

Manage Insight Data

Insight.war is a web app that is included in the tomcat bundle and is embedded in the <frevvo-home>\tomcat\webapps\insight.war file.

The war contains a batch process that extracts all the latest submissions from Live Forms and creates [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.

1. The batch is run automatically as part of the upgrade.
2. It requires access to the submission repository and uses the same database configuration as Live Forms.

It is possible to manually run a batch process to re-index Insight. Some situations where you may want to run the batch job are:

- If Insight gets out of sync
- Submission schema changes due to a Live Forms upgrade
- An upgrade of Insight if the underlying index structure has changed
- Recovery of index due to data loss or corruption.

The batch process can be run for all tenants or a specific tenant.

- Cloud customers must [contact frevvo](#) to request the batch process for your tenant. frevvo will run the Insight Batch job during a time when your users are NOT using Live Forms.
- In-house customers can use the [Manage Insights Data](#) function to manually run the batch process. frevvo recommends that you run the Insight Batch job during a time when your users are NOT using Live Forms.

The screenshot shows the Frevvo web interface. At the top left is the Frevvo logo. At the top right, there is a navigation menu with links for 'welcome admin', 'HOME', 'MANAGE', 'DOCS', and 'LOGOUT'. Below the navigation, there is a breadcrumb trail: '<< Back to Manage Server'. The main heading is 'Refresh Insight Data Batch Job Status' with a green plus icon. Below the heading is a table with the following data:

Start	End	Status	Stop	Abandon
2016-07-08 21:39:19.0	2016-07-08 21:39:30.0	STOPPED		
2016-07-08 21:37:58.0	2016-07-08 21:38:07.0	COMPLETED		
2016-07-08 21:19:13.0	2016-07-08 21:19:18.0	COMPLETED		
2016-07-08 21:13:36.0	2016-07-08 21:14:02.0	COMPLETED		
2016-07-06 20:34:10.0	2016-07-06 20:34:18.0	COMPLETED		
2016-06-29 11:53:09.0	2016-06-29 11:53:16.0	COMPLETED		
2016-06-14 13:50:17.0	2016-07-08 21:18:26.0	ABANDONED		
2016-06-10 09:56:19.0	2016-07-08 21:18:51.0	ABANDONED		

On This Page:

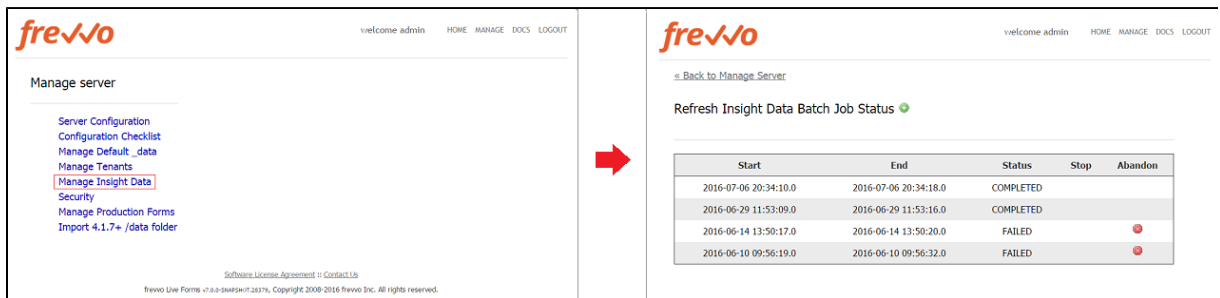
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Run the Insight Data Batch Process

In-house customers can follow these steps to manually run the batch process to refresh the Insight data if necessary.


Start the Insight Data Batch Process

1. Login as the server admin - admin@d
2. Click the **Manage Insight Data** 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.



The screenshot shows two panels from the Frevo web interface. The left panel is the 'Manage server' menu with 'Manage Insight Data' highlighted. A red arrow points to the right panel, which is the 'Refresh Insight Data Batch Job Status' screen. This screen displays a table with the following data:

Start	End	Status	Stop	Abandon
2016-07-06 20:34:10.0	2016-07-06 20:34:18.0	COMPLETED		
2016-06-29 11:53:09.0	2016-06-29 11:53:16.0	COMPLETED		
2016-06-14 13:50:17.0	2016-06-14 13:50:20.0	FAILED		●
2016-06-10 09:56:19.0	2016-06-10 09:56:32.0	FAILED		●

3. Click the  icon to initiate a new batch job.
4. The Start Refresh of Insight Data 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 Insight Data batch 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 Insight Data

Rebuild Insight Data for

All Tenants
 Specific Tenant

Type Part of a Tenant Id And Click Search

Select A Tenant

mycompany
 (mycompany)
 mycompany.com
 (mycompany.com)

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

Index batch was successfully started

Start	End	Status	Stop	Abandon
2016-07-08 21:13:36.0		STARTED	<input checked="" type="radio"/>	
2016-07-06 20:34:10.0	2016-07-06 20:34:18.0	COMPLETED		
2016-06-29 11:53:09.0	2016-06-29 11:53:16.0	COMPLETED		
2016-06-14 13:50:17.0	2016-06-14 13:50:20.0	FAILED		<input checked="" type="checkbox"/>
2016-06-10 09:56:19.0	2016-06-10 09:56:32.0	FAILED		<input checked="" type="checkbox"/>

Stop the Insight Data Batch Process

Once you have initiated the Insight Data Batch process, the Live Forms UI allows for the job to be stopped or aborted. The batch 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



Index batch was successfully started

Start	End	Status	Stop	Abandon
2016-07-08 21:13:36.0		STARTED	<input type="radio"/>	
2016-07-06 20:34:10.0	2016-07-06 20:34:18.0	COMPLETED		
2016-06-29 11:53:09.0	2016-06-29 11:53:16.0	COMPLETED		
2016-06-14 13:50:17.0	2016-06-14 13:50:20.0	FAILED		<input checked="" type="checkbox"/>
2016-06-10 09:56:19.0	2016-06-10 09:56:32.0	FAILED		<input checked="" type="checkbox"/>


2. Click **Ok** to confirm.

STOP BATCH

Stop batch process?. Please confirm.

3. When the batch job is stopped, the status column will update.

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Refresh Insight Data Batch Job Status 

Index batch was successfully started

Start	End	Status	Stop	Abandon
2016-07-08 21:39:19.0	2016-07-08 21:39:30.0	STOPPED		<input checked="" type="checkbox"/>
2016-07-08 21:37:58.0	2016-07-08 21:38:07.0	COMPLETED		
2016-07-08 21:19:13.0	2016-07-08 21:19:18.0	COMPLETED		
2016-07-08 21:13:36.0	2016-07-08 21:14:02.0	COMPLETED		
2016-07-06 20:34:10.0	2016-07-06 20:34:18.0	COMPLETED		
2016-06-29 11:53:09.0	2016-06-29 11:53:16.0	COMPLETED		
2016-06-14 13:50:17.0	2016-07-08 21:18:26.0	ABANDONED		
2016-06-10 09:56:19.0	2016-07-08 21:18:51.0	ABANDONED		

Restarting a Stopped Insight Data Batch Process

When the batch job 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 Insight Data Batch Process can be abandoned if it is not in the **STARTING** or **STARTED** state. The batch job 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 Insight Data Batch Process
2. Click the



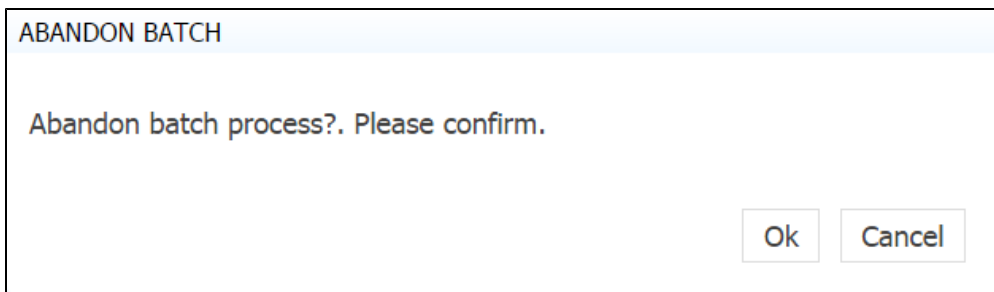
Abandon icon in the row in the **Abandon** column for the batch job you want to prevent from restarting.

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Refresh Insight Data Batch Job Status 

Start	End	Status	Stop	Abandon
2016-07-09 12:41:04.0	2016-07-09 12:41:25.0	COMPLETED		
2016-07-08 21:39:19.0	2016-07-08 21:39:30.0	STOPPED		 abandon batch
2016-07-08 21:37:58.0	2016-07-08 21:38:07.0	COMPLETED		
2016-07-08 21:19:13.0	2016-07-08 21:19:18.0	COMPLETED		
2016-07-08 21:13:36.0	2016-07-08 21:14:02.0	COMPLETED		
2016-07-06 20:34:10.0	2016-07-06 20:34:18.0	COMPLETED		
2016-06-29 11:53:09.0	2016-06-29 11:53:16.0	COMPLETED		
2016-06-14 13:50:17.0	2016-07-08 21:18:26.0	ABANDONED		
2016-06-10 09:56:19.0	2016-07-08 21:18:51.0	ABANDONED		

3. Click **Ok** to confirm.



4. The Refresh Insight Data Batch Job Status screen will update.

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Refresh Insight Data Batch Job Status

Start	End	Status	Stop	Abandon
2016-07-09 12:41:04.0	2016-07-09 12:41:25.0	COMPLETED		
2016-07-08 21:39:19.0	2016-07-09 13:56:07.0	ABANDONED		
2016-07-08 21:37:58.0	2016-07-08 21:38:07.0	COMPLETED		
2016-07-08 21:19:13.0	2016-07-08 21:19:18.0	COMPLETED		
2016-07-08 21:13:36.0	2016-07-08 21:14:02.0	COMPLETED		
2016-07-06 20:34:10.0	2016-07-06 20:34:18.0	COMPLETED		
2016-06-29 11:53:09.0	2016-06-29 11:53:16.0	COMPLETED		
2016-06-14 13:50:17.0	2016-07-08 21:18:26.0	ABANDONED		
2016-06-10 09:56:19.0	2016-07-08 21:18:51.0	ABANDONED		

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 `<frevvo-home>\tomcat\conf\frevvo-config.properties` file. The batch will then exclude any submissions before this date.


Troubleshooting

Additional information, about the Insight Batch Job can be found in the `<frevvo-home>\tomcat\logs\insight.log` file.

Insight Batch Job 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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Start	End	Status	Stop	Abandon
2016-07-08 21:39:19.0	2016-07-08 21:39:30.0	UNKNOWN		
2016-07-08 21:37:58.0	2016-07-08 21:38:07.0	COMPLETED		
2016-07-08 21:19:13.0	2016-07-08 21:19:18.0	COMPLETED		
2016-07-08 21:13:36.0	2016-07-08 21:14:02.0	COMPLETED		
2016-07-06 20:34:10.0	2016-07-06 20:34:18.0	COMPLETED		
2016-06-29 11:53:09.0	2016-06-29 11:53:16.0	COMPLETED		
2016-06-14 13:50:17.0	2016-07-08 21:18:26.0	ABANDONED		
2016-06-10 09:56:19.0	2016-07-08 21:18:51.0	ABANDONED		

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-skippable 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.

Insight Batch Job log entries

The `insight.war` and `insight.xml` files are now embedded in the `frevvo.war`. You will not longer 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-M M-DD` file. Default Configuration properties for the Insight Server are now located in the `<frevvo-home>\tomcat\conf\frevvo-config.properties` file.