



▶ QUICK AND EASY WAY TO LOOK AT USER ACTIVITIES, INCLUDING AUDIT LOG AND INCORRECT PAGE FORMATS



▶ USING THE OPENTEXT APPLICATION XTENDER DOCUMENT DATABASE AND REPOSITORY WITHOUT ALTERING IT



▶ VALIDATE THAT DOCUMENTS HAVE ASSOCIATED PAGES AND NO ORPHAN PAGES ARE FOUND IN THE SYSTEM



Automation *Rx-Manager*

ADDRESSING THE NEEDS TO ENSURE A HEALTHY OPENTEXT APPLICATION XTENDER INSTALLATION THAT IS WORKING PROPERLY EVERY DAY

The NTS Rx-Manager is a productivity enhancement tool for the OpenText document management storage and retrieval applications, which provides quick and easy health inspection of the Application Xtender's database and repository.

Ensuring a Healthy OpenText AX System

Buddha stated: *To keep the body in good health is a duty; otherwise, we shall not be able to keep our mind strong and clear.*

The same goes for our Electronic Content Management system like the OpenText Application Xtender (AX/WX).

It is not sufficient to just be sure, when filing documents, that they are indexed correctly so they can be found again.

A healthy system must be watched 24/7 for activities, correct scanning, lost pages or orphan pages.

This is where the *NTS Rx-Manager* comes into the picture with its advanced tools to help the Records Manager or Administrator monitor and fix issues before they become a catastrophic disaster.

Discovery of issues where scanned files are in BMP format, but should have been scanned as TIFF files. Those BMP BIN files are detected and can be converted on "the fly" to TIFF files, which are around

100 times smaller in file size and will not only save disk space, but also loads faster in WX.

The *NTS Rx-Manager* can help discover documents without pages, which should either be deleted, matched up with orphan pages, or rescanned. The program can locate orphan pages where there is no association with any documents. If orphan pages can't be match to documents, then they should be removed from the system to keep the system clean.

- Benefits:
- Discovery of Documents without Pages
 - Uncovering of Orphan Pages without Documents
 - Easy filtering of recorded Audit database log
 - Detection and Conversion of large BMP to TIFF
 - Observing real-time user logins and activities
 - Monitoring of PID and Lock-doc tables



AX provides an excellent Audit log for AX activities, but sometimes too much information hides the real issue. With the *NTS Rx-Manager*, the Records Manager or Administrator can filter information after it has happen and then take action on any discovered issues.

The *NTS Rx-Manager* ensures a healthy installation and a productive day.

The inner works



Rx-Manager

The *NTS Rx-Manager* has several action panels to help ensure everything is working correctly. Some panels, like the Dashboard are reporting back in near-real-time AX status, where other panels are user requested validation panels.

Dashboard

The *NTS Rx-Manager* Dashboard panel shows four views: Application info, PID login table, Document Lock table, and Warnings/Alarms.

The Application information includes: App name, actual document and page count, plus last used Doc ID and Object ID for monitoring growth.

The AX internal PID table shows who has logged into the system. It also shows what application is addressed by the user.

The AX internal Document Lock table shows which user has what documents open in editing mode.

The Warnings / Alarms panel, shows user defined notifications obtained from the Audit Log.

Warnings are Event Notifications triggered by rules.

Alarms are Warnings that have been enabled to send emails or text-messages to the administrator, internal support group.

BIN Validation

Documents are a collection of one or more BIN pages. The *NTS Rx-Manager* will validate that all BIN files can be found, opened and read. The program can even qualify the BIN file type and, in case of large BMP BIN files, convert them to 100 times smaller compressed TIFF BIN files.

BIN Locator

The BIN Locator is a utility tool that will help the operator locate a specific BIN page from a selected Application and Object ID. The located BIN page can be

viewed directly from the found actual physical location.

Audit

The AX Audit function is a very valuable tool to monitor what is going on with the system. However, sometimes the raw data is so overwhelming that many users either disable the function or minimize what is recorded. This, in the end, produces either no data or very little usable data.

By using the *NTS Rx-Manager* Audit filter, the raw Audit data can be displayed in date range, by specific user, and unique application, if needed, with only the specific action that is in question. This way, unmanaged raw Audit data becomes a valuable subset of information.

Documents listed in the audit subset can be viewed directly from the displayed audit report.

DB Validation

The *NTS Rx-Manager* can validate that all documents have associated page or pages, and that all pages in the system are associated with documents. Orphan pages can be viewed directly from the displayed BIN list.

Annotation

The AX annotation tool creates a descriptive file, used as an overlay to the actual displayed document in AX or WX.

To most users, this is not an important topic until documents need to be exported or merged with other corporate items.

The *NTS Rx-Manager* can scan the system for used annotation so the Records Manager or Administrator has knowledge of where and what type of annotation has been used.

From the located list of documents, with one or more pages that have annotation, the document and actual page can be displayed directly from the list.

Case Story

An international security company is using AX to track client's contracts and work-orders. It was concerned about how rapid the scanned images were consuming disk space. The design spec pointed to a calculated disk space growth that was fifty times smaller than the current growth.

The company deployed the *NTS Rx-Manager* and detected that over 50% of the scanned images were very large BMP BIN files. After the *NTS Rx-Manager* had converted the BMP BIN files to compressed TIFF BIN files and regained disk space, they decided to do a quick check every Friday, and convert BMP BIN files before this became a major issue again.

The scanned BMP issue was fixed and under control.

A food distributor had issues with AX, users could not login and perform their duties.

At first, the issue was contributed to not enough AX Licenses. However, per the design of the system, the installed 25 user system should be sufficient, even with some margin of error.

Before acquiring more licenses, the company wanted to do a study of who and how the current AX system was used.

This was done by installing the *NTS Rx-Manager* program and monitoring the PID table compared to the Active Document panel information. The food distributor discovered there were users who logged into AX in the morning, but did not really utilize the system.

After interviewing those users, they found that most of them did this to ensure that if they needed to use AX, they would be able to access the system with no issues due to limited license count.

The food distributor moved those users to WX and it resolved the login issue.

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