



## Advanced Process Orchestrator Actions

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The topics in the following sections provide information about managing the server connections for Process Orchestrator. You can launch multiple consoles, change your server connections, and modify the behavior of the server connection upon startup.

- [Launching Multiple Consoles with the Same Server](#)
- [Launching Multiple Consoles with Different Servers](#)
- [Connecting to a Different Server from the Current Console](#)
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### Related Tasks

- [Updating the Product License](#)

## Launching Multiple Consoles with the Same Server

To launch multiple Consoles using the same server:

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**Step 1** Choose **Start > Programs > Cisco > Cisco Process Orchestrator> Cisco Process Orchestrator Console**.

**Step 2** In the Select Server dialog, enter the server and authentication credentials, then click **OK**.



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**Note** For additional information about connecting to a server, see [Connecting to a Different Server from the Current Console](#).

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**Step 3** Repeat as necessary to open additional consoles connected to the same server.

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# Launching Multiple Consoles with Different Servers

To launch multiple Process Orchestrator Consoles with a different server:

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- Step 1** After the first console is launched, choose **Start > Programs > Cisco > Cisco Process Orchestrator > Cisco Process Orchestrator Console** to launch an additional Console.
  - Step 2** In the Select Server dialog, enter the server and authentication credentials, then click **OK**.
  - Step 3** Choose **File > Connect to Server**.
  - Step 4** In the Select Server dialog, enter the server and authentication credentials for the new server, then click **OK**.



**Note** If the Console was recently connected to the server, click the arrow to select the server from the drop-down list.

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The Console display changes and retrieves the Console configuration for the selected server.

- Step 5** Repeat, as necessary, to open additional Consoles.
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## Connecting to a Different Server from the Current Console

Use this process when connecting to a different server while working in an open Console. This option may be useful when wanting to connect to a different server used for process monitoring.

To connect to a server:

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- Step 1** Choose **File > Connect to Server**.
  - Step 2** In the Select Server dialog, enter the server and authentication credentials for the new server, then click **OK**.



**Note** If the Console was recently connected to the server, click the arrow to choose the server from the drop-down list.

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If the server is properly connected, the Cisco Process Orchestrator License Check dialog box displays. If the server does not properly connect, the Connect to Server error dialog box displays.

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# Managing Cisco Process Orchestrator Server Connections

The following instructions provide information about managing the server connections for Process Orchestrator. You can launch multiple consoles, change your server connections, and modify the behavior of the server connection upon startup.

## Configuring Server Connection Behavior

When you connect to a server and open the Process Orchestrator Console, you can choose to open the last group and item you were using before you closed the Console, or you can open a specific group and item every time you start the Process Orchestrator Console.

To determine the behavior of the server connection:

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| <b>Step 1</b> | Choose <b>Tools &gt; Options</b> , then click the <b>General</b> tab.                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Step 2</b> | Under Startup behavior, choose <i>one</i> of the following functions to occur when connecting to a server, then click <b>OK</b> : <ul style="list-style-type: none"><li>• <b>Automatically select the group and item most recently selected</b> to open the last group and item selected before the Console was closed.</li><li>• <b>Always select the following group and item</b> from the dropdown list to specify the group and item to open upon startup.</li></ul> |
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## Modifying the List of Recent Servers

To adjust the number of recent servers displayed:

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| <b>Step 1</b> | Choose <b>Tools &gt; Options</b> , then click the <b>General</b> tab.                                                                                |
| <b>Step 2</b> | Under <b>Most recently used servers</b> , enter the number of servers to display on the Recent Servers list on the File menu, then click <b>OK</b> . |
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## Configuring the Console Global Settings

Use the following sections to configure the global display settings for the Console.

## Configuring Process Orchestrator Objects Default Owner

By default, the objects that are created in Process Orchestrator use the currently logged in Windows user as the default owner. Use Security tab to specify the currently logged in Windows user as the default user or to specify a different default owner.

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| <b>Step 1</b> | Choose <b>Tools &gt; Options</b> , then click the <b>Security</b> tab. |
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- Step 2** Under Default Owner, select the appropriate option to indicate the default ownership setting for objects, then click **OK**.

Field	Description
The current user	Select this radio button to use the user account that is currently logged in to assign the owner on any new objects created.
The specified user	Select this radio button, then click “...” to launch the Select User or Group dialog box and specify the default user for objects.

## Modifying Process Launch Settings

Use the Windows and Layout tab to determine the action required when launching a process.

To set the Console behavior when starting a process:

- Step 1** Choose **Tools > Options**, then click the **Windows and Layout** tab.

- Step 2** Under Process Launching, from the When starting a process drop-down list, choose *one* of the following:

Field	Description
Always Launch Immediately with Default Input Value	Launches the process immediately when the process has specified or default values without confirmation.
Always Prompt to Confirm	Default option launches Confirm Start Process dialog box to confirm whether the selected process should be launched.
Only Prompt when Process has Inputs	Launches the Confirm Start Process dialog box if the process has input variables. If the process does not have input variables, starts the process immediately without confirmation.

- Step 3** From the **After a process is started** drop-down list, choose *one* of the following options to determine what is displayed after a process begins:

Field	Description
Show Instances	Displays the processes initiated in the Start Process Results popup window.
None	Does not display the Start Process Results popup window.

- Step 4** Click **OK**.

## Restoring Console Default Settings

The Reset User Preferences button on the Windows and Layout tab restores the Console configuration to the default value.

If the window position and size, columns and column sizes, and other configurations in the Console have been modified, this option restores the settings to the Console default settings. The product will automatically close when you reset user preferences.

To restore the default Console configuration:

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- Step 1** Choose **Tools > Options**, then click the **Windows and Layout** tab.
- Step 2** Under Saved user preferences, click **Reset User Preferences**, then click **OK**.
- After confirming the action, the Console will close automatically.
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## Collecting Process Orchestrator Diagnostics

The Cisco Process Orchestrator Diagnostic Utility collects various information about the server environment, installation, as well as any errors or exceptions. The information is compiled into a zip file and saved according to the user preference. The user can then send the information to Cisco Process Orchestrator Technical Support to help diagnose the problem with the Process Orchestrator installation.



### Note

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Run this utility only when directed to do so by Customer Support.

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The following data is collected by the Utility:

- Diagnostic logs written by the Cisco Process Orchestrator Service, console and other components (\*.log files)
- Information about the computer: including memory, processors, OS versions, installed hotfixes and applications (ComputerInfo.txt)
- Information about files installed in the Process Orchestrator installation folder (FileInfo.txt)
- Snapshots of the Windows Event logs (Application, System, as well as Process Orchestrator-specific logs) (.evt files)
- Snapshots of the Process Orchestrator registry key (.reg files)
- Process Orchestrator component configuration files (.config files)

To generate diagnostic logs:

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- Step 1** Choose **Start > All Programs > Cisco > Cisco Process Orchestrator > Diagnostic Utility**.
- Step 2** To collect diagnostic information:
- a. Click **Collect diagnostic information about Cisco Process Orchestrator**, then click **Next**.

- b. On the Information to Collect panel, check the check box of the appropriate logs.

Field	Description
General information	Generates log information from the Process Orchestrator server <ul style="list-style-type: none"> <li>• Process Orchestrator registry key</li> <li>• Process Orchestrator configuration files</li> <li>• Installed file information</li> </ul>
Server Information	<ul style="list-style-type: none"> <li>• Application event log—Log information of application events</li> <li>• Process Orchestrator event log(s)—Log information of the Process Orchestrator server</li> <li>• Server debug logs—Server log information containing debug logs produced by the Process Orchestrator server</li> <li>• System event log—Event information of system logs</li> <li>• Web Console debug logs—Event information of Web Console logs</li> </ul>
Client Information	<ul style="list-style-type: none"> <li>• Client debug logs—Contains debug logs produced by the Automation Pack Import Wizard.</li> <li>• Cached client file information—These log files are collected on client-only computers. These files contain information about files that were downloaded by the Console Loader from the server. The information also includes time stamps and version numbers for all files in the loader cache.</li> <li>• Console settings file—Contains debug logs produced by the Process Orchestrator console</li> </ul>

- c. Click **Next** to continue.
- d. In the Full path to the diagnostics archive file, verify the default file path, then click **Next**.
- e. After the information is collected and saved to the appropriate directory, click **Close**.

**Step 3** To review logging settings and manage debug log files:

- a. Click **Review logging setting and manage debug log files**, then click **Next**.
- b. In the Logging Settings panel, select the log files for the component you want to view (such as client, server, or Java adapter debug logs).
- c. To open the folder of log files for a component, click **Open**. Use an ASCII editor to view the contents of a specific log file.
- d. Click **Finish**.