

## SLA Configuration

Importing SLA task to the Task Scheduler

- Start Task Scheduler
- Right Click on the **Task Scheduler Library** and select **Import Task** option from the context menu, this will open the file explorer. Modify and then import the SLA\_scheduled\_task.xml file in order to create a SLA scheduled task for that project targeting the RayFlow database (If multiple RayFlow databases exist, then a separate scheduled task should be created for each of them).

O Task Scheduler					
File Action	View Help				
🗢 🔿 🙋					
Task Sched	uler (Local) Name	Status Triggers Next Run Time Last Run Time Last Run Result Author Created	٦		
Create Basic Task		Open X			
	Create Task	€ Search SLA P			
	Import Task				
	Display All Running Tasks Enable All Tasks History	Organize 🔻 New folder 🛛 📰 👻 🔟 🔞			
		Favorites Anne Date modified Type			
	New Folder	Desktop SLA_scheduled_task 16.07.2014 21:00 XML File			
	View +	Downloads =			
	Refresh	🔄 Recent places			
	Help	1 This PC			
		✓ < III >			
	<	File name: SLA_scheduled_task  V XML files (*.xml)  V	>		
	General Trigger	S Open Cancel	=		
	Name: O				
	Location: \		i		

• Pressing the Open button will cause the Create Task dialog to appear, make its pre-configured settings available for review:



RayFlow Server Installation Guide

Create Task						
General Triggers Actions Conditions Settings						
Name: SLA_scheduled_task						
Location: \						
Author:	Author: TEST-DOMAIN\rayflow					
Description:						
Security options						
When running the task, use the following user account:						
SYSTEM Change User or (						
O Run only when user is logged on						
Run whether user is logged on or not						
Do not store password. The task will only have access to local computer resources.						
Run with highest privileges						
Hidden	Configure for:	Windows Server 2012 R2	~			
			OK Cancel			

NOTE: If SQL is off-box, then the domain user that was assigned DBO rights to the RayFlow database should be used instead of the SYSTEM account.

• Under the **Triggers** tab click on the Edit button to modify the trigger

Create Task	Edit Trigger	
General       Triggers       Actions       Conditions       Settings         When you create a task, you can specify the conditions that will trigger the task.       Trigger       Details         Trigger       Details       Status         Daily       At 17:16 every day - After triggered, repeat every 10 minutes for       Enabled	Begin the task: On a schedule  Settings One time Daily Weekly Monthly	
New Edit Delete OK Cancel	Advanced settings  Delay task for up to (random delay): 1 hour  For a duration of: 1 day  For a	
	OK Cancel	

• Under the **Actions** tab click on the Edit button to modify the action:



## RayFlow Server Installation Guide

The link to the file "RayflowSLACalculator.exe" needs to be provided along with the Project ID of the project for which SLA Calculator will do the calculation

• Create Task	X	Edit Action
General Triggers     Actions     Conditions     Settings       When you create a task, you must specify the action that will occur when your task starts.       Action     Details       Start a program     "replace_with_path\Raynet\RayFlow_Web\SLA\RayflowSLACalculator.exe"		You must specify what action this task will perform.         Action:       Start a program         Settings         Program/script:         "E\Program Files (x86)\Raynet\RayFlow_Web\RayFlow\SI         Browse         Add arguments (optional):         y Replace_with_ProjectIS         Start in (optional):
OK	Cancel	OK Cancel

NOTE: The database name and ProjectID for each project that needs to be targeted by the SLA function needs to be entered into the "Add arguments (optional):" field.

• If required modify the **Conditions** and **Settings** for the task:

· Crea	ate Task	<ul> <li>Create Task</li> </ul>
General Triggers Actions Conditions Settings		General Triggers Actions Conditions Settings
Specify the conditions that, along with the trigger, de run if any condition specified here is not true.	stermine whether the task should run. The task will not	Specify additional settings that affect the behavior of the task.
Start the task only if the computer is idle for:	10 minutes 🗸	Allow task to be run on demand
Wait for idle for:         1 hour         ✓           ✓ Stop if the computer ceases to be idle		Run task as soon as possible after a scheduled start is missed
Restart if the idle state resumes     Power		□ If the task fails, restart every: 1 minute ∨
<ul> <li>Start the task only if the computer is on AC power</li> <li>Stop if the computer switches to battery power</li> </ul>		Attempt to restart up to:
Wake the computer to run this task		✓ Stop the task if it runs longer than:
Network	ivailable:	☑ If the running task does not end when requested, force it to stop
Any connection	~	□ If the task is not scheduled to run again, delete it after: 30 days ∨
		If the task is already running, then the following rule applies:
		Do not start a new instance
	OK Cancel IV	OK Critelivat

NOTE: This scheduled task will not stop running unless there is at least one PO in the database, so it is best to disable it until that phase has been actioned.