

Refresh Searchable Fields

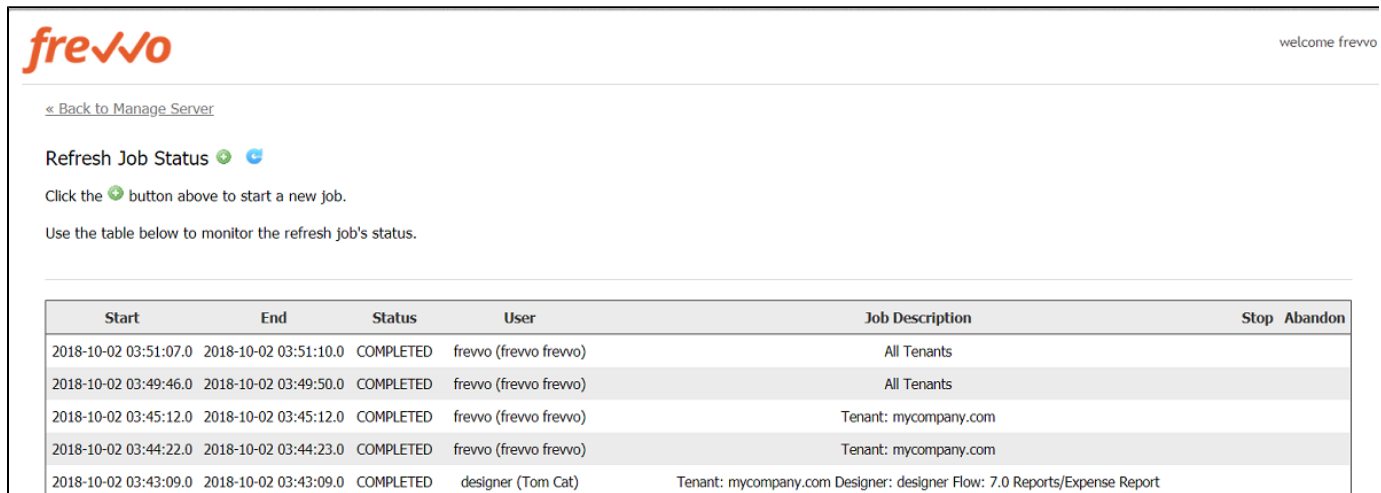
Searchable Fields are controls in your form/flow used as search criteria for submissions and tasks. It is up to the form/flow designer to designate which controls should be set up as Searchable fields.

Forms/flows can be a work in progress - requirements change over time. What happens if you need to add or delete Searchable fields and you want your previous submissions to reflect your changes?

Live Forms includes a web app (insight.war) that contains a batch process to extract all the latest submissions from Live Forms and create **Insight Server** documents for them. Indexed submission data is stored in <frevvo-home>\data\solr directory and is needed for the Live Forms **Reports** feature and **Submission** and **Task** searches. This web app is embedded in the <frevvo-home>\tomcat\webapps\frevvo.war file in the tomcat bundle.

Searchable fields can be refreshed for:


- All forms/flows in all tenants or a specific tenant - must be initiated by the frevvo Cloud or customer in-house superuser administrator. Cloud customers must **contact frevvo** to request a refresh of Searchable fields for your entire tenant. frevvo will run the Refresh process during a time when your users are NOT using Live Forms.
- An individual form or flow - can be initiated by Designers (owners), Tenant Admins or **any designer user given permission to edit forms/flows** for a Live Forms Cloud or in-house installation. **If refreshing production forms or flows, run the job during a time period when the forms or flows are not being used.**



frevvo welcome frevvo

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Refresh Job Status

Click the  button above to start a new job.

Use the table below to monitor the refresh job's status.

Start	End	Status	User	Job Description	Stop	Abandon
2018-10-02 03:51:07.0	2018-10-02 03:51:10.0	COMPLETED	frevvo (frevvo frevvo)	All Tenants		
2018-10-02 03:49:46.0	2018-10-02 03:49:50.0	COMPLETED	frevvo (frevvo frevvo)	All Tenants		
2018-10-02 03:45:12.0	2018-10-02 03:45:12.0	COMPLETED	frevvo (frevvo frevvo)	Tenant: mycompany.com		
2018-10-02 03:44:22.0	2018-10-02 03:44:23.0	COMPLETED	frevvo (frevvo frevvo)	Tenant: mycompany.com		
2018-10-02 03:43:09.0	2018-10-02 03:43:09.0	COMPLETED	designer (Tom Cat)	Tenant: mycompany.com Designer: designer Flow: 7.0 Reports/Expense Report		

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Run the Refresh Searchable Fields Process



Follow these steps to manually Refresh Searchable Fields for all forms/flows in all tenants or a specific tenant. This process is initiated by the frevvo cloud and in-house superuser administrators.

The in-house superuser or the tenant admin can also initiate a refresh for a particular form/flow. See **Admin Initiation of Refresh for a particular form or flow** for the details.

Start the Refresh Searchable Fields Process

1. Login as the server admin - admin@d
2. Click the **Refresh Searchable Fields** link on the **Manage Server** screen. The chart shows the following information for the last 1000 batch runs:
 - a. Date and time when the batch job was Started
 - b. Date and time when the batch job completed/failed/stopped or was marked abandoned.
 - c. Status of the batch jobs previously run - completed/failed/stopped/abandoned.
 - d. The user id and name of the user who ran the process.
 - e. Description of the process - was it run for all tenants, a specific tenant or a particular form/flow.

Start	End	Status	User	Job Description	Stop	Abandon
2018-10-02 03:51:07.0	2018-10-02 03:51:10.0	COMPLETED	frevo (frevo frevo)	All Tenants		
2018-10-02 03:49:46.0	2018-10-02 03:49:50.0	COMPLETED	frevo (frevo frevo)	All Tenants		
2018-10-02 03:45:12.0	2018-10-02 03:45:12.0	COMPLETED	frevo (frevo frevo)	Tenant: mycompany.com		
2018-10-02 03:44:22.0	2018-10-02 03:44:23.0	COMPLETED	frevo (frevo frevo)	Tenant: mycompany.com		
2018-10-02 03:43:09.0	2018-10-02 03:43:09.0	COMPLETED	designer (Tom Cat)	Tenant: mycompany.com Designer: designer Flow: 7.0 Reports/Expense Report		

3. Click the  icon to initiate a new process. Use the  Refresh icon to update the table with the most recent information.

If refreshing production forms/flows, remember to run the process when the forms/flows are not being used!

4. The Start Refresh of Searchable Fields screen displays.
5. Select the tenant(s) for the batch job run. The choices are:
 - a. All Tenants on the server
 - b. A Specific Tenant
 - c. If you select Specific Tenant then you must specify the tenant name. Type part of the tenant id into the search field and click the **Search** button. In the image, the Refresh Searchable Fields process will run for a tenant named mycompany. Notice only a partial portion of the tenant id was typed into the search box to display the list of tenants that meet the search criteria:

Start Refresh of Searchable Fields

Warning: If refreshing production forms or flows, run the job during a time period when the forms or flows are not being used.

Refresh Searchable Fields for:

All Tenants

Specific Tenant

Type Part of a Tenant Id And Click Search



Select A Tenant


mycompany.com (mycompany.com)

- Refresh Searchable Fields for All Tenants or a Specific Tenant
- If you are running the Refresh Searchable Fields job on a specific tenant, type Part of the Tenant ID into the field then click Search.
- Select the tenant from the list

6. Click **Submit** to start the process. The Refresh Job Status screen redisplay with a success message, the Date and time the batch job began, the user who initiated the process, a description of the process and the status of the process as **Started**.


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Refresh Job Status  

Click the  button above to start a new job.

Use the table below to monitor the refresh job's status.

Index batch was successfully started

Start	End	Status	User	Job Description	Stop	Abandon
2018-10-02 13:39:19.0		STARTED	frewo (frewo frewo)	Tenant: mycompany.com		

7. Click the **Back to Manage Server** link to return to the **Manage Server** screen.

Stop the Refresh Searchable Fields Process



Once you have initiated the Refresh Searchable Fields process, the Live Forms UI allows for the job to be stopped or aborted. The process can be stopped if it is in the **STARTING** or **STARTED** state.


You will notice a **Stop** column in the row in the table for the process that was started. To stop the job:

1. Click the **Stop** icon




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Refresh Job Status  

Click the  button above to start a new job.

Use the table below to monitor the refresh job's status.

Index batch was successfully started

Start	End	Status	User	Job Description	Stop	Abandon
2018-10-05 19:22:39.0		STARTED	frewo (frewo frewo)	Tenant: mycompany.com		

2. Click **OK** to confirm.


STOP BATCH


Stop batch process?. Please confirm.

Ok
Cancel

3. When the process is stopped, the status column will update.



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Refresh Job Status  

Click the  button above to start a new job.

Use the table below to monitor the refresh job's status.

Index batch was successfully started

Start	End	Status	User	Job Description	Stop	Abandon
2018-10-02 13:39:19.0		STOPPED	frewo (frewo frewo)	Tenant: mycompany.com		

The tenant admin can stop any Refresh Searchable Fields process running in the tenant.

Restarting a Stopped Insight Data Batch Process

When the Refresh process runs, tables that store the state of the job are created in the frevvo database. By default, if a job were to fail or be stopped, starting the job again would restart the failed/stopped job from where it failed/stopped.

To restart a Stopped/Failed batch job, simply start the batch job again with same tenant and it will resume the last stopped job.

To prevent the last stopped job from restarting, change the status to [Abandoned](#).

Abandoning the Insight Data Batch Process

The Refresh Searchable Fields process can be abandoned if it is not in the **STARTING** or **STARTED** state. The process must be stopped to mark it as abandoned. This prevents it from being restarted. You may want to abandon a batch job if it failed and restarting it would result in another failure. Abandoning the batch job allows you to start over again with a new process.



When you stop a batch process, you will notice **Stop and Abandon** columns in the row in the table for the process that was started. To abandon the job:


1. [Stop the Refresh Searchable Fields Process](#)
2. Click the



Abandon icon in the row in the **Abandon** column for the process you want to prevent from restarting.



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Refresh Job Status  

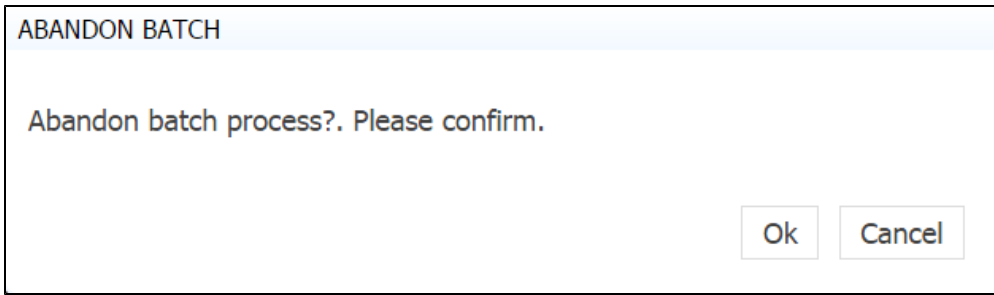
Click the  button above to start a new job.

Use the table below to monitor the refresh job's status.

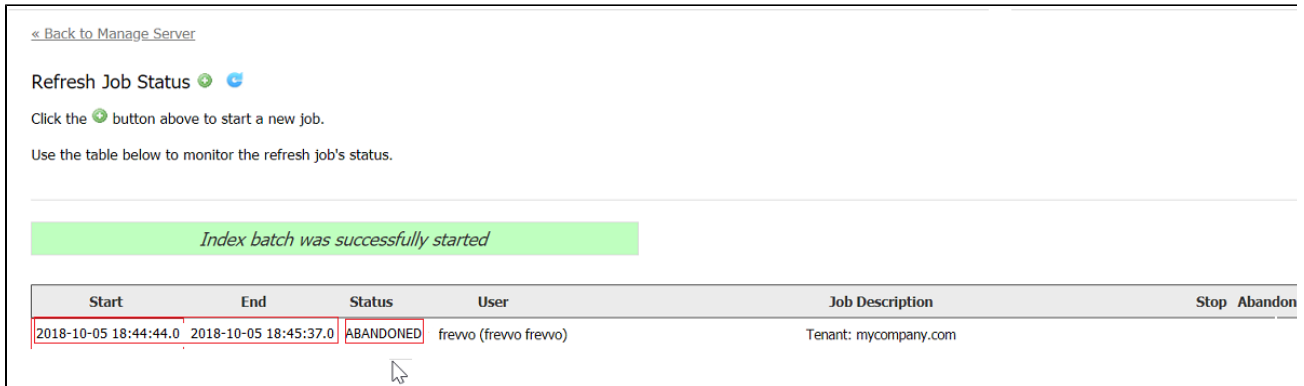
Index batch was successfully started

Start	End	Status	User	Job Description	Stop	Abandon
2018-10-02 13:39:19.0		STOPPED	frewo (frewo frewo)	Tenant: mycompany.com		

3. Click **OK** to confirm.



4. The Refresh Job Status screen will update.






Specify a Submission Start Date for the Insight Data Batch Process

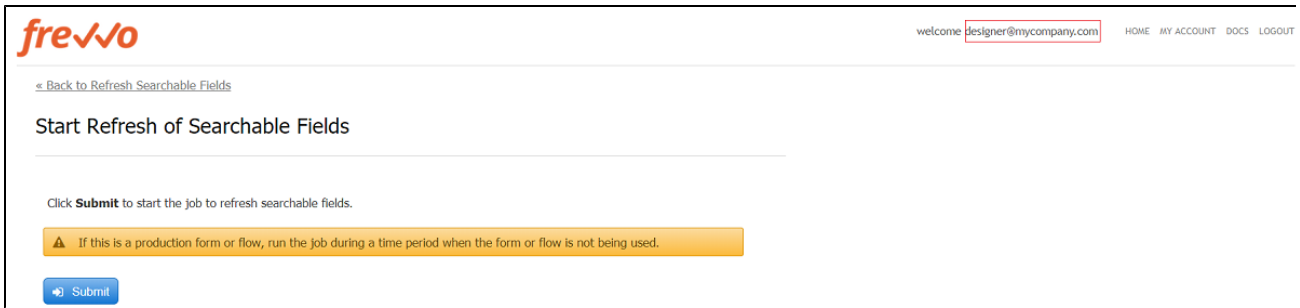
If you are not interested in data before a certain date, configure the property `index.submission.start.date` to a date in the YYYY-MM-DD format in the `<frevo-home>\tomcat\conf\frevo-config.properties` file. The batch will then exclude any submissions before this date.

Admin Initiation of Refresh for a particular form or flow



The frevo Cloud or in-house superuser and the tenant admin can Refresh Searchable Fields for a particular form/flow. Follow these steps:

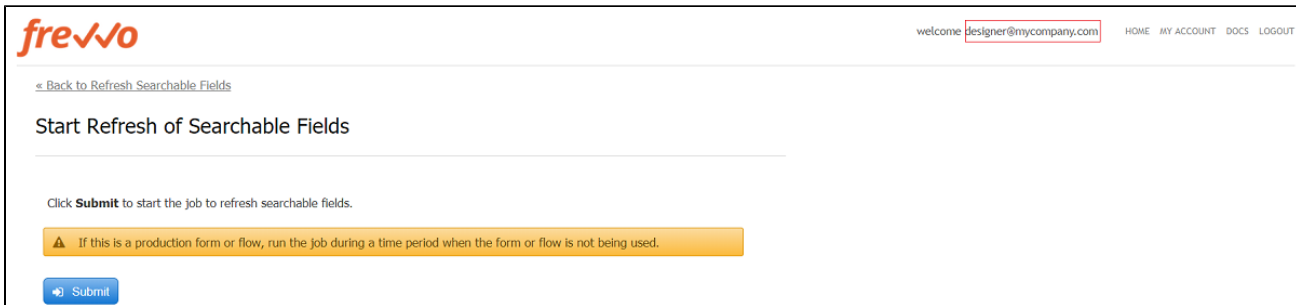
Superuser Admin

1. Login as the superuser admin.
2. Click **Manage Tenants**.
3. Select the tenant containing the designer account for the form/flow you want to update by clicking on the  icon.
4. Click **Manage Users**.
5. Login to the Home page of the designer user account that contains the form/flow you want to update by clicking on the  icon.
6. Navigate to the [Application Home page](#) where the form/flow is located.
7. Navigate to the [Forms](#) or [Flows](#) Home page. Click the  icon to run the Refresh Searchable Fields process for the form/flow you want to update.



Tenant Admin

1. Login as the tenant admin.
2. Click **Manage Users**.
3. Login to the Home page of the designer user account that contains the form/flow you want to update by clicking on the  icon.
4. Navigate to the [Application Home page](#) where the form/flow is located.
5. Navigate to the [Forms](#) or [Flows](#) Home page. Click the  icon to run the Refresh Searchable Fields process for form/flow you want to update.



Multiple Refresh Processes



When the Tenant Admin clicks the




icon, the list of Refresh Searchable Fields processes that were run for the tenant and for specific forms/flows displays in the table. The Tenant Admin has the ability to [stop/abandon](#) a process but they cannot initiate a refresh for the entire tenant.

Live Forms only allows one process to run at a time. If a process is running and another process is initiated, the process that is running shows a status of STARTED while the queued process appears in the table with a status of STARTING. A Start date/time for the queued process does not get assigned until the job is actually running.



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Refresh Job Status  

Click the  button above to start a new job.

Use the table below to monitor the refresh job's status.

Index batch was successfully started

Start	End	Status	User	Job Description	Stop	Abandon
		STARTING	frevvo (frevvo frevvo)	Tenant: mycompany.com		
2018-10-04 14:53:33.0		STARTED	frevvo (frevvo frevvo)	Tenant: mycompany.com Designer: designer Form: 7.0 Reports/Resource Request		



Troubleshooting


The web app that runs the Refresh Searchable Fields process (insight.war) and it's configuration file (insight.xml) are embedded in the frevvo.war. In-house customers will not see the insight.war in the <frevvo-home>\tomcat\conf\webapps directory or the insight.xml files in the <frevvo-home>\tomcat\conf\catalina\localhost directory if you are using the frevvo tomcat bundle. Log messages formerly in the insight logfiles are now captured in the <frevvo-home>\tomcat\logs\frevvo.YYYY-MM-DD file. Default Configuration properties for the Insight Server are now located in the <frevvo-home>\tomcat\conf\frevvo-config.properties file.

Refresh Searchable Fields process displays a status of UNKNOWN


If you are using Oracle 12c as your database, you may see a batch job that displays a status of **Unknown** . This status indicates that the batch job did not complete.

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Refresh Job Status  

Click the  button above to start a new job.

Use the table below to monitor the refresh job's status.

Start	End	Status	User	Job Description	Stop	Abandon
2018-10-05 19:47:21.0	2018-10-05 19:47:25.0	UNKNOWN	frevvo (frevvo frevvo)	All Tenants		
2018-10-05 19:46:53.0	2018-10-05 19:46:57.0	COMPLETED	frevvo (frevvo frevvo)	All Tenants		
2018-10-05 19:22:39.0	2018-10-05 19:22:40.0	COMPLETED	frevvo (frevvo frevvo)	Tenant: mycompany.com		

If you see this status, you may see the following errors in the <frevvo-home>\tomcat\logs\frevvo.log:

```
Failed to map Submission{id:16ce6738-a62a-48b2-826c-3d65be386ca2} Caused by:
java.io.IOException:
IO Error: Unexpected packet
Rolling back with transaction in unknown state
Application exception overridden by rollback exception
Non-skipable exception during read
```

Solution:

The version of the Oracle thin JDBC driver must be `ojdbc7`. Update your existing driver to the `ojdbc7.jar` in the <frevvo-home>\tomcat\lib directory.

