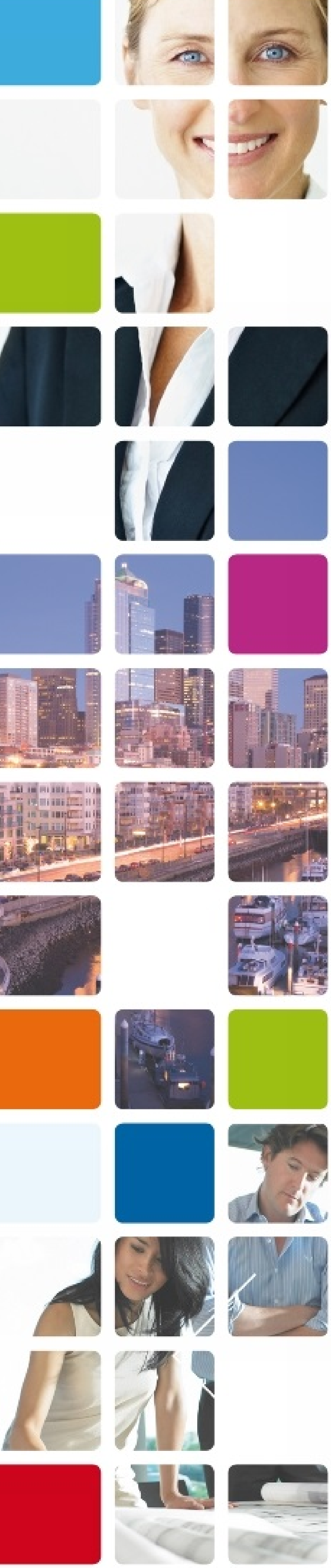

Essentials Edition

Version: 1.0

Supporting Data - Administration

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Supporting Data - Administration

The '**Administration**' part of Supporting data includes the following subjects:

- Background actions
- Log Viewer
- User sessions
- Account lists

When you read on, you will learn more about these subjects in Essentials Edition .

Background actions

If you do not use a Planon Accelerator environment, the **Background actions** TSI must be added to the navigation panel. For example, you can add it to **Supporting data** or **System Settings**.

Background actions are actions that take longer than 30 minutes to run on the Web Client. The maximum session time on the Web Client is 30 minutes. Consequently, if you are running actions that take longer than 30 minutes, there may be session timeout errors.

Examples of time-consuming actions:

- Deep copying
- Generating clustered orders
- Compiling property-based maintenance plans
- Compiling contract-based maintenance plans
- Replenishing stock, by creating automatic replenishment suggestions
- Running a Talk/SDI definition
- Running a configuration transfer
- Processing Planon AppSuite data synchronization (also see the Planon AppSuite - Configuration Guide)

These actions are run in the background on the application server while you and your colleagues continue working.

For a background action like generating clustered maintenance orders, the clustering takes place in batches, according to the clustering criteria that apply. This reduces the number of session time out errors and makes it easier to verify in the logging which actions were successful.

In order to prevent the 'history' from piling up, you can delete the older background actions. The **Delete** action is disabled if the selected background action is running.

Logging

A log is created for every background action running on the server, to keep track of its progress. The log can be seen in the TSI per background action and it allows you to view what a particular background action has done.

Background action statuses

Background actions can have the following statuses -
Not started, **Queued**, **In progress**, **Completed** and **Completed with errors**. Planon comes with predefined defaults (which are applicable for most common use cases) for the number of background actions that are run simultaneously.

> The priority of the background actions is **first in first out**. Actions with the oldest insert date-time will be picked up with the highest priority.

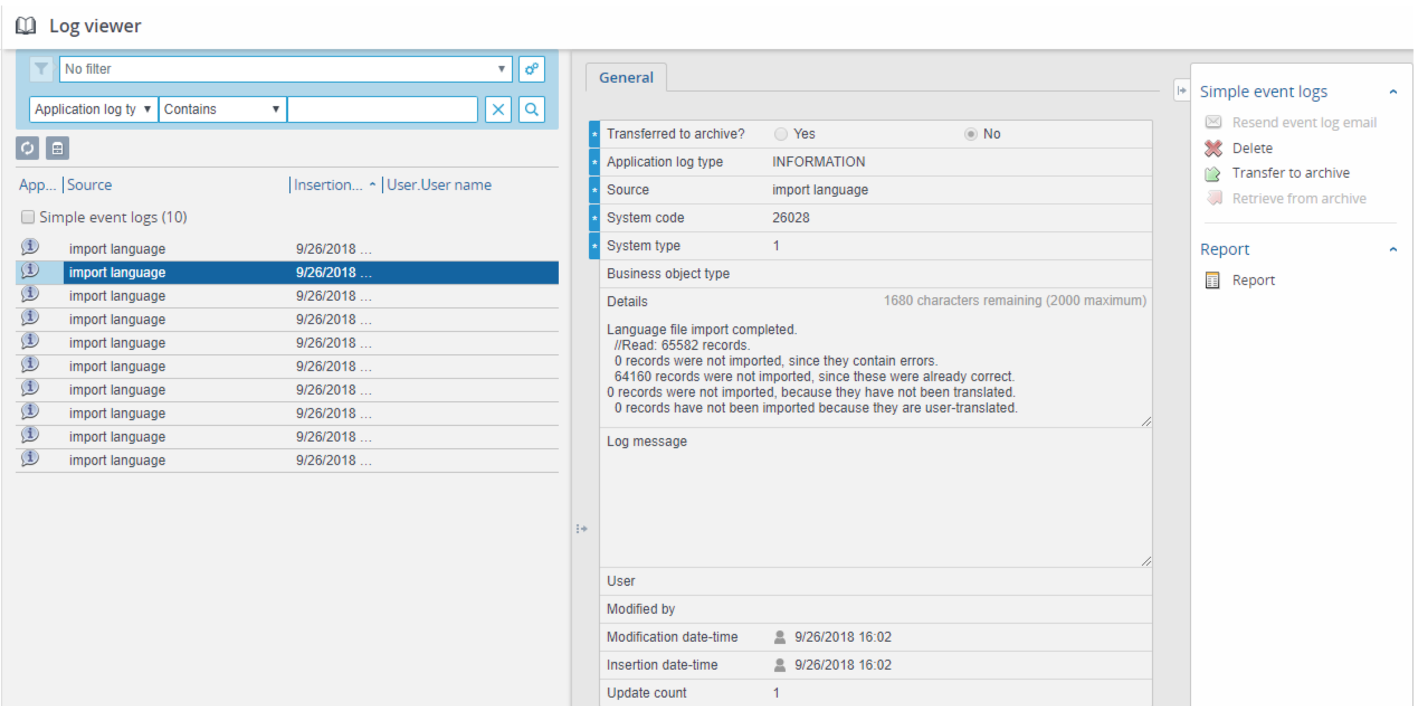
Background action progress

The **Background action progress** bar displays the progress of a background action currently running in the background. The progress is shown in percentage from **0** to **100%** and is set to **Done** when it is completed.

For a description of the fields, see .

Log viewer

Log Viewer enables you to view information, warnings or errors regarding events (system feedback that may occur, for example, when importing a language file. This data is particularly useful to the Planon Administrator, who can then use **Log Viewer** to trace system activities and diagnose any problems that occurred.



Actions in Log viewer

The following actions are available in Log Viewer:

- Delete
- Transfer to archive
- Retrieve from archive
- Resend event log email

When using Planon in another mode than **Production**, mails that are automatically sent in this other mode will be suppressed. To be able to test the functionality of sending emails, you can click **Resend event log email** in order to route them to Log Viewer (instead of to the recipients). For more information, see *Administrator's Guide > Routing mails to Log viewer*.

User sessions

The **User Sessions** TSI allows you to view all currently active Planon ProCenter user sessions as well as previous user sessions. This enables you to see who is currently logged on to the application and who was previously logged on and is subsequently logged off.

Logon and logoff timestamps are recorded in both the server's and the user's time zone. To distinguish between the server's and the user's time zone, multi-time zone must be enabled.

The field **Last activity’s timestamp** records timestamps of whenever users last saved or accessed an element in Planon ProCenter. This field is disabled by default and before it can be used, it must first be enabled in **Field Definer** by a Planon administrator.

For details on how to do this, see FieldDefiner > Settings for the User sessions business object.

Viewing active user sessions

The procedure to view active user sessions is as follows:

Procedure

1. Go to **User sessions**.
2. On the **Active user sessions** level, the elements section displays a list of all currently logged on users, together with their logon time stamps. This information is also duplicated in the data section, in which the logon time stamp can be overwritten if necessary. The data section also includes a time stamp of when a user last saved or accessed an element in Planon ProCenter, if this option is enabled.

Viewing all user sessions

The procedure to view both active and previous user sessions simultaneously is as follows:

Procedure

1. Go to **User sessions**.
2. On the **All user sessions** level, the elements section displays a list of all users who are currently logged on and those who have used the application in the past, together with their logon and logoff time stamps. This information is also duplicated in the data section, in which the time stamps can be overwritten if necessary. The data section also includes a time stamp of when the user last saved or accessed an element in Planon ProCenter if this option has been enabled.

Deleting user sessions

The **User sessions** TSI enables the Planon Administrator to view which user accounts are currently in use, and which user accounts were previously in use.

The Planon Administrator can delete user sessions stored in the list as required.

Deleting a user session while the respective user is logged on will not actually log the user off. The user is able to continue using Planon ProCenter.

Procedure

1. In the **User sessions** list, select a user session.
2. In the data section, check whether a logoff time stamp is entered, or enter one manually and click **Save**.
3. On the action menu, click **Delete**, and click **OK** in the **Question** dialog box that appears. A warning message appears.
4. Click **Proceed**.
5. The user session is deleted from the list.

Working with a User account list

The **User account list** functionality enables application managers to do some *basic user account management* in a single place. Administrators who require more extensive authorization functionalities should use the other navigation items in the **Accounts** navigation group, which may also require more extensive rights.

Procedure

1. On the navigation panel, select the navigation group and navigation item where the user account list is published.

   In Planon Accelerator, you go to **Accounts** > **Users**.

   A list of user accounts is displayed.
2. Use the search bar to find a person by **User name**, **Person**, **Department** and **User account group**.
3. Click the **Add** button on the top left to add a new person.

   The fields displayed can be configured in the **Details page** and **Edit page** of the sub account created.
4. Click the **Show inactive accounts** button to view and edit the inactive users.
5. For every person, you have a set of actions that you can perform on that person. You can access these in the **Show actions** shortcut menu. The actions are given below:
   - **Anonymize -** You can anonymize the user.
   - **Reset password -** You can reset the user's password
   - **Reset 'forgotten password' attempts -** You can reset the number of forgotten password attempts. This option is only displayed if the reset forgotten password function is active in Authorization. For more information, see *Authorization* > *Clearing forgotten password attempts*.
6. Select a person. The details are displayed in the right pane.
7. Click **Edit** to change the person's details.
8. Make any necessary changes on the edit form.
9. Click **Submit**.

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