



Add-On Products

Resource Central

Maintenance Service Guide

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Foreword

Maintenance Service is a part of Resource Central (RC) Components which is responsible for deleting unnecessary data, synchronizing data and sending reminder email.

Maintenance Service consists of the following jobs:

- **Auto Arrange Orders**
- **Clean Up Database**
- **Delete Log Files**
- **Delete Prior Booking**
- **Error Handling**
- **Reminder Email**
- **Remove Temp Data**
- **Synchronize Tasks**
- **Check Out Visitors**
- **Delete Visitor History**

This document is designed to give you detailed description for each of the above jobs.

Description of maintenance service jobs

Auto Arrange Orders

For more information of this job, please refer to **RC Administrator Guide → Auto Arrange Functionality**.

Clean Up Database

This job will execute the cleanup of the RC database and will retain data based on a set retention period.

NOTES: This job runs based on values of the following parameters:

Parameter	Description
RC.CleanDatabaseJob.Enable	<p>This parameter controls the activation of the 'Clean up database' job in The Maintenance Service</p> <p>If this parameter has the value = 1, this function is enabled.</p> <p>Default value of this parameter is [0].</p> <p>If this parameter is not created or created with any value other than [0], the default value will be employed.</p>
RC.CleanDatabaseJob.AllowedRunningTime	<p>This parameter controls the runtime of the job 'Clean up database'.</p> <p>Value of this parameter employs the format of HHmmss (using 24-hour clock).</p> <p>Default value of this parameter is 230000</p> <p>If this parameter is not created or created with invalid value, the default value will be employed.</p>
RC.CleanDatabaseJob.MeetingRollingMonths	<p>This parameter controls number of month that data is kept for when running the 'Clean up database' job to run.</p> <p>Value of this parameter is positive integer.</p> <p>Default value of this parameter is 6 months.</p> <p>If this parameter is not created or created with invalid value, the default value will be employed.</p>

- You do not need to restart RC Maintenance service if you change value of the parameter **RC.CleanDatabaseJob.AllowedRunningTime**, the service will run following this new value.
- Maintenance service runs every 2 minutes to retrieve the new value of the parameter.
- This job removes any reservations and their correlations, where EndDate is less than or equal to (today – X), in which X is value of the parameter **RC.CleanDatabaseJob.MeetingRollingMonths**.
- This job is designed to delete 1000 reservations (and related data) pr. batch to avoid heavy database processing and keep system when running.
- It starts with the oldest reservations first
- The job processes as many batches, that can be completed within one hour and will continue on remaining data on the following day's run if needed.

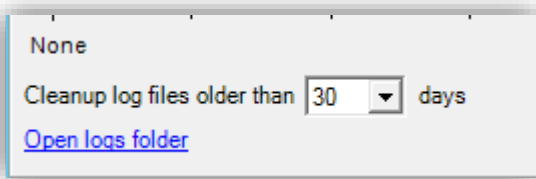
NOTE: Please be aware that the first time you run this job on a large database you might risk a transaction log that grows excessively in size. It is recommended that a DBA is involved when this task is initiated.

Delete Log Files

This job deletes log files located in the folders "**Resource Central Backend**", "**Resource Central Synchronize Service**", "**Resource Central Permission Service**" and "**Resource Central Maintenance Service**".

NOTES:

- This job runs one time only.
- This job only deletes log files based on the days established in **Configuration Tool**:



Delete Prior Booking

For more details about this job, please refer to **RC Administrator Guide → Temporary Booking**.

Error Handling

This job handles a bug in the error handling flow from Booking Manager, that in some cases results in continue processing data and sending email to the organizer. This is due to cases of lacking/late response from Exchange Web Services. This job will stop the many emails for the organizer. Permanent fix is under investigation.

NOTES: This job runs based on the following parameters:

Parameter	Description
BookingManager.ErrorHandling.Disable	<p>This parameter controls the activation of error handling function.</p> <p>If this parameter has the value = 1, this function is disabled. Default value of this parameter is [0].</p> <p>If this parameter is not created or created with any value other than [1], the default value will be employed.</p>
BookingManager.RestoringTime	<p>This parameter provides an interval time within which the temporary change in Booking Manager screen will be kept. Within this interval, if the change is synchronized, it will be kept and displayed on the screen. Otherwise, the change will be eliminated, and no change is made.</p> <p>Value of this parameter is positive integer, and it is 10 (minute) by default.</p> <p>If this parameter is not created or created with invalid value, the default value will be employed.</p>
BookingManager.SendingEmailCount	<p>This parameter controls the number of Error Handling Emails that will be sent if an error occurs in use of Booking Manager.</p>



	<p>Value of this parameter is positive integer.</p> <p>Its default value is 5 (times).</p> <p>If this parameter is not created or created with invalid value, the default value will be employed.</p>
BookingManager.TechnicalAddress	<p>Value of this parameter is the email address to send email to when an error occurs.</p> <p>If this parameter is not created or created with invalid value, the email address in the basic parameter "System Email" will be used.</p>

Reminder Email

For more details about this job, please refer to **RC Administrator Guide → Reminder Mail Functionality**.

Remove Temp Data

This job removes reservations data in temporary tables in the RC database.

NOTES:

- This job is always active.
- This job only runs once a day after 23:00:00.
- This job runs based on the following parameter:

Parameter	Description
TempDataPastDays	<p>This parameter controls how many old day reservations data is to be removed from Temp tables in the RC database. Only positive integers are used as its value.</p> <p>For example: If the value of this parameter is 5, then all reservation data older than 5 days from today will be deleted (i.e. data from 5 days ago until today still remain).</p> <p>Default value for this parameter is '3', which is applicable if the user has not created this parameter OR created with Blank value.</p>

Synchronize Tasks

This job will synchronize Tasks/Shared orders if there are any difference compared to their reservations (add or remove reservations if there is a lack/redundancy of them, synchronize date/time between Tasks/shared orders and reservations).

NOTES: This job runs based on the following parameters:

Parameter	Description
RC.SyncTaskSchedule.Enable	<p>This parameter controls the activation of order synchronization feature.</p> <p>If this parameter has the value = 1, this function is enabled.</p> <p>Default value of this parameter is [0].</p>



	<p>If this parameter is not created or created with any value other than [1], the default value will be employed.</p>
RC.SyncSchedule.SkipMeetingsBeforeToday	<p>This parameter controls the meetings skipped in the process of synchronization carried out by RC Sync Service if a difference between Shared Order Form and the reservation is detected.</p> <p>Value of this parameter is positive integer.</p> <p>Default value of this parameter is “1” (day), i.e. meetings ended 1 day before today will be skipped in the synchronization.</p> <p>If this parameter is not created or created with invalid value, the default value will be adopted.</p>

Check Out Visitors

This job automatically checks out visitors according to a set time period after their meeting.

NOTES: This job runs based on the following parameters:

Parameter	Description
Visitor.UseKioskScreen	<p>This parameter controls the availability of Kiosk screen function in Visitor tab of RC.</p> <p>If its value is “1” (default value), then the function will be enabled and available in the Visitor toolbar.</p> <p>If its value is “0”, or any characters other than 1, or if the parameter is deleted, the function will be disabled and Kiosk node is not available in the Visitor toolbar.</p>
Visitors.Undeparted.Interval	<p>This parameter works in relation with the status auto-change function controlled by the parameter Visitors.Undeparted.AutoChange. It determines time interval the auto-change function is triggered.</p> <p>This parameter is only functional if the Kiosk screen is enabled.</p> <p>Value of this parameter is positive integer equal to or greater than 10.</p> <p>E.g. If the value is 17 (minutes), then the auto-change function is triggered every 17 minutes.</p> <p>Default value of this parameter is ‘10’ (minutes).</p> <p>If this parameter is not created or created with invalid value, the default value will be employed.</p>
Visitors.Undeparted.AutoChange	<p>This parameter controls the time duration after the meeting end, after which status of an arrived visitor who has not departed is automatically changed to “Undeparted”.</p> <p>This parameter is only functional if the Kiosk screen is enabled.</p> <p>Value of this parameter is positive integer equal to or greater than 10.</p> <p>E.g. If the value is 17 (minutes), then 17 minutes after the meeting ends, status of a visitor who has arrived but not departed will be changed to “Undeparted”.</p>



Note: Function of this parameter is also influenced by value of the parameter **Visitors.Undeparted.Interval**

Default value of this parameter is '10' (minutes).

If this parameter is not created or created with invalid value, the default value will be employed.

Delete Visitor History

This job removes historical data on visitors.

NOTES:

- This job only runs once a day after 23:00:00.
- This job runs based on the following parameters:

Parameter	Description
Visitor.Historical.Deletion.Enable	<p>This parameter controls the activation of visitor historical data deletion feature.</p> <p>If this parameter has the value = 1, this function is enabled.</p> <p>Default value of this parameter is [0].</p> <p>If this parameter is not created or created with any value other than [1], the default value will be employed.</p>
Visitor.InfoRetention.Days	<p>This parameter controls deletion of historical data on visitors. It enables user to specify a date range out of which visitor data will be deleted.</p> <p>Value of this parameter is any positive integer to indicate the number of days.</p> <p>E.g. If the value of this parameter is 6, it means that visitor information in the most 6 recent days will be retained and visitor information older than 6 days will be deleted.</p> <p>If this parameter is not created or created with invalid value, this function is disabled. Otherwise, the function runs once per day.</p>