



## Orchestrator Troubleshooting Tips

By Cindy Grim

**E1 Editor's Note:** In this article, Cindy Grim will give a brief overview of the JD Edwards Orchestrator as well as discuss what tools and resources are available for troubleshooting orchestrations. Cindy will walk through diagnosing several common problems, helping you to become comfortable with how to troubleshoot issues that may arise during the creation of orchestrations.

### Introduction

Most of you have at least heard of the JD Edwards Orchestrator. Some of you may already be using it, others may be in the process of implementing, and some may be in the planning stages. Regardless of where you are in the process, it goes without saying that like anything else, your orchestrations will not always perform perfectly as expected from the first time they are run. It is critical to understand how to troubleshoot your orchestrations. In this article, I will give a brief overview of the JD Edwards Orchestrator, discuss tools and resources available to you, and walk through diagnosing several common problems. This is not intended to be a comprehensive list of every possible problem you may encounter with the Orchestrator. The goal is for you to become comfortable with how to troubleshoot issues that may arise during the creation of your orchestrations. I am using application release 9.2 and tools release 9.2.4.3 in my examples; however, the examples are relevant to other tools releases as well.

### What is Orchestrator?

The Orchestrator Studio (previously IoT Orchestrator) is a tool designed for the business analyst and/or developer to build orchestrations. Orchestration components are stored as UDOs in JD Edwards as of Tools

9.2.1 and Orchestrator Studio 3.0.0. From an IoT (Internet of Things) perspective, orchestrations allow you to reduce the errors of manual data collection by automating the collection, filtering and analysis of data transmitted by IoT devices, and providing the ability to act on that data. As of Tools 9.2.1.4 and Orchestrator Studio 5.1.0, the capabilities of Orchestrator were expanded to include integrations to external, third-party, and custom programs. Orchestrations now have the ability to invoke virtually any JD Edwards EnterpriseOne program or form.

An orchestration is used to automate business processes, the collection of data, the exchange of data, and integrations with external systems. The orchestration is the master component consisting of one or more of the other orchestration sub-components. It defines all the steps that will run, the order of execution, and the incoming and outgoing data. Orchestration components consist of the orchestration, service request, rules, cross reference, and white list. These components make up a complete orchestration and each is a separate UDO Type in JD Edwards.

In addition to orchestrations, notifications are created within the JD Edwards Orchestrator Studio. A notification is used to have the system notify you when business events happen within the JD Edwards system. Figure 1 shows the Orchestrator Studio Home page.



Figure 1: Orchestrator Studio Home Page

## Tools and Resources

JD Edwards provides you with multiple tools to assist in troubleshooting problems with orchestrations. The tools and resources we will look at include the Orchestrator Monitor, Orchestrator Debugger, Orchestration Output, and Log Files. Following is a brief introduction to each of the tools and resources we'll use later to diagnose issues.

### Orchestrator Monitor

The Orchestrator Monitor is a tool that provides visibility into the health of your E1 Orchestrator environment. It provides visibility into which orchestrations and notifications are performing well and which ones could use some tuning. The Orchestrator Monitor also gives details about exceptions that have occurred.

Data displayed in the Orchestrator Monitor is stored in the E1 Exceptions (F980060) and E1 Health (F980061) tables. The Orchestrator Health and Exception application (P980060) is available to view and delete historical records. Oracle provides an Exceptions Since Yesterday query and watchlist based on P980060 that is available for download.

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