



Using Self Service

Accessing the TES Service Catalog

To access the catalog:

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- Step 1** Log into the Cisco Service Portal and navigate to **My Services** to access the TES Jobs catalog. The TES Jobs catalog contains the **Launch**, **Rerun**, **Cancel**, **Hold** and **Resume** TES Services. You must have permission to order the TES services and view the details of the services.
- Step 2** From the **Services** pane, select a service. The TES Jobs services are available based on your role associated with each service.



Note To search for available services, enter a key value in the **Search for services containing** field, and then click **Search**.

Launching the Job Service

To launch a job service:

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- Step 1** In the **Services** pane, click **Launch** to create a service request to launch a job in TES. The **Customer Information** section is pre-populated.
- Step 2** From the **Job Name** list, select the job you want to launch. The following values are populated from the StTES_SERVICES table.
- **Job Operation** – Contains the job operation, **Launch**.
 - **Physical Job Id** – Id for identifying the launch job in TES.
 - **Parameters** – Optionally, enter a job parameter. If no parameter is specified, then the default parameter in the TES job definition is used.
- Step 3** In the **Date & Time**, enter the date a time you want the job launched.
- Step 4** Click **Submit Order**.
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Tracking a Service Request

You can view a list of ongoing requests in a portlet that are submitted today. The portlet contains the Requisition Id, Name, Submitted Date, RC Status and TES Status. The RC Status is the current requisition status in Cisco Service Portal and TES Status is the current job status in TES. There is no TES Status available for Cancel, Hold and Resume jobs.

Additionally, you can view a list of closed requests in a Portlet that are submitted today containing the Requisition Id, Name, Submitted Date, RC Status and TES Status. The RC Status is the current requisition status in Cisco Service Portal and TES Status is the completed status about the job.

Monitoring TES Jobs

From Cisco Service Portal, you can view the status of the exposed jobs for today and future schedules. The viewable jobs is limited by your security access.

TES jobs are monitored via a portal page. You can filter by TES Job ID, TES Job Description, and Status from this portal page.

The TES Status Monitor Portlet reflects the state of current and future day jobs in the TES schedule.

Rerun Job Service

To rerun a job service:

Step 1 In the **Services** pane, click **Rerun** to create a service request to rerun a job in TES.

The **Customer Information** section is pre-populated.

Step 2 In the **Job Run Id** field, enter the Job Run Id of the job you want to rerun.

The following values are populated from the StTES_SERVICES table.

- **Job Name** – Contains the Job Name associated with the entered Job Run Id.
- **Physical Job Id** – Contains the ID for identifying the job being rerun in TES.
- **Run Job Status** – Contains the status of the job. For example, **held**.
- **Job Operation** – Contains the job operation, **Rerun**.

Step 3 Click **Submit Order**.

Cancel Job Service

To cancel a job service:

Step 1 In the **Services** pane, click **Cancel** to create a service request to cancel a job in TES.

The **Customer Information** section is pre-populated.

Step 2 In the **Job Run Id** field, enter the Job Run Id of the job you want to cancel.

The following values are populated from the StTES_SERVICES table.

- **Job Name** – Contains the Job Name associated with the entered Job Run Id.
- **Physical Job Id** – Contains the ID for identifying the **cancel** job in TES.
- **Run Job Status** – Contains the status of the job. For example, **Held**.
- **Job Operation** – Contains the job operation, **Cancel**.

Step 3 Click **Submit Order**.

Hold Job Service

To hold a job:

Step 1 In the **Services** pane, click **Hold** to create a service request to hold a job in TES.

The **Customer Information** section is pre-populated.

Step 2 In the **Job Run Id** field, enter the Job Run Id of the job you want to hold.

The following values are populated from the StTES_SERVICES table.

- **Job Name** – Contains the Job Name associated with the entered Job Run Id.
 - **Physical Job Id** – Contains the ID for identifying the held job in TES.
 - **Run Job Status** – Contains the status of the job. For example, **Held**.
 - **Job Operation** – Contains the job operation, **Hold**.
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Resume Job Service

To resume a job:

Step 1 In the **Services** pane, click **Resume** to create a service request to resume a job in TES.

The **Customer Information** section is pre-populated.

Step 2 In the **Job Run Id** field, enter the Job Run Id of the job you want to rerun.

The following values are populated from the StTES_SERVICES table.

- **Job Name** – Contains the Job Name associated with the entered Job Run Id.
 - **Physical Job Id** – Contains the ID for identifying the held job in TES.
 - **Run Job Status** – Contains the status of the job. For example, **Held**.
 - **Job Operation** – Contains the job operation, **Hold**.
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Submitting Single/Multiple Request(s)

You can submit either a single request or multiple requests.

- Submit single request – You can submit a single service at a time resulting in a different requisition number for each service request.
- Submit multiple requests (shopping cart) – You can request multiple services at a time using the same requisition by clicking the **Add & Review Order** button and add more services before submitting the order. When multiple requests are submitted, the TES Adapter processes each one of them separately. Shortened Product Name for <name of application>BAll items in the same shopping cart share the same requisition number.