

V8.1

JOB MONITOR

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Contacting Coviant Software Corporation

Installation and configuration support is provided under warranty for 45 days from initial purchase, as well as under annual maintenance agreements. Email and phone support is available from 9 a.m. ET to 5 p.m. ET weekdays. If you require assistance, contact Coviant Software support as follows:

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1 Overview

When running Diplomat MFT Enterprise Edition, the Diplomat MFT Job Monitor can be accessed from the Diplomat MFT Client or run as a standalone application. This guide focuses on the installation and use of the job monitor when it is run as a standalone application. If you plan to access the Diplomat MFT Job Monitor from the Diplomat MFT Client, please refer to the [Diplomat MFT Enterprise Edition User Guide](#).

NOTE: Diplomat MFT Job Monitor is ONLY supported with a Diplomat MFT Enterprise Edition license.

Diplomat Managed File Transfer is a Java-based, client-server application that runs on Windows systems:

- **Diplomat MFT Client**
User application that enables the creation and modification of transaction, key, and partner information. It captures all transaction information and administrative settings in the Diplomat MFT transaction database for use by the Diplomat MFT Service. The amount of job history data available for display by the Diplomat MFT Job Monitor is determined by the *Job Monitor Settings* at Settings > Job Monitor from the Diplomat MFT Client.
- **Diplomat MFT Service**
Runtime engine that executes transactions stored in the Diplomat MFT transaction database via commands to FTP servers, mail servers, and other systems. It creates a log file with system messages, an audit database, and archive copies of transaction files, if desired.
- **Diplomat MFT Job Monitor**
Application that allows you to view current scheduling status and job history of all transactions. You can use the Diplomat MFT Job Monitor to:
 - View current scheduling status and job history of all transactions.
 - View detailed job history for a specific Diplomat MFT transaction.
 - View detailed file history for a specific job.
 - View all log entries for a specific job.
 - Execute a new job for a specific Diplomat MFT transaction.
 - Cancel or terminate currently executing jobs.

2 Installation

Diplomat MFT Job Monitor runs independently of the Diplomat MFT Service and the Diplomat MFT Client. Diplomat MFT Job Monitor must be installed on a system that can access the Diplomat MFT Service.

Diplomat Managed File Transfer is supported on various platforms as follows:

	Diplomat MFT Service	Diplomat MFT Client	Diplomat MFT Scripting Agent	Diplomat MFT Job Monitor
Windows 7¹, 8 and 10 (64-bit)	X	X	X	X
Windows Server 2008 R2¹ (64-bit)	X	X	X	X
Windows Server 20012 R2¹ (64-bit)	X	X	X	X
Windows Server 20016 R2¹ (64-bit)	X	X	X	X
Red Hat Linux (64-bit)	X		X	
Other Unix			X	

NOTE: Diplomat MFT Job Monitor is a component of Diplomat MFT Enterprise Edition and as an optional, add-on component for Diplomat MFT Standard Edition. Diplomat MFT Basic Edition does not support the use of the Diplomat MFT Job Monitor. Diplomat MFT Job Monitor cannot be used, if a license for Diplomat MFT Basic Edition is in use for the Diplomat MFT Service.

2.1 Windows Installation

Diplomat MFT Job Monitor is installed with the Windows installation module, DiplomatSetup file. The Diplomat MFT Client must be installed and used to create the transactions to be viewed by the job monitor. Diplomat MFT Service must be installed and running to execute the transactions viewed in the job monitor.

DiplomatSetup file allows you to:

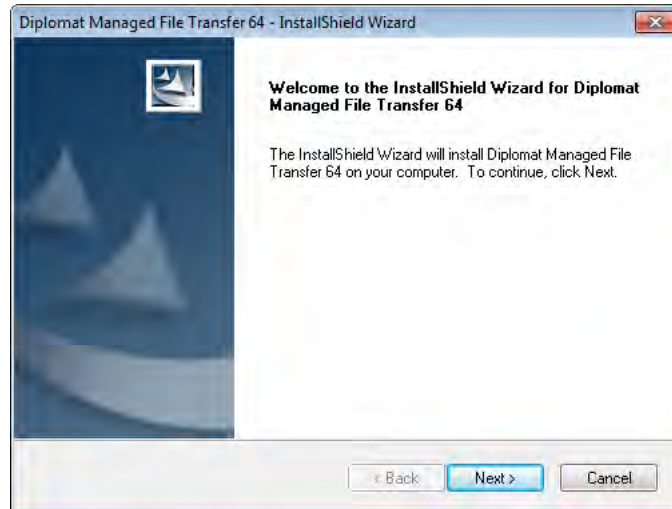
- Modify**
 - Add Diplomat MFT Job Monitor to a system with other Diplomat MFT components
 - Uninstall only Diplomat MFT Job Monitor
- Repair**
 - Update to a new version of Diplomat MFT Job Monitor
- Remove**
 - Uninstall all Diplomat MFT components

¹ When running Windows 7, Windows Server 2008 or follow-on products, the Diplomat MFT Service cannot run as a local system account. A logon account with administrator privileges must be specified.

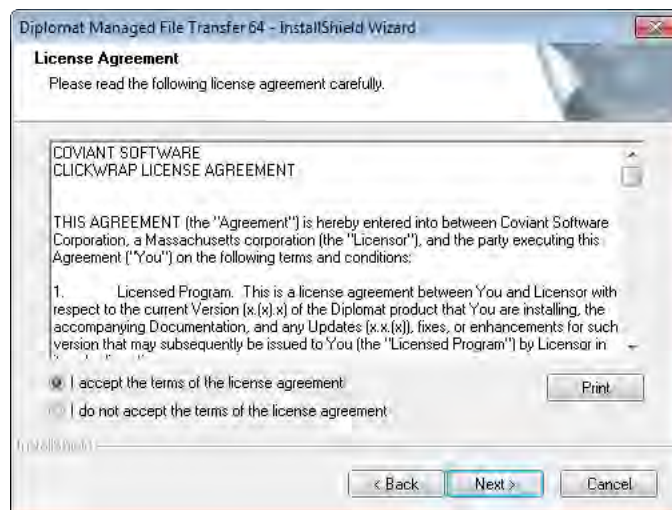
2.1.1 Install Diplomat MFT Job Monitor

The Diplomat MFT Job Monitor installation instructions below are valid only for installations on a separate system from the Diplomat MFT Service and Diplomat MFT Client. If you have already installed the Diplomat MFT Service or Diplomat MFT Client and want to add the Diplomat MFT Job Monitor to the same system, see the section entitled *Add Diplomat MFT Job Monitor*.

1. Log on the system where the Diplomat MFT Job Monitor is being installed.
2. Go to www.coviantsoftware.com and log on using the username and password supplied by Coviant Software support. Navigate to <http://www.coviantsoftware.com/support-portal.php>. Download and unzip the DiplomatSetup file for Diplomat Managed File Transfer Enterprise Edition.
3. Double-click on the file name to start the installation. You can change an installation setting by selecting **Back** until you reach the previous window where the change is needed. Otherwise, select **Next** to continue to the next step. You can select **Cancel** at any time to stop the installation.



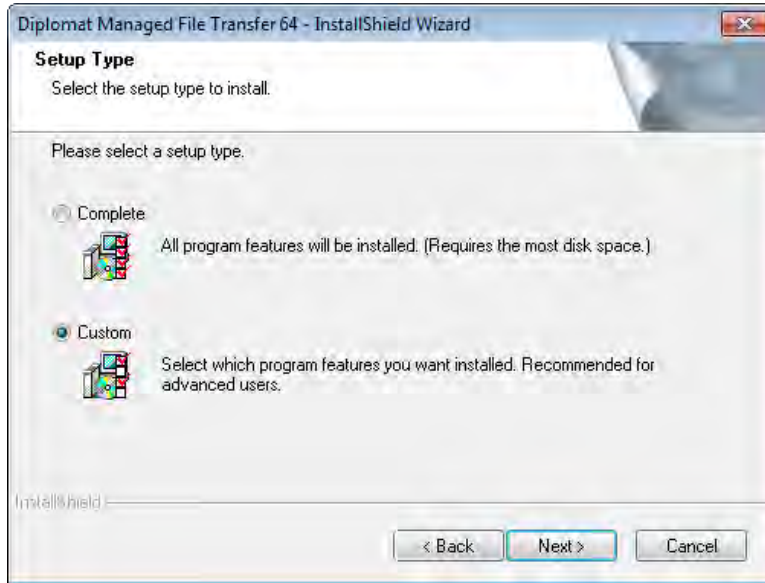
4. Scroll through the license agreement and review the terms and conditions. If you agree with the terms, select "I accept the terms of the license agreement" to continue. You may also print a copy of the license agreement for your records using the **Print** button.



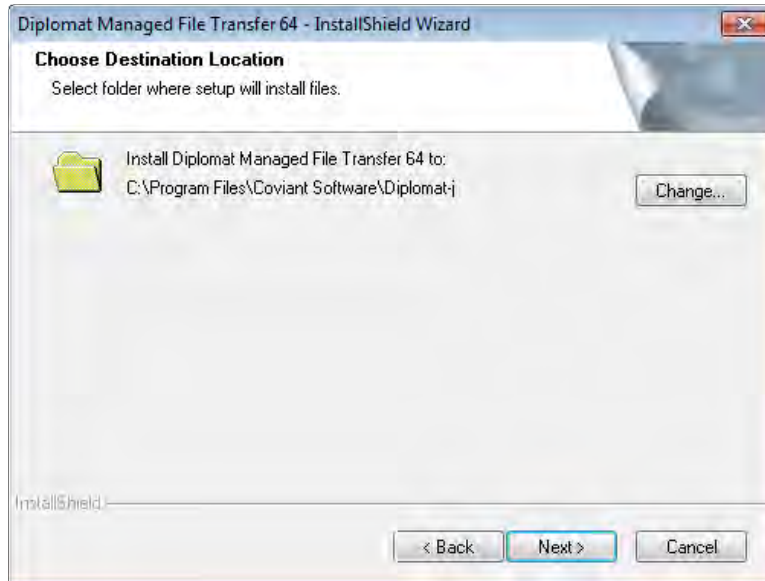
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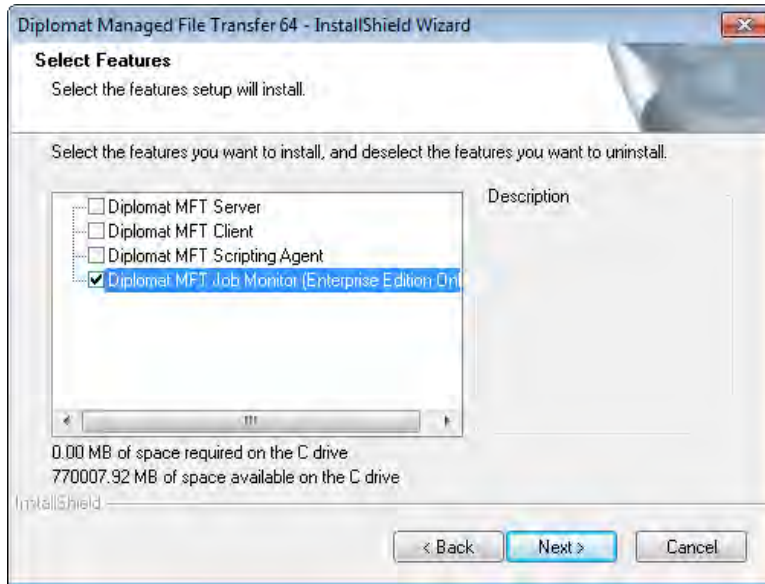
5. Select **Custom**.



6. Select **Next** to accept the default location (C:\Program Files\Coviant Software\Diplomat-j) or **Browse** to identify a new destination directory.



7. To install **ONLY Diplomat MFT Job Monitor**, check Diplomat MFT Job Monitor and uncheck Diplomat MFT Service, Diplomat MFT Client, and Diplomat MFT Scripting Agent.

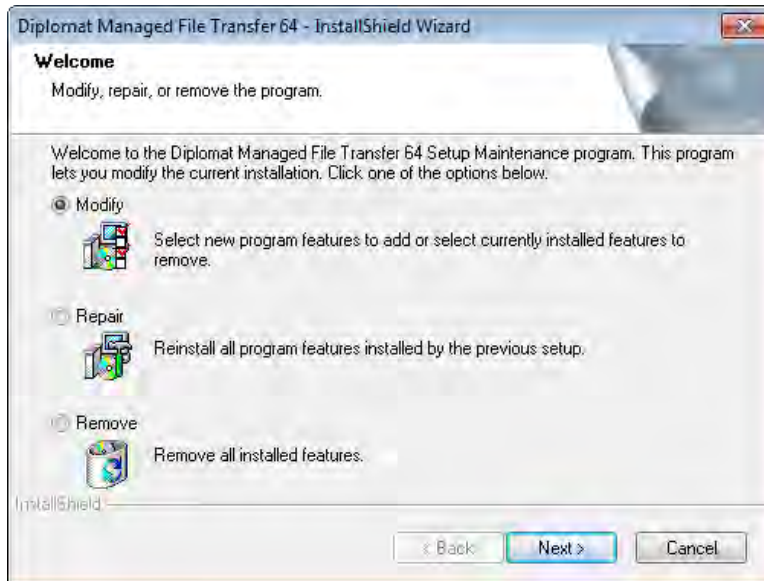


8. Select **Install** on the next screen to start the installation.
9. If firewall software is running on the Diplomat MFT Job Monitor system. It may have to be configured to allow the DSA program to have access to the Internet. The process name that Diplomat MFT Job Monitor uses to access the internet is **java.exe**. The java.exe file is located in the ...\\Diplomat-jjre\\bin or your corresponding install directory.
10. A new directory structure is created during the installation of the Diplomat MFT Job Monitor. If you selected the default installation location, this directory structure is C:\\Program Files\\Coviant Software\\Diplomat-j. Changes to any of these files can affect the performance of Diplomat MFT Job Monitor. **We strongly recommend that you set privileges on these directories to limit access** to this directory.

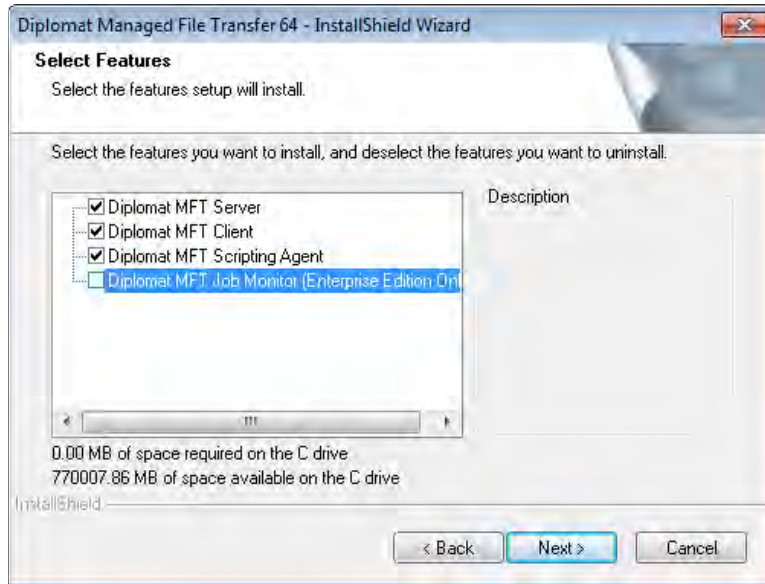
2.1.2 Uninstall Diplomat MFT Job Monitor

Use the following instructions if you are uninstalling **ONLY** the Diplomat MFT Job Monitor from a system on which **ANY** of the Diplomat MFT Service, Diplomat MFT Client, or Diplomat MFT Scripting Agent is already installed.

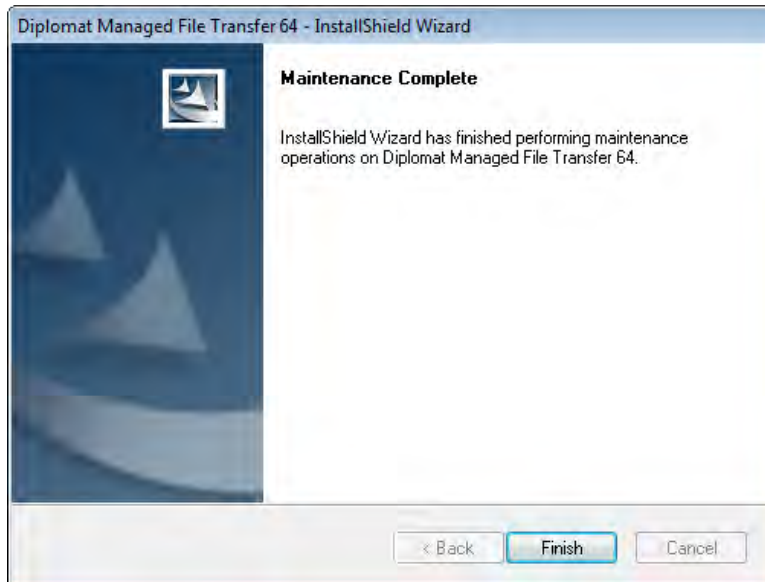
1. Log on the system from which the Diplomat MFT Job Monitor is to be uninstalled.
2. Go to www.coviantsoftware.com and log on using the username and password supplied from Coviant Software support. Navigate to <http://www.coviantsoftware.com/support-portal.php>. Download and unzip the DiplomatSetup file for the correct edition of Diplomat Managed File Transfer.
3. Double-click on the file name to start the installation. You can change an installation setting by selecting **Back** until you reach the previous window where the change is needed. Otherwise, select **Next** to continue to the next step. You can select **Cancel** at any time to stop the installation.
4. Select **Modify**.



- To **UNINSTALL** Diplomat MFT Job Monitor, check **ONLY** the components you plan to keep. **ALL unchecked components will be uninstalled.**



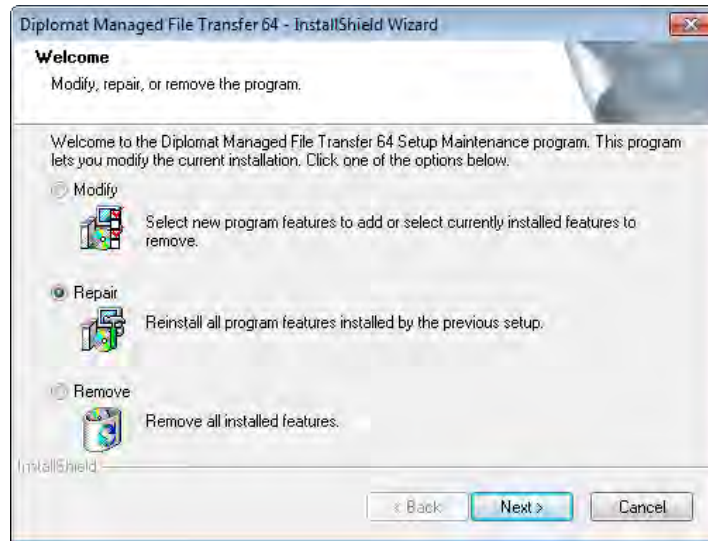
- The final screen indicates that you have successfully completed the component uninstall.



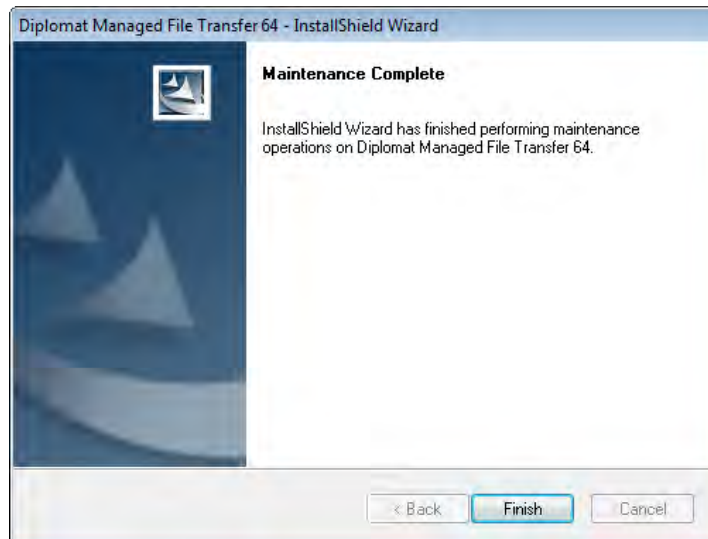
2.1.3 Diplomat MFT Job Monitor Version Update

1. Log on the system on which the Diplomat MFT Job Monitor and other components will be updated.
2. Go to www.coviantsoftware.com and log on using the username and password supplied from Coviant Software support. Navigate to <http://www.coviantsoftware.com/support-portal.php>. Download and unzip the DiplomatSetup file for the correct edition of Diplomat Managed File Transfer.
3. Double-click on the file name to start the update. You can change an update setting by selecting **Back** until you reach the previous window where the change is needed. Otherwise, select **Next** to continue to the next step. You can select **Cancel** at any time to stop the update.
4. On the Welcome screen, select **Repair** to install the current version of Diplomat.

NOTE: Repair updates all Diplomat MFT components.



5. The final screen indicates that you have successfully completed the update.



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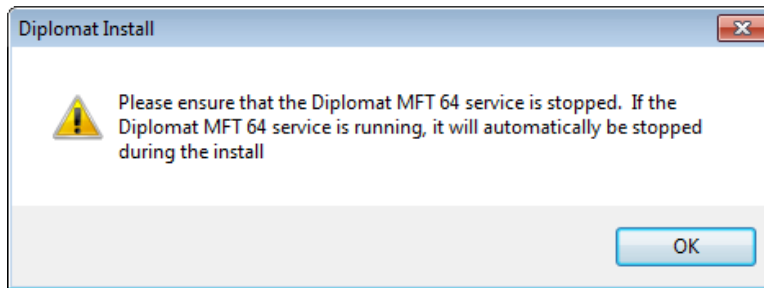
2.1.4 Diplomat MFT Uninstall

Use the following instructions only if you are uninstalling **ALL** Diplomat MFT components. If you want to uninstall only the Diplomat MFT Job Monitor, see the previous section on *Uninstall Diplomat MFT Job Monitor*.

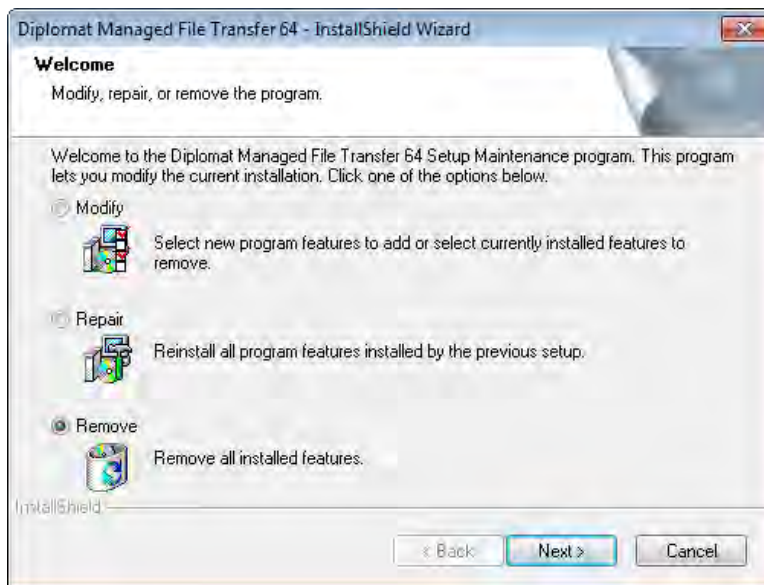
1. If you are uninstalling the Diplomat MFT Service, you must stop the current Diplomat MFT Service. You can access the Diplomat MFT Service through **Services** under the Windows **Control Panel**.

NOTE: When you stop the Diplomat MFT Service manually, it may not stop immediately. The system waits until all currently running jobs are completed before stopping the service.

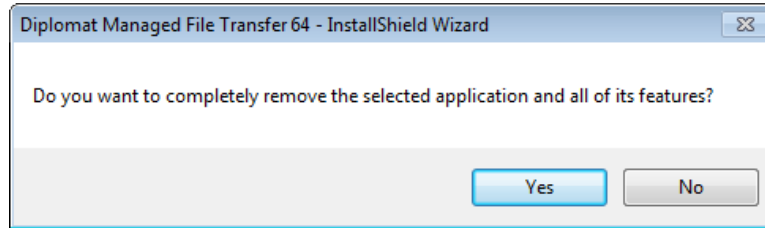
During the uninstall, you will be asked to reconfirm that the Diplomat MFT Service and the Diplomat MFT Client are not running.



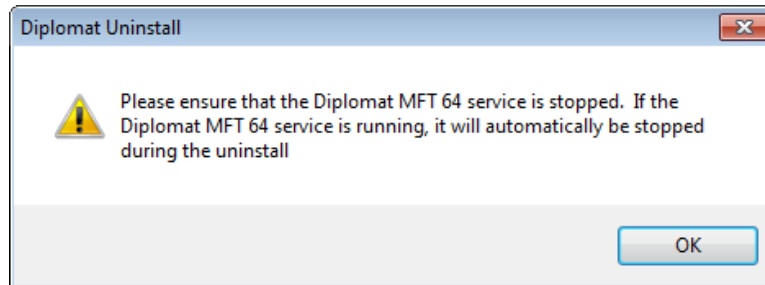
2. Log on to the system with the Diplomat MFT components that you plan to uninstall. You must use an account with *Administrator* privileges.
3. Select Windows **Start** button and then Control Panel > Programs and Features > Diplomat Managed File Transfer.
4. On the Welcome screen, select **Remove** to uninstall all Diplomat MFT components on the system.



1. Confirm that you want to completely remove all Diplomat MFT components.



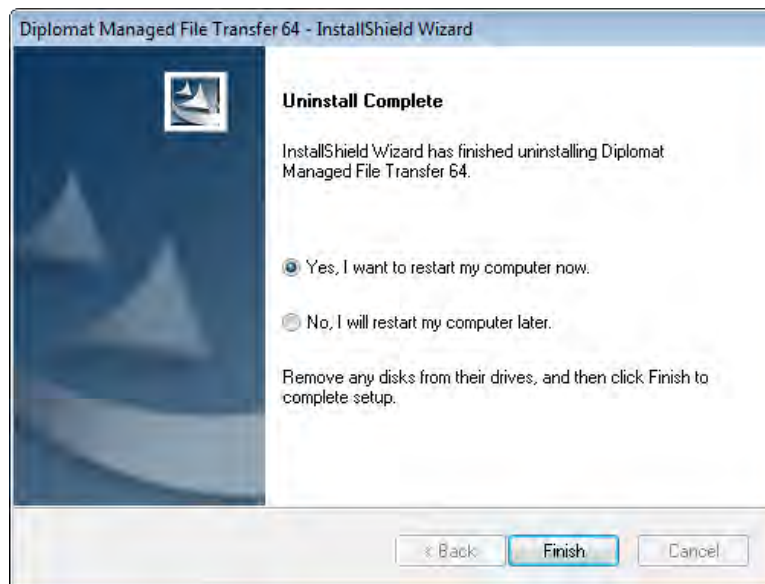
2. If prompted, confirm that the Diplomat MFT Service is stopped.



3. The final screen indicates that you have successfully uninstalled Diplomat.

When you uninstall the Diplomat MFT Service, the Diplomat MFT Service may be deleted automatically or marked for deletion and set to disabled. Check the status of the Diplomat MFT Service through **Services** under the Windows **Control Panel**. If the Startup Type is set to disabled, you must reboot your system to complete the uninstall.

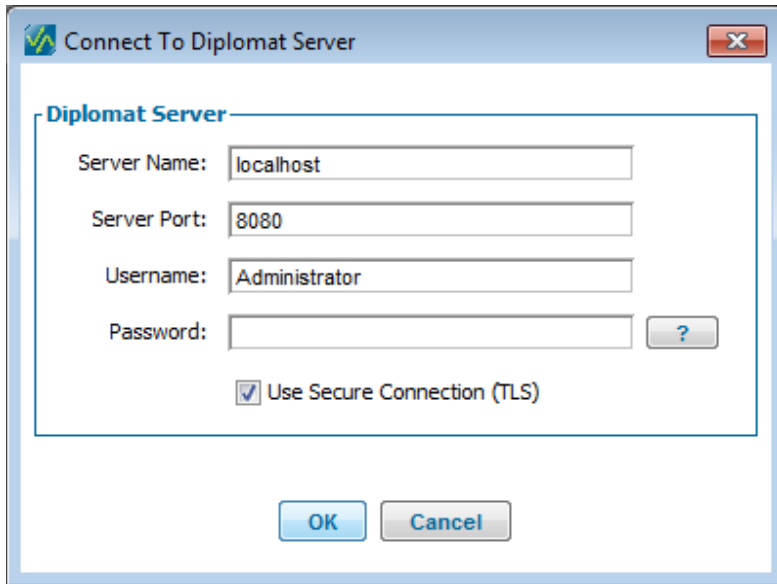
NOTE: If you are planning to reinstall the Diplomat MFT Service on the same system, you must complete the deletion of the service by rebooting before attempting the reinstall.



2.2 Web Launch

Diplomat MFT Web Launch enables the user to run the Diplomat MFT Job Monitor from a browser on Windows systems without needing to install the Diplomat MFT components on their local system. Contact your local Diplomat MFT Administrator for instructions on whether Diplomat MFT Web Launch is supported and how to access it. Refer to the [Diplomat MFT Web Launch User Guide](#) for further information.

3 Logging On



When the Diplomat MFT Job Monitor starts, you are prompted to provide information so the Diplomat MFT Job Monitor can access the Diplomat MFT Service.

NOTE: The Diplomat MFT Service can support multiple concurrent job monitor logins. The number of concurrent job monitor logins is determined by the Diplomat MFT Enterprise Edition license. To check the number of concurrent logins allowed by your license, go to File > Licenses from the top menu bar of the Diplomat MFT Client.

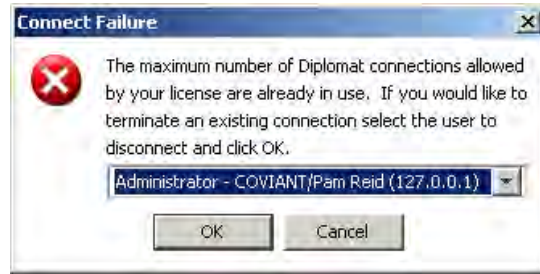
NOTE: The Diplomat MFT Job Monitor must be the same version as the Diplomat MFT Service. If the Diplomat MFT Service and Client are not the same version, you will receive a message similar to the following one:



NOTE: Diplomat MFT requires different license types for trial and paid copies. If your license type is not valid with this copy, the following error message is displayed. You must either uninstall the Diplomat MFT Job Monitor and install the correct copy or obtain the correct type of license.



NOTE: If the maximum number of concurrent job monitor connections are already in use, the Username and Domain/User IDs of the connected users are displayed and you are prompted whether or not to terminate one of the other connections. . If you terminate an existing connection, the terminated job monitor remains open but can no longer communicate with the Diplomat MFT Service.



3.1 Server Name

Server Name is the network address of the system running the Diplomat MFT Service or the diplomatServer daemon. If the Diplomat MFT Job Monitor and the Diplomat MFT Service are installed on the same system, the server name can be 'localhost'. If the Diplomat MFT Service is located on a different system than the Diplomat MFT Job Monitor, the server name is the network IP address or domain name of the system running the Diplomat MFT Service.

3.2 Server Port

Server Port is set to 8080 by default. If you uncheck *Use Secure Connection*, *Server Port* automatically resets to 8443. If port 8080 or 8443 is already in use, contact Coviant Software Support for instructions on how to change the server port number or refer to the [Changing Diplomat Services Port Numbers FAQ](#) on changing Diplomat MFT Service port numbers.

3.3 Username and Password

Login to the Diplomat MFT Job Monitor may require:

- Username and password combination
- Automatic authentication with the Domain and User ID of the current user without entering username and password
- Both a username/password combination and authentication with the Domain/User ID

The login requirements for each user are set under Settings > User Accounts from the top menu of the Diplomat MFT Client.

NOTE: Use the Change Password feature under File > Password from the top menu in the Diplomat MFT Client to update your password.

NOTE: Passwords are case sensitive.

3.4 Secure Connection

Use Secure Connection (SSL) protects all communication between the Diplomat MFT Service and the Diplomat MFT Job Monitor using Secure Socket Layer (SSL). If you uncheck *Use Secure Connection*, *Server Port* automatically resets to 8443.

4 Job Monitor

The Job Monitor allows you to view current scheduling status and job history of all transactions. The amount of job history data available for display by the job monitor is determined by the *Job Monitor Settings* at Settings > Job Monitor.

4.1 Job Monitor Main Screen

The job monitor main screen shows an Inbound Transactions table, an Outbound Transactions table, and a Summary table. The Inbound and Outbound Transactions tables show current data on each transaction. The summary table provides a snapshot of the current status and the last completion status of all jobs.

The screenshot shows the Diplomat Job Monitor application window. At the top, it says "Woebegone (v6.2 Trial)". Below this are three main sections:

- Inbound Transactions:** A table with columns: Transaction Name, Transaction Status, Start Time, Elapsed Time, Job Status, # Files Found/Proc, Job Execution Attempt, Next Attempt Scheduled, and Next Job Scheduled. It lists several transactions, mostly with "Indirectly Suspended" status.
- Outbound Transactions:** A table with the same columns as the Inbound table. It shows various transaction statuses like "Not Scheduled", "Directly Suspended", "Running (Verifying...)", "Monitoring", "External Request", and "Successful".
- Summary:** A table with columns: Transaction Status, # Inbound, # Outbound, and # Total. It provides a high-level overview of the system's state.

At the bottom of the window, there is a "Pause" button and a "Done" button. A ticker field at the bottom left shows "Updated: 10:52:43".

Transaction Status	# Inbound	# Outbound	# Total
Total	7	10	17
Executing	0	2	2
Queued	0	0	0
Scheduled	0	0	0
Suspended	5	1	6
External Request	0	1	1
Not Scheduled	2	5	7
Last Job Completion Status			
Success	0	2	2
Failure	0	0	0
Warning	0	0	0
File(s) Not Found	0	1	1

At the bottom of the main screen, a ticker field displays the most recent refresh time for the values in the job monitor tables and a *Pause* button that can temporarily suspend the refresh of the values in the job monitor tables.

NOTE: The time displayed in this field is based on the system clock of the system running the Diplomat MFT Service.

NOTE: If an error occurs when the Diplomat MFT Job Monitor is communicating with the Diplomat MFT Service, this field displays any error message returned from the Diplomat MFT Service.












4.1.1 Inbound/Outbound Tables

Each table displays the Transaction Name, transaction status, start time, elapsed time, job status, number of files found/processed, job execution attempt, time the next attempt is scheduled, and the time the next job is scheduled. Each table can be sorted by clicking on the title bar of the column by which you would like to sort. Ascending or descending sort order is indicated by up or down arrows in the title bar.

Outbound Transactions								
Transaction Name	Transaction Status	Start Time	Elapsed Time	Job Status	# Files Found/Proc	Job Execution Attempt	Next Attempt Scheduled	Next Job Scheduled
AA	Not Scheduled							
Out 301	Directly Suspended							
Out 301 SSH ...	Scheduled	2016 06 22 - 10:5...	2 min 34 sec	Running (Verifying...	0/0	0		2016 06 22 - 10:5...
Out 301 SSL	Scheduled	2016 06 22 - 10:5...	2 min 34 sec	Running (Processi...	1/1	1		2016 06 22 - 10:5...
Out 301 SSL A...	Monitoring							
Out 302 Activ...	External Request							
Out 302 SSL	Not Scheduled	2016 06 03 - 17:3...	3 sec	Successful	1/1	1		
Out 303 Activ...	Not Scheduled							
Outbound to ...	Not Scheduled							

Transaction Name

The transaction Name is the name of the transaction as shown in the Transaction Name field on the transaction screen. The colored icon to the left of the transaction Name is a visual indicator of job status, as follows:

	Green icon	Job scheduled or queued for execution by Diplomat MFT scheduler. Do Not Run is not checked on the Job Execution panel in the transaction.
	Blinking, green icon	Job using built-in Diplomat MFT scheduler actively executing.
	Light green icon	Job scheduled or queued for execution by the file monitor. <i>File monitoring</i> is selected on the Job Execution panel of the transaction.
	Blinking, light green icon	Job initiated by file monitoring actively executing.
	Dark green icon	Job scheduled or queued for execution by an external request. <i>Allow Diplomat MFT Scripting Agent requests</i> or <i>Allow Diplomat MFT API requests</i> checked on the Job Execution panel of the transaction.
	Blinking, dark green icon	Job initiated with the Diplomat MFT Scripting Agent or API actively executing.
	Blinking, green icon with red '/'	Request to cancel job occurred but job is still queued or running.
	Blinking, green icon with red 'X'	Request to terminate job occurred but job is still queued or running.
	Yellow icon	Individual transaction suspended.
	Orange icon	Key, partner, or folder suspended.
	Red icon	<i>Do Not Run</i> checked and/or no job scheduling types are set/allowed on the Job Execution panel.


When a file transfer job for the transaction is executing a blinking, green icon is displayed. Dark green icons indicate that the job was initiated using the Diplomat MFT Scripting Agent or API. Light green icons indicate that the job was initiated using the file monitor.

Run Now


To run a job, right-click on the Transaction Name cell and select *Run Now*. *Run Now* is enabled if a job is not currently executing.

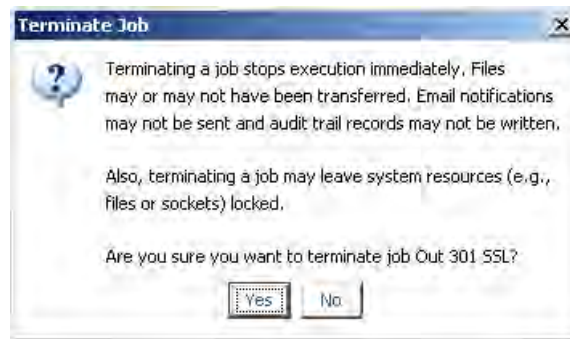
NOTE: When *Run Now* is executed from the Job Monitor, the settings in the saved transaction are used. Any pending changes to the transaction in the Diplomat MFT Client are ignored.

Cancel Job

To cancel a job, right-click on the Transaction Name cell and select *Cancel Job*. If a job is canceling, a red slash appears across the blinking, green icon '«»'. *Cancel Job* is enabled if a job is currently executing.

Terminate Job

If you have requested that a job be cancelled and the job is still executing, you can take an additional step to terminate the job. To terminate a job, right-click on the Transaction Name cell of a transaction that is 'Canceling' and select *Terminate Job*. If a job is terminating, a red 'X' appears across the blinking, green icon '«»'. *Terminate Job* is enabled if a job is currently cancelling.



NOTE: Terminating a job attempts to stop execution immediately (i.e., Diplomat MFT issues a java stop thread command). Some or all files may or may not have been transferred. Email notifications may not be sent and audit trail records may not be written. Also, terminating a job may leave system resources (e.g., sockets or files) locked. **You should choose to terminate a job only if absolutely necessary.**

NOTE: As long as a job is not actively executing, *Run Now* is also an available choice when right-clicking on the Transaction Name cell.

NOTE: If a job is queued or running at the time a transaction is suspended, an orange or yellow status icon is displayed next to the transaction in the navigation tree. However, the job status indicator in the job monitor does not display a yellow or orange icon until the job completes.

View Log

If you need detailed debugging information for a job, right-click on the Transaction Name cell and select *View Log*. The Diplomat MFT Log Viewer opens and displays the most recent log entries for the transaction. To adjust the log entries displayed, select *Set Filter* and reset the filter parameters.

NOTE: *View Log* is displayed when a job has run at least one time since the most recent time the Diplomat MFT Service started.

View Job History

Diplomat Job History Viewer

Transaction Name: Out 301 SSL

Start Time	Elapsed Time	Job Status	Source Files Total Size	#Files Found	#Files Successful	#Files Failed	Job Execution Attempt
2016 06 22 - 17:06:58	30 sec	Running (Processing ...)	37 MB	45	44	0	1
2016 06 22 - 17:02:43	1 sec	Successful	44 bytes	1	1	0	1
2016 06 22 - 16:57:43	1 sec	Successful	44 bytes	1	1	0	1
2016 06 22 - 16:52:43	1 sec	Successful	44 bytes	1	1	0	1
2016 06 22 - 16:45:11	1 sec	Successful	44 bytes	1	1	0	1
2016 06 22 - 16:40:11	1 sec	Successful	44 bytes	1	1	0	1
2016 06 22 - 16:35:11	1 sec	Successful	44 bytes	1	1	0	1
2016 06 22 - 16:30:11	1 sec	Successful	44 bytes	1	1	0	1
2016 06 22 - 16:25:11	1 sec	Successful	44 bytes	1	1	0	1

Updated: 17:07:29

Done

If you need information on earlier jobs from a transaction, right-click on the Transaction Name cell and select *View Job History*. A Job History window opens and displays all job records for the transaction in the job history database. Each job execution shows start time, elapsed time, job status, total bytes transferred, number of files found, number of files transferred successfully, number of files that did not transfer successfully, and the number of executions that were attempted by the job.

For more information on the files in a particular job, right-click on the Start Time cell and select *View File History*.

View File History

Diplomat File History Viewer

Transaction Name: Out 301 SSL

Job Start Time: 22 Jun - 17:06:58

Source Filename	Destination Filename	Start Time	Elapsed Time	File Status	Source File Size	File Transfer Attempt
SSLbig.txt	SSLbig.txt	2016 06 22 - 17:07:15	1 min 1 sec	Successful	37 MB	1
SSL748.txt	SSL748.txt	2016 06 22 - 17:07:15	< 1 sec	Successful	14 bytes	1
SSL747.txt	SSL747.txt	2016 06 22 - 17:07:14	< 1 sec	Successful	14 bytes	1
SSL746.txt	SSL746.txt	2016 06 22 - 17:07:14	< 1 sec	Successful	14 bytes	1
SSL745.txt	SSL745.txt	2016 06 22 - 17:07:14	< 1 sec	Successful	14 bytes	1
SSL744.txt	SSL744.txt	2016 06 22 - 17:07:13	< 1 sec	Successful	16 bytes	1
SSL743.txt	SSL743.txt	2016 06 22 - 17:07:13	< 1 sec	Successful	44 bytes	1
SSL724.txt	SSL724.txt	2016 06 22 - 17:07:13	< 1 sec	Successful	44 bytes	1
SSL723.txt	SSL723.txt	2016 06 22 - 17:07:12	< 1 sec	Successful	44 bytes	1
SSL722.txt	SSL722.txt	2016 06 22 - 17:07:12	< 1 sec	Successful	44 bytes	1
SSL721.txt	SSL721.txt	2016 06 22 - 17:07:12	< 1 sec	Successful	44 bytes	1

Updated: 17:08:49

Done

If you need more information on the files in a particular job, right-click on the Transaction Name and select *View File History*. A File History window opens and displays all file records for the transaction in the job history database. Each row displays source filename, destination filename, start time, elapsed time, file status, source file size, and the number of attempts that were made to transfer the file successfully.

Transaction Status

Transaction Status indicates the current scheduling status of the transaction. Valid values are:

- **Not Scheduled** *Do Not Run* checked on the Job Execution panel.
- **Directly Suspended** Key, partner, or transaction individually suspended.
- **Indirectly Suspended** Key, partner, or individual transaction suspended because:
 - Key or partner used by the transaction is suspended
 - Folder is suspended.
 - Critical audit database problem has suspended all transactions.
 - Database merge or restore has suspended all transactions.
- **External Request** *Allow Diplomat MFT Scripting Agent requests* or *Allow Diplomat MFT API requests* checked on the Job Execution panel of the transaction.
- **Scheduled** Job scheduled to run at a specific time.
- **Monitoring** Job set to use file monitoring.

NOTE: Only transactions that display a *Transaction Status* of *External Request*, *Scheduled* or *Monitoring* will execute.

Start Time

The date and time that the most recent job began execution for this transaction. If no job history exists for the transaction and a job is not currently executing, this field is blank.

Elapsed Time

The length of time in seconds that the current or most recently completed job has run. If no job history exists for the transaction and a job is not currently executing, this field is blank.

Job Status

Job Status displays status of the most recent execution of the transaction. If no job history exists for the transaction and a job is not currently executing, this field is blank.

If a job is currently executing, valid values are:

- **Delayed** Job executed using a Diplomat MFT Scripting Agent command with a <delay> parameter.
- **Queued** Job waiting in queue for execution.
- **Running** Job actively executing. This value has sub-status shown in parentheses of:
 - Building File List
 - Verifying File List
 - Processing Files
 - Sending Emails
 - Sending Pages
 - Waiting for Retry
 - Writing Audit Trail
- **Cancelling** Request to cancel job occurred, but job is still executing.
- **Terminating** Request to terminate job occurred, but job is still executing.
- **Aborting** Unrecoverable error encountered.

If a job is not currently executing, valid values are:

- **Preview License** Job attempted to run, but was stopped due to no valid license.
- **File(s) not Found** No files were found on the most recent execution and transaction was **not** set to Fail if File(s) Not Found.
- **Required File(s) Not Found** Some files were found on the most recent execution, but one or more required files were **not** found and transaction was **not** set to Fail if File(s) Not Found.
- **Successful** Most recent execution completed successfully. Email and other notifications indicate the job was *Successful*.
- **Warning** Job completed successfully, but had at least one error that might have affected the integrity of the file(s) being transferred. Examples of problems generating a Warning status, include:
 - Error closing a file
 - Error deleting an uploaded file after a problem during transmission
 - Decryption or verification key is not valid for current date
 - ASCII file size not within tolerance

NOTE: Source files with a Warning status are NOT deleted.
- **Failure** Most recent job execution did not complete successfully. Email and other notifications indicate the job was *Failure*.
- **Critical** Job failed due to a problem with the audit database and audit trail settings set to *Treat Failures as Critical*.
- **Cancelled** Job manually cancelled on most recent execution.
- **Terminated** Job manually terminated on most recent execution.
- **Incomplete** Diplomat MFT Service stopped during job execution.
- **Missed** Jobs are flagged as missed, when *Fail if File(s) Not Found* is checked and:
 - Diplomat MFT Service not running when last job execution scheduled.
 - Job queued, but execution had not started, when Diplomat MFT Service stopped unexpectedly.

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Number of Files Found/Processed

Number of files found for the current or most recent job execution and the number of files that has been processed by the job. For jobs that complete successfully, the number of files found should be the same as the number of files processed.

Job Execution Attempt

For transactions that are scheduled daily or monthly and have retries specified, each time the job reattempts to find files the number of job execution attempts increases.

For example, a job is scheduled to run at 1pm each day and to make 4 attempts with a 15 minute retry intervals if it does not find files. If the job started at 1pm and the current time was 1:35pm, the job would have made an attempt at 1pm, 1:15pm, and 1:30pm and would be waiting for final attempt at 1:45pm. The number of job execution attempts shown at 1:35pm in the job monitor would be 3.

NOTE: This field is always '1' for jobs that are schedule by minutes or hours.

Next Attempt Scheduled

For transactions that are scheduled daily or monthly and have retries specified, when a job does not find files a new attempt is scheduled. Next Attempt Scheduled displays the date and time the next attempt is scheduled.

Next Job Scheduled

For transactions with a Transaction Status of Scheduled, the Next Job Scheduled field displays the date and time the next job is scheduled to begin execution.

4.1.2 Summary Table

Summary			
	# Inbound	# Outbound	# Total
Transaction Status			
Total	7	10	17
Executing	0	2	2
Queued	0	0	0
Scheduled	0	0	0
Suspended	5	1	6
External Request	0	1	1
Not Scheduled	2	5	7
Last Job Completion Status			
Success	0	2	2
Failure	0	0	0
Warning	0	0	0
File(s) Not Found	0	1	1

The summary table provides a snapshot of the current status and the last completion status of all jobs broken down by inbound and outbound jobs.

Current Job Status

- **Total** Total number of inbound and outbound jobs in Diplomat MFT transaction database.
- **Executing** Number of inbound and outbound jobs currently executing.
- **Queued** Number of inbound and outbound jobs queued to run as soon as less than 50 jobs are executing
- **Scheduled** Number of inbound and outbound jobs scheduled to run, but not currently executing.
- **Suspended** Number of inbound and outbound jobs directly or indirectly suspended.
- **External Request** Number of inbound and outbound jobs set to be executed by an external request.
- **Not Scheduled** Number of inbound and outbound jobs not currently scheduled to run.

Last Job Completion Status

- **Success** Most recent execution completed successfully.
- **Failure** Most recent job execution did not complete successfully. Numbers include incomplete jobs, missed jobs, cancelled jobs, terminated jobs, jobs with critical audit trail errors, or attempts to run with a preview license.
- **Warning** Most recent job completed successfully, but had at least one error that might have affected the integrity of the file(s) being transferred. Examples of problems generating a Warning status, include:
 - Error closing a file
 - Error deleting an uploaded file after a problem during transmission
 - Decryption or verification key is not valid for current date
 - ASCII file size not within tolerance

NOTE: Source files with a Warning status are NOT deleted.
- **File(s) Not Found** No files were found OR one or more required files were not found on the most recent execution and transaction was **not** set to Fail if File(s) Not Found.

4.2 Job History Viewer

The screenshot shows a window titled 'Diplomat Job History Viewer' with a transaction name of 'Out 301 SSL'. It contains a table with the following columns: Start Time, Elapsed Time, Job Status, Source Files Total Size, #Files Found, #Files Successful, #Files Failed, and Job Execution Attempt. The table lists several job entries, most of which are 'Successful' with an elapsed time of 1 second and 44 bytes of source files. The first entry is 'Running (Processing ...)' with an elapsed time of 30 seconds and 37 MB of source files. Below the table, it says 'Updated: 17:07:29' and has a 'Done' button.

Start Time	Elapsed Time	Job Status	Source Files Total Size	#Files Found	#Files Successful	#Files Failed	Job Execution Attempt
2016 06 22 - 17:06:58	30 sec	Running (Processing ...)	37 MB	45	44	0	1
2016 06 22 - 17:02:43	1 sec	Successful	44 bytes	1	1	0	1
2016 06 22 - 16:57:43	1 sec	Successful	44 bytes	1	1	0	1
2016 06 22 - 16:52:43	1 sec	Successful	44 bytes	1	1	0	1
2016 06 22 - 16:45:11	1 sec	Successful	44 bytes	1	1	0	1
2016 06 22 - 16:40:11	1 sec	Successful	44 bytes	1	1	0	1
2016 06 22 - 16:35:11	1 sec	Successful	44 bytes	1	1	0	1
2016 06 22 - 16:30:11	1 sec	Successful	44 bytes	1	1	0	1
2016 06 22 - 16:25:11	1 sec	Successful	44 bytes	1	1	0	1

Start Time

The date and time that the most recent job began execution for this transaction. If no job history exists for the transaction and a job is not currently executing, this field is blank.

Elapsed Time

The length of time in seconds that the current or most recently completed job has run. If no job history exists for the transaction and a job is not currently executing, this field is blank.

Job Status

If a job is currently executing, valid values are:

- **Delayed** Job executed using a Diplomat MFT Scripting Agent command with a <delay> parameter.
- **Queued** Job waiting in job queue for execution.
- **Running** Job actively executing. This value has sub-status shown in parentheses of:
 - Building File List
 - Verifying File List
 - Processing Files
 - Sending Emails
 - Sending Pages
 - Waiting for Retry
 - Writing Audit Trail
- **Cancelling** Request to cancel job occurred, but job is still executing.
- **Terminating** Request to terminate job occurred, but job is still executing.
- **Aborting** Unrecoverable error encountered.

If a job is not currently executing, valid values are:

- **Preview License** Job attempted to run, but was stopped due to no valid license.
- **File(s) not Found** No files were found on the most recent execution and transaction was **not** set to Fail if File(s) Not Found.
- **Required File(s) Not Found** Some files were found on the most recent execution, but one or more required files were **not** found and transaction was **not** set to Fail if File(s) Not Found.
- **Successful** Most recent execution completed successfully. Email and other notifications indicate the job was *Successful*.
- **Warning** Job completed successfully, but had at least one error that might have affected the integrity of the file(s) being transferred. Examples of problems generating a Warning status, include:
 - Error closing a file
 - Error deleting an uploaded file after a problem during transmission
 - Decryption or verification key is not valid for current date
 - ASCII file size not within tolerance

NOTE: Source files with a Warning status are NOT deleted.
- **Failure** Most recent job execution did not complete successfully. Email and other notifications indicate the job was *Failure*.
- **Critical** Job failed due to a problem with the audit database and audit trail settings set to *Treat Failures as Critical*.
- **Cancelled** Job manually cancelled on most recent execution.
- **Terminated** Job manually terminated on most recent execution.
- **Incomplete** Diplomat MFT Service stopped during job execution.
- **Missed** Jobs are flagged as missed, when *Fail if File(s) Not Found* is checked and:
 - Diplomat MFT Service not running when last job execution scheduled.
 - Job queued, but execution had not started, when Diplomat MFT Service stopped unexpectedly.

Source Files Total Size

Total size of all source files found by the job.

Number of Files Found

Number of files selected for file transfer.

Number of Files Successful

Number of files successfully transferred.

Number of Files Failed

Number of files that did not transfer successfully.

Job Execution Attempt

For transactions that are scheduled daily or monthly and have retries specified, each time the job reattempts to find files the number of job execution attempts increases.

4.3 File History Viewer

The screenshot shows a window titled "Diplomat File History Viewer". At the top, it displays "Transaction Name: Out 301 SSL" and "Job Start Time: 22 Jun - 17:06:58". Below this is a table with the following columns: Source Filename, Destination Filename, Start Time, Elapsed Time, File Status, Source File Size, and File Transfer Attempt. The table contains 13 rows of data, all with a "Successful" status. At the bottom of the window, it says "Updated: 17:08:49" and has a "Done" button.

Source Filename	Destination Filename	Start Time	Elapsed Time	File Status	Source File Size	File Transfer Attempt
SSLbig.txt	SSLbig.txt	2016 06 22 - 17:07:15	1 min 1 sec	Successful	37 MB	1
SSL748.txt	SSL748.txt	2016 06 22 - 17:07:15	< 1 sec	Successful	14 bytes	1
SSL747.txt	SSL747.txt	2016 06 22 - 17:07:14	< 1 sec	Successful	14 bytes	1
SSL746.txt	SSL746.txt	2016 06 22 - 17:07:14	< 1 sec	Successful	14 bytes	1
SSL745.txt	SSL745.txt	2016 06 22 - 17:07:14	< 1 sec	Successful	14 bytes	1
SSL744.txt	SSL744.txt	2016 06 22 - 17:07:13	< 1 sec	Successful	16 bytes	1
SSL743.txt	SSL743.txt	2016 06 22 - 17:07:13	< 1 sec	Successful	44 bytes	1
SSL724.txt	SSL724.txt	2016 06 22 - 17:07:13	< 1 sec	Successful	44 bytes	1
SSL723.txt	SSL723.txt	2016 06 22 - 17:07:12	< 1 sec	Successful	44 bytes	1
SSL722.txt	SSL722.txt	2016 06 22 - 17:07:12	< 1 sec	Successful	44 bytes	1
SSL721.txt	SSL721.txt	2016 06 22 - 17:07:12	< 1 sec	Successful	44 bytes	1

The file history for each job contains one row for each file found by the job – whether it was successfully processed or not. The *File Status* column displays information about whether the file was processed successfully.

Transaction Name

Transaction Name is the name of the transaction as shown in the Transaction Name field on the transaction screen.

Job Start Time

Date and time that the job began execution.

Source Filename

Name of the file picked up at the source location.

Destination Filename

Name of the file dropped off at the destination location.

Start Time

Date and time the file began processing.

Elapsed Time

Total elapsed time to process the file.

File Status

If a file is currently being processed, then valid values are:

- **Pending** File has been found, validated and added to list of source files for processing, but has not actively started running.
- **Processing** File actively being processed. This value has sub-status shown in parentheses of:
 - Getting source
 - Preparing file
 - Putting destination file
 - Archiving file
 - Complete

NOTE: Preparing file, putting destination file and archiving file are shown only when Display Detailed File Status is checked on the Settings > Job Monitor screen.

If a file is not currently being processed, valid values are:

- **Not Processed** File never started processing.
 - **Successful** File processing completed successfully.
 - **Warning** File processing completed, but had at least one error that might have affected the integrity of the file. Examples of problems generating a Warning status, include:
 - Error closing a file
 - Error deleting an uploaded file after a problem during transmission
 - Decryption or verification key is not valid for current date
 - ASCII file size not within tolerance
- NOTE:** Source files with a Warning status are NOT deleted.
- **Failure**
 - File processing did not complete successfully.

Source File Size

Size of the source file.

File Transfer Attempt

Number of the last attempt to transfer the file.

5 Appendix A: Configuration Requirements

Your environment may include not only the computer systems to run Diplomat, but other systems that provide functionality that co-exists with or is used by Diplomat, such as FTP servers, mail servers, paging servers, and OpenPGP software for key import/export. Specific software versions tested for Diplomat Managed File Transfer are shown below.

Supported Software	
Diplomat MFT Service	Windows 7 ¹ , 8 and 10 (64-bit) Windows Server 2008 R2 ¹ , 2012 R2 ¹ and 2016 ¹ (64-bit) Red Hat Enterprise Linux v6.3 Intel x86 (64-bit)
Diplomat MFT Client ² Diplomat MFT Job Monitor	Windows 7 ¹ , 8 and 10 (64-bit) Windows Server 2008 R2 ¹ , 2012 R2 ¹ and 2016 ¹ (64-bit)
Diplomat MFT Scripting Agent	Windows 7 ¹ , 8 and 10 (64-bit) Windows Server 2008 R2 ¹ , 2012 R2 ¹ and 2016 ¹ (64-bit) Red Hat Enterprise Linux v6.3 Intel x86 (64-bit) Other Unix systems running Java Runtime Environment (JRE) 1.8 or higher
Diplomat MFT Web Launch	Any system supporting Java Runtime Environment (JRE) 1.8

The hardware configurations shown are based on approximately 50 simultaneous file transfer jobs with associated keys. Your production environment may require less or more memory/disk space depending on the numbers of transactions and keys you use.

Minimum Hardware Configurations		
Diplomat MFT Service	Memory	1 GB
	Disk Space	250 MB
Diplomat MFT Client	Memory	512 MB
	Disk Space	170 MB
Diplomat MFT Scripting Agent	Memory Usage	512 MB
	Disk Space	160 MB
Diplomat MFT Job Monitor	Memory Usage	512 MB
	Disk Space	170 MB
Diplomat Cloud Connector	Memory Usage	512 MB
	Disk Space	170 MB

¹ When running Windows 7, Windows Server 2008 or follow-on products, the Diplomat MFT Service cannot run as a local system account. A logon account with administrator privileges must be specified. For detailed instructions on how to update the Diplomat MFT Service, see <http://coviantsoftware.com/setting-windows-login.php>.

² Unix operating systems are not currently supported. Contact Coviant Software Support for further information.

6 Appendix B: Glossary

Additional Archive Directory – Directory on the network where backup files for a specific file transfer job are written.

Additional Encryption Key (AEK) – Public key used when the user wants to encrypt files to more than one key.

Active Window – Right-hand side of the main screen for Diplomat MFT Client that displays the active key, partner, or transaction that is being viewed or edited. Some data is displayed in panels that can be maximized for editing and then minimized to save screen space.

Allow Diplomat MFT Scripting Agent or API – Allows an external process to initiate execution of an existing Diplomat MFT transaction.

Business Users – Persons responsible for specific file transfers with trading partners or internal groups.

Debug – A setting that when activated inserts system messages into an email notification message. It is used primarily to troubleshoot problems in jobs.

Destination Directory – The directory on an FTP server or local system where a transaction file is to be written.

Diplomat MFT Administrator – Person administering the Diplomat MFT Service and Diplomat MFT Configuration Database.

Diplomat MFT Audit Database – Database containing detailed records of every job executed and user activity. The audit database is a set of XML files where each job has a single file or a SQL database with three tables to capture Job, File, and User Activity and three tables in which to archive Job, File, and User Activity records.

Diplomat MFT Client – Desktop application that enables creation and modification of key, partner, transaction information, and configuration settings, as well as license management, report generation, and job scheduling.

Diplomat MFT Job Monitor – A feature of Diplomat MFT that allows the real-time monitoring of job scheduling and execution.

Diplomat MFT REST API – HTTP/S API that enables development or extension of third-party applications to run file transfer jobs and obtain job status from the Diplomat MFT Service.

Diplomat MFT Scripting Agent – Java application that submits for execution a specified transaction that has been created and saved in a Diplomat MFT transaction database that may require an optional password.

Diplomat MFT Service – Run-time engine that executes transactions stored in the Diplomat MFT transaction database and interfaces with FTP servers, mail servers, and other systems, as needed. The Diplomat MFT Service is implemented as a Windows service. After installation, the Windows operating system starts the Diplomat MFT Service, which then runs in the background creating jobs for each transaction. Plus, it creates a log file with system messages, an audit database, and archives transaction files, if desired.

Diplomat MFT Service Login – Windows login identity for the Diplomat MFT Service. Defaults to Local System.

Diplomat MFT Transaction Database – Contains all data needed to create and schedule jobs, including keys, partner profiles, transaction, and configuration data. The transaction database is comprised of a SQL database.

Diplomat MFT Users – Persons setting up new keys, partners, and transactions that are allowed to automatically login to the Diplomat MFT Client, but do not have access to certain administrative functions.

Firewall – A software program that protects computers on a network from unauthorized Internet access.

FTP Server – A software program that allows the receipt and pick-up of files, which typically resides outside a corporate firewall.

Inbound Transaction – The process of receiving a file from another organization with optional decryption and verification.

IP Address – The numerical identification of a computer connected to a network. The IP Address appears with periods separating groups of numbers. (i.e. 192.168.0.1).

Job – A job is a particular execution of a transaction. For example, if a transaction is scheduled to run once a day, a new job will be created and executed once a day.

Job Monitor – A feature of Diplomat MFT that allows the real-time monitoring of job scheduling and execution.

License File – Diplomat MFT uses a license file named *diplomat.lic* to determine the number of keys you can have in your Diplomat MFT database and the expiration date of your license.

Log File – File containing chronological system messages generated as a result of Diplomat MFT operation.

Mail Server – A computer that acts as temporary recipient and storage for email messages sent to an individual.

Main Screen – Contains top menu bar, left-hand navigation tree, and active window for Diplomat MFT Client.

Menu Bar – Bar at the top of the main screen for Diplomat MFT Client that allows access to a variety of functions via sub-menus and pop-up dialog boxes.

Menu Item – Selection on the top menu bar of Diplomat MFT Client. When a menu item is selected either a sub-menu or a pop-up dialog box is displayed.

Navigation Tree – Left-hand side of the main screen for Diplomat MFT Client that displays folders, sub-folders, and objects with status indicators in a tree format for easy navigation

OpenPGP – Open PGP is one type of public key encryption technology. It is based on an asymmetric scheme that uses a pair of keys: a *public key*, which encrypts data, and a corresponding *private*, or *secret key* for decryption. The OpenPGP protocol, created by the Internet Engineering Task Force (IETF), defines standard formats for encrypted messages, signatures, private keys, and certificates for exchanging public keys.

OpenPGP Command Line Tool – OpenPGP products with a command line interface, such as PGP Command Line Server and McAfee e-Business Server.

Open PGP Key Pair – OpenPGP keys are always created as key pairs with a public key and a private key. The owner of a key pair keeps their key pair and gives their trading partner their public key.

OpenPGP Public Key – The OpenPGP key that is made available to an organization's trading partners to be used to encrypt data that is sent from the trading partner to the organization.

Outbound Transaction – The process of moving a file from within an organization to a receiving organization with optional encryption and signing of the file.

Paging Application – Software that converts email or files to a radio signal that is received by beepers.

Panel – Section of active window, usually surrounded by a blue border. Some larger panels can be maximized for editing and then minimized to save screen space.

Partner Profile – A set of information defining default parameters to be used when setting up a transaction with the trading partner.

Passphrase – Used by OpenPGP algorithms to encrypt your private key.

PGP – An acronym for Pretty Good Privacy, an encryption application developed by Phil Zimmerman that utilizes asymmetrical or public/key pairs to encrypt and decrypt files. Trademarked by PGP Corporation.

Pop-up Dialog Box – Window used to collect data for features accessed from the top menu bar in the Diplomat MFT Client.

Primary Archive Directory – Directory on the network where backup copies of files from all jobs are written.

Public Partners – Trading partners that provide you only their public keys for encryption and verification.

Signature Key – The OpenPGP key used to sign a file on encryption and authenticate/verify it on decryption.

Source Directory – The directory on an FTP server or local system where a transaction file is to be picked up.

SQL Audit Database – Contains two tables to capture Job and File records for each transaction and two tables in which to archive Job and File records, if desired.

Status Indicator – Colored icons that indicate scheduling status of transactions and suspend status of keys, partners, and transaction folders.

Trusted Partners – Trading partners that are considered part of your organization and can use key pairs for decryption or signing.

User Activity – Any action taken when using the Diplomat MFT Client, such as when a user creates, updates, or deletes records in the Diplomat MFT transaction database and associated configuration files.