

Scheduler Job Issue with On-Premise Version

Issue 1 : Scheduler jobs that are scheduled earlier doesn't seem to appear on the user interface.

Description : If you have scheduled a process to run at specified time interval. The processes are running in the background but not appearing on the user interface. At the same time, you wish to change the time interval for the same scheduler job then, follow the steps in the resolution to fix it.

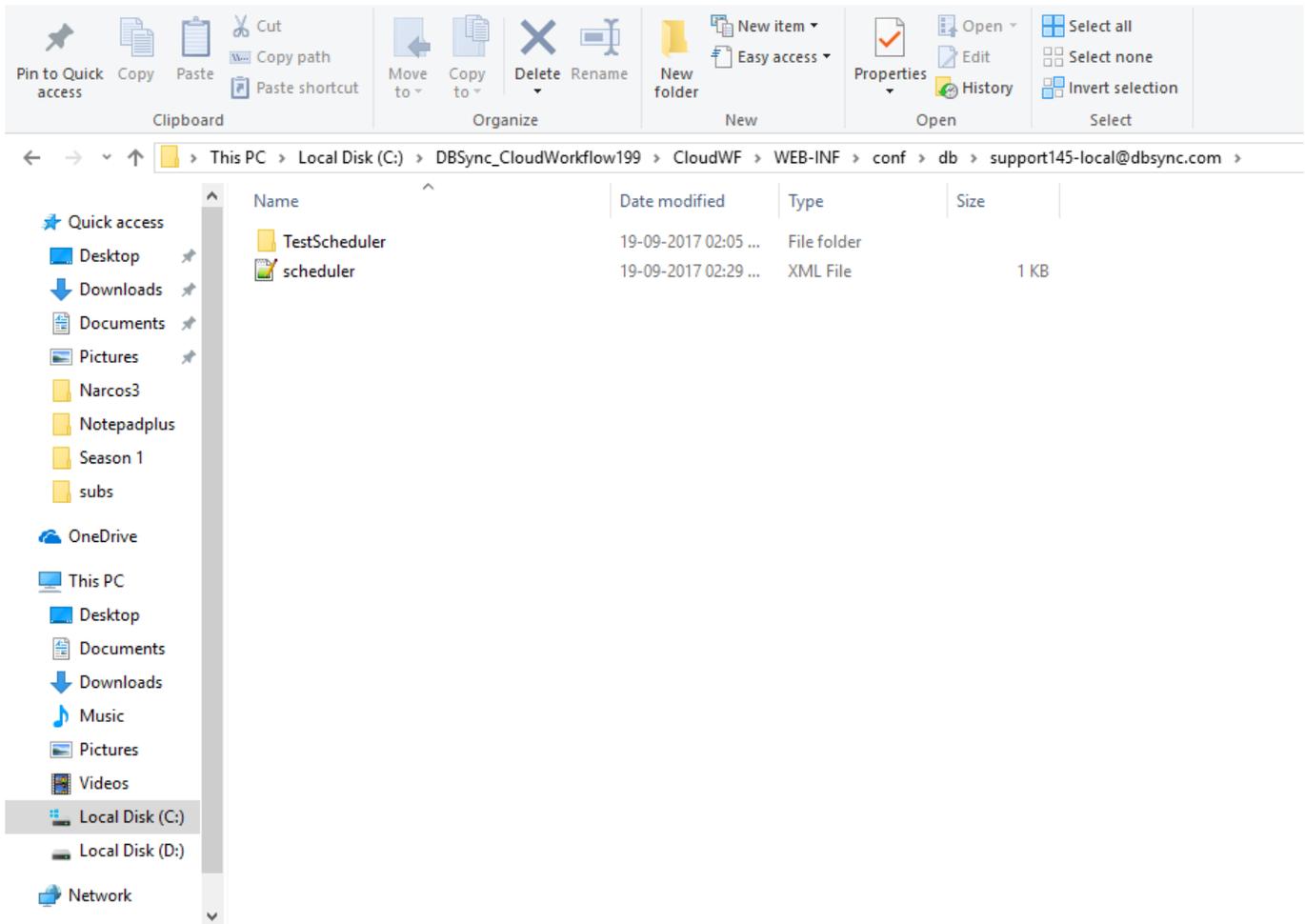
Resolution : To do so, follow the steps below to delete all the existing scheduler jobs that are not showing up on the user interface and, also reschedule them.

Step 1: You need to locate "scheduler.xml" from the installed folder of DBSync cloud workflow.

Step 2 : Navigate to the installed cloud workflow folder on the machine where you had previously installed the on premise version of DBSync cloud workflow.

Step 3 : The folder path would be something like "C:\DBSync_CloudWorkflow\CloudWF\WEB-INF\conf\db\User Name".

Step 4 : Under User Name, you will be able to locate the Scheduler.xml which is as shown in the image below:



Step 5: Delete the scheduler.xml file. Restart your DBSync service.

Now schedule the same jobs from the Scheduler section of cloud workflow. Now, you should be able to see them on the user interface.

Issue 2 : Schedulers are showing in the user interface but not working.

Description : You have scheduled a process to run at specified time interval. The process is running in the background but not appearing on the

user interface. At the same time, you wish to change the time interval for the same scheduler job. If so then, follow the following steps in 'Resolution' section below, to fix it.

Resolution : Delete all existing scheduler jobs that are not showing up on the user interface. Then, reschedule them.

Step 1: You need to locate "scheduler.xml" from the installed folder of DBSync cloud workflow.

Step 2 : Navigate to the installed cloud workflow folder - on the machine where you had previously installed the on premise version of DBSync cloud workflow.

Step 3 : The folder path will be something like "C:\DBSync_CloudWorkflow\CloudWFWEB-INF\conf\db\User Name ".

Step 4 : Under User Name, you will be able to locate the Scheduler.xml.

Step 5: Open the Scheduler using a notepad editor like Notepad++ and check if you can find the code snippet shown below.

```
<context-param>
    <param-name>config-file</param-name>

    <param-value>com/mydbsync/system/scheduler.properties</param-value>
</context-param>
```

If you cannot find the above code snippet then, you should paste it in the bottom of the file. Save the file. Now, restart the DBSync service and schedule the processes to see if they are functioning as required.