TM Docs
Online Help System

TeleCheck
5251 Westheimer,
Suite 1000
Houston, TX 77056
Phone: (713) 331-7700
or (800) TELECHECK
FAX: 713-331-7740

TM DOCS

Online help for the Transaction Monitor

User Manual

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1 TM Docs Overview

The **Transaction Monitor** is a collection of Processes and Steps that handle Electronic Check/Transactions. Each day, the Transaction Monitor processes thousands of electronic transactions and manipulates hundreds of megabytes of raw data (and significantly more around holidays such as Christmas). Some steps within the Transaction Monitor system have a 1-to-2 day tolerance to account for failed transmissions and bad data, whereas others have almost zero tolerance and must be restarted manually.

TM Docs is a database-driven, online system that performs two major functions. First, it provides detailed documentation about every file, SQL call, and remote system that works together to comprise the Transaction Monitor system. Secondly, it provides detailed instructions about what to do when something goes wrong.

Specifically, TM Docs provides the following information:

- ?? How to start each Process or Step
- ?? How to stop a Process or Step (and how to clean up the mess before restarting it)
- ?? Scheduled days and times each Process should run
    - o Secondary scheduled times to account for weekends and failures to run at the primary scheduled time
    - o Holiday instructions, when applicable, are included
    - o Steps do not have scheduled times, they inherit this information from the parent Process
- ?? How much time it takes to run the Process or Step under normal conditions
- ?? The name and full path of each batch file
- ?? The name and full path of each file input and output
- ?? Details about the hardware and software of each system used in the TM
    - o This includes OS, versions, permissions required, and special considerations like service packs and extensions (when pulling info from external systems, sometimes this information is not known)
- ?? Common points of failure
- ?? Remedies for common failures
- ?? Special conditions and situations to be aware of
- ?? When all else fails, the name and contact information for the original developer is provided as a last resort

1.1 Accessing TM Docs

The TM Docs Online Help System can **only** be accessed from within Telecheck. A link is available on the IntraNet home page under the “Performance Group” menu. You must be a member of the Performance Group to access this system. Your normal log-in should grant you access to TM Docs, but in some rare instances you may be asked to re-enter your Username and Password.

2 Primary Conventions

One of the most important conventions used within TM Docs is that the primary mode of displaying data is in a hierarchy. The most visible evidence of this organization is the treeview menu (see section 3.1.3 below). The treeview menu groups information into Processes, Steps and Sub-steps. Processes are essentially categories in which to group related Steps and Sub-steps. Other naming and organizational conventions are covered in Section 4. Whenever possible, TM Docs uses industry-standard naming conventions to refer to its components, systems, and pieces.

2.1 Processes, Steps & Sub-steps

Everything in the Transaction Monitor has been classified into one of three groups:

- **Process:** A group of Steps and Sub-steps. Processes have scheduled run times: all their dependent Steps and Sub-steps inherit this run time. A Process is a top-level (or parent) item with a unique name and cannot contain another Process.
- **Step:** A discrete operational unit that has been assigned to (or is the child of) a Process. A step usually consists of a single batch file, ISQL call, or other file or function. A Step inherits its scheduled run time from the Process it is assigned to. A Step can belong to more than one Process (thus it can have two different run times). A Step may have one or more Sub-steps, but it is not required to.
- **Sub-step:** A Sub-step is identical to a Step, except that its immediate parent (as shown in the treeview) is a Step, and not a Process. In theory, a Step could have many Sub-steps, but in practice the TM only seems to call one level of Sub-steps. A Sub-step occurs when a batch file at the Step level calls another batch file or triggers a distinct event or transaction.

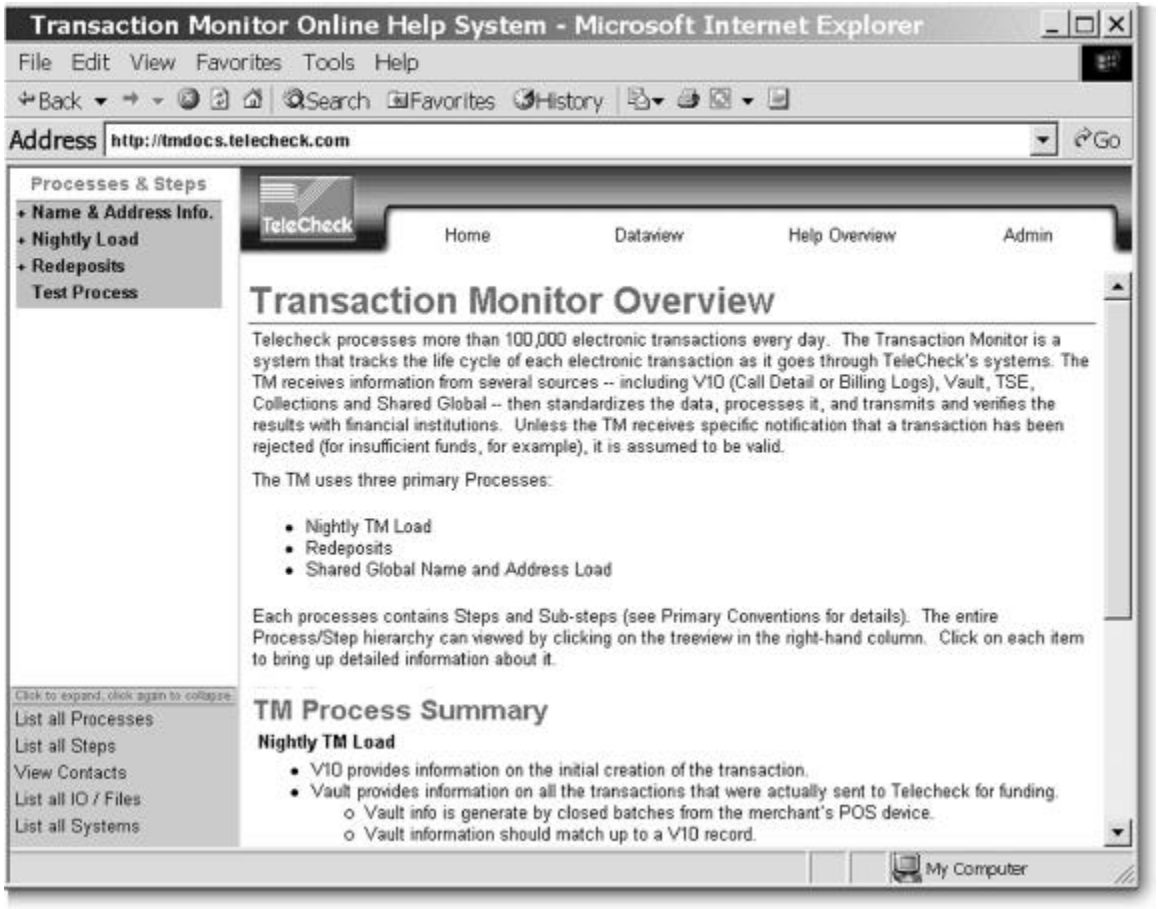
2.2 Tolerance Levels

Each Process and Step has been assigned a tolerance level to convey how important it is to the overall TM system:

- **Critical:** Must run, there is no tolerance for failure because it causes other Processes and Steps to fail or return bad data. If this fails, it must be manually restarted (currently, only the V10 is critical)
- **Major:** Has a one-day tolerance for failure. If this Process or Step fails to run, it may be rerun the next day without causing a critical failure.
- **Important:** Two-day tolerance for failure. It must be rerun within two business days to prevent a critical failure.
- **Not Important:** Three-day tolerance for failure, or more. If this Process or Step does not run, it may not cause critical failure.
- **NA:** Not Applicable. There are some old Steps and Sub-steps in the system that may be legacy code or have not yet been successfully documented sufficiently to determine the correct tolerance level.

3 System Overview

TM Docs is a Web-based application: it runs in your browser and does not need any additional software to function. After you log in, your browser will look similar to this:

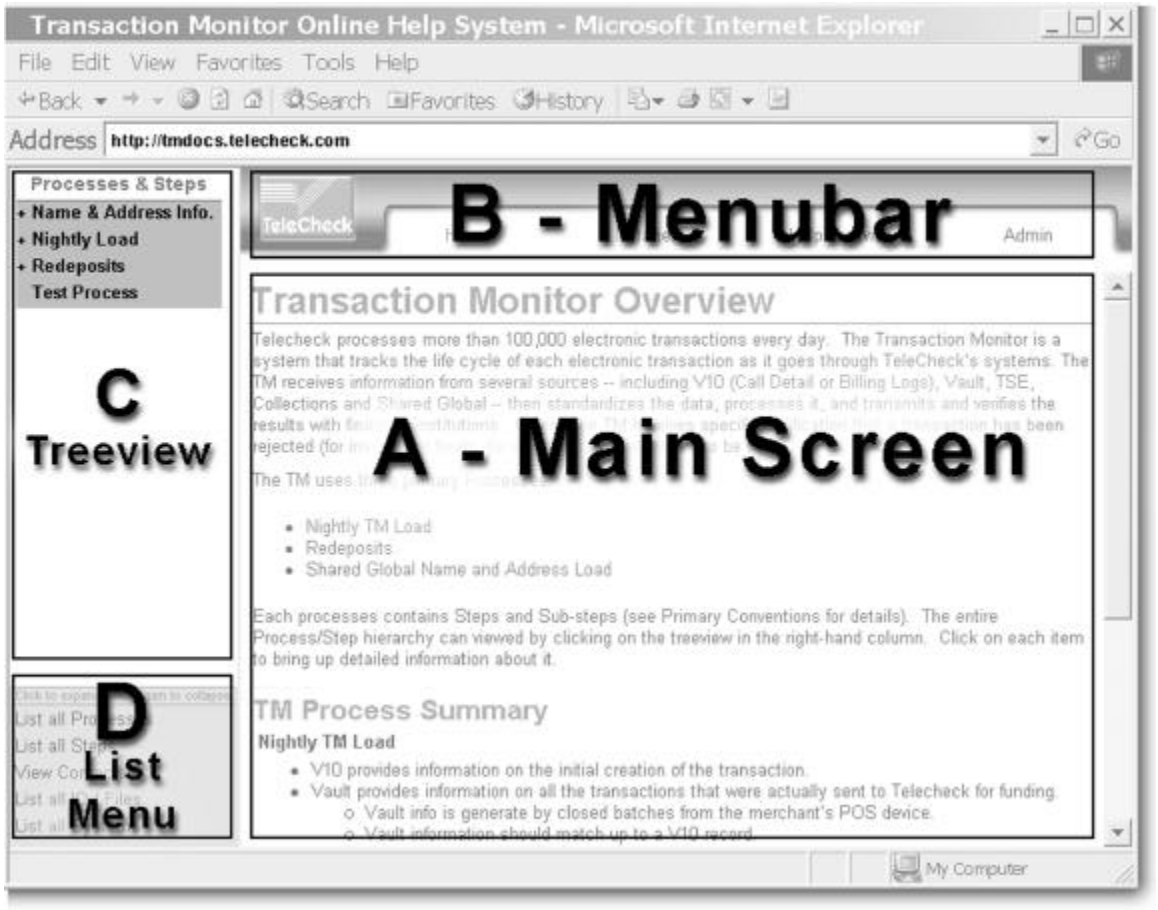


3.1 Window Organization

As seen in the figure below, the screen is divided into four major areas (listed in order of importance):

A. Main Screen
B. Menubar
C. Treeview
D. List Menu

[See Image, next page]



3.1.1 Main Screen

This area displays information about each Process and Step. If there is more information than can fit in this area, a scrollbar will appear to the right of the window. Scroll down to read the rest of the information. The buttons and links in the other three areas control this window's content. The information displayed here has been formatted for easy printing. Right click on the screen and select "Print" from the popup menu, or click on the screen once and then select the "Print" button from the top screen.

3.1.2 Menubar

This area is static: it does not change, nor can it be resized. Click on any of these options to read TM Docs online notes or help. For complete listing of these options, see Section 4.

3.1.3 Treeview

This area displays all the Processes in the Transaction Monitor system. Processes are listed alphabetically. Each Process name is in white against a gray background. Each Process **must** have Steps (and possibly Sub-steps) associated with it. When you click on

the word or the gray bar, two things will happen. First, the Process Overview will appear in the Main Screen area. Secondly, the treeview menu will expand to show you the Steps with this process. All Steps are listed in chronological order based on run times. The Step order is manually assigned by the System Administrators.

Information is displayed in a standard treeview format (like the one used in Windows Explorer). If a word has a "plus" symbol next to it, that means there are Sub-steps associated with that Step. Click on the plus symbol to expand that item and view the subordinate information. At this point the plus symbol will change to a "minus" symbol, indicating that you can click on it again to collapse the treeview. If there is not a symbol next to the item, there are no subordinate items.

Examples:

Unexpanded, or "collapsed" treeview	Expanded treeview
PROCESS ONE + Step 1 Step 2 + Step 3	PROCESS ONE - Step 1 Sub-step 1.1 Step 2 - Step 3 - Sub-step 3.1 - Sub-step 3.1.1 Sub-step 3.1.1.1 Sub-step 3.2

Note: This area can be resized. To make the screen wider, place your cursor on the vertical bar between the Treeview and the Main Screen. Your cursor will change shape (into a line with an arrow at each end); click your mouse button and you may drag the Treeview frame to the left or right. If the formation is too long to view at one time, a scrollbar will appear to the right of the frame and you may scroll down to view it.

3.1.4 List Menu

Sometimes you don't want to drill through the hierarchy to find a specific Step, Sub-step, Contact, File or System. Click on a button in this area and a list of **all** the items of that type will be displayed in the Main Screen area. From that list, you can click on the name to view Details for that item.

4 Menubar Options

The menubar provides access to the following options:

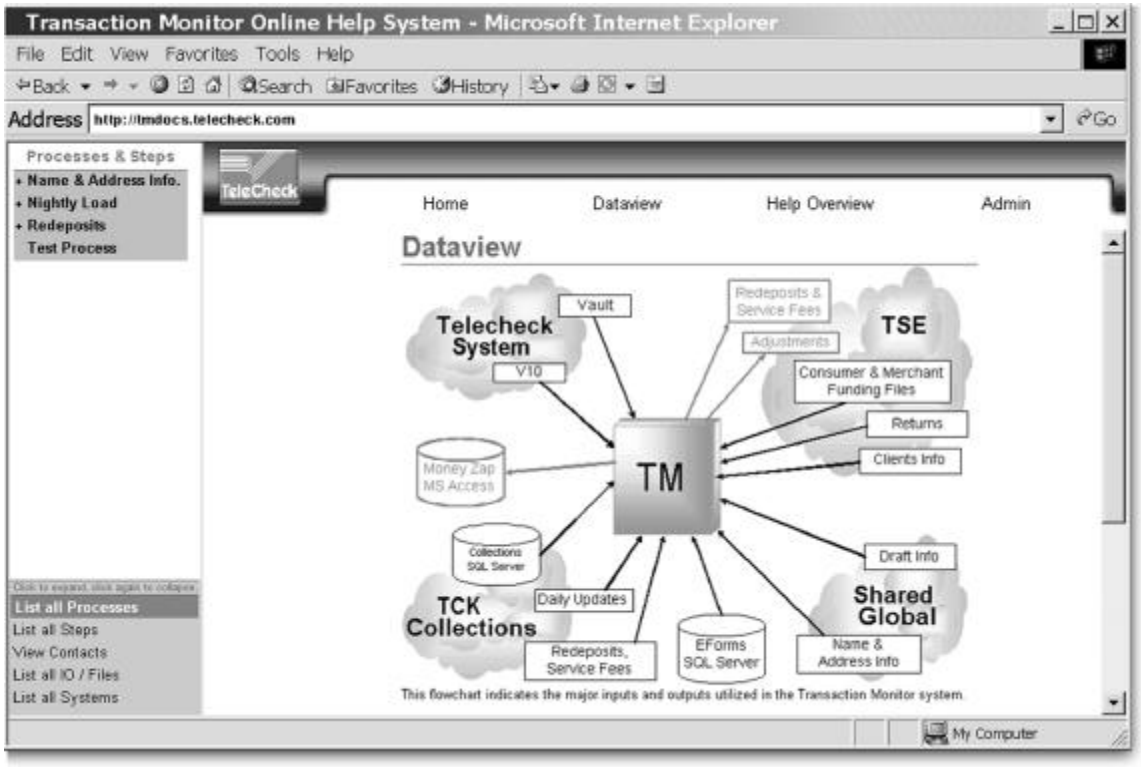
- ?? Home
- ?? Dataview
- ?? Help Overview
- ?? Admin

4.1 Home

The home page contains general introductory text to the Transaction Monitor system.

4.2 Dataview

This option consists of an image detailing the complex interdependencies within the Transaction Monitor system. See below.



4.3 Help Overview

This section reprints this document, the **TM Docs Users Manual.**

4.4 Admin

This section is restricted to users who have authorization to input and save changes to TM Docs. Please see the **TM Docs Administrators Manual** for full details.

5 Detail Types

Each Process, Step, Sub-step, IO / File, System and Contact has a summary screen that displays pertinent information about the functions it performs, the systems it connects to, scheduled run times and durations. The Details also summarize information about situations or conditions that are likely to cause failures. Finally, the Details provide specific instructions about what to do when something goes wrong, including who you can contact when all else fails. Remember, only e-mail or call a developer as a last course of action.

5.1 Process Detail

Each Process Detail screen is divided into six sections. These sections are:

- ?? **Header** (includes name, contact info and abstract)
- ?? **Scheduled run time** (also tells how long it should take to run if nothing goes wrong)
- ?? **Diagram** (this is an optional Section: if there is no diagram, this section is not displayed)
- ?? **Details / Normal Operations** (Instructions on how to start and stop this Process if nothing goes wrong)
- ?? **Common Problems and Failure Instructions** (Instructions on what to do when something goes wrong; also lists common problems and conditions to watch out for)
- ?? **Associated Steps and Sub-steps** (Each Processes must have at least one Step)

5.1.1 Header

Name:	The official name by which the process is referred.
AKA:	(Also Known As) Lists nicknames and shortened names that are used in everyday conversation. There may be more than one entry for this field. For example, the Nightly Load may sometimes be referred to as just, “The Load” or “The Overnight Load.”
Tolerance:	How critical this step is to the entire Transaction Monitor process as a whole. The following options are available: Critical, Major, Important, Not Important, N/A. See section 2.2 for details.
System:	Name of the primary system this Process is associated with.
Primary Contact:	After you’ve followed the instructions below, this is the first person you should contact for help in fixing a problem.
Secondary Contact:	Same as above, and only to be contacted when the first choice is unavailable.
Abstract:	A short, 100-word (or less) description of what occurs in this Process.

5.1.2 Scheduled Time

Scheduled Time: The time of day it is supposed to run. This time can be in any format: 12-hour, 24-hour (military).

Scheduled Days: The days of the week it normally runs.

Alt. Scheduled Time: When it runs if something goes wrong, or if it runs at different times on weekends than weekdays.

Alt. Scheduled Days: Same as above.

Holiday Instructions: What to do if the normal run time is interrupted by a scheduled holiday (usually just run it again on the next business day).

NOTE: Remember, only Processes have scheduled times. Steps and Sub-steps inherit these from the Process.

5.1.3 Diagram

If there is not a diagram, nothing will display, not even the header for this section.

5.1.4 Details / Normal Operations

Start Requirements: Information about what must be present, or system settings/requirements that must be met prior to successfully running this Process. This includes permissions and other network information, as well.

Start Instructions: Step-by-step details of how to begin the Process. Starting the Process usually starts all associated Steps and Sub-steps.

Stop Instructions: How to stop the Process manually. Most Processes – when functioning properly – will stop when completed.

Usage Notes: Comments from the developers covering topics that do not fit elsewhere in this Section.

5.1.5 Common Problems and Failure Instructions

Common Problems: If the Process fails, this is the most likely point of failure.

Common Resolutions: Before doing anything else, try this first.

Failure Consequences: Other Processes and Steps may fail if this Process does not run correctly. This will serve as a guide as to what else is likely to have gone wrong.

Failure Instructions: Aside from getting everything back up and running, you may need to reset servers, delete partially downloaded files, or contact certain individuals. This also informs you if this failure is likely to corrupt data elsewhere in the system.

5.1.6 Associated Steps and Sub-Steps

This list is provided to help you view the relationship and interdependencies of the Steps and Sub-steps grouped in this Process. The Transaction Monitor is comprised of many interconnected pieces. If one fails, others are likely to. Like the **Failure Consequences** listed above, this is a good place to start looking for other Steps that may have crashed or may cause problems in the future.

5.2 Step Detail

The Step Detail information is organized in a similar manner to the Process Detail screens. Each Step Detail screen is divided into six sections. These sections are:

- ?? **Header** (includes name, contact info and abstract)
- ?? **Scheduled run time** (also tells how long it should take to run if nothing goes wrong)
- ?? **Diagram** (this is an optional Section: if there is no diagram, this section is not displayed)
- ?? **Details / Normal Operations** (Instructions on how to start and stop this Process if nothing goes wrong)
- ?? **Common Problems and Failure Instructions** (Instructions on what to do when something goes wrong; also lists common problems and conditions to watch out for)
- ?? **Associated Sub-steps** (Each Processes must have at least one Step)

5.2.1 Header

Name:	The official name by which this is referred.
Type:	(Pulled from the IO / File table) Type of file or processes executed or called to initiate this step. Possible types include: Batch File, ISQL Call, etc.
Tolerance:	How critical this is to the entire Transaction Monitor process as a whole. The following options are available: Critical, Major, Important, Not Important, N/A. See section 2.2 for details.
System:	Name of the primary System this is associated with.
Primary Contact:	After you've followed the instructions below, this is the first person you should contact for help in fixing a problem.
Secondary Contact:	Same as above, and only to be contacted when the first choice is unavailable.
Abstract:	A short, 100-word (or less) description of what occurs in this Step.

5.2.2 Scheduled Time

Standard Duration: The amount of time, in hours and minutes, required for this Step to run when everything goes well. If this exceeds that time frame, you should check for errors.

Holiday Instructions: What to do if the normal run time is interrupted by a scheduled holiday (usually just run it again on the next business day).

NOTE: Remember, only Processes have scheduled times. Steps and Sub-steps inherit these from the Process.

5.2.3 Diagram

If there is not a diagram, nothing will display, not even the header for this section.

5.2.4 Details / Normal Operations

File Name: Name of the file, or ISQL call, initiating this Step.

Type: (Pulled from the IO / File table) Type of file or processes executed or called to initiate this step. Possible types include: Batch File, ISQL Call, etc.

Path: (Pulled from the IO / File table) Full path of the file's location.

IO Direction: (Pulled from the IO / File table) States whether file is input or output.

Description: (Pulled from the IO / File table) Short description of what it is and what it does.

Start Requirements: Information about what must be present, or system settings/requirements that must be met prior to successfully running this Step. This includes permissions and other network information, as well.

Start Instructions: Step-by-step details of how to begin the Step manually. Starting the Step usually starts all associated Sub-steps, and may also initiate subsequent Steps, as well.

Stop Instructions: How to stop the Step manually. Most Steps – when functioning properly – will stop when completed.

Cleanup Instructions: If something goes wrong and you are forced to manually stop the Step, then you may also need to delete files, reset parameters, or perform other actions before you can safely rerun the Step. Failure to follow these instructions can result in the Step failing again, or in it generating corrupt data.

Notes: Comments from the developers covering topics that do not fit elsewhere in this Section.

5.2.5 Common Problems and Failure Instructions

Common Problems: If the Process fails, this is the most likely point of failure.
Common Resolutions: Before doing anything, try this first.

5.2.6 Associated Sub-Steps

This list is provided to help you view the relationship and interdependencies between this Step and its Sub-steps. The Transaction Monitor is comprised of many interconnected pieces. If one fails, others are likely to, so this is a good place to start looking for other Steps that may have crashed or may cause problems in the future.

5.3 IO / File Detail

The IO (Input and Output) / File Detail includes specific about each and every file that is used in the Transaction Monitor system. These files are used by Steps and Sub-steps.

Detail includes the following information:

Description:	A short description of what this file does.
System Name:	(Pulled from the System table) The name by which this system is referred.
IO Direction:	Whether the file is incoming or outgoing.
Type:	Batch file, ISQL call, etc.
File Name:	The actual name of the file (for example, v10.bat).
Full Path:	The file's full path on the network.
Primary Contact:	After you've followed the instructions below, this is the first person you should contact for help in fixing a problem.
Secondary Contact:	Same as above, and only to be contacted when the first choice is unavailable.

5.4 Systems Detail

The Systems Detail information is organized in a similar manner to the other Detail screens. Each System Detail screen is divided into three sections. These sections are:

- **Header** (includes name, contact info and System Group)
- **System Info** (includes OS info, required permissions, and required software
- **System Notes** (Developer comments)

5.4.1 System Header

System Name: The name by which this system is referred.

System Group: System Group names are provided for your convenience. They include Money Zap, TeleCheck, TCK Collections, TSE, and Shared Global.

Physical Location: Where the hardware is located. This may include a description, a physical address, or a network (IP) address.

Network Path: If the System is accessed via the network, this includes the full network path.

Primary Contact: After you've followed the instructions below, this is the first person you should contact for help in fixing a problem.

Secondary Contact: Same as above, and only to be contacted when the first choice is unavailable.

5.4.2 System Info

OS Name: Operating System name. Usually Windows NT or Unix.

OS Version: If NT, then it's usually 4.0. If Unix, should be specific name or vendor's name.

Service Packs/ Extensions: Particularly important for NT systems. Should also include if Internet Information Server is running, and if so whether or not FrontPage Extensions are installed.

Required Software: Lists all other software required for this system to operate properly. This should include non-standard DLLs.

Required Permissions: Notes if Admin – or other – privileges are required.

5.4.3 System Notes

Developer comments about this System.

5.5 Contacts

Contact information is provided as a last resort when something goes wrong. Do not contact these people until you have read and attempted the failure instructions detailed under Process Details and Step Details.

Information in this section is in standard address book format, and will not be elaborated on here. Each listing contains full information for the Primary and Secondary Contacts referenced throughout this system by Processes, Steps and Systems.

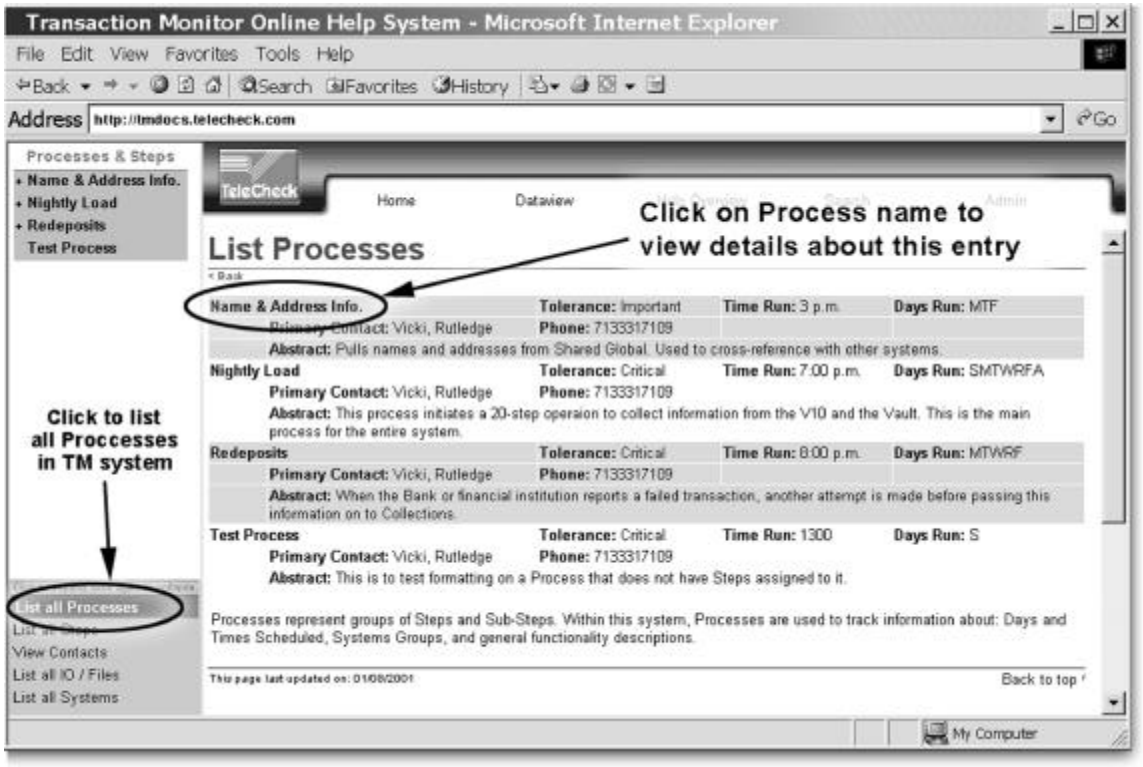
6 Other Screens

By clicking on the buttons in the List Menu area, TM Docs can display a list of each type of data stored in this system. Please keep in mind that these are just lists and do not usually indicate how

You may use these buttons to list all of the data associated with the topics listed below. Lists will be sorted either alphabetically, or by Step number, or some other criteria. As you mouseover a row, the entire row will highlight to indicate that it is active and that there is more information available about that item. Click on the item and a detail screen will appear in.

6.1 List all Processes

As indicated, all Processes will be listed. Each listing displays only the header information; to view the detail screen for that entry, click on the Process name.



6.2 List all Steps

As indicated, all Steps will be listed. Each listing displays only the header information; to view the detail screen for that entry, click on the Step name. This list includes all Steps and Sub-steps.

6.3 View all Contacts

This provides e-mail and phone numbers for contacting responsible parties when the provided instructions fail to resolve your problem. Only contact these people as a last resort.

6.4 List all IO / Files

This lists every single batch file, ISQL call, and SQL query used in the Transaction Monitor system (such as the V10, load_vlt.bat, etc.). This is only a list; it does not show Step or Sub-step associations.

6.5 List all Systems

Lists every computer that is connected or provides data to the Transaction Monitor system. Sometimes a system is located offsite and is not maintained by TeleCheck; in these instances much of the specific data may be missing.