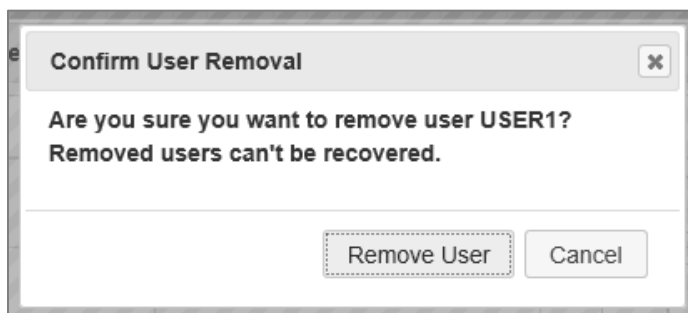
8. Click the User Management button to open the User Management pop-in.



9. For the user you need to delete, click the trash can button.



A confirmation dialogue displays.



10. Click **Remove User** to delete the user information, or click **Cancel** to return to the User Management pop-in.

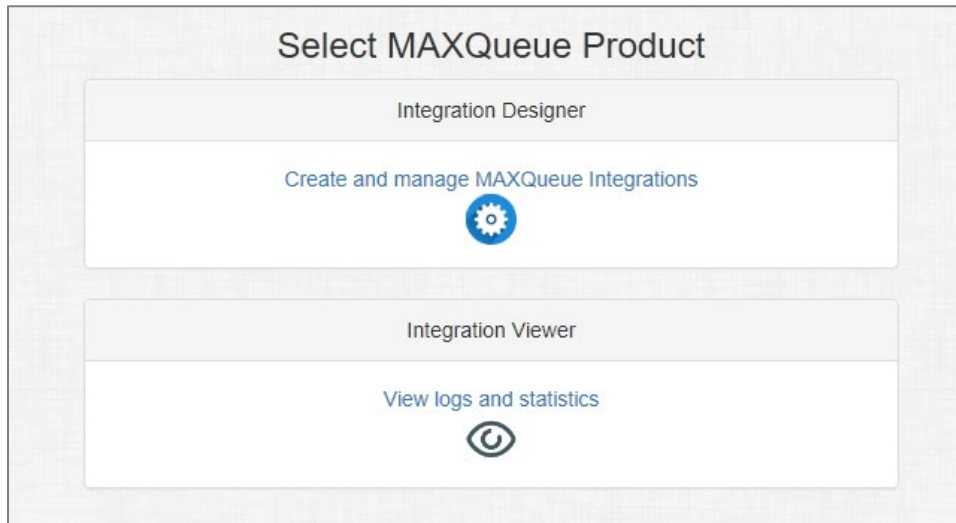
The user is deleted and you are returned to the User Management pop-in.

Starting the Designer

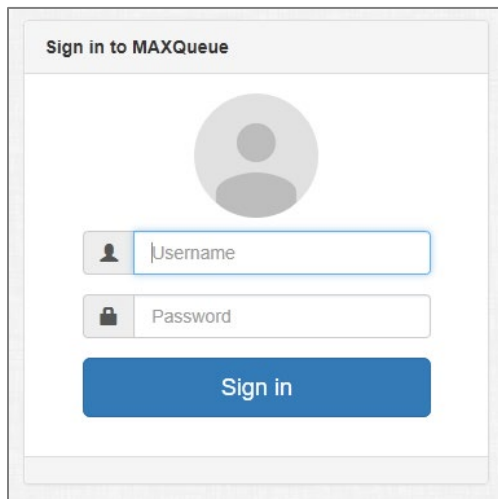
When you first open the MAXQueue Designer, you must choose the MAXQueue product you want to use, and log in.

To log in:

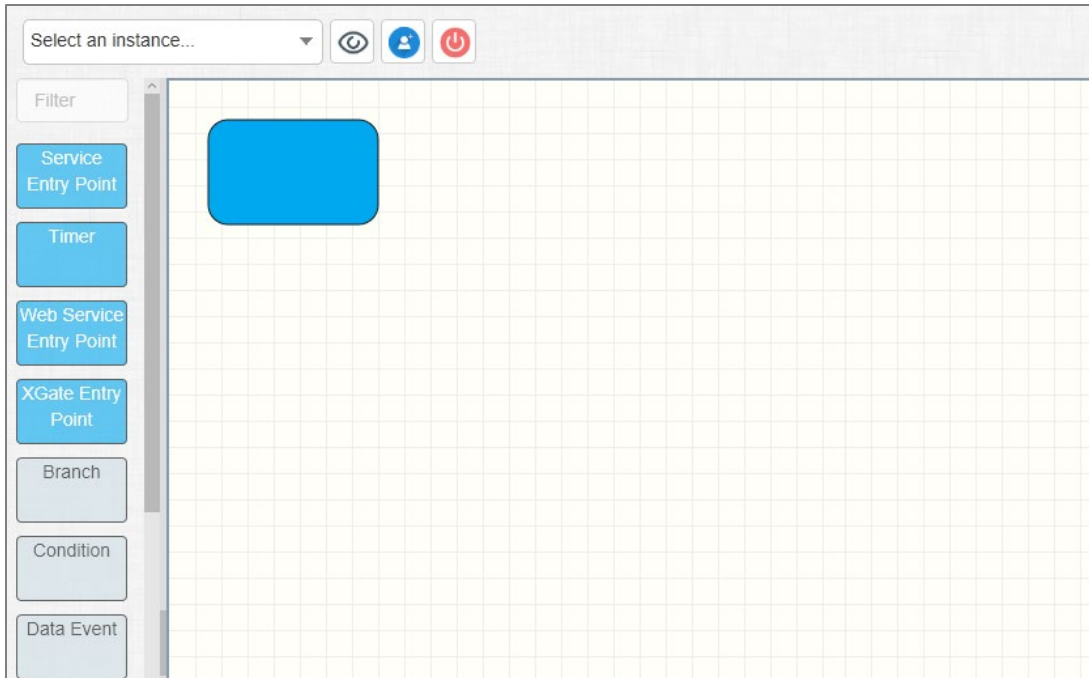
11. Open the MAXQueue Designer web page
12. To open the designer, click the **Integration Designer** option.



13. Enter your credentials. These are set up by an administrator.



You are logged into the Designer and the main page displays.



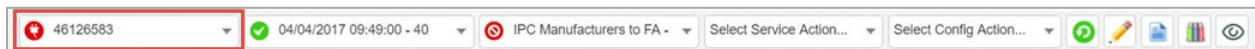
The main MAXQueue page visually presents all MAXQueue instances in the database you are connected to and the data pertaining to each one. For your MAXQueue instance, you can view all integrations / services, configure them and view their status.

 Note: Viewing the number of event messages in MSMQ for each adapter requires the Management Port to be set in the MAXQueue Configurator.

 Any configuration or updates you make to instance or service settings must be committed to the database for the changes to take effect.

Loading a MAXQueue Instance

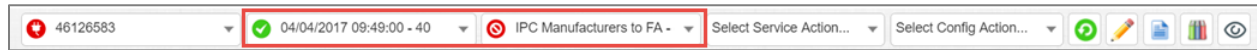
When the Designer is first opened, a specific MAXQueue instance needs to be selected. If you are unsure about your instance ID, refer to the MAXQueue Configurator's instance listing.



3. Open the first drop-down list to view all MAXQueue instances.
4. Click on your specific MAXQueue instance.

Loading an Integration or Service

After loading your instance, the next two drop-down lists will populate with data. The first list is a history of changes you have committed for your instance. The second list is a listing of the integrations and services for your MAXQueue instance.



5. Open the service drop-down list.
6. Click on a specific service.

Configuration

The following configuration actions are available from the MAXQueue tool bar.

Select Service Action Drop-down Menu



Create Service

Starts the flow to create a new integration / service.

- Enter a name for your service. Ensure you do not use the name of an existing service.
- In the Select Service Action drop-down list, click Add.
- From here you can start designing your service by dragging adapters from the toolbar on the left to the design area in the center.

Rename

Unlocks the service name textbox or the selected service and you can enter a new or updated name for that service.

- Open the Select Service Action drop-down list and click Update Name.

Enable

Enables the selected service. For service status descriptions, reference the Service Status section.

Disable

Disables the selected service. For service status descriptions, reference the Service Status section.

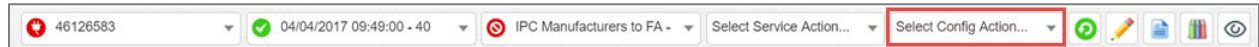
Remove

Deletes the integration / service from the instance of the selected service.

View Xml

Displays the XML structure for that integration or service. This contains all the information to recreate the service in its current state.

Select Config Action Drop-down Menu



Create Package

Opens a dialog that allows you to choose which services and variables to insert into an XML package. This package is what is used to send services to others, allowing them to load the selected services and variables into their MAXQueue.

❗ Typically, this is only used by developers.

 A screenshot of the 'Create Package' dialog box. The dialog has a title bar with a close button. Inside, there are several sections:

- Auto Install?**: A checked checkbox.
- Package Name:** A text field containing 'RockIsland'.
- Package Description:** A text field containing 'Rock Island Package'.
- Services To Add:** A table with columns 'Add', 'Service Name', and 'Docs Path'. One row is selected, showing a green checkmark, 'Rock Island - Cost for Billing', and '.\Docs\Module_RockIsland.txt'. Below the table is a 'Select/Unselect All' button.
- Global Variables To Add:** A table with columns 'Add', 'Variable', 'Default Value', and 'Encrypt'. One row is selected, showing a green checkmark, 'vars.FAUser', '.....', and a green checkmark in the 'Encrypt' column. Below the table is a 'Select/Unselect All' button.
- Service Variables to add to Service:** A dropdown menu showing 'Rock Island - Cost for B'. Below it is a table with columns 'Add', 'Variable', 'Default Value', and 'Encrypt'. One row is selected, showing a green checkmark, 'vars.ExcludeRepairReasons', '[Comma delimited repair rea', and an empty 'Encrypt' column. Below the table is a 'Select/Unselect All' button.

 At the bottom of the dialog are three buttons: 'View Xml', 'Download Package', and 'Cancel'.

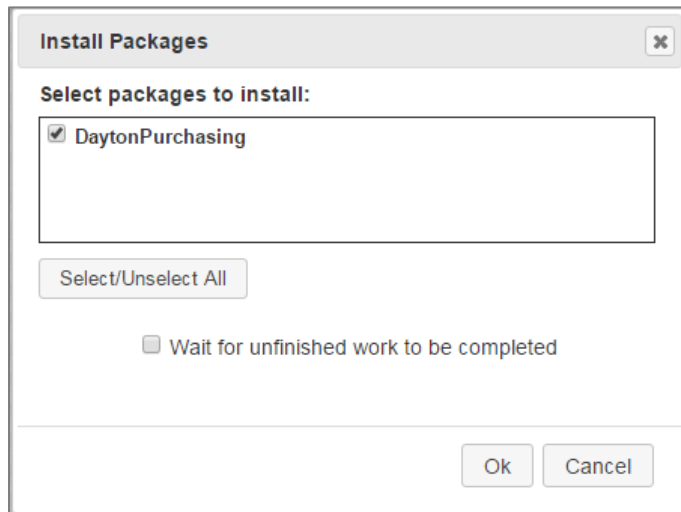
Variables - Any variables selected via the window will be inserted into the XML package. When that package is given to the client and loaded into MAXQueue, those variables will automatically

be created in their system, encrypted or not, with the default values specified (all variables have a blank default value by default).

Docs Path - Add relative path to Module_*.txt. If **Docs Path** is not empty and a file exists then the users will be able to view content of the file from MAXQueue Designer. See Module Documentation section for details.

Install Packages

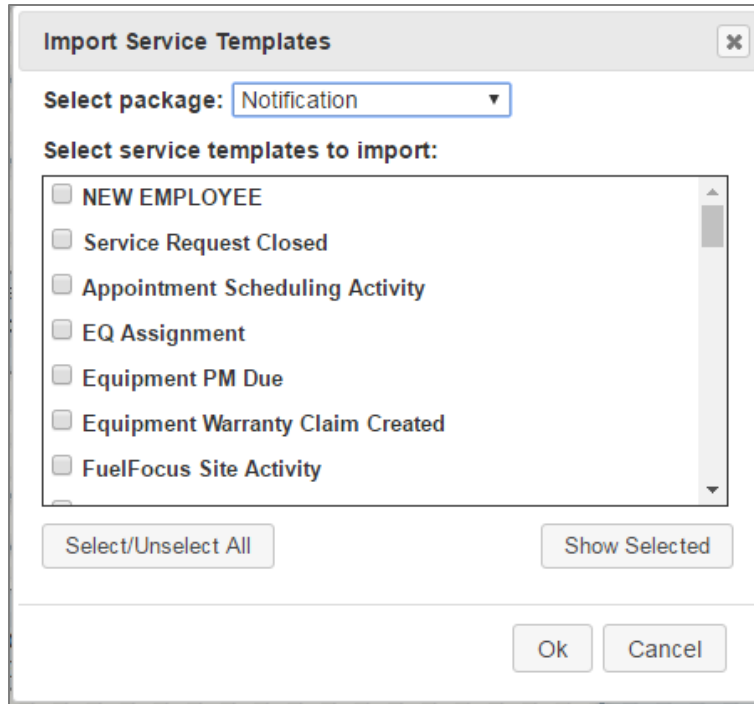
Allows users to install new packages while MAXQueue service is running.



- After running package executables click on **Select Config Action > Install Packages**.
- Select the packages you want to install. If the **Wait for unfinished work to be completed** checkbox is checked, then MAXQueue will import selected packages only after all queues were emptied.
- Click **OK**.
- Wait until configuration status changes to **Out-Of-Date Configuration** (See Configuration Statuses for details) and then click **Select Config Action > Get Latest**.

Importing Service Templates (Out-of-box modules)

This feature assists in the importing of out-of-box services.



- After running package executables click on **Select Config Action > Import Service Templates**.
- Select a package and services you want to import. Services from multiple packages can be imported by changing the selected package and checking additional services.
- **Show Selected** helps users by showing all selected services without filtering them by package.
- Click **OK**.
- Configure the imported services and commit changes.

Enable All Services

This option will enable all services in the currently selected instance. For service status descriptions, reference the Service Status section.

Disable All Services

This option will disable all services in the currently selected instance. For service status descriptions, reference the Service Status section.

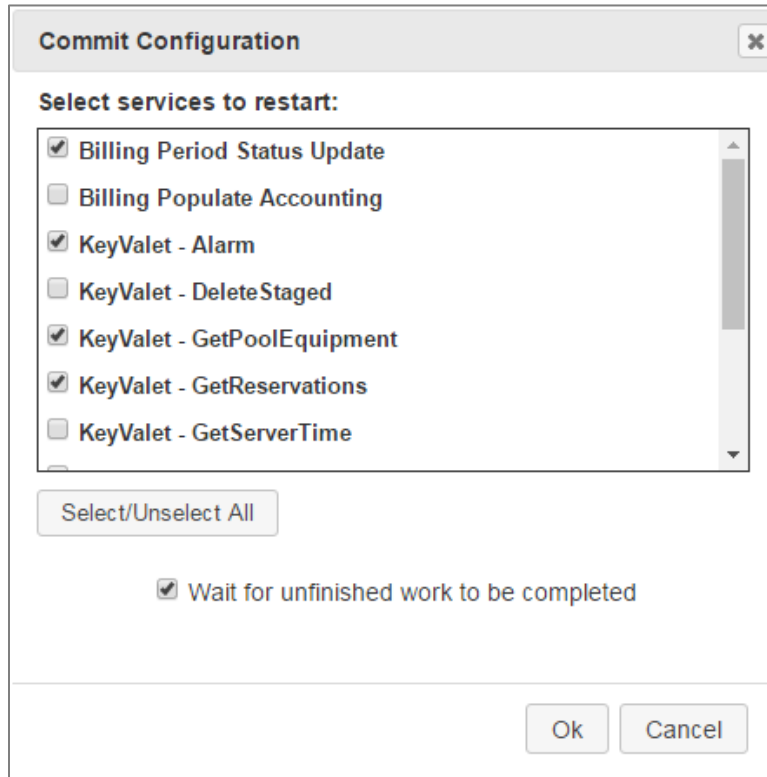
Cancel

This option will revert any changes that have been made since the last commit.

Get Latest

This option will retrieve the latest instance and service configuration from the database and load it into the designer. If you have any unsaved changes, this will overwrite them and they will be lost.

Commit Configuration



In order for any changes to be applied they need to be committed. After making changes, select **Commit** from the **Select Config Action...** dropdown menu. You will be presented with a dialog that shows all enabled services available for restart.

- Check **Wait for unfinished work to be completed** checkbox if you want MAXQueue to finish all queued messages before applying new configuration.
- Select all services you want to restart and click **OK**.

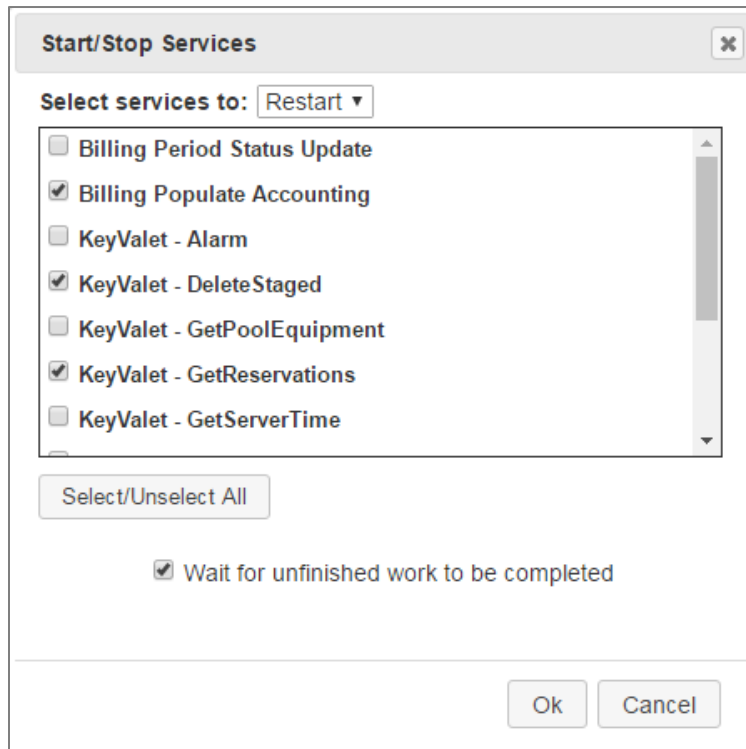


Note: New configuration will be saved even when all services are unchecked. However, MAXQueue will use old configuration until all services or server are restarted. This is useful if you just want to save your changes without making them available for the MAXQueue Server.

Start/Stop Services

This functionality is used for stopping, starting, and restarting available services and can also be accessed by clicking the  icon next to the Select Config Action menu.

 Note: Start/Stop Services should only be used to control states of services. Your changes will not be saved. If you need to save your changes, use the **Commit Configuration** option from the **Select Config Action** menu.

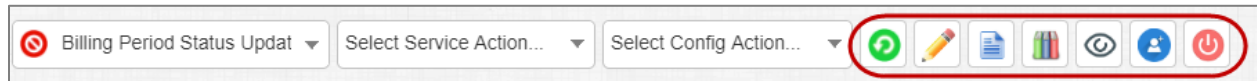


The following actions are available from the Start/Stop Services dialog:

- **Restart** - Restarts selected services. If **Wait for unfinished work to be completed** is checked, then MAXQueue services will restart only after all queues are emptied. If it is not checked, then services will restart without looking at what is currently in the queues.
- **Stop** - Stops selected services. If **Wait for unfinished work to be completed** is checked, then MAXQueue services will stop only after all queues are emptied. If it is not checked, then services will stop without looking at what is currently in the queues.
- **Start** - Starts selected services.

 Note: Actions can only be performed if services are currently in appropriate state. For example, users will not be able to stop services that were already stopped.

Configuration Buttons



Button	Action
	Launches dialog used for stopping, starting, and restarting available services. See Start/Stop Services section for more information.
 or 	Launches dialog used to edit instance settings. A Pencil icon indicates that a settings review is not required. A red exclamation point icon indicates that instance settings need to be reviewed. Review settings and uncheck Requires Review checkbox inside Instance Settings widget. See Instance Settings for more information.
	View content associated with the service. Content is in text file format and is only available if a DocsPath was specified when the package was created. See Create Package section for more information.
	Launches widget which lets users see XML definition of Business Objects. See Object Definitions section for more information.
	Launches the MAXQueue Viewer.
	Allows the administrator to manage users. Administrators can create, edit, and remove users, along with changing roles and passwords for those users.
	Logs the user out of the Designer.

Service and Configuration Statuses

Statuses:

Enabled

- Started
 - The service is enabled and started. It is processing data as specified and data events are being created for that service.
- Stopped
 - The service is enabled and stopped. It is not processing data, but data events are still being created for that service.

- This is useful when you want to change configuration of a service, but cannot miss any data events.

Disabled

- The service is completely inactive. No processing is being done by that service, no data events are building up.

Icons:

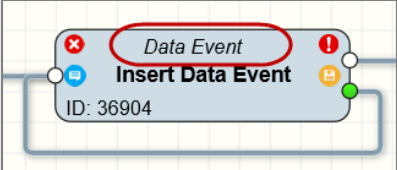
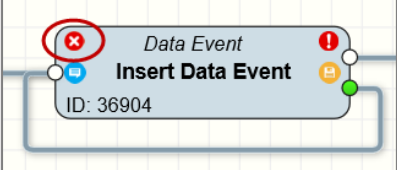
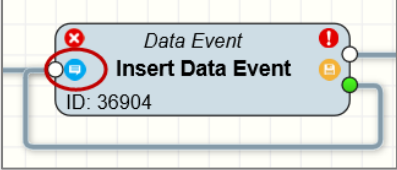
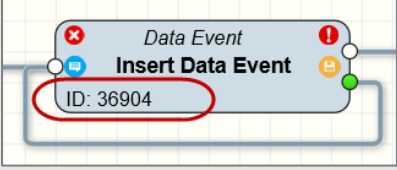
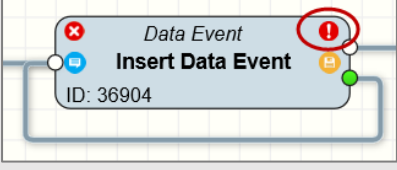
Icon	Service Status
	Stopping: The service is in the process of stopping.
	Stopped: The service is enabled, but stopped.
	Starting: The service is starting after being disabled or stopped.
	Started: The service is enabled and started
	Restarting: The service is in the process of restarting.
	Stopping and Disabled (not committed): The service is in the process of stopping. Service is currently marked as disabled but the change was not committed.
	Stopped and Disabled (not committed): The service is enabled, but stopped. Service is currently marked as disabled but the change was not committed.
	Starting and Disabled (not committed): The service is starting after being disabled or stopped. Service is currently marked as disabled but the change was not committed.
	Started and Disabled (not committed): The service is enabled and started. Service is currently marked as disabled but the change was not committed.
	Restarting and Disabled (not committed): The service is in the process of restarting. Service is currently marked as disabled but the change was not committed.
	Disabled: The service is disabled.

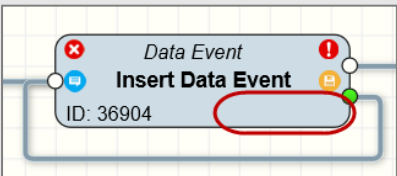
Icon	Configuration Status
	Up-to-date Configuration.

Icon	Configuration Status
	Out-of-date Configuration  Note: Out-of-date icon indicates that there is a newer configuration available. Configuration can be updated by clicking on Select Config Action > Get Latest.

Adapter Information

The following is an example of an adapter and an explanation of its properties.

Item	Description
	The type of the adapter.
	Validation error warning. Only shown when adapter failed validation. Users will not be able to commit configuration until all validation errors are fixed. Open adapter properties to see validation message.
	This only displays if the adapter has a comment associated with it.
	The unique adapter ID.
	Adapter Requires Review icon – Indicates that adapter settings need to be reviewed. Only shown when “Requires Review” checkbox is checked for this adapter. Review settings and uncheck Requires Review checkbox on Adapter Properties panel (see Adapter Properties Panel section below).

Item	Description
	This icon displays when there are unsaved changes in the adapter.
	The current MSMQ event count. Only visible if Management Port is set and server is running.

Adapter Properties Panel

XML Edit


☐ Requires Review

Description:
Format Verified Part

Properties

 Import Business Facade

New Root:

Nodes:

IsPython	Node	Value
	vars.VerifyPart	"N"
	vars.PartExists	"Y"

Comments

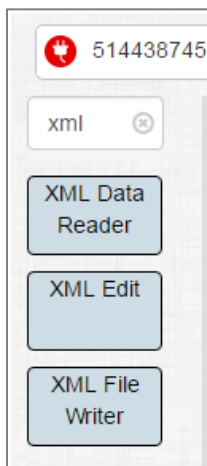
Prepare XML

Save
Revert

Selecting any adapter opens or refreshes the Adapter Properties Panel with the current adapter's settings. The panel contains configurable settings for the selected adapter. Settings are saved automatically when a different adapter or canvas is clicked, or settings can be saved by clicking **Save**.

- **Revert** - Reverts all changes that were made to the adapter since adapter properties were last saved.
- **Comments** – This section contains relevant information about the adapter including configuration notes where applicable.
- **Requires Review** - This checkbox will be checked when the adapter requires additional configuration.
 - All adapters that require additional configuration will display a red exclamation point in the top right corner.
 - After the adapter is configured, uncheck **Requires Review** and commit changes.
- **Properties Modified** – A yellow floppy disc icon  next to adapter title indicates that adapter properties were modified since they were last opened.

Adapter Toolbox Filtering



The Adapter Toolbox can now be filtered. This is helpful when looking for a specific adapter.

- When users type in the Filter text box, it refreshes the adapter list to only show adapters that contain entered text.
- Clear the text box to show all adapters again or click the **X** icon as a shortcut.

Instance Settings

Instance Settings are accessed by clicking the **Instance Settings** button.



This button can also appear as a red exclamation point  indicating that the settings need to be reviewed.

On startup MAXQueue checks if the current instance is running from a location different than where it was installed. If the current location is different from the original location, all services in this instance will be disabled and the **Requires Review** checkbox will be checked on the Instance Settings widget.

- ❗ Review the settings and uncheck the **Requires Review** checkbox. Any new configuration will not be able to be committed until it is unchecked.

Instance Settings Widget

Instance Configuration

☐ Requires Review

Description:

Instance Variables:

Variable	Value	Encrypt	Description
vars.ExternalMapping			
vars.DMAFromDate			
vars.DMAToDate			
vars.OPSODBCName			
vars.OPSDBUser			
vars.OPSDBPassword			
vars.OPSAncillaryGroup			
vars.DBType	MSSQL		
vars.FAUser		✓	
vars.FAPassword		✓	
vars.AppUser	[Enter FA/EAM User ID]		
vars.AppUserPassword	[Enter password for AppUser]		

Service Variables:

Variable	Value	Encrypt	Description

The Settings Widget allows you to configure settings for your MAXQueue instance and services. This includes the following:

- Set a description for your instance (Production, TestMAXQueue, etc.).
- Create or configure variables that are used by all or specific services.

Variables are broken down into Instance Variables and Service Variables sections.

- **Instance Variables** - Variables that get shared between all services. If you have a variable called vars.FAUser, every service that is enabled will have access to it.
- **Service Variables** - Variables that only belong to a specific service. If Service A has a variable called vars.AccountID and Service B has a variable called vars.SocialSecurityNo, Service A does not have access to vars.SocialSecurityNo and Service B does not have access to vars.AccountID. You will visually see the variable listing update when you change from service to service.

Service Variables have priority over Instance Variables. If you have an Instance Variable called vars.FAUser and a Service Variable called vars.FAUser, the value used will be the Service Variable's value. With all variables, if you check the **Encrypt** column, the displayed value will be replaced by and the value will be encrypted. You can uncheck this button to decrypt and display your value. Also, you can set a description for the variable in the **Variable** column.



Note: For any variable changes to take effect, you will need to use the Commit functionality in the **Select Config Action...** menu to save your changes.

Business Objects

Object Definitions



Click the  button in order to launch the Object Definitions Widget. This widget allows you to view the XML definitions of Business Objects and Façades.

FASuite Object Definitions

☐ **Instance?**

Object Type: Business Object ▼

Object Name: Asset

Key/Value:

User ID:

Password:

Object Definition:

```
<BO>
  <Properties>
    <Property>EquipmentIDAdditionalData</Property>
    <Property>EquipmentIDCapitalData</Property>
    <Property>EquipmentIDFuelSettings</Property>
    <Property>Row_Id</Property>
    <Property>EquipmentID</Property>
    <Property>EquipmentIDLookup</Property>
    <Property>AssetType</Property>
    <Property>ModelYear</Property>
    <Property>ManufacturerID</Property>
    <Property>ManufacturerIDLookup</Property>
    <Property>ModelID</Property>
    <Property>EquipmentType</Property>
    <Property>EquipmentTypeLookup</Property>
    <Property>EquipmentDescription</Property>
    <Property>Color</Property>
  </Properties>
</BO>
```

Search

- To look up a generic definition, selecting **Object Type**, enter **Object Name** and click **Search**.
- To look up an actual definition (for example, an asset), check **Instance?** and enter all fields. The **Key/Value** field is used to filter business objects. For example, users can enter EquipmentID = "TEST" into the Key/Value field to show the definition of an asset with Equipment ID = "TEST".

7. MAXQueue Viewer

Using MAXQueue Viewer

User Information

With Designer and Viewer authentication security, users must log in to use the Designer and the Viewer. Users can be set up as an Integration Viewer User, Integration Designer User, and Administrator.

- **Integration Viewer User:** Has access to the Integration Viewer only.
- **Integration Designer User:** Has access to the Integration Designer only.
- **Administrator:** Has access to both systems



Note: For administrators logging in for the first time, use the following information. This is set as an initial login, and it is recommended to change or delete this login information once administrators have set up users.

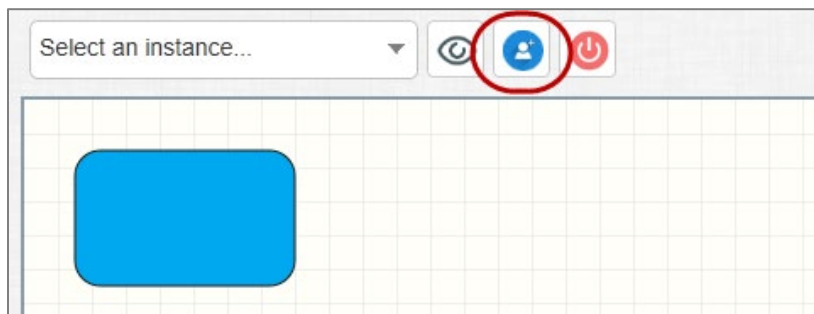
- **User:** admin
- **Password:** admin

Creating and Editing Users

Administrators can use the User Management option to create or delete users. Use the following process to create users.

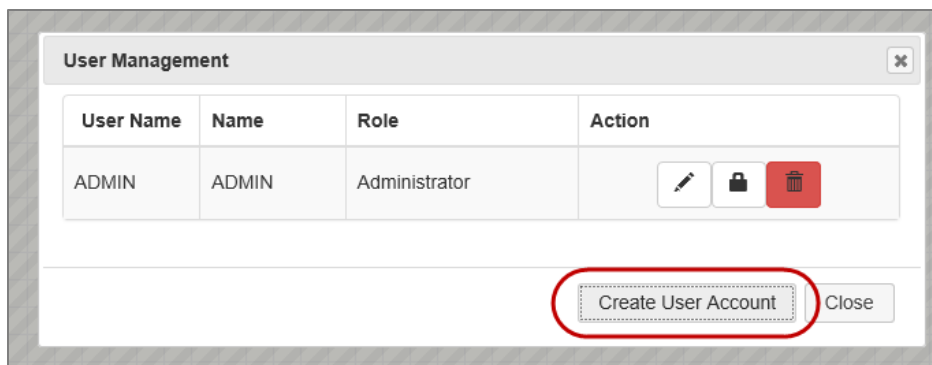
To create a user:

14. As an Administrator, open the MAXQueue Viewer.
15. Click the User Management button.



The User Management pop-in displays.

16. Click **Create User Account**.



The Create User Account pop-in displays.

The 'Create User Account' pop-in window contains the following fields and controls:

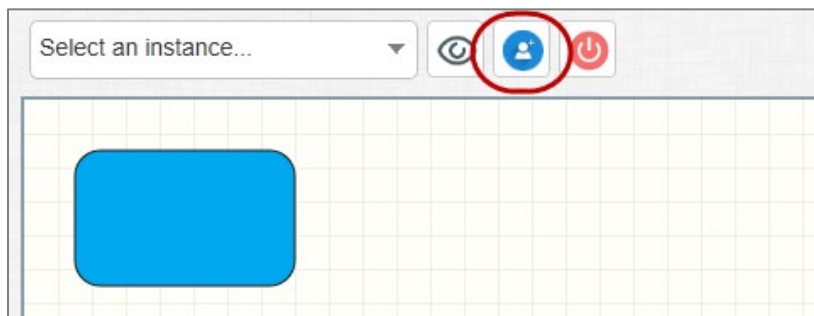
- A placeholder for a user profile picture.
- A 'Role:' dropdown menu with 'Integration Viewer User' selected.
- Input fields for 'Name', 'Username', 'Password', and 'Confirm Password', each preceded by a user icon or a lock icon.
- A blue 'Create User Account' button at the bottom.

17. Leave the **Role** as Integration Viewer User.
18. Enter the **Name**, **Username**, and a **Password** and password confirmation for the user.
19. Click **Create User Account**.

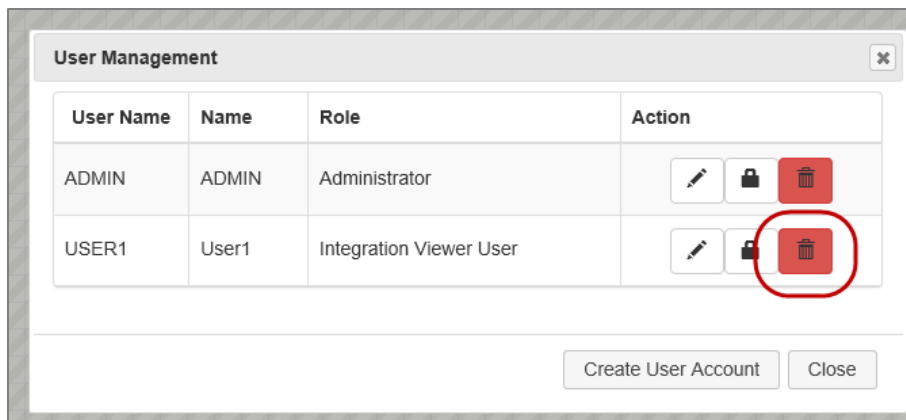
The user is created.

To delete a user:

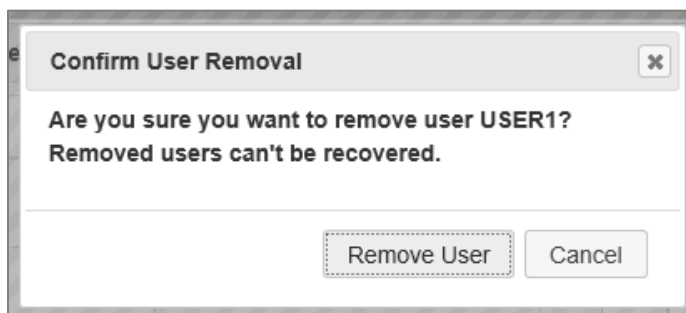
20. Click the User Management button to open the User Management pop-in.



21. For the user you need to delete, click the trash can button.



A confirmation dialogue displays.



22. Click **Remove User** to delete the user information, or click **Cancel** to return to the User Management pop-in.

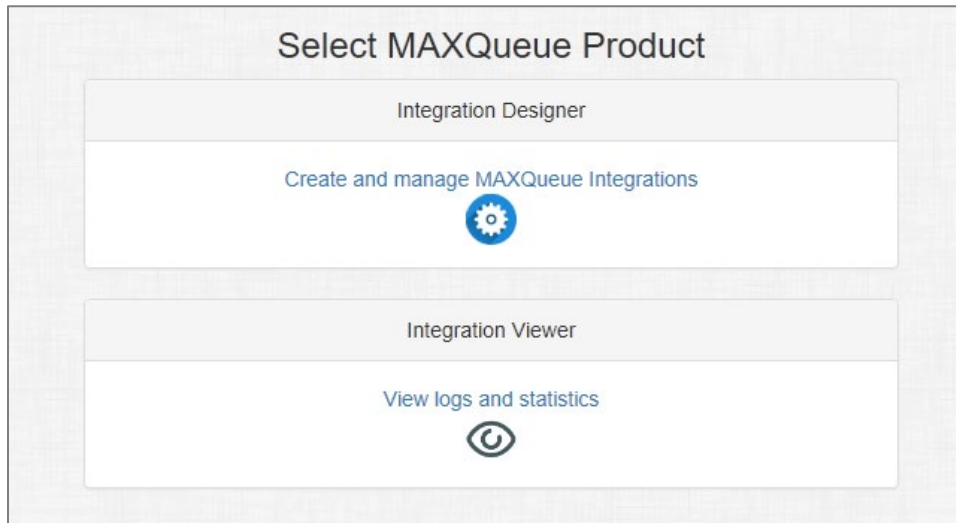
The user is deleted and you are returned to the User Management pop-in.

Starting the Designer

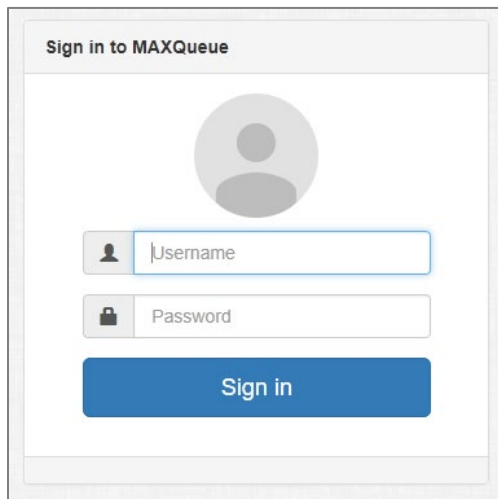
When you first open the MAXQueue Designer, you must choose the MAXQueue product you want to use, and log in.

To log in:

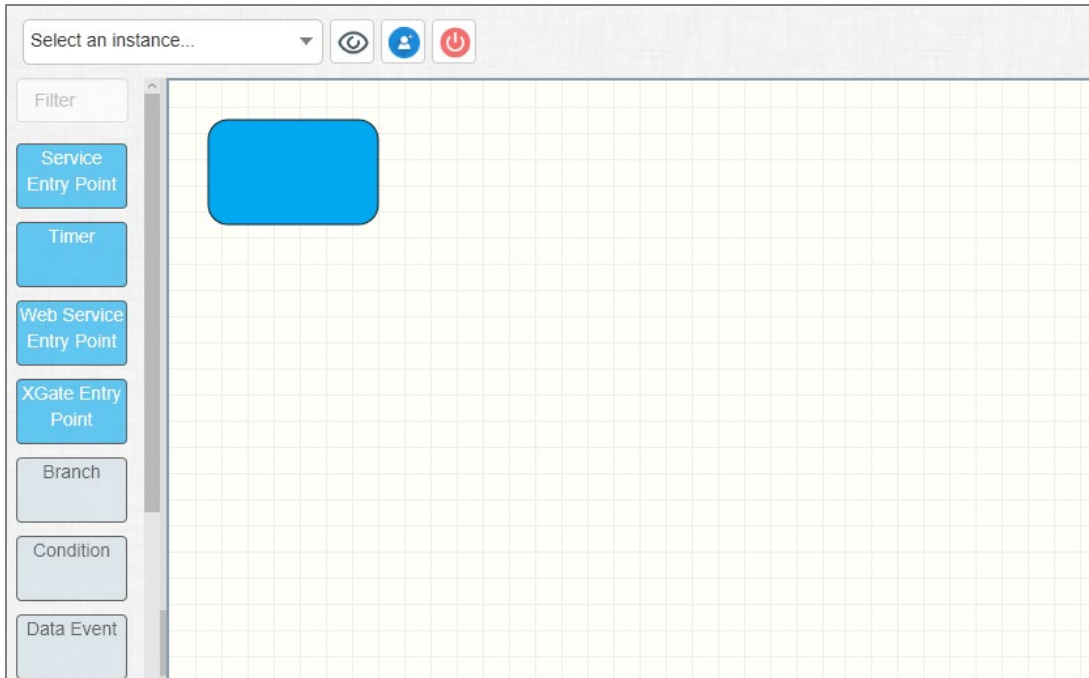
23. Open the MAXQueue Designer web page
24. To open the designer, click the **Integration Designer** option.



25. Enter your credentials. These are set up by an administrator.



You are logged into the Designer and the main page displays.



The main MAXQueue page visually presents all MAXQueue instances in the database you are connected to and the data pertaining to each one. For your MAXQueue instance, you can view all integrations / services, configure them and view their status.



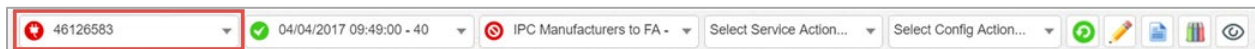
Note: Viewing the number of event messages in MSMQ for each adapter requires the Management Port to be set in the MAXQueue Configurator.



Any configuration or updates you make to instance or service settings must be committed to the database for the changes to take effect.

Loading a MAXQueue Instance

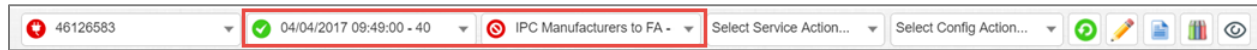
When the Designer is first opened, a specific MAXQueue instance needs to be selected. If you are unsure about your instance ID, refer to the MAXQueue Configurator's instance listing.



7. Open the first drop-down list to view all MAXQueue instances.
8. Click on your specific MAXQueue instance.

Loading an Integration or Service

After loading your instance, the next two drop-down lists will populate with data. The first list is a history of changes you have committed for your instance. The second list is a listing of the integrations and services for your MAXQueue instance.



9. Open the service drop-down list.
10. Click on a specific service.

Configuration

The following configuration actions are available from the MAXQueue tool bar.

Select Service Action Drop-down Menu



Create Service

Starts the flow to create a new integration / service.

- Enter a name for your service. Ensure you do not use the name of an existing service.
- In the Select Service Action drop-down list, click Add.
- From here you can start designing your service by dragging adapters from the toolbar on the left to the design area in the center.

Rename

Unlocks the service name textbox or the selected service and you can enter a new or updated name for that service.

- Open the Select Service Action drop-down list and click Update Name.

Enable

Enables the selected service. For service status descriptions, reference the Service Status section.

Disable

Disables the selected service. For service status descriptions, reference the Service Status section.

Remove

Deletes the integration / service from the instance of the selected service.

View Xml

Displays the XML structure for that integration or service. This contains all the information to recreate the service in its current state.

Select Config Action Drop-down Menu



Create Package

Opens a dialog that allows you to choose which services and variables to insert into an XML package. This package is what is used to send services to others, allowing them to load the selected services and variables into their MAXQueue.

❗ Typically, this is only used by developers.

 A screenshot of the 'Create Package' dialog box. The dialog has a title bar with a close button. Inside, there are several sections:

- Auto Install?**: A checked checkbox.
- Package Name:** A text field containing 'RockIsland'.
- Package Description:** A text field containing 'Rock Island Package'.
- Services To Add:** A table with columns 'Add', 'Service Name', and 'Docs Path'. One row is selected, showing a green checkmark, 'Rock Island - Cost for Billing', and '.\Docs\Module_RockIsland.txt'. Below the table is a 'Select/Unselect All' button.
- Global Variables To Add:** A table with columns 'Add', 'Variable', 'Default Value', and 'Encrypt'. One row is selected, showing a green checkmark, 'vars.FAUser', '.....', and a green checkmark in the 'Encrypt' column. Below the table is a 'Select/Unselect All' button.
- Service Variables to add to Service:** A dropdown menu showing 'Rock Island - Cost for B'. Below it is a table with columns 'Add', 'Variable', 'Default Value', and 'Encrypt'. One row is selected, showing a green checkmark, 'vars.ExcludeRepairReasons', '[Comma delimited repair rea', and an empty 'Encrypt' column. Below the table is a 'Select/Unselect All' button.

 At the bottom of the dialog are three buttons: 'View Xml', 'Download Package', and 'Cancel'.

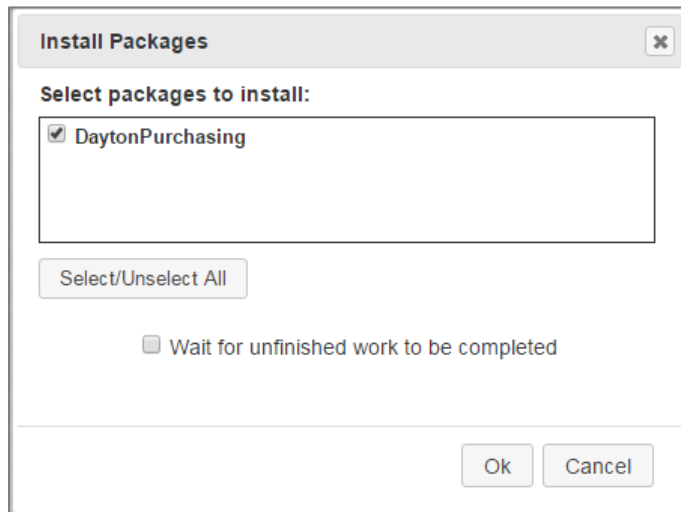
Variables - Any variables selected via the window will be inserted into the XML package. When that package is given to the client and loaded into MAXQueue, those variables will automatically

be created in their system, encrypted or not, with the default values specified (all variables have a blank default value by default).

Docs Path - Add relative path to Module_*.txt. If **Docs Path** is not empty and a file exists then the users will be able to view content of the file from MAXQueue Designer. See Module Documentation section for details.

Install Packages

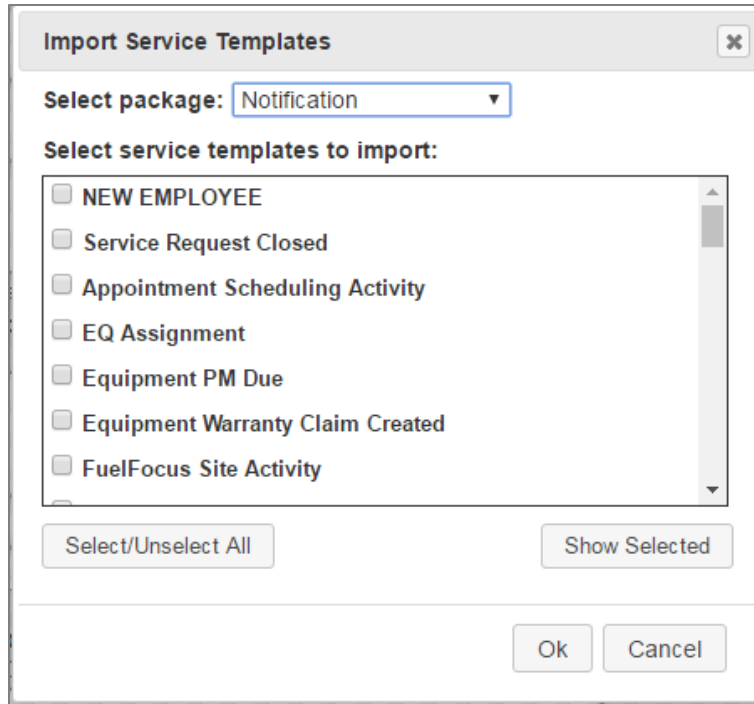
Allows users to install new packages while MAXQueue service is running.



- After running package executables click on **Select Config Action > Install Packages**.
- Select the packages you want to install. If the **Wait for unfinished work to be completed** checkbox is checked, then MAXQueue will import selected packages only after all queues were emptied.
- Click **OK**.
- Wait until configuration status changes to **Out-Of-Date Configuration** (See Configuration Statuses for details) and then click **Select Config Action > Get Latest**.

Importing Service Templates (Out-of-box modules)

This feature assists in the importing of out-of-box services.



- After running package executables click on **Select Config Action > Import Service Templates**.
- Select a package and services you want to import. Services from multiple packages can be imported by changing the selected package and checking additional services.
- **Show Selected** helps users by showing all selected services without filtering them by package.
- Click **OK**.
- Configure the imported services and commit changes.

Enable All Services

This option will enable all services in the currently selected instance. For service status descriptions, reference the Service Status section.

Disable All Services

This option will disable all services in the currently selected instance. For service status descriptions, reference the Service Status section.

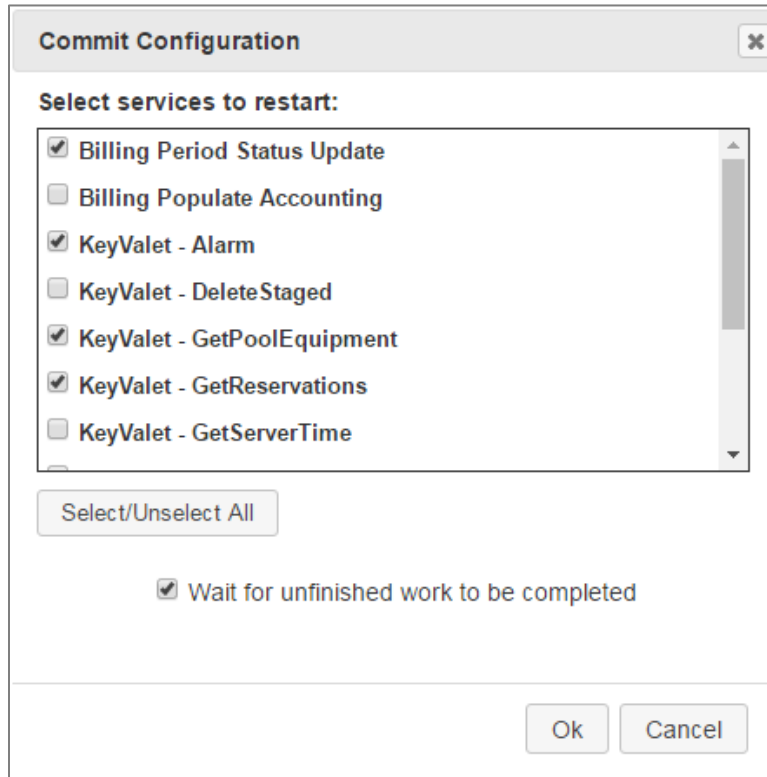
Cancel

This option will revert any changes that have been made since the last commit.

Get Latest

This option will retrieve the latest instance and service configuration from the database and load it into the designer. If you have any unsaved changes, this will overwrite them and they will be lost.

Commit Configuration



In order for any changes to be applied they need to be committed. After making changes, select **Commit** from the **Select Config Action...** dropdown menu. You will be presented with a dialog that shows all enabled services available for restart.

- Check **Wait for unfinished work to be completed** checkbox if you want MAXQueue to finish all queued messages before applying new configuration.
- Select all services you want to restart and click **OK**.

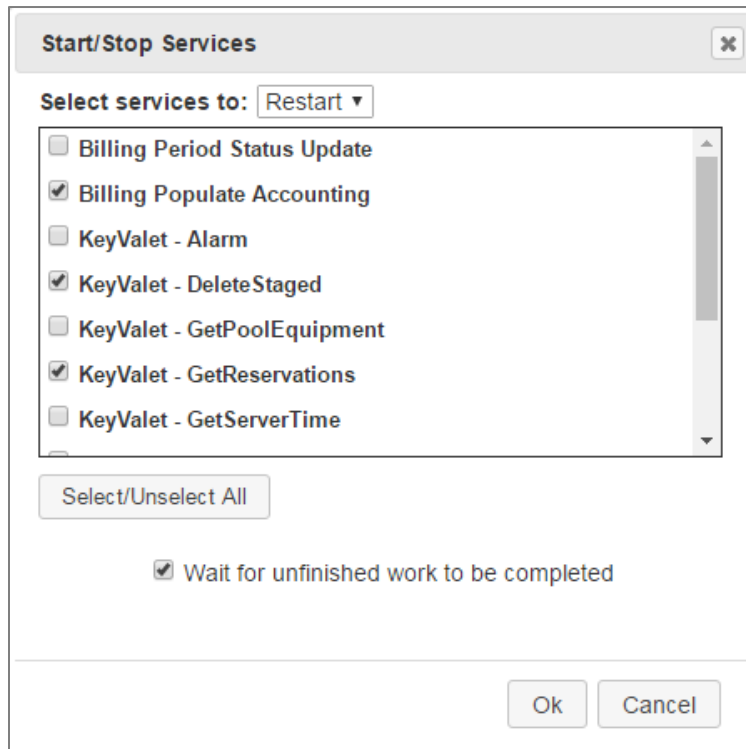


Note: New configuration will be saved even when all services are unchecked. However, MAXQueue will use old configuration until all services or server are restarted. This is useful if you just want to save your changes without making them available for the MAXQueue Server.

Start/Stop Services

This functionality is used for stopping, starting, and restarting available services and can also be accessed by clicking the  icon next to the Select Config Action menu.

 Note: Start/Stop Services should only be used to control states of services. Your changes will not be saved. If you need to save your changes, use the **Commit Configuration** option from the **Select Config Action** menu.

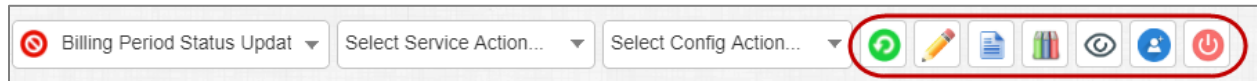


The following actions are available from the Start/Stop Services dialog:

- **Restart** - Restarts selected services. If **Wait for unfinished work to be completed** is checked, then MAXQueue services will restart only after all queues are emptied. If it is not checked, then services will restart without looking at what is currently in the queues.
- **Stop** - Stops selected services. If **Wait for unfinished work to be completed** is checked, then MAXQueue services will stop only after all queues are emptied. If it is not checked, then services will stop without looking at what is currently in the queues.
- **Start** - Starts selected services.

 Note: Actions can only be performed if services are currently in appropriate state. For example, users will not be able to stop services that were already stopped.

Configuration Buttons



Button	Action
	Launches dialog used for stopping, starting, and restarting available services. See Start/Stop Services section for more information.
 or 	Launches dialog used to edit instance settings. A Pencil icon indicates that a settings review is not required. A red exclamation point icon indicates that instance settings need to be reviewed. Review settings and uncheck Requires Review checkbox inside Instance Settings widget. See Instance Settings for more information.
	View content associated with the service. Content is in text file format and is only available if a DocsPath was specified when the package was created. See Create Package section for more information.
	Launches widget which lets users see XML definition of Business Objects. See Object Definitions section for more information.
	Launches the MAXQueue Viewer.
	Allows the administrator to manage users. Administrators can create, edit, and remove users, along with changing roles and passwords for those users.
	Logs the user out of the Designer.

Service and Configuration Statuses

Statuses:

Enabled

- Started
 - The service is enabled and started. It is processing data as specified and data events are being created for that service.
- Stopped
 - The service is enabled and stopped. It is not processing data, but data events are still being created for that service.

- This is useful when you want to change configuration of a service, but cannot miss any data events.

Disabled

- The service is completely inactive. No processing is being done by that service, no data events are building up.

Icons:

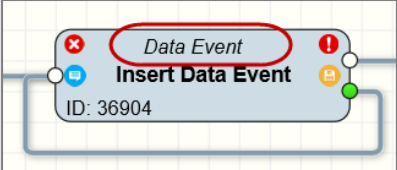
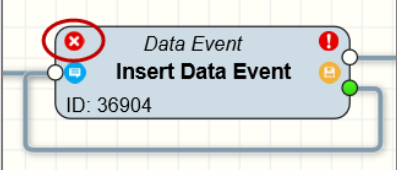
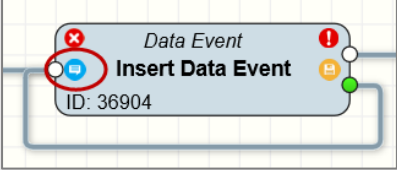
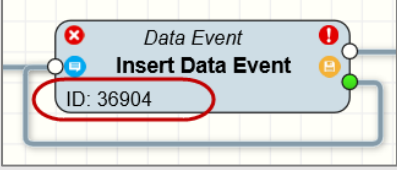
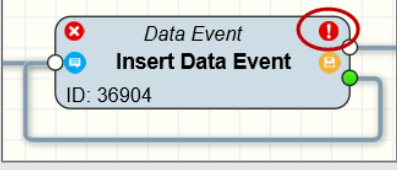
Icon	Service Status
	Stopping: The service is in the process of stopping.
	Stopped: The service is enabled, but stopped.
	Starting: The service is starting after being disabled or stopped.
	Started: The service is enabled and started
	Restarting: The service is in the process of restarting.
	Stopping and Disabled (not committed): The service is in the process of stopping. Service is currently marked as disabled but the change was not committed.
	Stopped and Disabled (not committed): The service is enabled, but stopped. Service is currently marked as disabled but the change was not committed.
	Starting and Disabled (not committed): The service is starting after being disabled or stopped. Service is currently marked as disabled but the change was not committed.
	Started and Disabled (not committed): The service is enabled and started. Service is currently marked as disabled but the change was not committed.
	Restarting and Disabled (not committed): The service is in the process of restarting. Service is currently marked as disabled but the change was not committed.
	Disabled: The service is disabled.

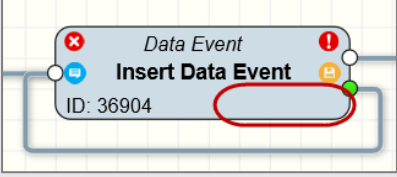
Icon	Configuration Status
	Up-to-date Configuration.

Icon	Configuration Status
	Out-of-date Configuration  Note: Out-of-date icon indicates that there is a newer configuration available. Configuration can be updated by clicking on Select Config Action > Get Latest.

Adapter Information

The following is an example of an adapter and an explanation of its properties.

Item	Description
	The type of the adapter.
	Validation error warning. Only shown when adapter failed validation. Users will not be able to commit configuration until all validation errors are fixed. Open adapter properties to see validation message.
	This only displays if the adapter has a comment associated with it.
	The unique adapter ID.
	Adapter Requires Review icon – Indicates that adapter settings need to be reviewed. Only shown when “Requires Review” checkbox is checked for this adapter. Review settings and uncheck Requires Review checkbox on Adapter Properties panel (see Adapter Properties Panel section below).

Item	Description
	This icon displays when there are unsaved changes in the adapter.
	The current MSMQ event count. Only visible if Management Port is set and server is running.

Adapter Properties Panel

XML Edit


☐ Requires Review

Description:
Format Verified Part

Properties

 Import Business Facade

New Root:

Nodes:

IsPython	Node	Value
	vars.VerifyPart	"N"
	vars.PartExists	"Y"

Comments

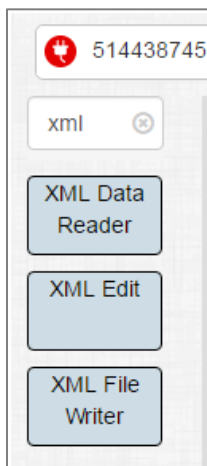
Prepare XML

Save
Revert

Selecting any adapter opens or refreshes the Adapter Properties Panel with the current adapter's settings. The panel contains configurable settings for the selected adapter. Settings are saved automatically when a different adapter or canvas is clicked, or settings can be saved by clicking **Save**.

- **Revert** - Reverts all changes that were made to the adapter since adapter properties were last saved.
- **Comments** – This section contains relevant information about the adapter including configuration notes where applicable.
- **Requires Review** - This checkbox will be checked when the adapter requires additional configuration.
 - All adapters that require additional configuration will display a red exclamation point in the top right corner.
 - After the adapter is configured, uncheck **Requires Review** and commit changes.
- **Properties Modified** – A yellow floppy disc icon  next to adapter title indicates that adapter properties were modified since they were last opened.

Adapter Toolbox Filtering



The Adapter Toolbox can now be filtered. This is helpful when looking for a specific adapter.

- When users type in the Filter text box, it refreshes the adapter list to only show adapters that contain entered text.
- Clear the text box to show all adapters again or click the **X** icon as a shortcut.

Instance Settings

Instance Settings are access by clicking the **Instance Settings** button.



This button can also appear as a red exclamation point  indicating that the settings need to be reviewed.

On startup MAXQueue checks if the current instance is running from a location different than where it was installed. If the current location is different from the original location, all services in this instance will be disabled and the **Requires Review** checkbox will be checked on the Instance Settings widget.

-  Review the settings and uncheck the **Requires Review** checkbox. Any new configuration will not be able to be committed until it is unchecked.

Instance Settings Widget

Instance Configuration

☐ Requires Review

Description:

Instance Variables:

Variable	Value	Encrypt	Description
vars.ExternalMapping			
vars.DMAFromDate			
vars.DMAToDate			
vars.OPSODBCName			
vars.OPSDBUser			
vars.OPSDBPassword			
vars.OPSAncillaryGroup			
vars.DBType	MSSQL		
vars.FAUser		✓	
vars.FAPassword		✓	
vars.AppUser	[Enter FA/EAM User ID]		
vars.AppUserPassword	[Enter password for AppUser]		

Service Variables:

Variable	Value	Encrypt	Description

The Settings Widget allows you to configure settings for your MAXQueue instance and services. This includes the following:

- Set a description for your instance (Production, TestMAXQueue, etc.).
- Create or configure variables that are used by all or specific services.

Variables are broken down into Instance Variables and Service Variables sections.

- **Instance Variables** - Variables that get shared between all services. If you have a variable called vars.FAUser, every service that is enabled will have access to it.
- **Service Variables** - Variables that only belong to a specific service. If Service A has a variable called vars.AccountID and Service B has a variable called vars.SocialSecurityNo, Service A does not have access to vars.SocialSecurityNo and Service B does not have access to vars.AccountID. You will visually see the variable listing update when you change from service to service.

Service Variables have priority over Instance Variables. If you have an Instance Variable called vars.FAUser and a Service Variable called vars.FAUser, the value used will be the Service Variable's value. With all variables, if you check the **Encrypt** column, the displayed value will be replaced by and the value will be encrypted. You can uncheck this button to decrypt and display your value. Also, you can set a description for the variable in the **Variable** column.



Note: For any variable changes to take effect, you will need to use the Commit functionality in the **Select Config Action...** menu to save your changes.

Business Objects

Object Definitions



Click the  button in order to launch the Object Definitions Widget. This widget allows you to view the XML definitions of Business Objects and Façades.

FA Suite Object Definitions

☐ **Instance?**

Object Type: Business Object ▼

Object Name: Asset

Key/Value:

User ID:

Password:

Object Definition:

```

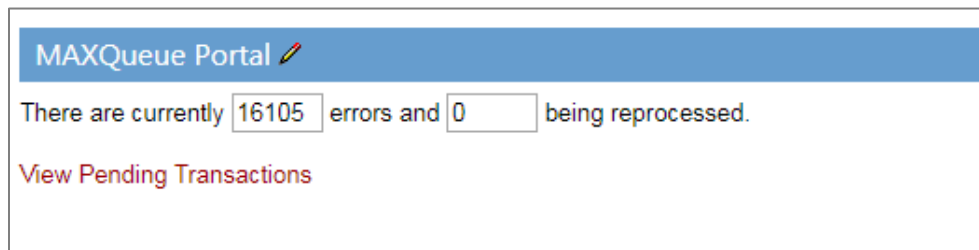
<BO>
  <Properties>
    <Property>EquipmentIDAdditionalData</Property>
    <Property>EquipmentIDCapitalData</Property>
    <Property>EquipmentIDFuelSettings</Property>
    <Property>Row_Id</Property>
    <Property>EquipmentID</Property>
    <Property>EquipmentIDLookup</Property>
    <Property>AssetType</Property>
    <Property>ModelYear</Property>
    <Property>ManufacturerID</Property>
    <Property>ManufacturerIDLookup</Property>
    <Property>ModelID</Property>
    <Property>EquipmentType</Property>
    <Property>EquipmentTypeLookup</Property>
    <Property>EquipmentDescription</Property>
    <Property>Color</Property>
  
```

Search

- To look up a generic definition, selecting **Object Type**, enter **Object Name** and click **Search**.
- To look up an actual definition (for example, an asset), check **Instance?** and enter all fields. The **Key/Value** field is used to filter business objects. For example, users can enter EquipmentID = "TEST" into the Key/Value field to show the definition of an asset with Equipment ID = "TEST".

8. MAXQueue Portal

To access this portal in Web Modules, add the module to your tab listing through the Admin mode, then click on the tab.



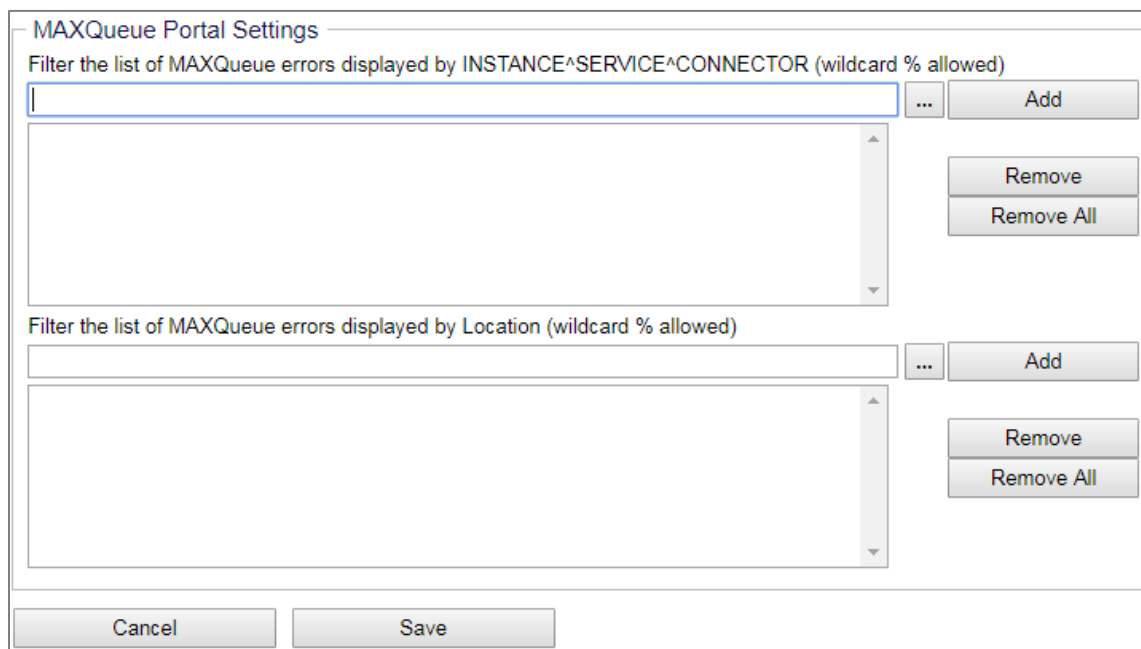
MAXQueue Portal 

There are currently errors and being reprocessed.

[View Pending Transactions](#)

MAXQueue Portal Settings

Click the edit pencil next to the portal heading title to access MAXQueue portal settings. This page allows you to specify filters for viewing errors. If no filter is defined, all errors will be displayed when View Pending Transactions is clicked.



MAXQueue Portal Settings

Filter the list of MAXQueue errors displayed by INSTANCE^SERVICE^CONNECTOR (wildcard % allowed)

... Add

Remove

Remove All

Filter the list of MAXQueue errors displayed by Location (wildcard % allowed)

... Add

Remove

Remove All

Cancel Save

To apply a filter:

1. Go to either the “Filter the list of MAXQueue errors displayed by INSTANCE^SERVICE^CONNECTOR” or the “Filter the list of MAXQueue errors displayed by Location” section.
2. Enter a MAXQueue instance, service, connector, or location into the box, or use the  to search for the desired filter. Note: Wildcard % can be used to search.

3. Select the instance, service, connector, or location, and click **Add**.
4. To remove a filter, select the row from the table and click **Remove**.
5. Click **Save**.

Handling Centralized Errors

All MAXQueue errors are sent to a centralized error handling web page.

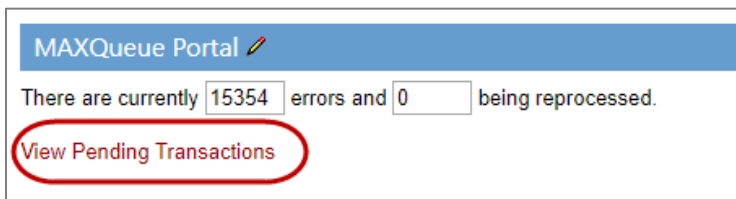
Error Handler

To handle centralized errors in Web Modules:

1. Log in to the Web Modules.
2. Click on the MAXQueue Portal tab.

The main MAXQueue Portal page displays the current number of errors and the number of errors being reprocessed.

3. Click the **View Pending Transactions** link.



The Error Handler screen appears.

ID	Name	Connector
1	Test variables - One	180768582^4367^4368
2	Approval Planning - Approve/Deny Object	A1345739549^5509193...
3	Approval Planning - Approve/Deny Object	A1345739549^5509193... Invalid URI: The eventname=FAU,
4	Approval Planning - Approve/Deny Object	A1345739549^5509193... Work Order Loca
5	Approval Planning - Approve/Deny Object	A1345739549^5509193... Work Order Loca
6	Approval Planning - Approve/Deny Object	A1345739549^5509193... Work Order Loca
7	Approval Planning - Approve/Deny Object	A1345739549^5509193... Work Order Loca
8	Approval Planning - Approve/Deny Object	A1345739549^5509193... Work Order Loca

Showing 1000 records

Reprocess Error

Delete Error

Data

TimerType	FREQUENCY
actualRunTime	03/11/2019 10:45:58
scheduledInterval	60
serviceEventId	CEFDB873-CA66-4E65-9913-23A38818240
EventContext	
vars.FAUser	P
vars.FAPassword	P

Viewing Errors on the Error Handler

The error handler allows you to view or hide information as needed to make your page adaptable to your needs.

Hiding sections: Use the blue arrow icons on the Info and Data sections to show or hide that section.

Correcting the Error

Errors must be corrected in the order they occurred. To reprocess errors, you must edit them from the top of the list and work your way down the list.

To correct an error:

1. Select the error at the top of the list.

	ID	Name	Connector	
☒	1	Test variables - One	180768582^4367^4368	FAQueueAdapter Namespace pref
☐	2	Approval Planning - Approve/Deny Object	A1345739549^5509193...	Work Order Loca
☐	3	Approval Planning - Approve/Deny Object	A1345739549^5509193...	Invalid URI: The eventname=FAU,
☐	4	Approval Planning - Approve/Deny Object	A1345739549^5509193...	Work Order Loca

- Enter the correct data into the appropriate fields for the current transaction. Greyed out fields are not editable.
- Click **Reprocess**.

The error reprocesses.

If the correction is successful, the error list will refresh with one less error and the next error's data will be available to correct.

Deleting the Error

Errors may be deleted in any order.

To delete an error:

- If an error does not need to be corrected, select it in the list.
- Click **Delete**.

The error is deleted from the list.



All transactions having errors deleted at this step are lost and cannot be reprocessed.

Before you delete an error from this list, make sure that either the transaction was truly in error, or has otherwise been manually corrected in the system.

*The message **No Pending Transactions** will appear when all pending transaction errors have been corrected.*