efi Productivity Suite

EFI eFlow User Guide

Suite 7.1
2019

EFI Packaging Suite | *EFI EFlow User Guide*

November 2019: Suite 7.1

Document Version 1

Patents

This product may be covered by one or more of the following U.S. Patents: 4,716,978, 4,828,056, 4,917,488, 4,941,038, 5,109,241, 5,170,182, 5,212,546, 5,260,878, 5,276,490, 5,278,599, 5,335,040, 5,343,311, 5,398,107, 5,424,754, 5,442,429, 5,459,560, 5,467,446, 5,506,946, 5,517,334, 5,537,516, 5,543,940, 5,553,200, 5,563,689, 5,565,960, 5,583,623, 5,596,416, 5,615,314, 5,619,624, 5,625,712, 5,640,228, 5,666,436, 5,745,657, 5,760,913, 5,799,232, 5,818,645, 5,835,788, 5,859,711, 5,867,179, 5,940,186, 5,959,867, 5,970,174, 5,982,937, 5,995,724, 6,002,795, 6,025,922, 6,035,103, 6,041,200, 6,065,041, 6,112,665, 6,116,707, 6,122,407, 6,134,018, 6,141,120, 6,166,821, 6,173,286, 6,185,335, 6,201,614, 6,215,562, 6,219,155, 6,219,659, 6,222,641, 6,224,048, 6,225,974, 6,226,419, 6,238,105, 6,239,895, 6,256,108, 6,269,190, 6,271,937, 6,278,901, 6,279,009, 6,289,122, 6,292,270, 6,299,063, 6,310,697, 6,321,133, 6,327,047, 6,327,050, 6,327,052, 6,330,071, 6,330,363, 6,331,899, 6,340,975, 6,341,017, 6,341,018, 6,341,307, 6,347,256, 6,348,978, 6,356,359, 6,366,918, 6,369,895, 6,381,036, 6,400,443, 6,429,949, 6,449,393, 6,476,927, 6,490,696, 6,501,565, 6,519,053, 6,539,323, 6,543,871, 6,546,364, 6,549,294, 6,549,300, 6,550,991, 6,552,815, 6,559,958, 6,572,293, 6,590,676, 6,606,165, 6,633,396, 6,636,326, 6,643,317, 6,647,149, 6,657,741, 6,662,199, 6,678,068, 6,707,563, 6,741,262, 6,748,471, 6,753,845, 6,757,436, 6,757,440, 6,778,700, 6,781,596, 6,816,276, 6,825,943, 6,832,865, 6,836,342, RE33,973, RE36,947, D341,131, D406,117, D416,550, D417,864, D419,185, D426,206, D439,851, D444,793.

Trademarks

The APPS logo, AutoCal, Auto-Count, Balance, Best, the Best logo, BESTColor, BioVu, BioWare, ColorPASS, Colorproof, ColorWise, Command WorkStation, CopyNet, Cretachrom, Cretaprint, the Cretaprint logo, Cretaprinter, Cretaroller, DockNet, Digital StoreFront, DirectSmile, DocBuilder, DocBuilder Pro, DocStream, DSFdesign Studio, Dynamic Wedge, EDOX, EFI, the EFI logo, Electronics For Imaging, Entrac, EPCount, EPPhoto, EPRegister, EPStatus, Estimate, ExpressPay, Fabrivu, Fast-4, Fiery, the Fiery logo, Fiery Driven, the Fiery Driven logo, Fiery JobFlow, Fiery JobMaster, Fiery Link, Fiery Prints, the Fiery Prints logo, Fiery Spark, FreeForm, Hagen, Inktensity, Inkware, Jetrion, the Jetrion logo, LapNet, Logic, MiniNet, Monarch, MicroPress, OneFlow, Pace, PhotoXposure, PressVu, Printcafe, PrinterSite, PrintFlow, PrintMe, the PrintMe logo, PrintSmith, PrintSmith Site, Printstream, Print to Win, Prograph, PSI, PSI Flexo, Radius, Rastek, the Rastek logo, Remoteproof, RIPChips, RIP-While-Print, Screenproof, SendMe, Sincrolor, Splash, Spot-On, TrackNet, UltraPress, UltraTex, UltraVu, UV Series 50, VisualCal, VUTEk, the VUTEk logo, and WebTools are trademarks of Electronics For Imaging, Inc. and/or its wholly owned subsidiaries in the U.S. and/or certain other countries.

All other terms and product names may be trademarks or registered trademarks of their respective owners and are hereby acknowledged.

Table of Contents

Introduction

eFlow binds together the Productivity Suite components like a post office where mailboxes direct conversations. Those conversations between management information systems and other components might be sharing configuration and data or requesting services from each other. As with the post office, eFlow is a facilitator and is indifferent about conversational content.

Contact Information

EFI Support

Web Site:	https://customer.efi.com/support
US Phone:	1.855.EFI.4HLP (334-4457)
UK Phone:	+44 (0) 800.783.2737
EU Phone:	+49.2102.745.4500
E-Mail:	radius.support@efi.com pace.support@efi.com, monarch.support@efi.com

Regular USA Service Desk hours are 8:00 am to 5:00 pm Eastern Standard Time (Eastern Daylight Time during summer), Monday – Friday.

Regular European Service Desk hours are 9:00 am to 5:15 pm Greenwich Mean Time (British Summer Time during summer), Monday – Friday.

Note For problems involving infrastructure (i.e., workstations, networks, operating systems, backup software, printers, third-party software, etc.), contact the appropriate vendor. EFI cannot be responsible for supporting these types of issues.

EFI Professional Services

US Phone:	651.365.5321
US Fax:	651.365.5334
UK Phone:	+44 (0) 1246.298.000
UK Fax:	+44 (0) 1246.412.401
US E-Mail:	ProfessionalServicesOperations@efi.com
Outside US E-Mail	EMEAProfessionalServicesOperations@efi.com

EFI Professional Services can help you perform EFI software installations, upgrades, and updates. This group can also help you implement, customize, and optimize your EFI software plus offer a range of training options.

About this Guide

The *EFI eFlow User Guide* describes how to use the eFlow messaging management website, primarily to diagnose message communications. For the most part eFlow operates autonomously, and it is not expected users dig deeply into most this information, or change any of the advanced settings offered.

Note We highly recommend that if you need to adjust any of the advanced setting values you first contact EFI Support for guidance.

Scope

It is beyond the scope of this guide to describe:

- How to install eFlow. See the *EFI eFlow Installation Guide*.
- How to configure the Productivity Workbench in eFlow. See the *EFI Productivity Workbench Setup Guide*.

Additional Sources

For additional information on eFlow, see the following topics.

Source	Description
EFI eFlow Release Notes	This document lists the features that are new to this release.
EFI eFlow Installation Guide	This guide describes the following: • How to install eFlow • How to launch eFlow
EFI Productivity Workbench Setup Guide	This guide describes the following: • How to Configure Workbench in eFlow How to Configure Widgets and Roles in eFlow for All Users
[EFI MIS] – Workbench Integration Guide	This guide describes how to enable user access to Workbench directly in the MIS, for example, in Radius. **Note** Some components may provide this information in their installation or user guides.
EFI Productivity Workbench User Guide	This guide describes how to use Workbench in the MIS. This includes configuration of widgets for an individual user.
EFI eFlow Automator User Guide	This guide describes how to set up and use the eFlow Automator Workbench addon.
EFI Productivity Workbench Release Notes	This document lists the features that are new to this release.

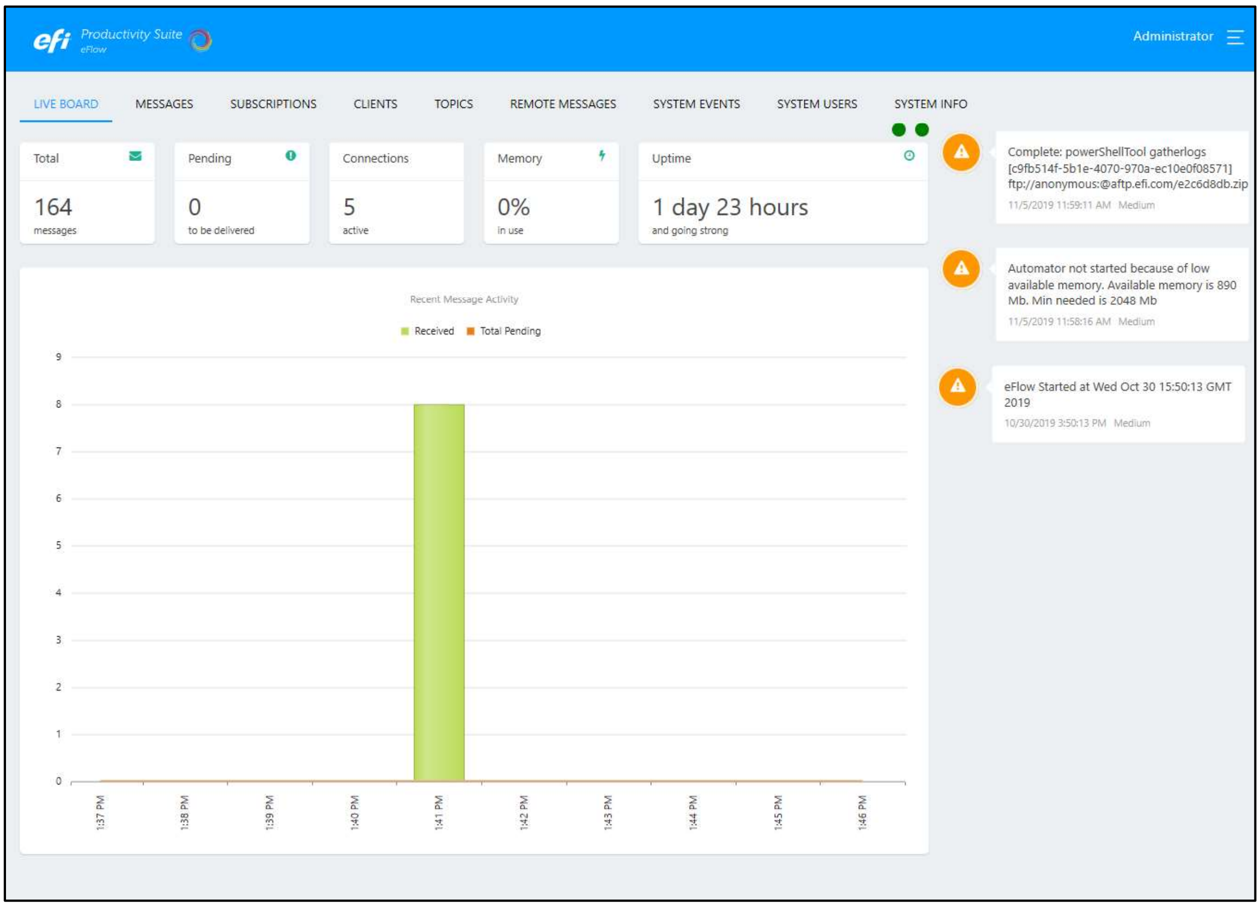
About eFlow Functionality

eFlow binds together the Productivity Suite components like a post office where mailboxes direct conversations. Those conversations between management information systems and other components might be sharing configuration and data or requesting services from each other. As with the post office, eFlow is a facilitator and is indifferent about conversational content.

Local and Central eFlow

Local eFlow is the instance that gets installed on a client machine. This exists as a Windows Service that runs a Java Virtual Machine (JVM) with the eFlow Enterprise Service Bus and is primarily used for BOD messaging between EFI components, as well as an event logging service, licensing service and the Productivity Workbench.

Central eFlow, on the other hand, is a unique "central" eFlow that runs in EFI hosting, to which customer local eFlow systems connect to log diagnostics and communicate with other EFI hosted products, such as MarketDirect PackCentral (MDPC).



About Productivity Workbench

The Productivity Workbench provides one easy location where you can view the critical information you need to perform your job successfully. It is made up of a series of widgets which provide real-time information about the tasks you need to perform and allows you to monitor transactions in multiple components in your Productivity Suite from one location. This not only increases your own individual productivity but your team's productivity.

For detailed instructions on using the Productivity Workbench, see:

- *EFI Productivity Workbench Setup Guide*
- *EFI Productivity Workbench User Guide*

About eFlow Automator

The eFlow Automator is a workflow engine designed to reduce development costs and increase overall business efficiency by automatically performing arduous tasks. This is achieved by monitoring events in the EFI Packaging Suite’s components, which trigger actions based on rules that you have created or imported. This process of event trapping, template creation and rule building can be tailored with great depth, allowing you to harness the full benefits of automation for your business.

For detailed instructions on using the eFlow Automator, see the *EFI eFlow Automator User* Guide.

eFlow Tab Descriptions

The following tabs make up eFlow. Detailed information about each tab is provided in section below.

Tab	Description
LIVE BOARD	Use to monitor if eFlow is connected properly and to get indications of activity. This is a central location where you can monitor the health of the system.
MESSAGES	Use to view messages that are passed via eFlow to different components. This shows messages that are sent and their response.
SUBSCRIPTIONS	Use to view current subscriptions. The eFlow bus implements the publish-subscribe messaging pattern. In eFlow, messages are published to "topics"**—**named logical channels**—**which subscribers listen to for updates. Subscribers receive all messages published to the topics to which they subscribe, with all subscribers to a topic receiving the same messages.
CLIENTS	Use to view the components that are connected to eFlow. The client can then subscribe to topics to listen to information. For example, EFI eFlow or Metrix might be a client. Clients are created when an EFI component subscribes for messages. Once you subscribe then the topic is also automatically created on this tab.
TOPICS	Use to manage topics. eFlow passes information from applications by publishing data to topics. Topics are then subscribed to by other components (clients) to receive that data.
REMOTE MESSAGES	Use to view messages that are sent when communicating with an EFI hosted application in the Central eFlow to which your local eFlow is connected. For example, MarketDirect PackCentral.
SYSTEM EVENTS	Use to view internal system messages for diagnostic use. This includes events, such as when eFlow started, what topics were created and if any operations failed
SYSTEM USERS	Use to create and maintain eFlow users.
SYSTEM INFO	Use to view basic information about your system and to gather logs to submit to EFI support for troubleshooting diagnostics.

Licensing

EFI eFlow itself does not require a license to run; however, some EFI components can be centrally licensed using this method. For example, you can license EFI iQuote using this method.

Note For detailed licensing instructions, see the *EFI eFlow Installation Guide*.

Launching eFlow

The eFlow launch page can be accessed either from the Windows Start menu or directly from a web browser. To access eFlow, the *EFI eFlow* Windows Service must be running. For information on starting the *EFI eFlow* Window Service, see Appendix B: Manually Stopping / Starting the EFI eFlow Service.

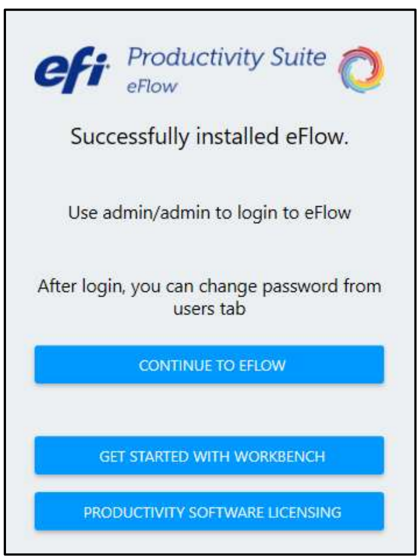
Note For instructions on installing eFlow, see the *EFI eFlow Installation Guide*.

To launch eFlow from the Start menu

1. Navigate to **All Programs > EFI eFlow > eFlow Start Page** from the Windows **Start** menu.
2. Select the eFlow Start page option. Your default web browser will open.
3. If this is your first time launching eFlow after installation or an upgrade, your system is examined to determine if EFI eFlow is running.

   Note Startup times vary ***from 30 seconds to a few minutes*** depending on the speed of a machine or if this is the first time the system starts following an install and or upgrade.

4. A webpage allowing access to eFlow Management, Workbench, and License Management pages is displayed.



5. Click **CONTINUE TO EFLOW**. The eFlow Login page opens.

   - If this is your first time accessing eFlow, enter *admin* in both the **User Name** and **Password** fields, then click **LOGIN**. The eFlow webpage opens.

     Note See Creating Users and Managing Login Details for information on creating users and managing login credentials.

   - If you already have a username and password, enter them in the respective User Name and Password fields, then click **LOGIN**. The eFlow webpage opens.

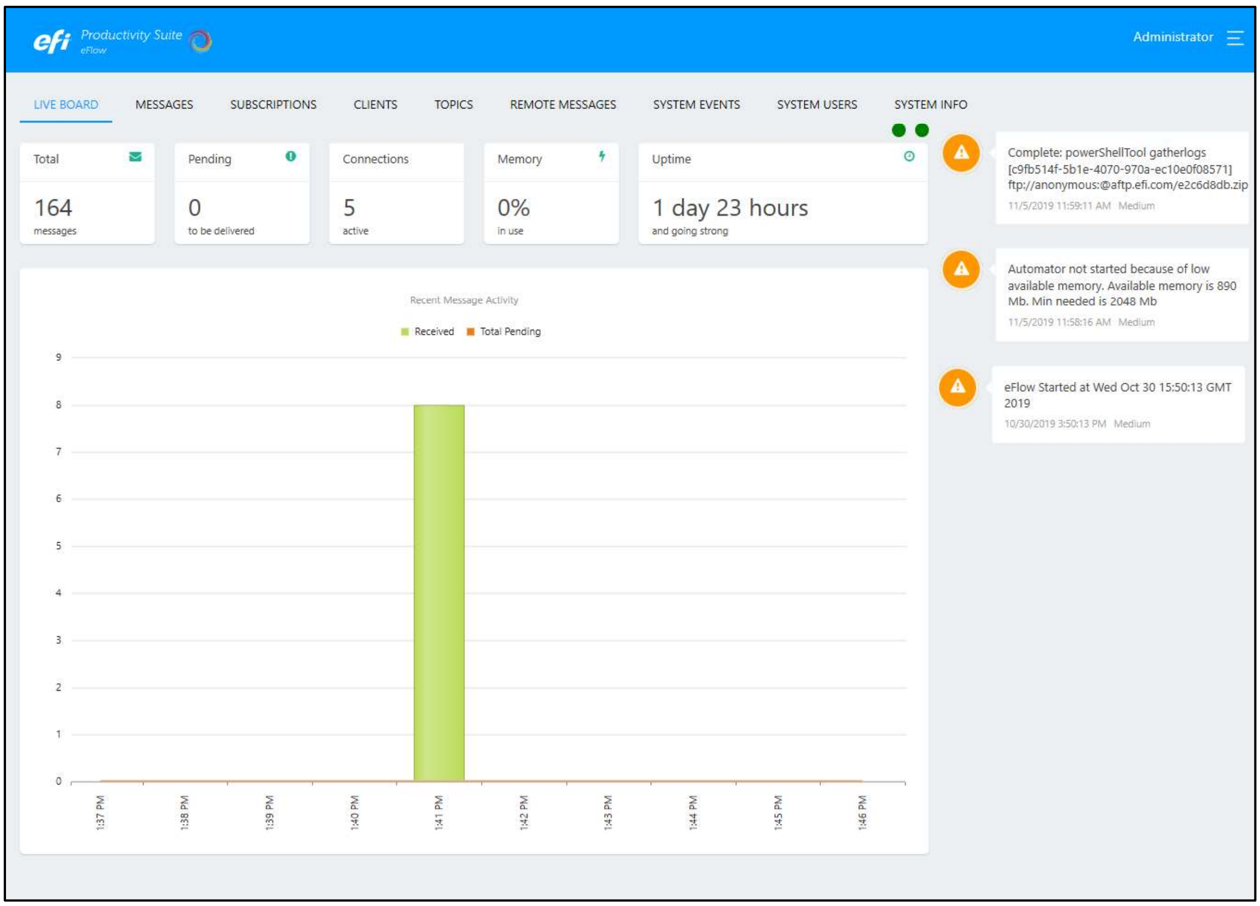
Live Board

Use the **LIVE BOARD** tab to monitor if eFlow is connected properly and to get indications of activity. This is a central location where you can monitor the health of the system.

Note The information on the **LIVE BOARD** tab is automatically refreshed.

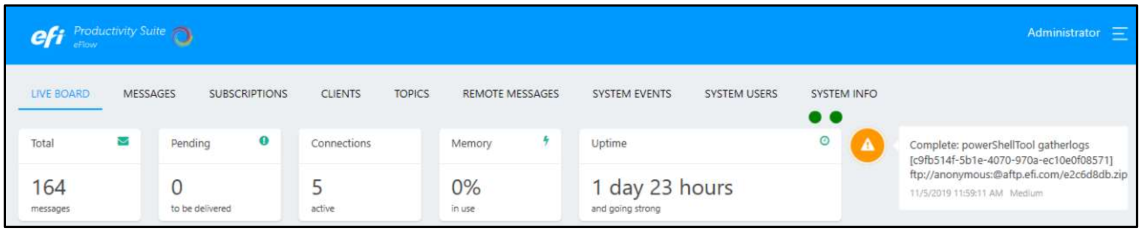
Use it to monitor:

- Connection to eFlow Central
- Pending Messages
- Memory
- Running Time
- Recent Activity
- Errors and Warnings



Monitoring Connections and Viewing Activity

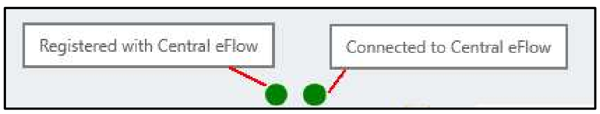
Across the top of the **LIVE BOARD** tab, statistics to help you monitor your system are displayed.



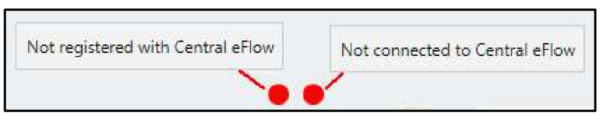
Connection Dots

If you are communicating with a hosted component such as MarketDirect PackCentral then it needs to connect to Central eFlow. The two dots at the top right of the **LIVE BOARD** tab show if your system is registered and connected with Central eFlow.

When the dots are green, you are connected.



When the dots are red, you are not connected.



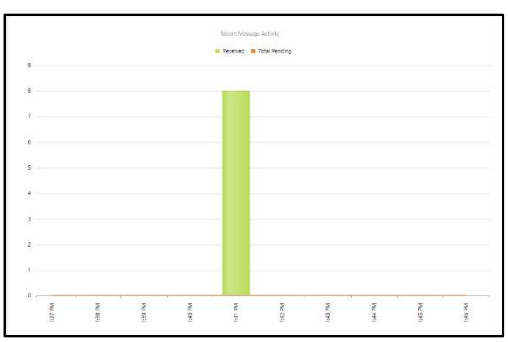
Statistics

The white boxes across the top display statistics about your system:

Monitor	Description
Total	The number of messages that have been submitted into the messaging system.
Pending	The number of messages that are waiting to be received by processes.
Connections	The number of processes currently communicating with the messaging system.
Memory	The amount of memory currently being utilized for fast message delivery.
Uptime	The amount of time the service has been running.

Recent Message Activity Graph

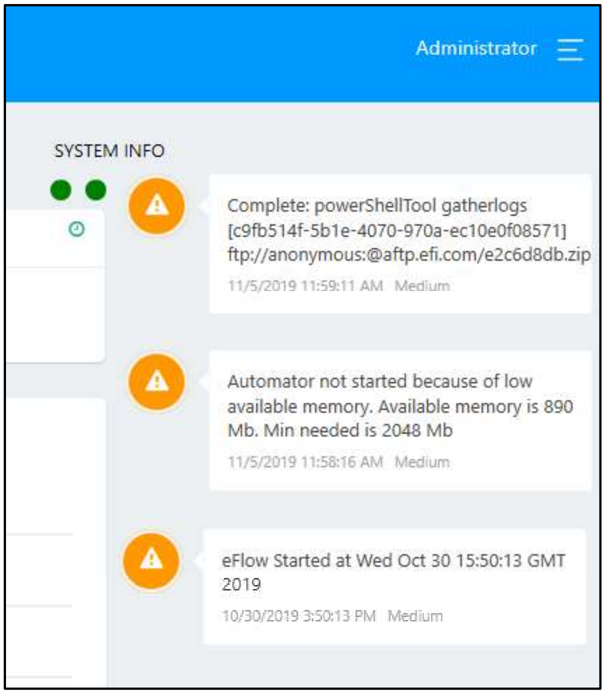
The **Recent Message Activity** graph indicates the number of messages travelling through the message system each minute.



Viewing Events and Messages

The messages down the right side of the board show the start and stop time of eFlow but also any known problems. This shows messages with a status of *Medium* and *High*, such as the following:

- Logs were gathered to be submitted to EFI support.
- EFI Automator was not available to start due to low available memory.
- When eFlow started.



Note Messages with a status of *Low* or debug, such as a notification to tell you a topic has been created, are displayed on the **System Events** tab.

Messages

Use the **MESSAGES** tab to view messages that are passed via eFlow to different components. This shows messages that are sent and their response.

Refreshing Tab Data

The **MESSAGES** tab does not automatically refresh with updated information. To refresh the tab, click the **REFRESH** button.

Resending a Message

You can resend a message on the **MESSAGES** tab to its intended destination.

Note Only resend a message for advanced technical diagnostics as sending a message multiple times can confuse systems.

To resend a message

1. On the **MESSAGES** tab, select the message.
2. Click **RESEND MESSAGE**.
3. A message displays asking if you want to resend the message. Click **OK** to resend the message.

Viewing Message Details

You can view the body of the message on the **MESSAGES** tab by doing the following.

To view message details

1. On the **MESSAGES** tab, select the message.
2. Click **VIEW MESSAGE**. The **Message Body** page opens in a new tab in the browser. The message displays in the **MsgBody** field.
3. Optionally, do the following:
   a. Click the **Click here to open Message in a new window** link above the **MsgBody** field to view the body message in a user-friendly format.
   b. Click the **Download XML File** link in the bottom left-hand corner to download the message in an XML file.
4. When you have finished viewing the message, click **CLOSE** to return to the **MESSAGES** tab in eFlow.

Clearing the Messages Tab

Clearing the message log does not affect messaging but just clears the log of messages on this tab that were submitted for delivery. You may want to if there are a high quantity of messages on the tab, making it hard to see the information.

Note Messages are automatically cleared from the **MESSAGES** tab as they get older, so the system does not get filled up.

To clear the message log

1. On the **MESSAGES** tab, click **CLEAR MESSAGE LOG**.
2. A message displays asking if you want to clear the message log. Click **OK** to clear the log.

Viewing System Messages

System messages are used for internal diagnostics. By default, these messages are not displayed on the **MESSAGES** tab. However, you can toggle the display to view those messages for internal diagnostic use.

To toggle displaying system messages

1. On the lower right-side of the **MESSAGES** tab, select the **Show System Messages** check box to view only system messages. No other messages display.
2. On the lower right-side of the **MESSAGES** tab, clear the **Show System Messages** check box to view all standard messages, excluding system messages.

Subscriptions

Use the **SUBSCRIPTIONS** tab to view current subscriptions. The eFlow bus implements the publish-subscribe messaging pattern. In eFlow, messages are published to "topics"**—**named logical channels**—**which subscribers listen for updates. Subscribers receive all messages published to the topics to which they subscribe, with all subscribers to a topic receiving the same messages.

Refreshing Tab Data

The **SUBSCRIPTIONS** tab does not automatically refresh with updated information. To refresh the tab, click the **REFRESH** button.

Viewing System Subscriptions

System subscriptions are used for internal diagnostics. By default, these subscriptions are not displayed on the **SUBSCRIPTIONS** tab. However, you can toggle the display to view those subscriptions for internal diagnostic use.

To toggle displaying system subscriptions

1. On the lower right-side of the **SUBSCRIPTIONS** tab, select the **Show System Subscriptions** check box to view only system subscriptions. No other subscriptions display.
2. On the lower right-side of the **SUSCRIPION** tab, clear the **Show System Subscriptions** check box to view all standard subscriptions, excluding system subscriptions.

Clients

Use the **CLIENT** tab to view components connected to eFlow. The client (component) can then subscribe to topics to listen to information. For example, EFI eFlow or Metrix might be a client. Clients are created when an EFI component subscribes for messages.

Note Editing clients is an advanced administrative action that should only be used by EFI Services and support.

Refreshing Tab Data

The **CLIENT** tab does not automatically refresh with updated information. To refresh the tab, click the **REFRESH** button.

Deleting a Client

If a client is no longer needed, then you can delete them from eFlow

To delete a client

1. On the **CLIENTS** tab, select the client and click **DELETE**.
2. A message displays asking if you want to delete the registered client. Click **OK** to delete the client.

Topics

Use the **Topics** tab to manage your topics. eFlow passes information from applications by publishing data to topics. Topics are then subscribed to by other applications to receive that data. These communications are mostly in the BOD (Business Object Definition) agreed format through "topics"**—** following the naming convention of *Name.Function.Message.Version*. Though, the message content and topic names can be of any format agreed upon by communicating components.

Clients are created when an EFI component subscribes for messages. Once you subscribe then the topic is also automatically created on this tab.

Note Adding plants and manually creating topics is no longer encouraged, instead subscribers should create topics they listen on dynamically. However, for some of the support for integrations using older methods, such as Mule, this may still be required.

Refreshing Tab Data

The **TOPICS** tab does not automatically refresh with updated information. To refresh the tab, click the **REFRESH** button.

Adding a Plant

You can click the **Add Plant** button to create a plant in eFlow, which will automatically generate several default topics ready to use.

Note

To add a plant in eFlow and auto-generate topics

1. On the **TOPICS** tab, click **ADD PLANT**. The **Add Plant** window opens.
2. In the **Add Plant** window, do the following:
   a. Enter an ID for your plant in the **Plant ID** field. This will be used as the *Name* in your topic path.
   b. Enter the name of your plant in the **Plant Name** field.
3. A prompt displays telling you to restart your eFlow instance. Click **OK**. Topics are automatically added to the browser on the **TOPICS** tab.

   Note The assigned **Topic ID** is auto-generated unique value.

   The **Active** status is automatically set to *Active* upon topic creation.

Creating Topics

eFlow topics can be manually created on the **TOPICS** tab of eFlow. Once you have created a topic, it can be made *Active* or *Not Active*.

Note Topics cannot be deleted from eFlow.

To create a topic

1. Select the **TOPICS** tab on the eFlow webpage.
2. On the **TOPICS** tab, click **ADD TOPIC**. The **Create Topic** window opens.
3. In the **Create Topic** window, do the following:
   a. Enter a plant name in the **Name** field. This is the *Name* in the topic path.
   b. Enter a function the **Business Function** field. For example, *Estimating*. This is the Function in topic path.

   c. Enter a name for the topic message in the **Message** Field. For example, *ProcessInvoice*. This is the *Message* in the topic path.

   d. Enter the version number of the topic in the **Version** field. This is the *Version* in the topic path.

4. Click **CREATE**. The topic is created and added to the browser of the **TOPICS** tab.

Remote Messages

Use the **REMOTE MESSAGES** tab to view messages that are sent when communicating with an EFI hosted application in the Central eFlow to which your local eFlow is connected. For example, MarketDirect PackCentral.

Refreshing Tab Data

The **REMOTE MESSAGES** tab does not automatically refresh with updated information. To refresh the tab, click the **REFRESH** button.

View Delivered Pending or Failed Remote Messages

By default, remote messages with a status of *Delivered*, *Pending* or *Failed* display. However, you can toggle which are those messages display using the buttons at the top of the **REMOTE MESSAGES** tab.

To toggle the message display on the REMOTE MESSAGES tab

1. To view all remote messages, including messages with a status of *Delivered*, *Pending* or *Failed*, click **ALL**.
2. To view only remote messages with a status of *Pending*, click **PENDING**.
3. To view only remote messages with a status of *Failed*, click **FAILED**.

System Events

Use the **SYSTEM EVENTS** tab to view internal system messages for diagnostic use. This includes events, such as when eFlow started, what topics were created and if any operations failed. For example, if the EFI Automator failed to start due to low available memory. You can also start the eFlow Automator from here.

Starting eFlow Automator

The eFlow Automator is a workflow engine designed to reduce development costs and increase overall business efficiency by automatically performing arduous tasks. This is achieved by monitoring events in the EFI Packaging Suite's components, which trigger actions based on rules that you have created or imported. This process of event trapping, template creation and rule building can be tailored with great depth, allowing you to harness the full benefits of automation for your business.

Note To use this feature, you will need to have the license set up in the Workbench configuration pages. For more information, see *EFI eFlow Automator User Guide*.

To start eFlow Automator

On the **SYSTEM EVENTS** tab, Click **START AUTOMATOR**. The *EFI Automator* Windows Services starts.

Exporting System Events to Excel

You can export system events to an Excel spreadsheet to, enabling you to send the information to other parties for troubleshooting diagnostics.

To export to an Excel spreadsheet

On the **System Events** tab, Click **EXPORT TO EXCEL**. The content on the **SYSTEM EVENTS** tab is exported to an Excel spreadsheet.

System Users

Use the **SYSTEM USERS** tab to create and maintain eFlow users.

Refreshing Tab Data

The **SYSTEM USERS** tab does not automatically refresh with updated information. To refresh the tab, click the **REFRESH** button.

Creating Users and Managing Credentials

You can create users, manage their credentials and delete users on the **SYSTEM USERS** tab.

To create a new user

1. On the **SYSTEM USERS** tab, click the **ADD USER** button. **The Add / Edit User** window opens.
2. In the **Add / Edit User** window, do the following:
    a. Enter the name you will use to log in to eFlow in the **Loginid** field.
    b. Enter a log in password in the **Password** field.
    c. Confirm the password you entered by entering it in the **Retype Password** field.
    d. Enter the role of the new user in the **Role** field. This is future functionality.
    e. Enter the name the user will be identified by in eFlow in the **UserName** field.
    f. Select the **Active** check box if the user you are adding is an active user.
3. Click **SAVE**. The new user is created and added to the **SYSTEM USERS** tab.

To edit a user's credentials

1. On the **SYSTEM USERS** tab, select a user from the browser and click the **EDIT** button. **The Add / Edit User** window opens.
2. Edit the details you want to change, then click **SAVE.** The user's details are updated in the **SYSTEM USERS** tab.

To delete a user

1. On the **SYSTEM USERS** tab, select a user from the browser and click the **DELETE** button.
2. When the **Delete User?** prompt appears, click **OK**. The user is removed from the **SYSTEM USERS** tab.

System Info

Use the **SYSTEM INFO** tab to view basic information about your system and to gather logs to submit to EFI support for troubleshooting diagnostics.

Note The **ENABLE SSL** button is for advanced use by EFI services and support.

Refreshing Tab Data

The **SYSTEM INFO** tab does not automatically refresh with updated information. To refresh the tab, click the **REFRESH** button.

Viewing your eFlow Version

The **SYSTEM INFO** tab displays the **Version** and **Build Number** for the eFlow service you are running.

Submitting Data to EFI Support

If you are experiencing any problems, you can submit your logs and even your database to EFI support to analyze.

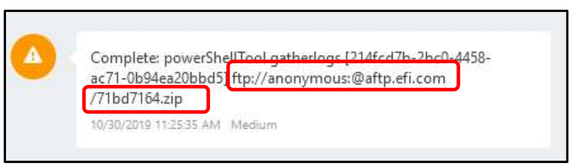
Gathering Logs Submit to EFI Support

To gather and submit logs to support

1. On the **SYSTEM INFO** tab, click the **SUBMIT LOGS** button. When you click this button, the logs are automatically gathered and uploaded to an FTP site for EFI support to run diagnostics.

   Note This automatically runs the *logs.bat* file in *C:\eFlow\tools* to submit the logs.

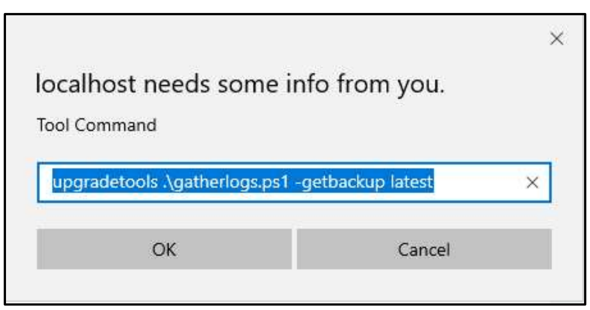
3. On the **LIVE BOARD** tab, the location of the logs on the FTP is displayed on the *gatherlogs* message. Send the FTP location to EFI support. This information is also available on the **SYSTEM EVENTS** tab.



Back up Database and Submit to EFI Support

To back up the database and submit to support

1. On the **SYSTEM INFO** tab, press and hold down the CTRL key on your keyboard and then click the **SUBMIT LOGS** button. A separate window opens.



2. Click **OK** to save to the location on the FTP site.
3. Send the FTP location to support.

Appendix A: Advanced Column Description

The following information provides definitions of the data provided on some of the tabs in eFlow.

Note We highly recommend that if you need to adjust any of the advanced setting values you first contact EFI Support for guidance.

MESSAGES Tab

The **MESSAGES** tab contains the following columns:

Column	Description
Msg ID	The internal eFlow message identifier. Clicking on the hyperlink opens a new tab in the browser to display the raw message xml (usually in xml format). This column is the default sort for the grid as well with the newest messages on top.
Sender	The registered client (from the **CLIENT** tab) who sent the message.
From IP	The IP address from which the message originated. This could also potentially be the IP of the registered client.
BOD ID	THE unique GUID identifier for the message, enabling you to quickly search for exact messages.
Correlation ID	Each message that goes from one system to another can potentially cause a response to come back. Those Request and Response messages can be considered a conversation and the thread is tied together by the **Correlation ID** to an existing **BOD ID**
Destination	The topic (related to **SUBSCRIPTIONS** and **TOPICS** tabs, also called the mailbox) the message was sent to. This shows where the message is going.
Sent	The timestamp of when the message was sent.
Expires	The date that the message will be purged from the system.

SUBSCRIPTIONS Tab

The **SUBSCRIPTIONS** tab contains the following columns:

Column	Description
Client ID	The ID of the registered client (from the **CLIENT** tab) who subscribed to the listed topic.
Topic Name	The address of the mailbox the listed client is listening on.
Pending Messages	Indicates if the message is in the backlog to be sent. This is usually due to the receiving client being slow or offline.
Total Messages (all-time)	The total message count for the listed topics (mailbox). This is useful for knowing how heavy the traffic is for that topic.
Durable?	If set to *true* it indicates guaranteed delivery. If set to *false* it indicates that delivery is not guaranteed. Not all messages have to be guaranteed delivery. High volume messages that are transient, such as shop floor data are acceptable to not be delivered if the client is down since the message frequency is so high. However, most messages are set to *true*.
Status	Shows if the client is *Connected* or *Not Connected*. **Note** Any client that uses the RESTful interface will always show as *Not Connected* as they are not “live” connected like the EFI products.
Disconnect?	This is used for setting an old subscription that is disconnected to be purged from the system. This is rarely used as the EFI products handle creation of the topics they listen on. This becomes useful if a customer changes “organizational unit” and the old subscriptions need to be removed.

CLIENTS Tab

The **CLIENTS** tab contains the following columns:

Column	Description
Record ID	THE unique GUID identifier for the client.
Client ID	The primary key that identifies the unique row in the tab for the registered client.
Name	A further identifier for that client.
IP Address	The IP Address of the client.
First Registered at	The timestamp that the client was added to eFlow.
Updated date	The timestamp when the client information was last edited.

TOPICS Tab

The **TOPICS** tab contains the following columns:

Column	Description
Topic ID	THE unique GUID identifier for the topic.
Name	The name of the topic. This is the plant name or may be left as BOD.
Function	This name of the business function. For example, *Estimating*.
Message	The name of the topic message. For example, *ProcessInvoice*.
Version	The version of the topic. This is the *Version* in the topic path.
Active	Indicates if this topic is currently enabled for use.

REMOTE MESSAGES Tab

The **REMOTE MESSAGES** tab contains the following columns:

Tab	Description
Status	Indicates if the messages are *Pending* and still to be sent, it if has been *Delivered* or if the message delivery *Failed*.
eFlow ID	Indicates whether it came from another local version of eFlow or Central eFlow.
Sender	The registered client (from the **CLIENT** tab) who sent the message.
BOD ID	THE unique GUID identifier for the message, enabling you to quickly search for exact messages.
Topic	The address of the mailbox the listed client is listening on.
Created	The timestamp of when the message was created.
Expires	The date that the message will be purged from the system.
Error	Indicates if there were any errors with the message delivery.
Action	This is future functionality.

SYSTEM EVENTS Tab

The **SYSTEM EVENTS** tab contains the following columns:

Column	Description
Priority	The importance level of the event. This can be Debug, Low, Medium and High. For example, notification events such as creating topics are listed as low. Error events, such as eFlow Automator not starting due to low memory, are listed as Medium.
Date Created	The date the event occurred.
Created By	Who created the event.
Entity	The category of the event for identifying where the event occurred in the system.
Event Code	A further categorization of the event within the entity categorization.
Event Description	A detailed description of the event.

SYSTEM USERS Tab

The **SYSTEM USERS** tab contains the following columns:

Column	Description
Login ID	The name of the users that is used to log into eFlow.
User Name	The name the user is identified as in eFlow.
Role	This is future functionality.
Active	If this user is currently enabled in eFlow.

Appendix B: Manually Stopping / Starting the EFI eFlow Service

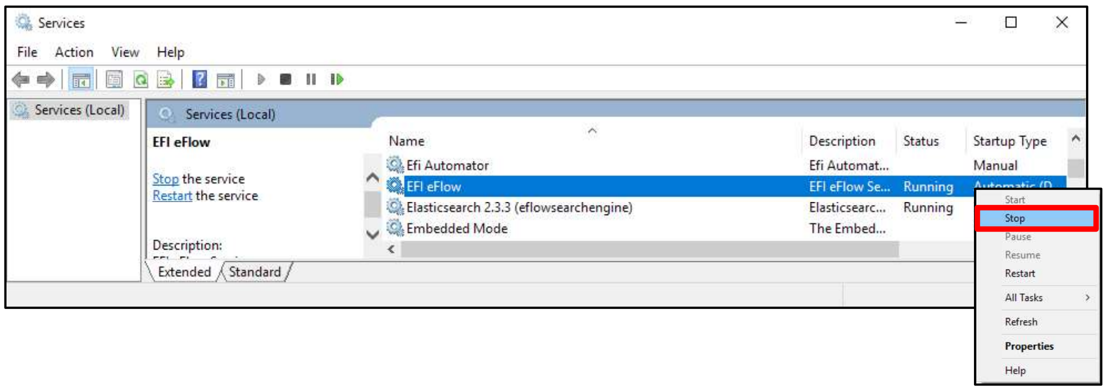
eFlow (and eFlow Automator) runs automatically in the background as a Windows Service. However, just as with any other Windows Service, if you need to stop disable eFlow or prefer to start it manually you can do so in the Windows **Services** window.

To stop and start the eFlow Windows Service

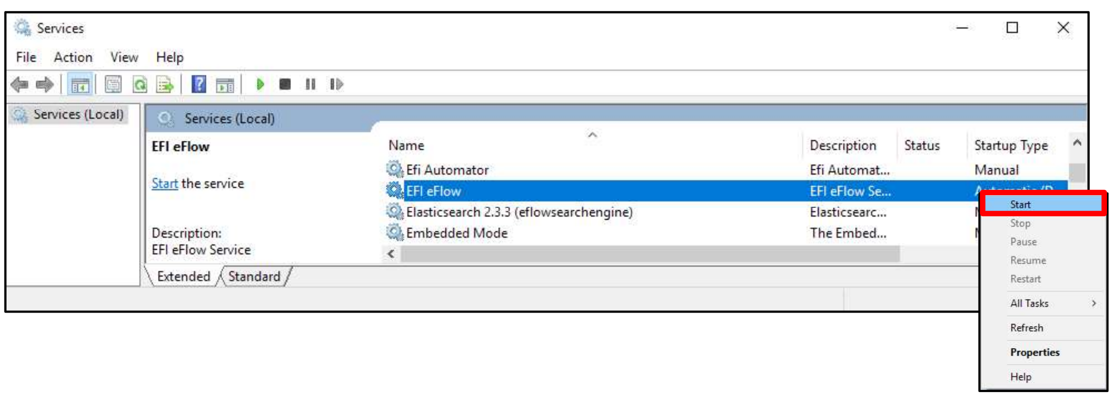
1. From the **Start** menu, open your **Control Panel**.
2. On the **Control Panel** window, navigate to **System and Security > Administrative Tools > Services**.

Note	If the *EFI eFlow* Windows Service is running it will have a **Status** of **Running**. If the **Status** column is blank, then the *EFI eFlow* Windows Service is stopped.

3. In the **Services** window, locate the *EFI eFlow* Windows Service from the list of services.



a. To stop the service, Right-click on the *EFI eFlow* Windows Service and click **Stop**. After a few moments, the Windows Service will stop.



b. To start the service, Right-click on the *EFI eFlow* Windows Service and click **Start**. After a few moments, the Windows Service will start