

Administrator 6.5

QualiWare Execution Framework (QEF)
Repository Administrator (RA)

Expectations

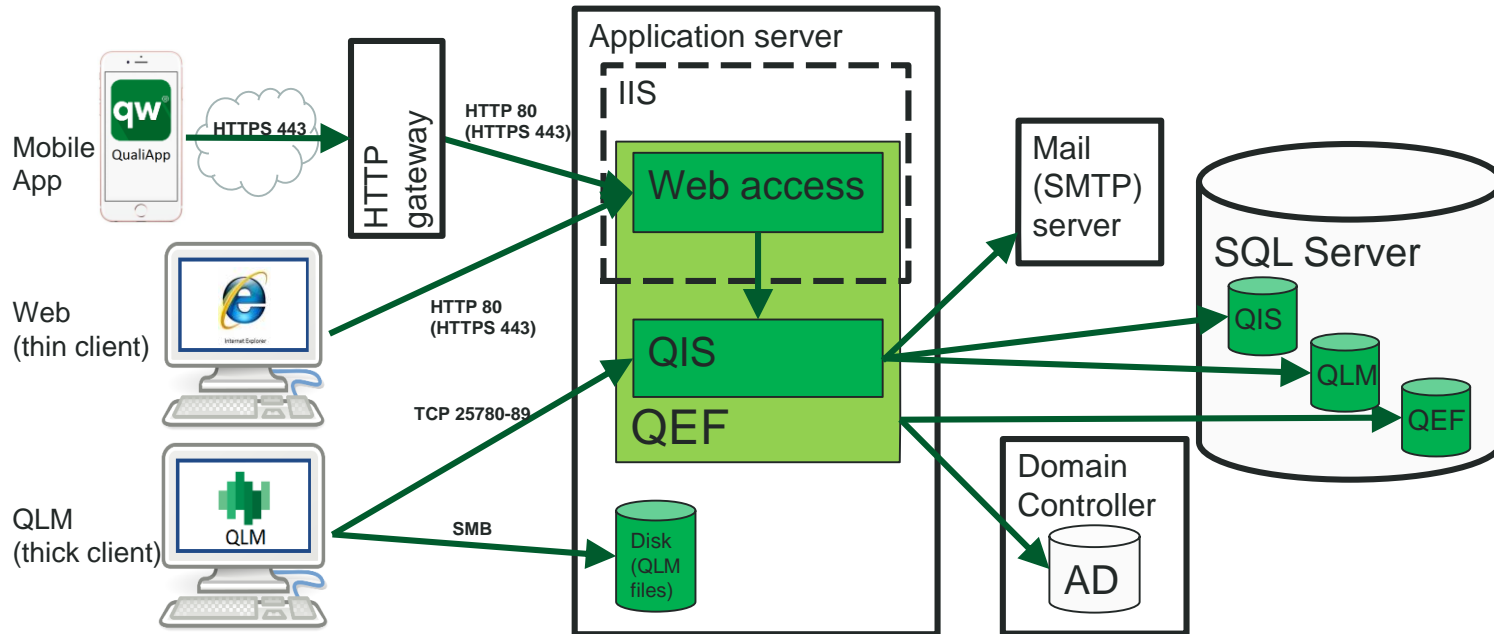


Learning Objectives



- Administrating using QualiWare Execution Framework
 - Administer users and licenses
 - Verifying that the solution is running
 - Managing user sessions and retrieving log data
- Managing using Repository Administrator
 - Administrating repositories
 - Maintaining access/permission
 - Checking QCL Engine log data
- Troubleshooting
 - Common issues and contacting QualiWare support

Architecture



Qualiware Execution Framework

**ENABLING
POSITIVE
CHANGE**

WINDOWS LOCAL

Login with local account or explicit credentials

Enter username...

Enter password...

LOGIN

Set selected authentication type as default

qualiware[®]

QualiWare Integration Server v6.5

[http://\[SERVERNAME\]/qef/console/](http://[SERVERNAME]/qef/console/)

Administration: Modules

SECTIONS

Repositories | Metamodels | Roles | Scripts

+ Create Repository

All Repositories

Repositories

Select repository, configuration and role.

Repository:

Configuration:

Role:

To recreate test repositories and metamodel, click [here](#).

Start
Stop
Restart
Settings
+ Install
Uninstall

Name	Type	Status	Description	Version
<input type="checkbox"/> QCL Engine Manager	Exe	Running	QCL Engine Manager module provides means to register instances of QCL Engine in RA. It also monitors the state of each instance and ensures that it is in synchronization with QualiWare Integration Server.	6.2.0.64
<input checked="" type="checkbox"/> <u>QIS Repository Administrator</u>	Web	Running	QIS Repository Administrator enables management of QualiWare Integration Server repositories and their users	6.2.0.64
<input checked="" type="checkbox"/> <u>QIS WebForms</u>	Web	Running	QIS WebForms enables interaction with QualiWare Integration Server from Web.	6.2.0.64
<input type="checkbox"/> QTS Manager	Web	Stopped	QTS Manager enables management of QualiWare Task Scheduler tasks	6.2.0.64
<input type="checkbox"/> QualiWare Integration Server	Exe	Running	QualiWare Integration Server module enables interaction with QualiWare Lifecycle Manager database repository.	6.2.0.64
<input type="checkbox"/> QualiWare SharePoint Connector	Exe	Stopped	QualiWare SharePoint Connector module enables interaction with Microsoft SharePoint.	6.2.0.64
<input type="checkbox"/> QualiWare Task Scheduler	Exe	Stopped	QualiWare Task Scheduler allows to plan execution of various QEF module commands.	6.2.0.64

Module - QIS Repository Administrator

Module
Configuration
Dependencies
About

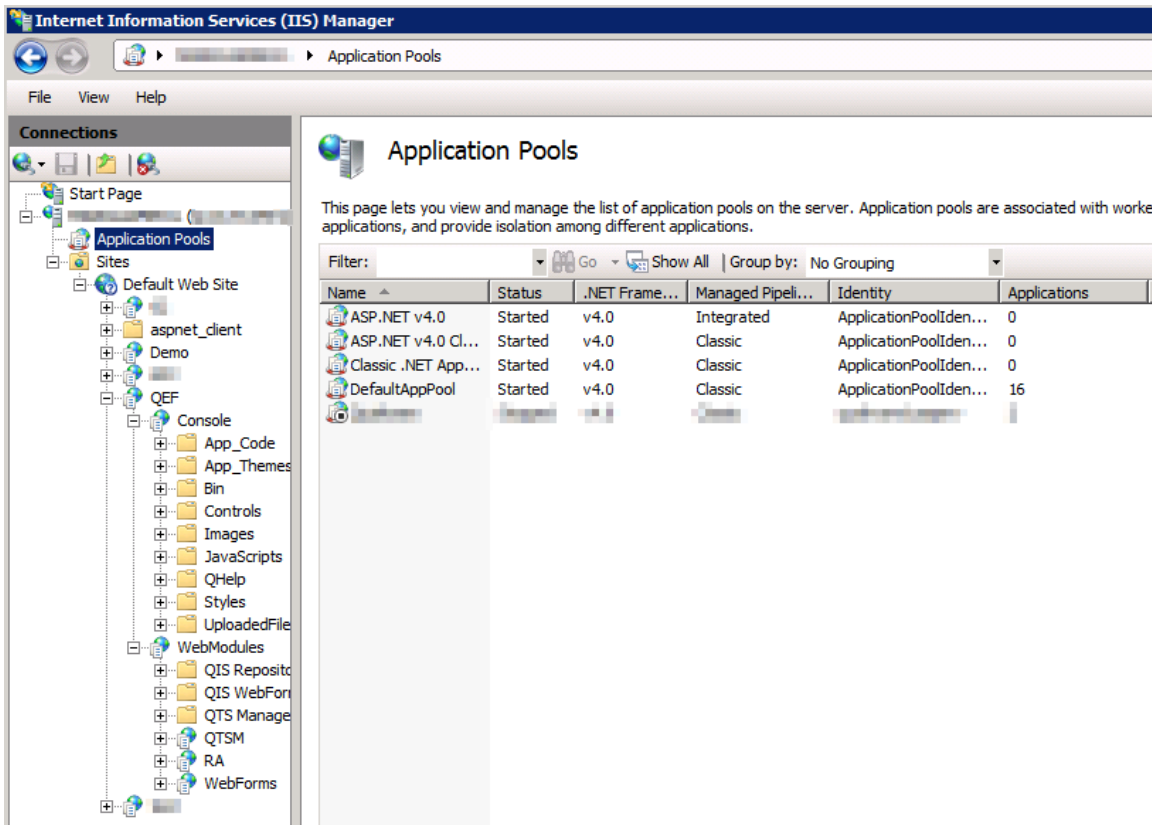
Startup type:

Log level:

Monitoring level:

Administration: Modules

... Others run in Internet Information Services (IIS)



The screenshot shows the Internet Information Services (IIS) Manager interface. The left-hand pane displays a tree view of the server configuration, with 'Application Pools' selected under the 'Default Web Site'. The main pane shows the 'Application Pools' configuration page, which includes a table listing the application pools on the server.

Application Pools

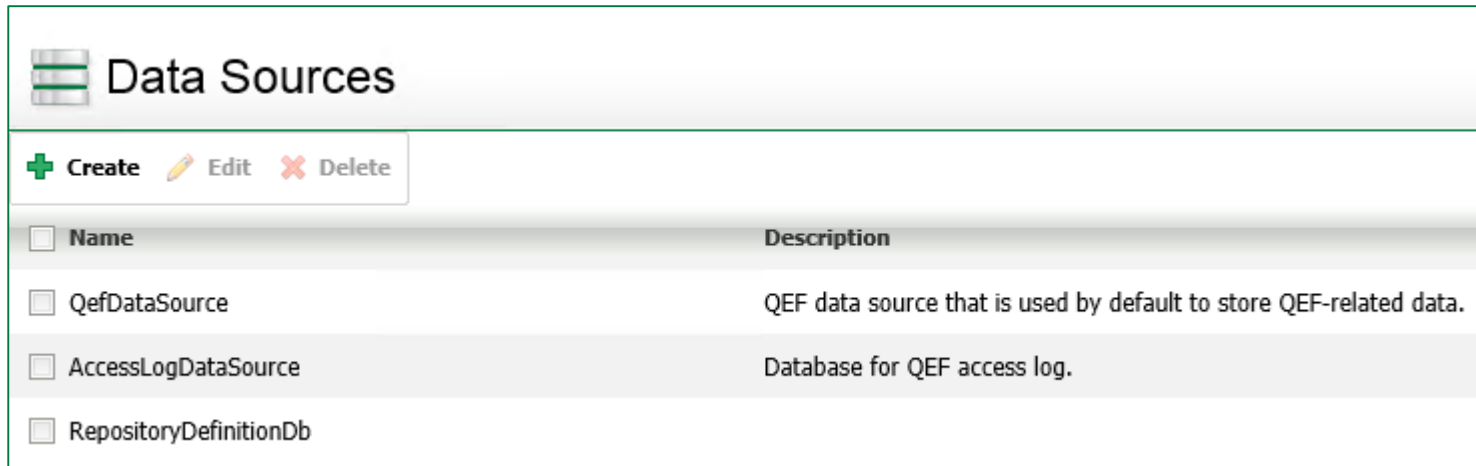
This page lets you view and manage the list of application pools on the server. Application pools are associated with worker applications, and provide isolation among different applications.

Filter: [Go] Show All | Group by: No Grouping

Name	Status	.NET Frame...	Managed Pipeli...	Identity	Applications
ASP.NET v4.0	Started	v4.0	Integrated	ApplicationPoolIden...	0
ASP.NET v4.0 Cl...	Started	v4.0	Classic	ApplicationPoolIden...	0
Classic .NET App...	Started	v4.0	Classic	ApplicationPoolIden...	0
DefaultAppPool	Started	v4.0	Classic	ApplicationPoolIden...	16

Administration: Data sources

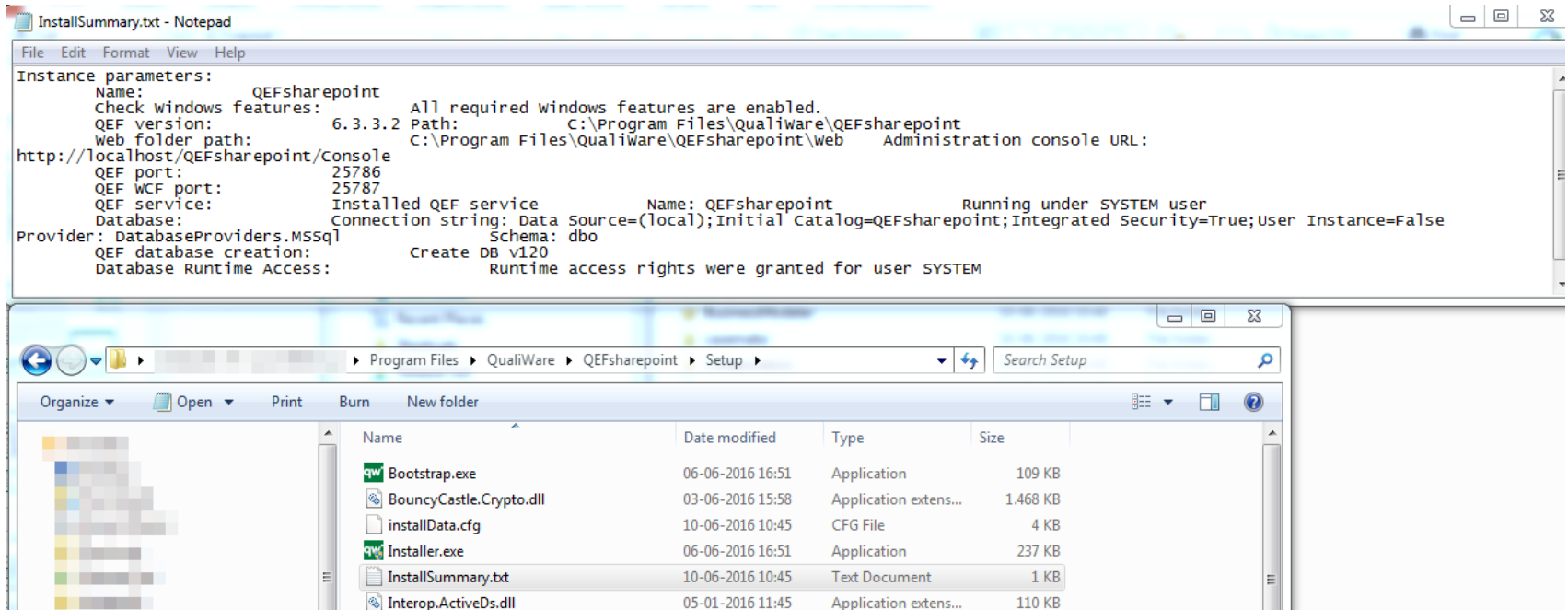
- QefDataSource database connectionstring is default QEF
- AccessLogDatasource database connectionstring is automatically set
 - It is used for logging clicks on the website (front-end) and qlm (back-end)
 - It is enabled for each repository
- RepositoryDefinitionDb is the connectionstring to the QIS database



<input type="checkbox"/> Name	Description
<input type="checkbox"/> QefDataSource	QEF data source that is used by default to store QEF-related data.
<input type="checkbox"/> AccessLogDataSource	Database for QEF access log.
<input type="checkbox"/> RepositoryDefinitionDb	

Install Summary

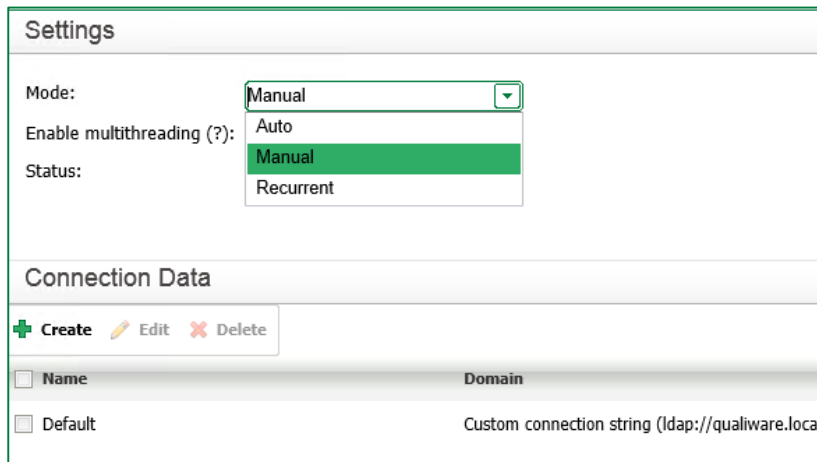
When QEF is initially installed an install summary is placed in QEF's setup folder.



This can be used to inspect installation path, QEF version, ports and SQL data sources

Administration: Active Directory Synchronization

- You can setup as many AD connections as you want
- Modes of synchronization
 - Auto: It will automatically update users and groups
 - Manual: An update button will appear
 - Recurrent: Specific day(s) and a specific time for updating users and groups are set
- Enable multithreading could make the synchronization faster if the sql server is powerful enough and is not completely busy.
- Create 'Connection Data'
 - Domain Type: current domain either user or computers and custom
 - Domain name/connection: is automatically set if current user/computer domain is used. Otherwise you need to write the ldap string
 - Ldap example: ldap://qualiware.local/OU=QualiWare,DC=qualiware,DC=local
 - Include child domains: enabled/disabled
 - Login as: if there are some security measures that requires a login in order to get access to the AD



Settings

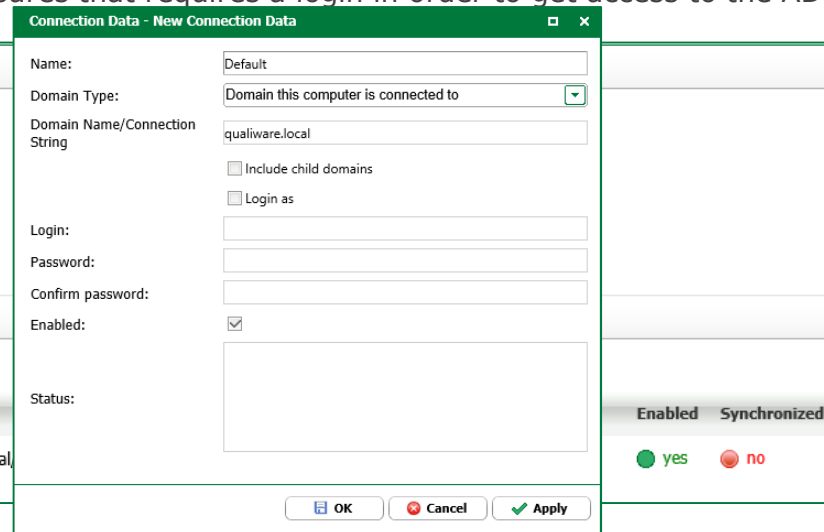
Mode:

Enable multithreading (?):

Status:

Connection Data

<input type="checkbox"/>	Name	Domain
<input type="checkbox"/>	Default	Custom connection string (ldap://qualiware.local)



Connection Data - New Connection Data

Name:

Domain Type:

Domain Name/Connection String:

Include child domains

Login as

Login:

Password:

Confirm password:

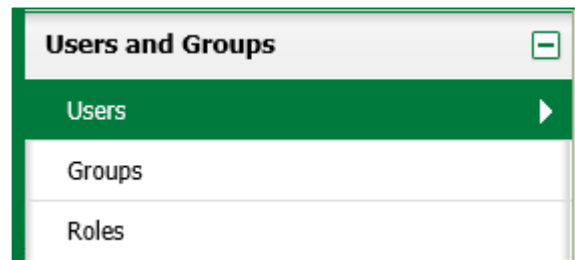
Enabled:

Status:

Enabled	Synchronized
<input checked="" type="radio"/> yes	<input type="radio"/> no

Administration: Users and Groups

- Users: contains all local and AD users
- Groups: contains all local and AD groups
- Roles: contains all predefined QEF roles (you will not need to change those)



Administration: Sessions



- Here you can see who is logged in, with which license and where (Client ID)
- You can kill a users session or logout the user
 - Killing a session will free all "locked" repository objects

<input type="checkbox"/> Login	Full Name	Computer Name	Started	Last Activity	License Type	Client ID
<input type="checkbox"/> Admin	QualiWare Administrator	Dev-Support.qualiware.local	07-07-2015 05:53:57	07-07-2015 11:37:45	QEI (Concurrent)	QLM
<input type="checkbox"/> Admin	QualiWare Administrator	Dev-Support.qualiware.local	07-07-2015 11:37:42	07-07-2015 11:37:42	RA (Concurrent)	RA
<input type="checkbox"/> Admin	QualiWare Administrator	Dev-Support.qualiware.local	07-07-2015 11:36:52	07-07-2015 11:37:47		AdminConsole
<input type="checkbox"/> Admin	QualiWare Administrator	Dev-Support.qualiware.local	07-07-2015 11:34:21	07-07-2015 11:37:47	RA (Concurrent), CAI (Concurrent)	WebForms

Administration: Licenses



- Installation code is used for creating licenses
 - The return will be an xml structure
- Install license either from 1) copying the xml or 2) by selecting the xml file

Licenses

License type:

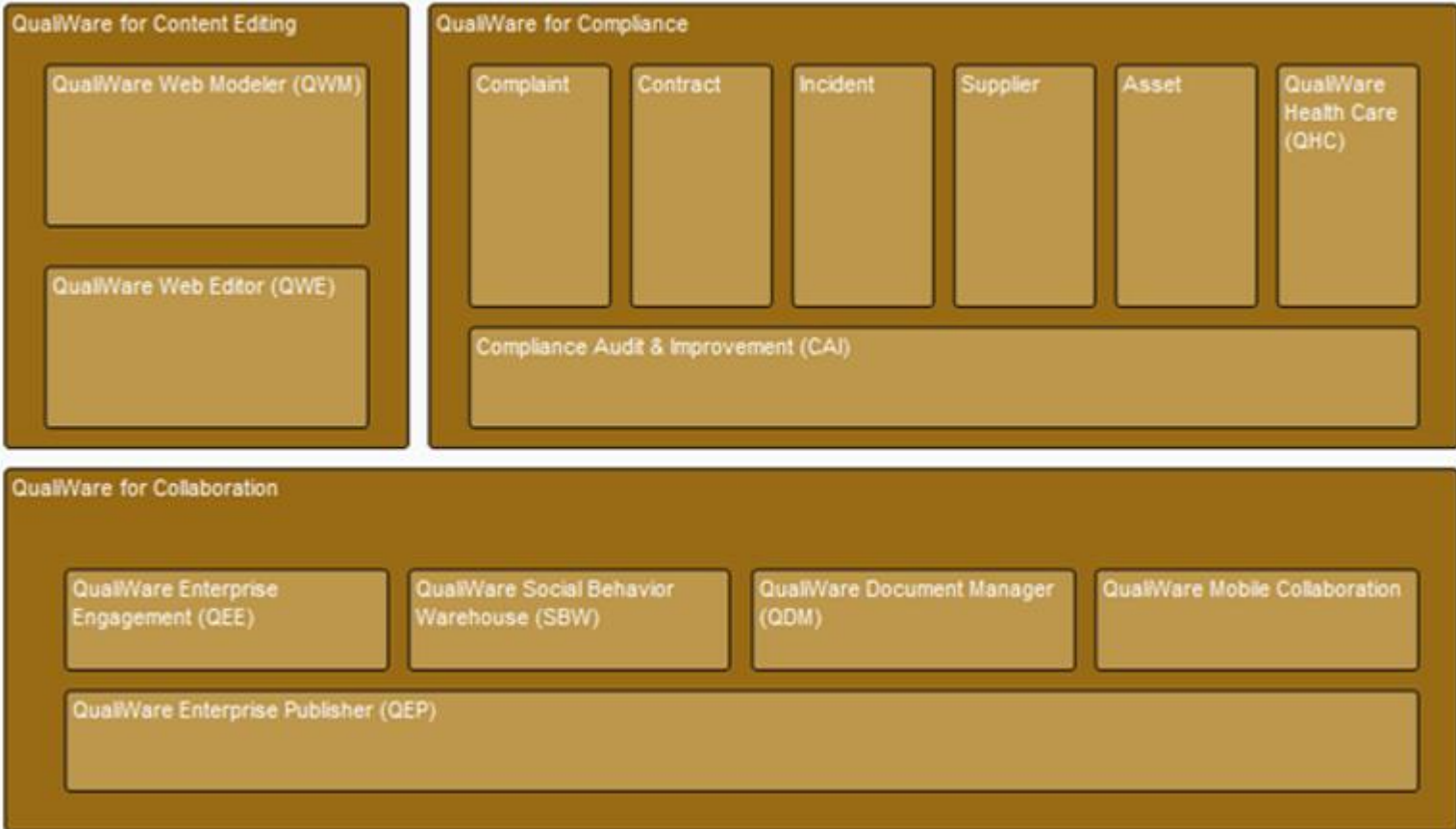
[Installation Code](#) [+ Install](#) [↻ Upgrade](#) [✖ Uninstall](#) [✎ Edit](#) [↓ Download](#) [↑ Upload](#) [↓ Download CSV](#)

<input type="checkbox"/> Name	Type	Mode	Limit	Assigned count	Local count	Created	Expires	Valid	Trial	Checked out
<input type="checkbox"/> RA	Concurrent	read-write	2 sessions	none	none	09-10-2014	Never	● yes	● no	● no
<input type="checkbox"/> QEI	Concurrent	read-write	10 sessions	none	none	09-10-2014	Never	● yes	● no	● no
<input type="checkbox"/> QLM	Concurrent	read-write	5 sessions	none	none	09-10-2014	Never	● yes	● no	● no
<input type="checkbox"/> QIS client	Concurrent	read-write	500 sessions	none	none	09-10-2014	Never	● yes	● no	● no
<input type="checkbox"/> QEP	Concurrent	read-write	500 sessions	none	none	09-10-2014	Never	● yes	● no	● no
<input type="checkbox"/> CAI	Concurrent	read-write	500 sessions	none	none	09-10-2014	Never	● yes	● no	● no

Administration: Licenses

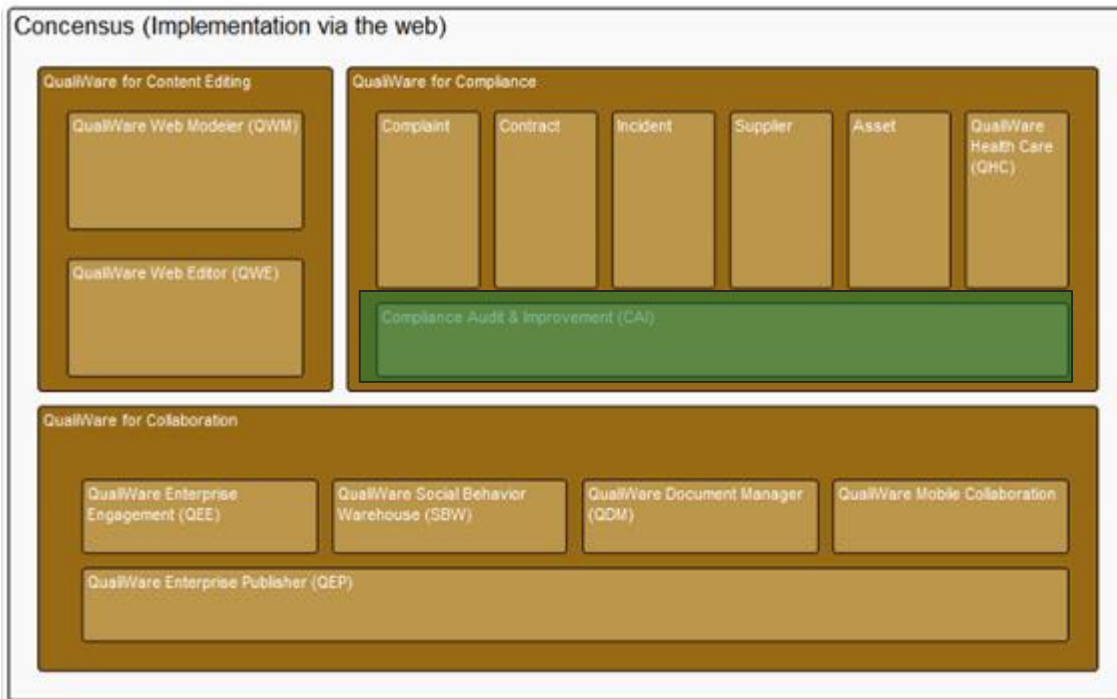


Consensus (Implementation via the web)



Licenses: CAI

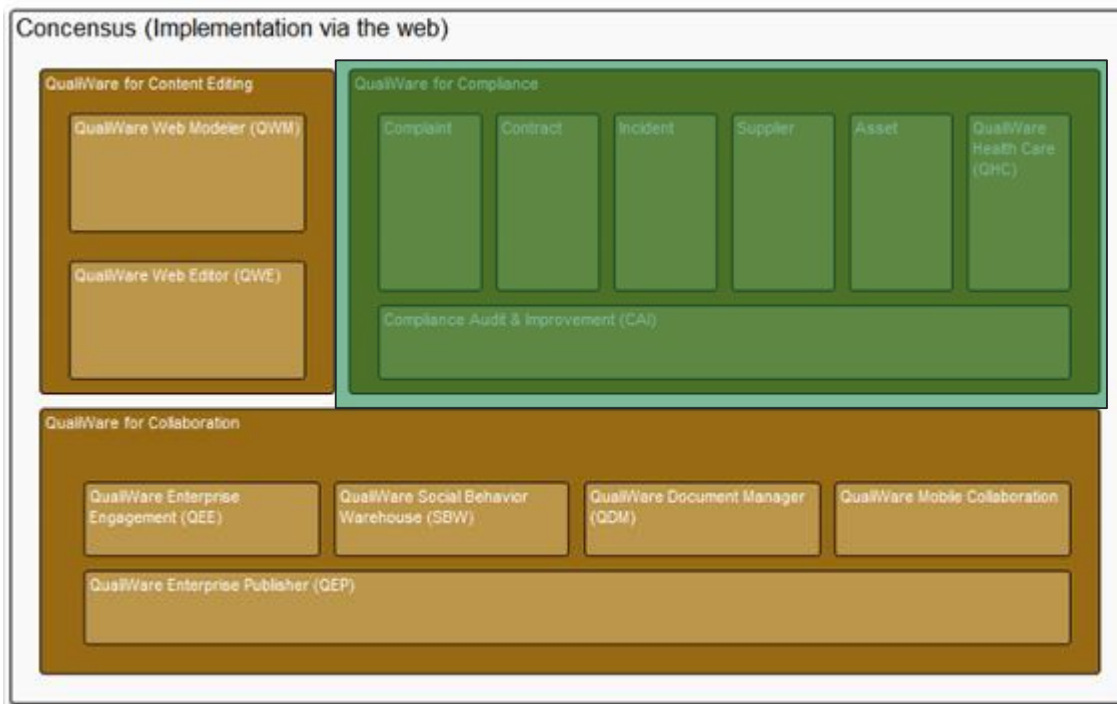
Enables web-based editing of AuditProgram, QualityAudits, Non-Conformances, CorrectiveActions and PreventiveActions



Templates:
AuditProgram CorrectiveAction
NonConformance PreventiveAction
QualityAudit

License: Compliance

This bundle includes several compliance related modules, each with a specific purpose. All modules are dependent on the audit, non-conformance and corrective action features included in the CAI module. If the customer buys CAI plus one additional module from this bundle for a user, the remaining modules are free of charge for this user.

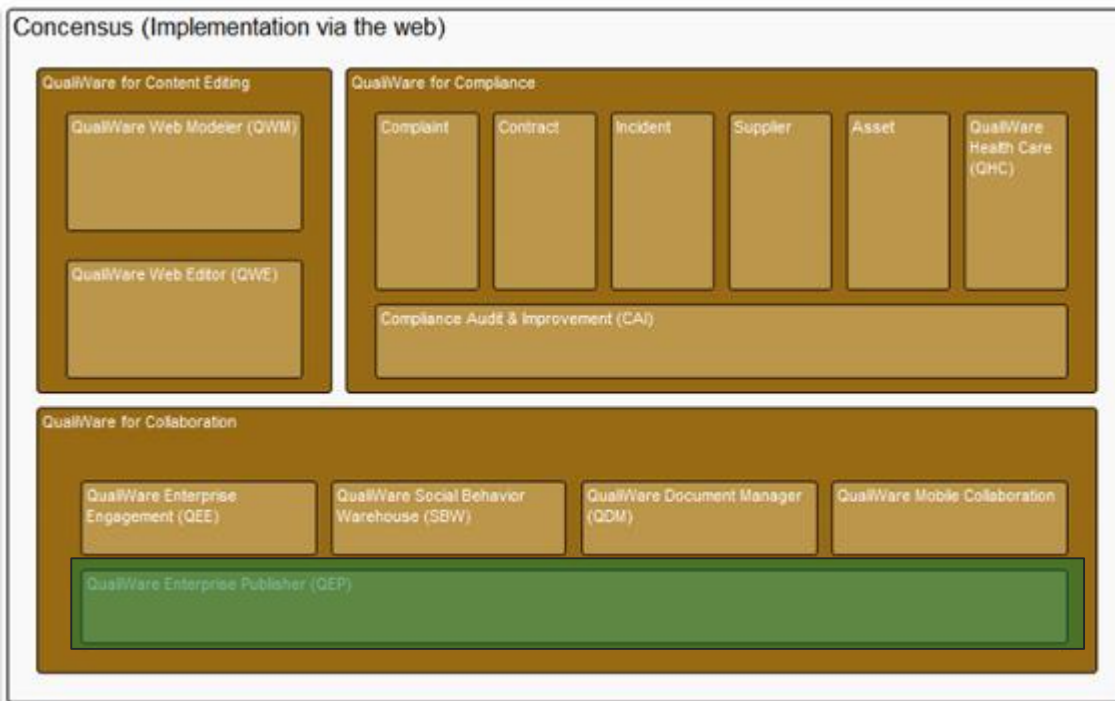


Templates:

Accident, AppraisalInterview, Asset, AssetGroup, CheckItem, CheckList, CheckResult, Complaint, Competence, CompetenceLevel, Contract, CourseParticipation, CurriculumVitae, Department, Education, EducationPlan, HealthCareAnalysis, HealthCareComponent, Incident, ManualLog, Person, StandardOperatingProcedure, Supplier, ValidationReport

License: QEP

This bundle includes four modules that allows the end-user to participate in the enterprise wide governance and collaboration around the maintenance and improvement of corporate knowledge.

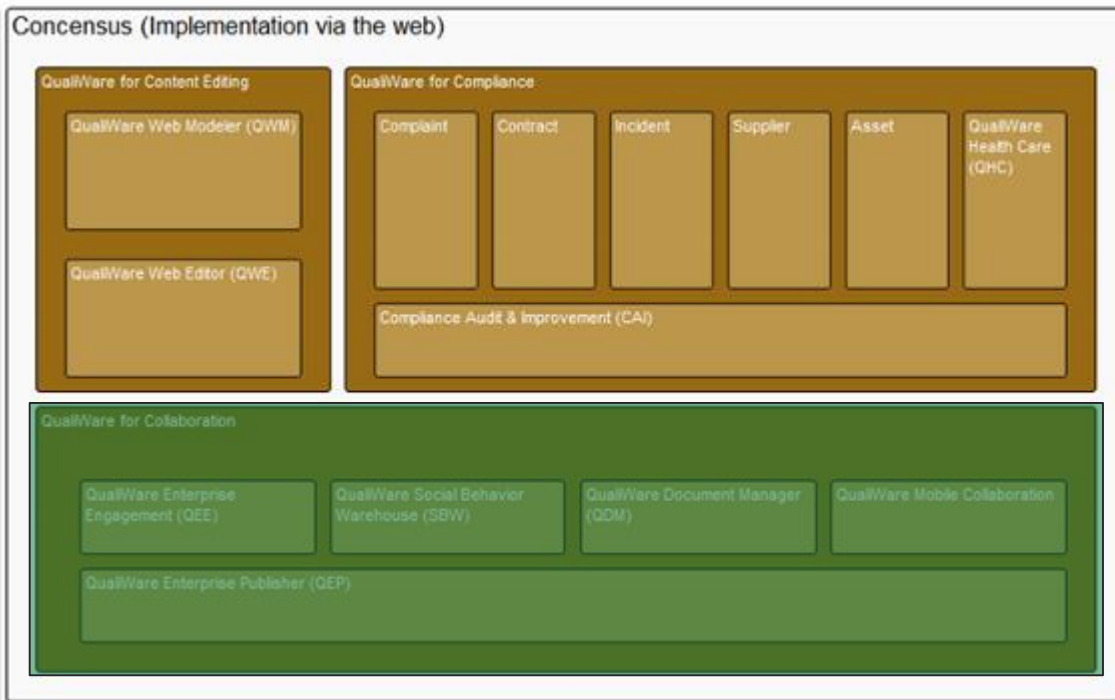


Read Access to All Templates (only from web)

License: Collaboration



This bundle includes four modules that allows the end-user to participate in the enterprise wide governance and collaboration around the maintenance and improvement of corporate knowledge. It also includes a free mobile app that allows the end-user to perform governance tasks as well as registering change requests and problems from a smart phone or tablet. If the customer buys QEP plus one additional module from this bundle for a user, the remaining modules are free of charge for this user.



Templates (Write):

AcknowledgeList
BalancedScorecardDiagram
BusinessChart
ChangeRequest
Comment Dashboard
DerivationRule
ExternalDocument
KeyPerformanceIndicator
Measurement
PerformanceDiagram
PerformanceIndicator
PerformanceNormalization
PerformanceNormalizationRule
PerformanceVisualAppearance
Person
Problem
RealizedMeasurement
Subscription
ValueFromGenericQuery
ValueFromRepository

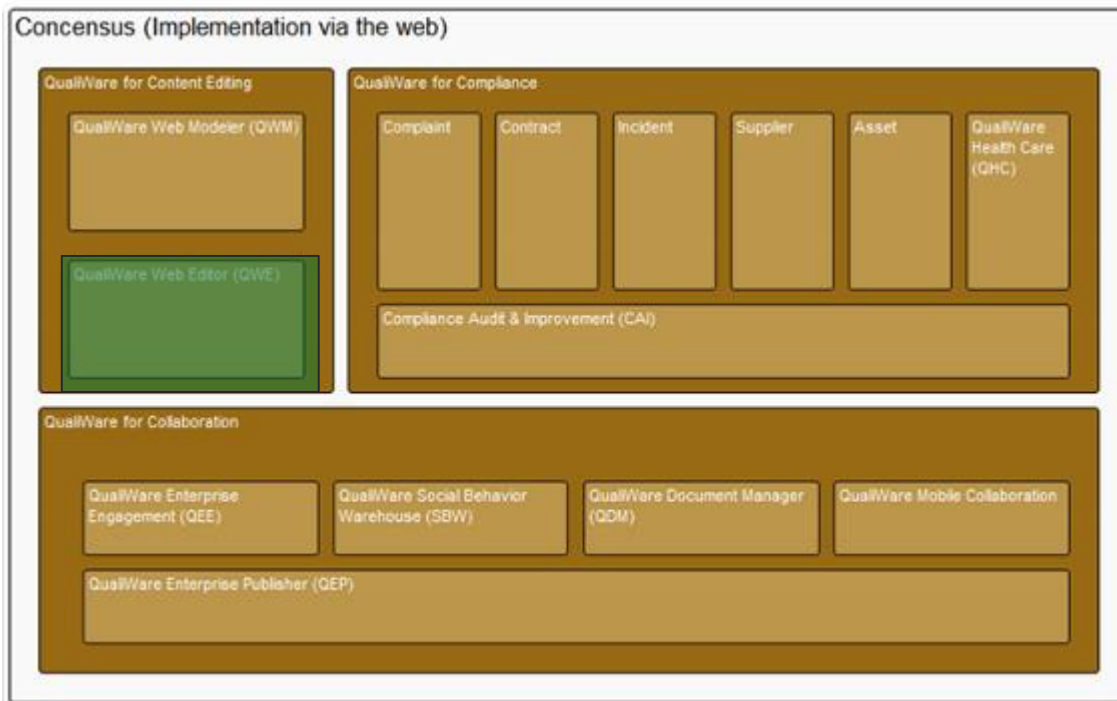
Actions:

Acknowledge, Governance Transitions
(Approve, new Revision), Commenting

License: QWE

Allows end-users to interact with content in repository from web-forms or via web-services.

(QIS License)



Templates (Write):
Everything not found in Collaboration + Compliance

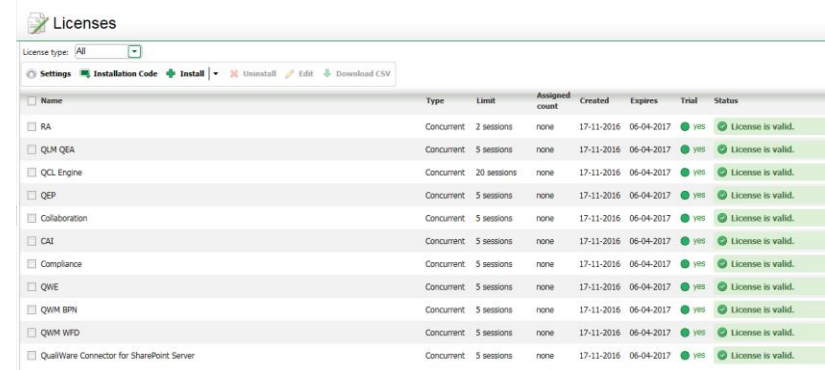
Hardware Tolerance



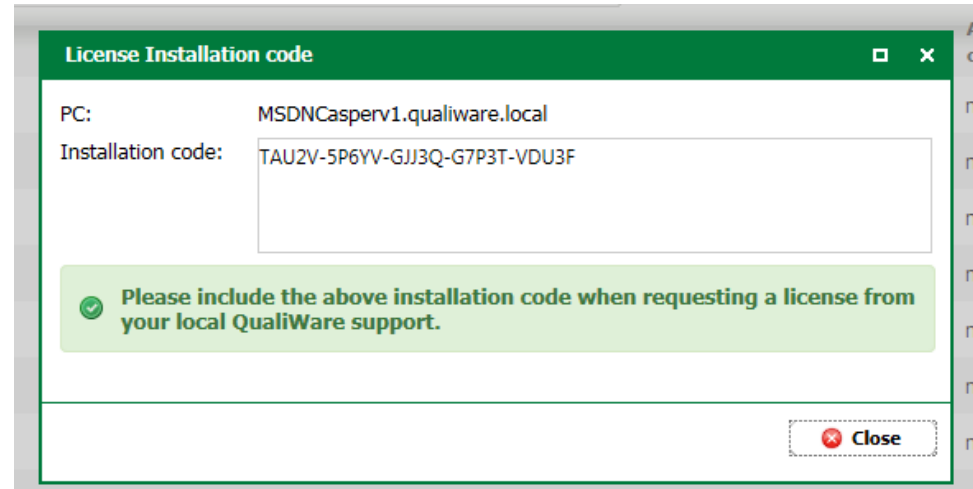
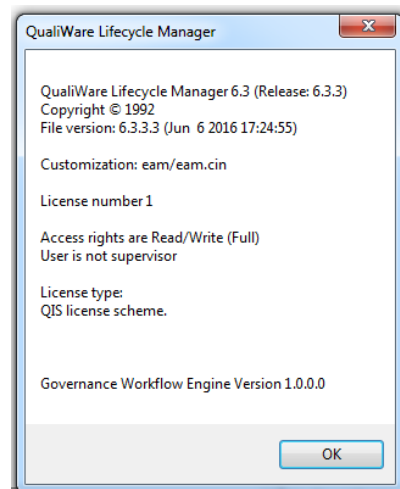
- Licenses have a server "hardware tolerance".
- If the "hardware tolerance" rules are violated the licenses will become disabled.
- Top 3 hardware changes that might cause license to stop working:
 - 1) Changes to RAM
 - 2) Changes to CPUs
 - 3) Changes that are harddrive related

How to request new licenses

- Contact: license@qualiware.com
- Include the following information:
 - Name / Company
 - QEF Licenses
 - Installation Code
 - QLM Version

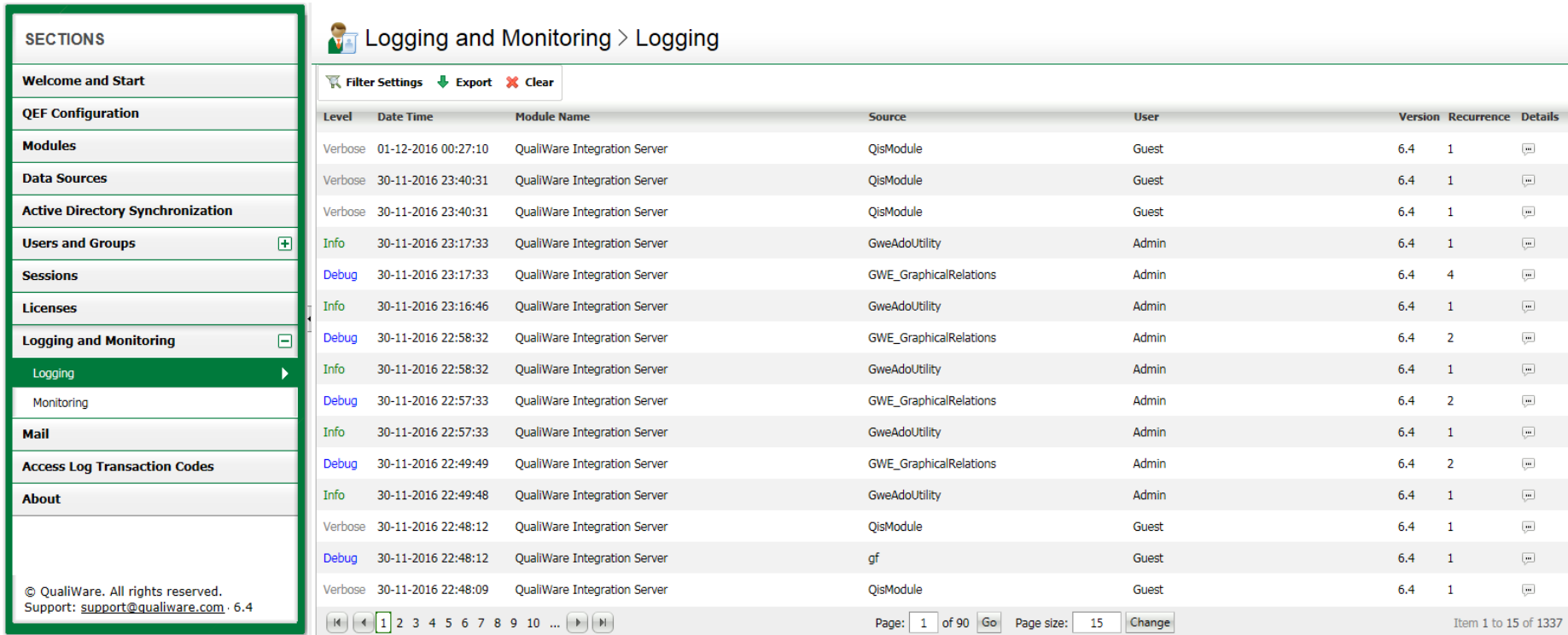


Name	Type	Limit	Assigned count	Created	Expires	Tru	Status
<input type="checkbox"/> RA	Concurrent	2 sessions	none	17-11-2016	06-04-2017	YES	License is valid.
<input type="checkbox"/> QLM QEA	Concurrent	5 sessions	none	17-11-2016	06-04-2017	YES	License is valid.
<input type="checkbox"/> QCL Engine	Concurrent	20 sessions	none	17-11-2016	06-04-2017	YES	License is valid.
<input type="checkbox"/> QEP	Concurrent	5 sessions	none	17-11-2016	06-04-2017	YES	License is valid.
<input type="checkbox"/> Collaboration	Concurrent	5 sessions	none	17-11-2016	06-04-2017	YES	License is valid.
<input type="checkbox"/> CAL	Concurrent	5 sessions	none	17-11-2016	06-04-2017	YES	License is valid.
<input type="checkbox"/> Compliance	Concurrent	5 sessions	none	17-11-2016	06-04-2017	YES	License is valid.
<input type="checkbox"/> QWE	Concurrent	5 sessions	none	17-11-2016	06-04-2017	YES	License is valid.
<input type="checkbox"/> QWM BPN	Concurrent	5 sessions	none	17-11-2016	06-04-2017	YES	License is valid.
<input type="checkbox"/> QWM WFD	Concurrent	5 sessions	none	17-11-2016	06-04-2017	YES	License is valid.
<input type="checkbox"/> QualiWare Connector for SharePoint Server	Concurrent	5 sessions	none	17-11-2016	06-04-2017	YES	License is valid.



Administration: Logging

- If you get an error and need support, you can export the log and send it to QualiWareSupport



Logging and Monitoring > Logging

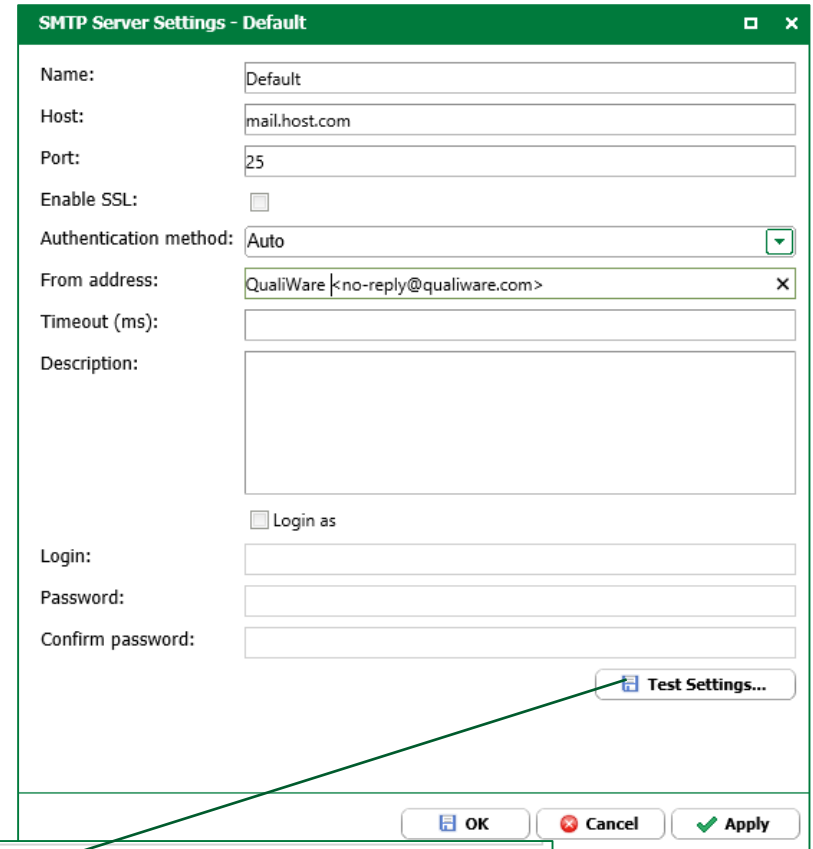
Filter Settings Export Clear

Level	Date Time	Module Name	Source	User	Version	Recurrence	Details
Verbose	01-12-2016 00:27:10	QualiWare Integration Server	QisModule	Guest	6.4	1	
Verbose	30-11-2016 23:40:31	QualiWare Integration Server	QisModule	Guest	6.4	1	
Verbose	30-11-2016 23:40:31	QualiWare Integration Server	QisModule	Guest	6.4	1	
Info	30-11-2016 23:17:33	QualiWare Integration Server	GweAdoUtility	Admin	6.4	1	
Debug	30-11-2016 23:17:33	QualiWare Integration Server	GWE_GraphicalRelations	Admin	6.4	4	
Info	30-11-2016 23:16:46	QualiWare Integration Server	GweAdoUtility	Admin	6.4	1	
Debug	30-11-2016 22:58:32	QualiWare Integration Server	GWE_GraphicalRelations	Admin	6.4	2	
Info	30-11-2016 22:58:32	QualiWare Integration Server	GweAdoUtility	Admin	6.4	1	
Debug	30-11-2016 22:57:33	QualiWare Integration Server	GWE_GraphicalRelations	Admin	6.4	2	
Info	30-11-2016 22:57:33	QualiWare Integration Server	GweAdoUtility	Admin	6.4	1	
Debug	30-11-2016 22:49:49	QualiWare Integration Server	GWE_GraphicalRelations	Admin	6.4	2	
Info	30-11-2016 22:49:48	QualiWare Integration Server	GweAdoUtility	Admin	6.4	1	
Verbose	30-11-2016 22:48:12	QualiWare Integration Server	QisModule	Guest	6.4	1	
Debug	30-11-2016 22:48:12	QualiWare Integration Server	gf	Guest	6.4	1	
Verbose	30-11-2016 22:48:09	QualiWare Integration Server	QisModule	Guest	6.4	1	

Page: 1 of 90 Go Page size: 15 Change Item 1 to 15 of 1337

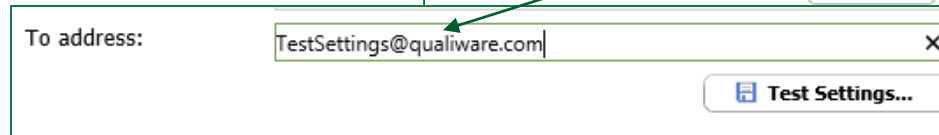
Administration: Mail setup

- Name: recognizable name of the mail server (important if several mail setups are created)
- Host: what is the host of the mail server
- Port: which port can be used for sending mails
- Authentication method: is there need for special authentication (negotiate, ntlm, digest, login)
- Login as: Is there a need for an account to login to get acces to the mail server
- Test settings: 'to address' is made visible and a standard email is sent

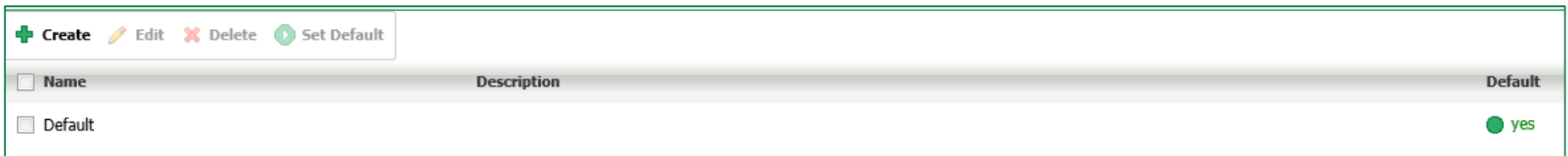


The screenshot shows the 'SMTP Server Settings - Default' dialog box. It contains the following fields and controls:

- Name: Default
- Host: mail.host.com
- Port: 25
- Enable SSL:
- Authentication method: Auto (dropdown menu)
- From address: QualiWare <no-reply@qualiware.com> (dropdown menu)
- Timeout (ms):
- Description:
- Login as
- Login:
- Password:
- Confirm password:
- Test Settings... button
- OK, Cancel, and Apply buttons at the bottom.



The screenshot shows a 'To address' field with the text 'TestSettings@qualiware.com' and a 'Test Settings...' button.



<input type="checkbox"/> Name	Description	Default
<input type="checkbox"/> Default		<input checked="" type="radio"/> yes

Exercise

Exercise 1 – Creating a local user in QEF

- Go to QEF console and create a new local user called *Elisabeth*
- Assign *Elisabeth* a QLM license and a QEP license
- Verify that *Elisabeth* can now access QLM and web

Exercise 2 – Creating a local group in QEF

- Go to QEF console and create a new local group called *Enterprise Architects*. Additionally create 2 new local users called *James* and *William*.
- Put *James* and *William* into *EnterpriseArchitects*
- Assign *EnterpriseArchitects* QLM licenses and QEP licenses
- Verify that *EnterpriseArchitects* can now access QLM and web

Exercise 3 – Creating License Groups

- Go to QEF console and create new groups, one for each type of QualiWare license:

QEP License Group, QWE License Group, Collaboration License Group, CAI License Group, Compliance License Group

Exercise 4 – Assigning Licenses To License Groups

- Assign *EnterpriseArchitects* to the QWE License Group and *Compliance License Group*. (Notice: The Enterprise Architects will now have all licencetypes.)
- Put *Elisabeth* in *QEP License Group*. Assign *EnterpriseArchitects* to QEP license (Notice: she now has a read-only license for web)

Info



Application Server Name: kursus

QEFs:

- http://kursus/qef_AdminCourse1/console/
- http://kursus/qef_AdminCourse2/console/
- http://kursus/qef_AdminCourse2/console/

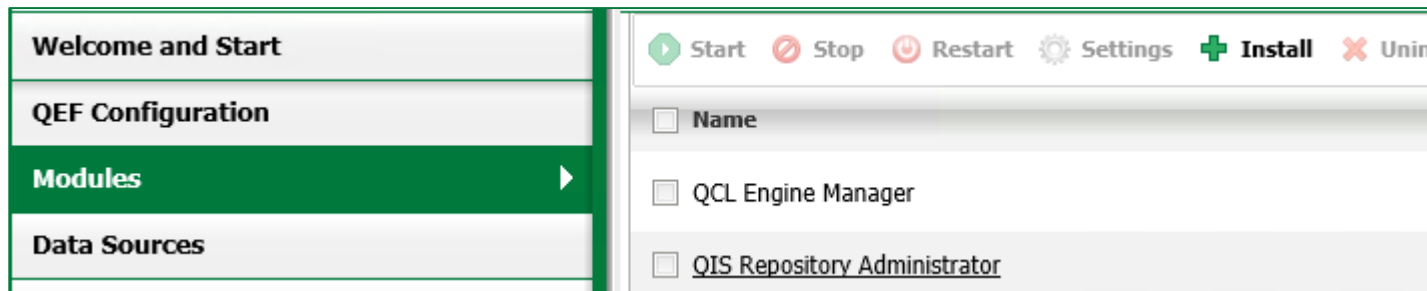
Training Licenses: (emailed)

QLM: shortcut on desktop

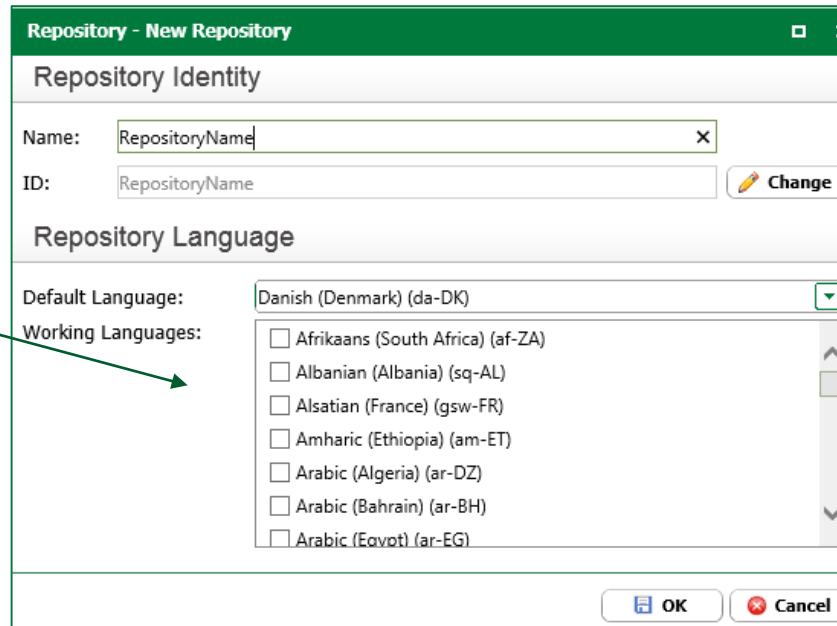
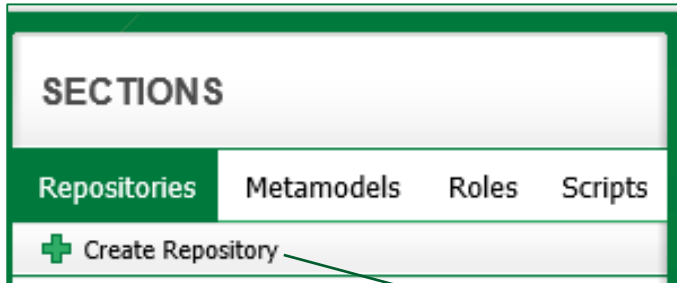
Repositories

RA: Access

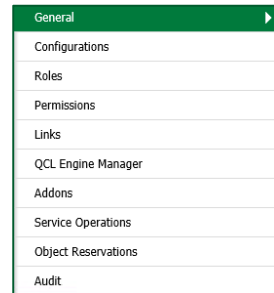
1. [http://\[SERVERNAME\]/QEF/WebModules/RA/Default.aspx](http://[SERVERNAME]/QEF/WebModules/RA/Default.aspx)
2. [http://\[SERVERNAME\]\qef\console](http://[SERVERNAME]\qef\console) -> find the module "QIS Repository Administrator"



RA: Create a new Repository



A screenshot of a dialog box titled 'Repository - New Repository'. It has a green header bar. The dialog is divided into sections: 'Repository Identity' and 'Repository Language'. Under 'Repository Identity', there are two text input fields: 'Name:' containing 'RepositoryName' and 'ID:' containing 'RepositoryName'. There is a 'Change' button with a pencil icon next to the ID field. Under 'Repository Language', there is a 'Default Language:' dropdown menu set to 'Danish (Denmark) (da-DK)'. Below that is a 'Working Languages:' section with a list of languages and their codes, each with an unchecked checkbox: Afrikaans (South Africa) (af-ZA), Albanian (Albania) (sq-AL), Alsatian (France) (gsw-FR), Amharic (Ethiopia) (am-ET), Arabic (Algeria) (ar-DZ), Arabic (Bahrain) (ar-BH), and Arabic (Egypt) (ar-EG). At the bottom right, there are 'OK' and 'Cancel' buttons.

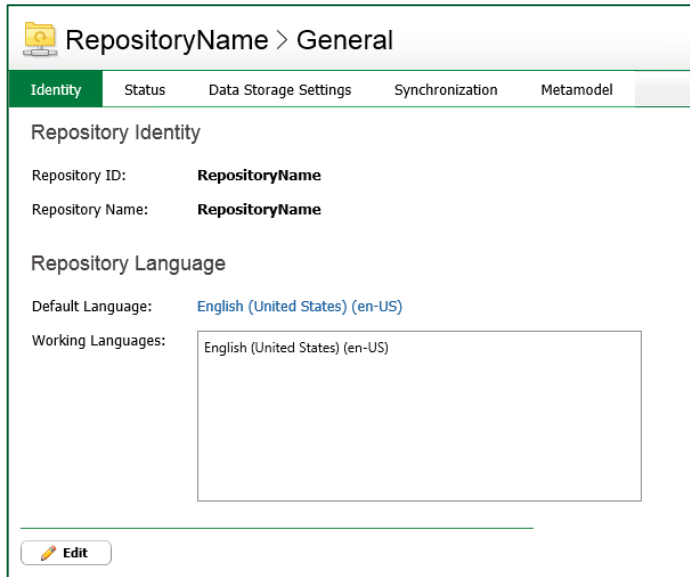


- You can create as many repositories as needed

RA: General setup

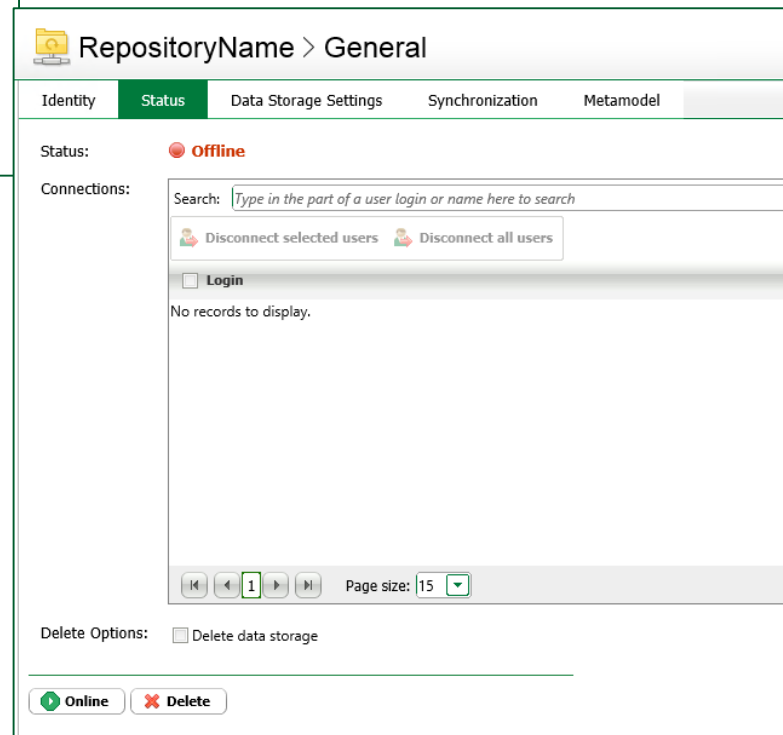
Enabling positive change

General
Configurations
Roles
Permissions
Links
QCL Engine Manager
Addons
Service Operations
Object Reservations
Audit

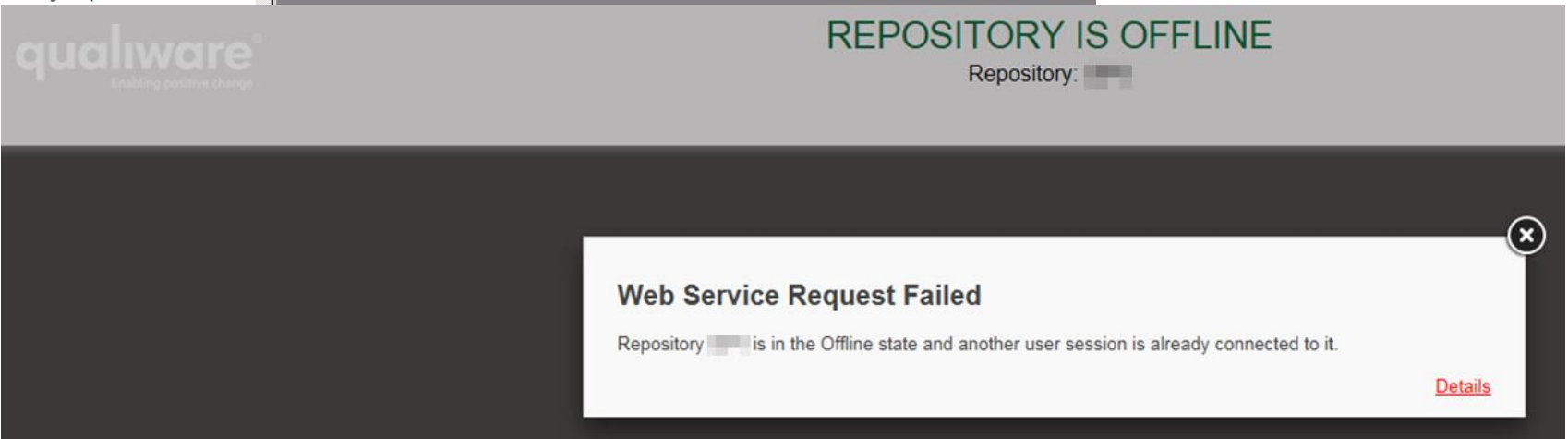
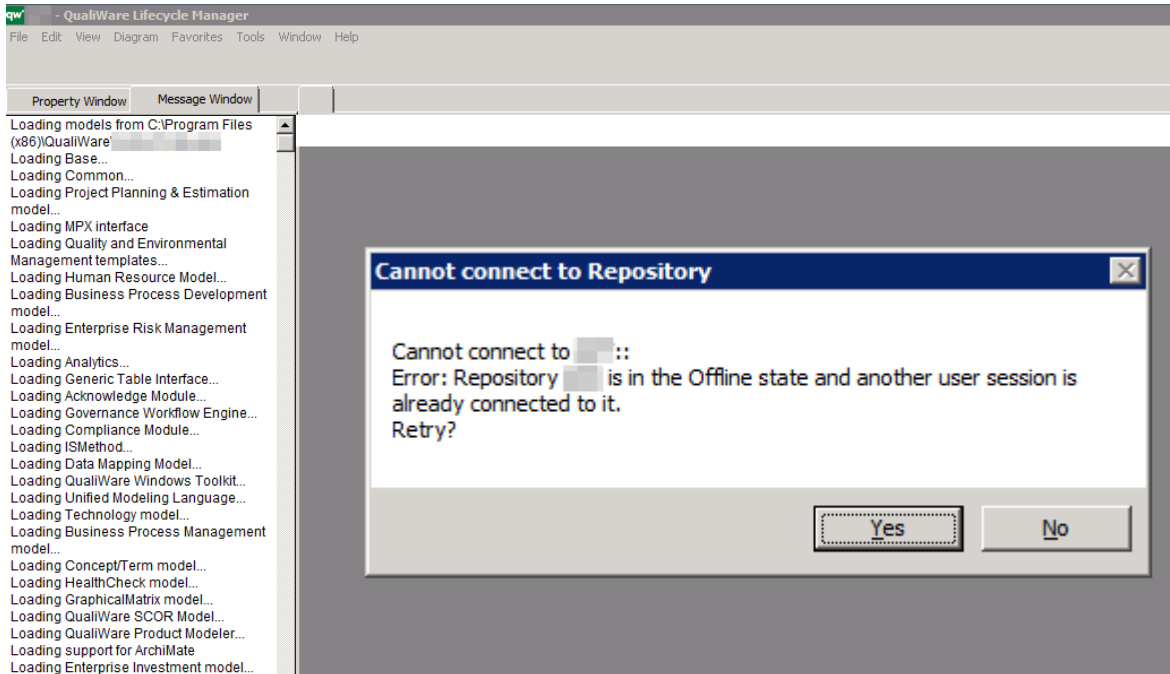


- You can have one default language, but several working languages.

- You can set the repository offline which means that only one user can be connected to it
- Here you will also see who is connected to the repository right now



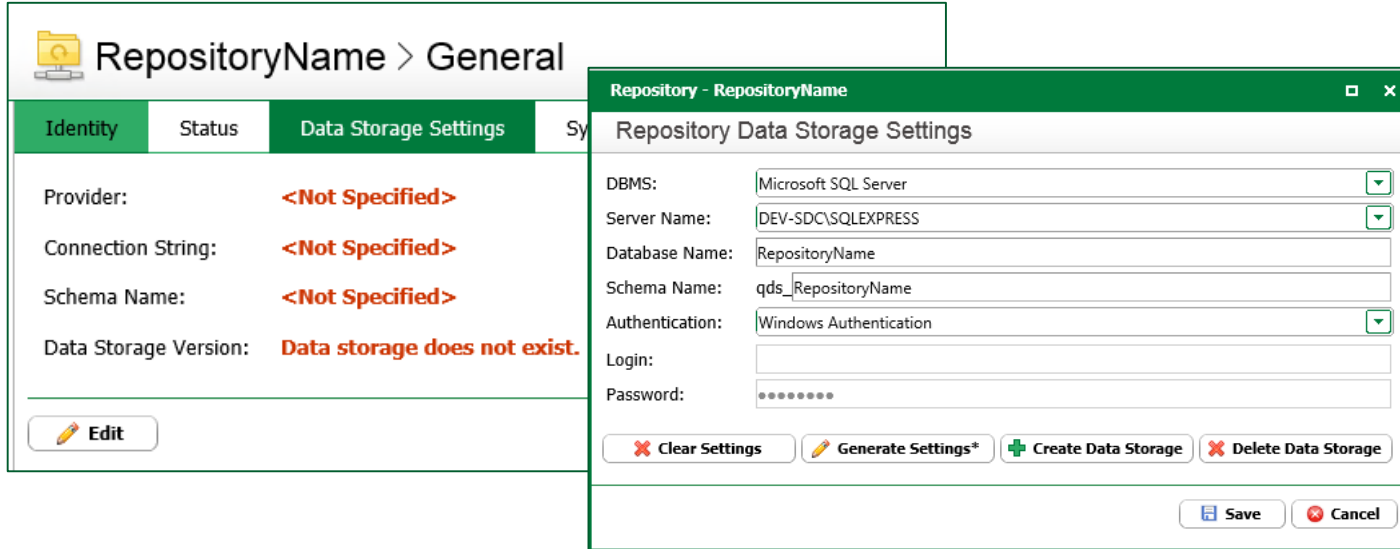
An offline repository...



RA: General setup cont.


Enabling positive change

General
Configurations
Roles
Permissions
Links
QCL Engine Manager
Addons
Service Operations
Object Reservations
Audit



RepositoryName > General

Identity	Status	Data Storage Settings	Sy
Provider:	<Not Specified>		
Connection String:	<Not Specified>		
Schema Name:	<Not Specified>		
Data Storage Version:	Data storage does not exist.		

 Edit

Repository - RepositoryName

Repository Data Storage Settings

DBMS: Microsoft SQL Server

Server Name: DEV-SDC\SQLEXPRESS





Database Name: RepositoryName



Schema Name: qds_RepositoryName

Authentication: Windows Authentication

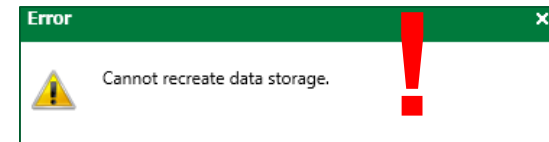
Login:

Password:

 Clear Settings  Generate Settings*  Create Data Storage  Delete Data Storage

 Save  Cancel

- Clicking 'Generate Settings' in 'Data Storage Settings' will give the database the same name as the repository.



- If your windows authentication gives the error "Cannot recreate data storage" it means that you do not have the correct permissions in the database. Use a SQL user in Authentication or call your Server Administrator to get the correct permissions.

RA: General setup cont.



Mode:

- Development is used when developing the metamodel and solution
- Production is used when everything is finished and should not be changed often

Metamodel folder:

- Where is the Models folder located on the server

Reload Metamodel:

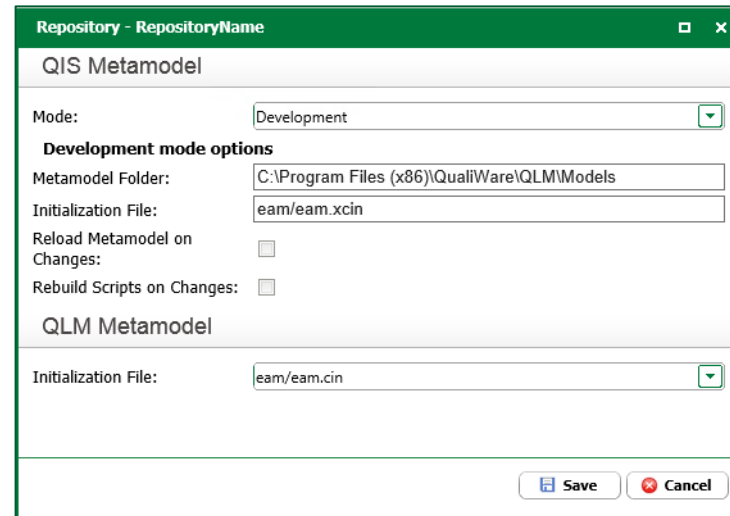
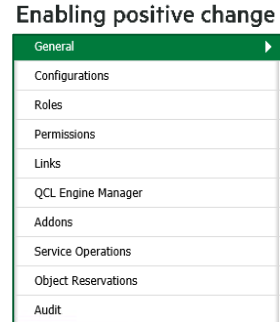
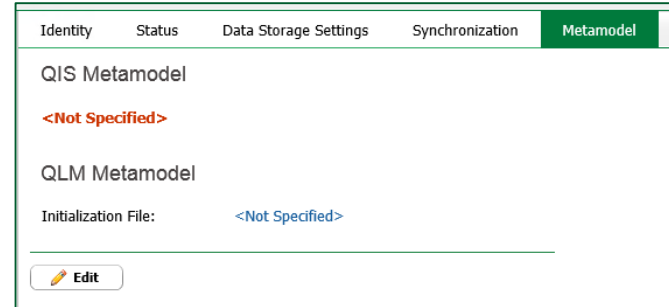
- When checked it will load on demand

Rebuild scripts

- When checked it will load C# scripts on demand

Initialization File:

- .xcin is used for the web configuration (front-end)
- .cin is for QLM (back-end)



RA: General setup cont.

- Metamodel in Development
 - When a metamodel is in development you edit the files directly and the changes will be visible
- Metamodel in Production
 - When a metamodel is in Production you will either have to upload a new one (possibly with a new configuration if need arises to go back) or you can make changes directly in the database via the editor
 - The metamodel data in Production mode is stored as objects in the metamodel repository (database).

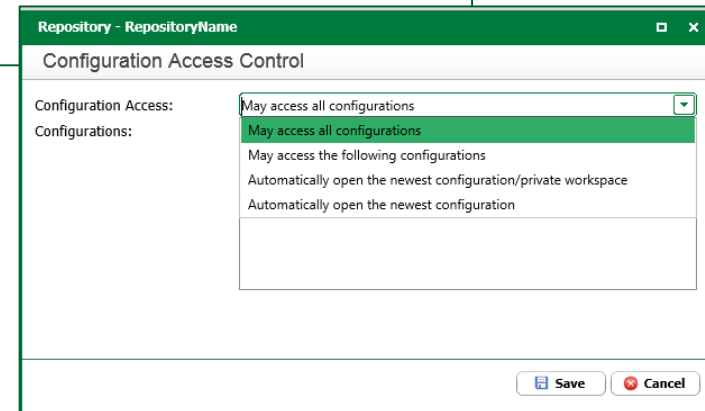
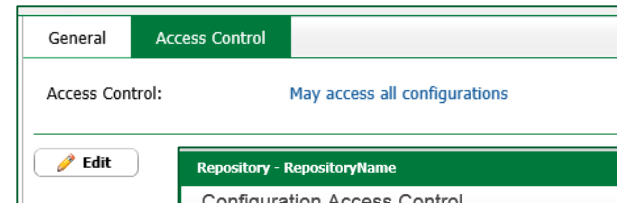
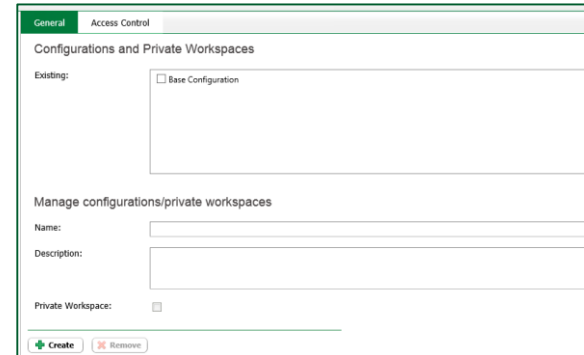
SECTIONS	
Repositories	Metamodels
Roles	Scripts
+ Create Metamodel Repository	
All Metamodels	
ProdEAMMetamodel	[-]
General	
Configurations	
Deployment	
Permissions	
Editor	[>]
Audit	

RA: Configurations

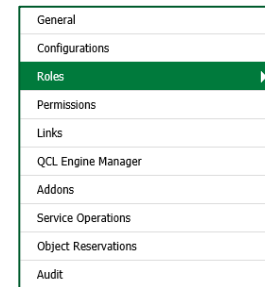
Enabling positive change

General
Configurations
Roles
Permissions
Links
QCL Engine Manager
Addons
Service Operations
Object Reservations
Audit

- Overview of Configurations
 - Private workspaces will get a [PW] after its repository name
 - Private workspaces and Base Configurations can either be created from here or from QLM
- Creating a new configuration based on an existing, the existing configuration will be closed and all objects will be read-only
 - A new configuration cannot be based on a private workspace
 - The new configuration will automatically contain all default objects from the existing configuration as read-only
 - New private workspaces must be based on the current configuration
 - **If the new configuration is created from QLM you will have the option of bringing existing Private Workspaces to the new configuration. IF done from RA you will loose the connection to them.**
- In Access Control tab it is possible to define which configurations / private workspaces will be presented to users at login.
 - Users still have access to the other configurations.

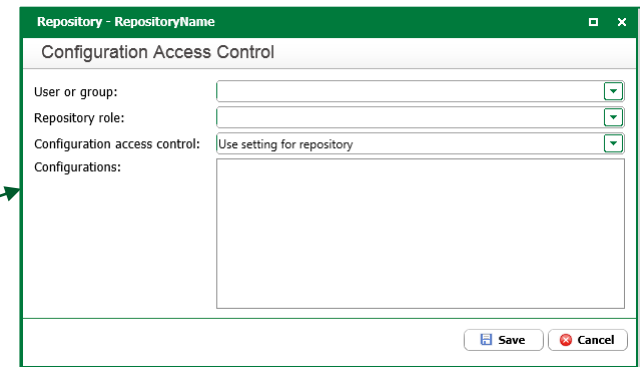


RA: Roles



- General
- Configurations
- Roles**
- Permissions
- Links
- QCL Engine Manager
- Addons
- Service Operations
- Object Reservations
- Audit

- Only for QLM: "Configuration Access Control" can be set so a Person only has access to the Base Configuration. You can also give a person access to only a specific Private Workspace. This person will also have access to Base Configuration, but not any other Private Workspaces in QLM.
- Only for web: You can use RepositoryRole to configure how information is shown on the web page (QEP). There are as of now no access rights restrictions on accessing Base Configuration and Private Workspaces by using the "Configuration Access Control". It can be controlled by excluding the Private Workspace in the HTMLPublisher or by giving a filter (adding a Role in the HTMLPublisher).



Repository - RepositoryName

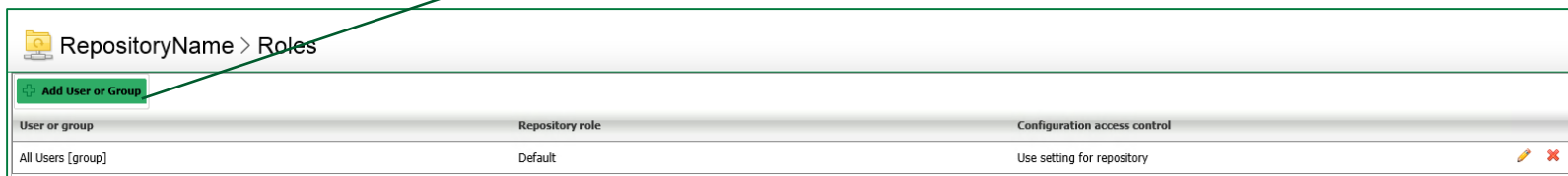
Configuration Access Control

User or group:

Repository role:

Configuration access control:

Configurations:



RepositoryName > Roles

User or group	Repository role	Configuration access control	
All Users [group]	Default	Use setting for repository	<input type="button" value="edit"/> <input type="button" value="delete"/>

RA: Permissions



Enabling positive change

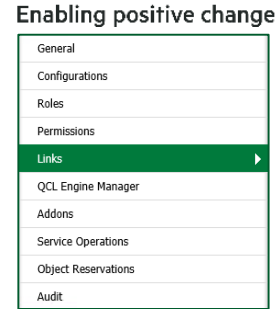
General
Configurations
Roles
Permissions
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QCL Engine Manager
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- For Supervisor permissions all checkboxes need to be checked (Checking the Supervisor box will give all permissions).
- If you remove All_users group from permissions and roles:
 - User used for QCL Engine Manager will have to get a license (more on QCL Engine Manager to come)
 - In Roles you also have to add the Qualiware Guest user with Default role, and add it to permissions with "Connect to repository" permissions.
- Below permissions default for All_Users are shown:

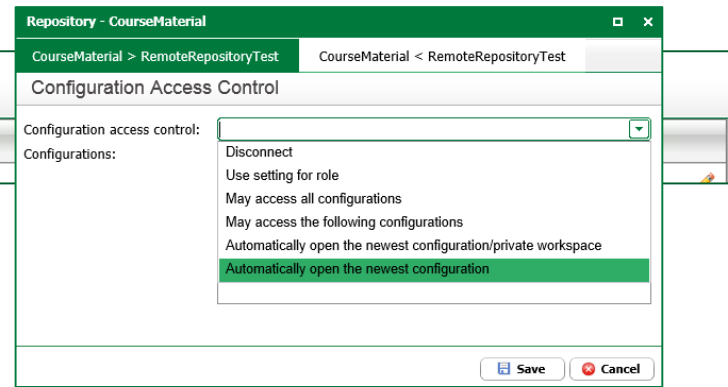
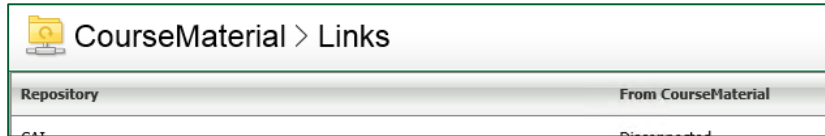
Permission
▶ Read all objects
▶ Write all objects
▶ Delete objects permanently
▶ Manage configurations
▶ Supervisor

Permission	Grant	Deny
▼ Read all objects	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Read objects	<input type="checkbox"/>	<input type="checkbox"/>
Read object ACLs	<input type="checkbox"/>	<input type="checkbox"/>
Connect to repository	<input checked="" type="checkbox"/>	<input type="checkbox"/>
View objects by owner	<input type="checkbox"/>	<input type="checkbox"/>
▼ Write all objects	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit objects	<input type="checkbox"/>	<input type="checkbox"/>
Create objects	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit object ACLs	<input type="checkbox"/>	<input type="checkbox"/>
Change object owner	<input type="checkbox"/>	<input type="checkbox"/>
Remove object reservations	<input type="checkbox"/>	<input type="checkbox"/>
▼ Delete objects permanently	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Delete objects permanently	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▼ Manage configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Manage configurations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▼ Supervisor	<input type="checkbox"/>	<input type="checkbox"/>
Import data	<input type="checkbox"/>	<input type="checkbox"/>

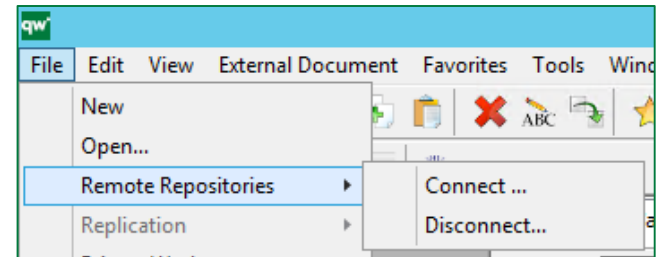
RA: Links



- If you want to have access to data from other repositories, you can connect yours to others from the Links menu in RA.



- You have to open the connection afterwards in QLM.



RA: QCL Engine Manager



Enabling positive change

General
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- Setting up QCL Engine Manager for publishing and governance should be done for each configuration.

- (In older versions of QualiWare this is corresponding to the QEI Services).

! If you remove All_user group then you will have to give the user used for the QCL Engine Manager a license.

QCL Engine Manager
Default path to QEI executable (qwc32.exe): qwc32.exe

Instances

Start Stop Edit Add Remove

Configuration	User	Auto-start
No records to display.		

Page size: 15

Edit

Repository -

QCL Engine Instance Configuration

Id: 9247f5a2-9f98-4cae-a092-288d8566c69d

Configuration: Base Configuration

Username: QCLEngine

Password:

QLM Models Folder: C:\Program Files (x86)\QualiWare\QLM\Models

QEI Executable Path (optional):

Save Cancel

Start Stop Edit Add Remove	Configuration	User	Auto-start	Status	Models folder path
<input checked="" type="checkbox"/>	Base Configuration	QCLEngine	<input checked="" type="checkbox"/> Disabled	<input checked="" type="checkbox"/> Stopped	C:\Program Files (x86)\QualiWare\QLM\Models

- The QCL Engine will maintain a log file for debugging purposes.
- Inspect this file to see why automated actions do not happen (publishing diagrams or generating prints)

QIS WebForms ▶ 6.4 ▶ GeneratedHtml ▶ [redacted] ▶ Base Configuration ▶ LOG

Search LOG

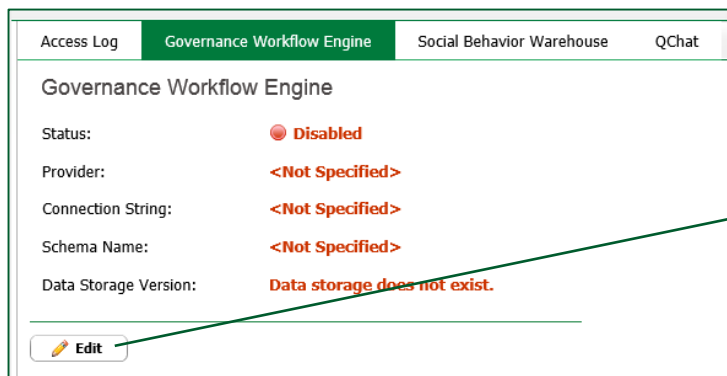
Name	Date modified	Type	Size
QLMERROR_[redacted].Admin.ERR	25-11-2016 15:59	ERR File	22 KB

```
2016 11 02 08.31 Configuration: eba19438-a910-466c-8972-54ad954dc95b
2016 11 02 08.31 Publisher: QualiWare Enterprise Publisher
2016 11 02 08.31 Image Type: SVG
2016 11 02 08.31 Location: C:\Program Files\QualiWare\QEF64\Web\WebModules\QIS WebForms\6.4\GeneratedHtml
2016 11 02 08.31 Web: [redacted]
2016 11 02 08.31
2016 11 02 09.38 Event: [redacted] [T:Person, R:0, L:en-US, MN:Loa Lind CN:Base Configuration]
2016 11 02 09.38 * Starting Publisher [Language: en-US, Configuration: Base Configuration]
2016 11 02 09.38 1/1: publishing Loa Lind [Person]
2016 11 02 09.38
2016 11 02 09.38 Event: [redacted] [T:Person, R:0, L:en-US, MN:Loa Lind CN:Base Configuration]
2016 11 02 09.38 * Starting Publisher [Language: en-US, Configuration: Base Configuration]
2016 11 02 09.38 1/1: publishing Loa Lind [Person]
2016 11 02 09.38
2016 11 02 14.17 Event: Asset Management [T:GovernanceWorkFlow, R:0, L:en-US, MN:Loa Lind CN:Base Configur
2016 11 02 14.17 * Starting Publisher [Language: en-US, Configuration: Base Configuration]
2016 11 02 14.17 1/1: publishing Asset Management [GovernanceWorkFlow]
2016 11 02 14.17
```

RA: Addons

General
Configurations
Roles
Permissions
Links
QCL Engine Manager
Addons
Service Operations
Object Reservations
Audit

- In the Repository Administrator (RA) under Addons you create the Governance Workflow Engine database.
 - Per default it has chosen a database and schema name
 - Remember to check the 'is enabled' box



Access Log **Governance Workflow Engine** Social Behavior Warehouse QChat

Governance Workflow Engine


Status: ● Disabled

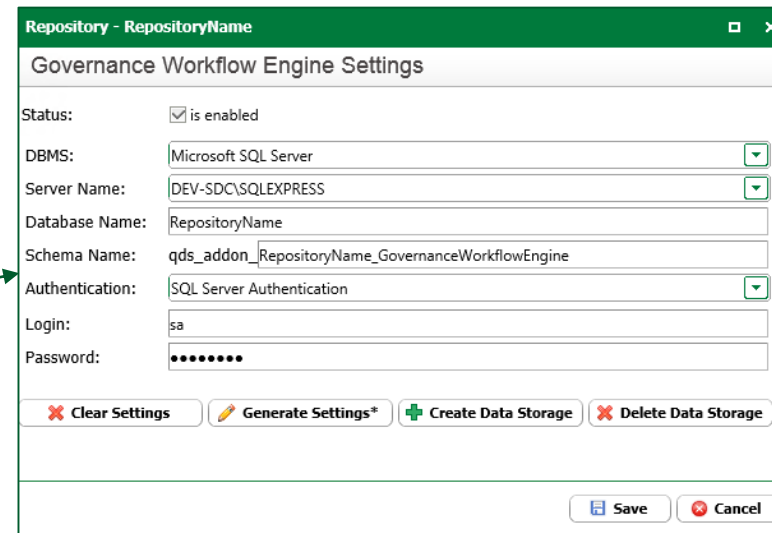
Provider: <Not Specified>

Connection String: <Not Specified>

Schema Name: <Not Specified>

Data Storage Version: Data storage does not exist.

 Edit



Repository - RepositoryName

Governance Workflow Engine Settings

Status: is enabled

DBMS:

Server Name:





Database Name:



Schema Name:

Authentication:

Login:

Password:

 Clear Settings  Generate Settings*  Create Data Storage  Delete Data Storage

 Save  Cancel

RA: Service Operations

General
Configurations
Roles
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QCL Engine Manager
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Object Reservations
Audit

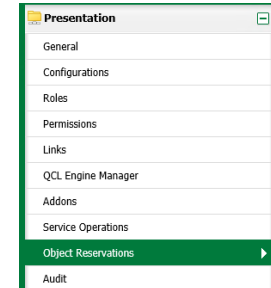
- In Service Operations you can:
 - Change the default language of your repository
 - Recreate
 - Link references
 - Graphical relations
 - Remote references
 - Xhtml full-text search catalog

<h3>Replace Language</h3> <p>Replaces language of objects in repository.</p> <p>Language to replace: <input type="text" value="English (United States) (en-US)"/></p> <p>New language: <input type="text"/></p> <p>Replace</p>
<h3>Use List</h3> <p>Recreates use list (link references) of all repository objects.</p> <p>Recreate</p>
<h3>Relation List</h3> <p>Recreates relation list (graphical relations) of all diagrams.</p> <p>Recreate</p>
<h3>Proxy</h3> <p>Recreates proxy (remote references) of all repository objects with remote links.</p> <p>Recreate</p>
<h3>Xhtml</h3> <p>Recreates xhtml full-text search catalog.</p> <p>Recreate</p>

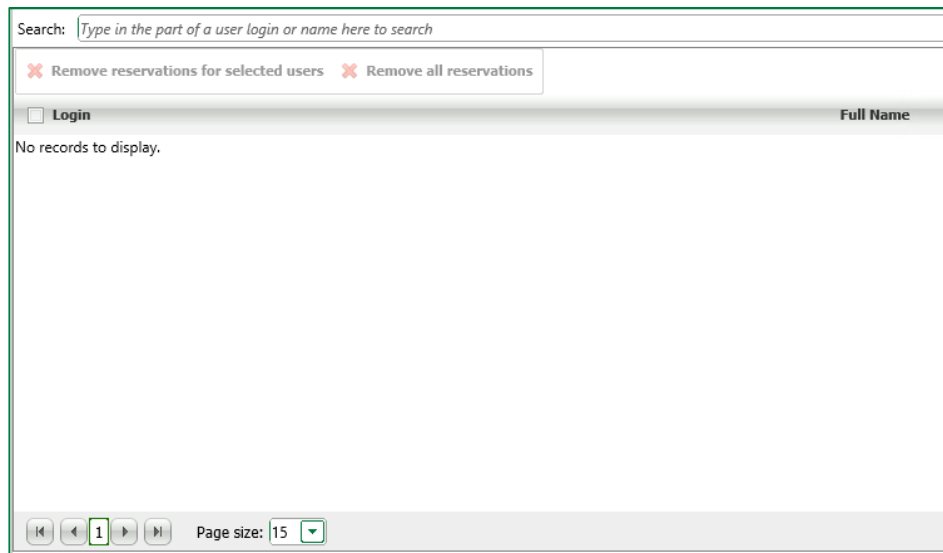
RA: Object Reservations



Enabling positive change



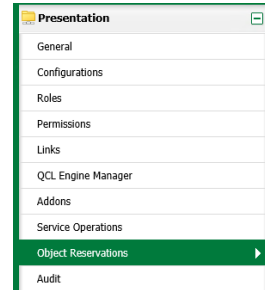
- Right now there are no customizations that reserve objects for a longer period, but the approve process might fail leaving objects reserved, and the only way to remove this (without using code) is via this list
- Reservation is persisted to QIS database whereas "in-use-by" is not a reservation, but a lock in memory



Guide: How to apply a patch

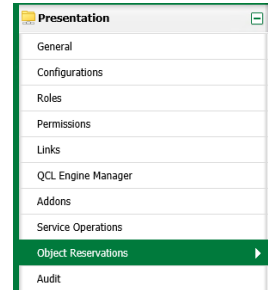


Enabling positive change

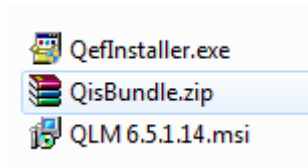


- Patch versus Upgrade
 - From 6.4.1.1 to 6.4.2.1 is a patch
 - From 6.3 to 6.4 is a version upgrade
- Installing a patch or an upgrade are identical tasks
- A patch primarily contain bug fixes.
 - Patches do not change the metamodel.
- Upgrades, on the other hand, change the metamodel.
 - Due to the complex nature of predicting changes to the repository content after an upgrade, it is advised to consult a QualiWare expert to determine how an upgrade will affect your repository.

Guide: How to apply a patch



- You will need the three installation files:



- Run the QefInstaller.exe to upgrade QEF
- Install the QisBundle.zip from inside QEF Console.
- Run QLM.msi to upgrade QLM

Exercise

Exercise 1 – Create a repository

- Go to QIS RA and create a new repository
(You may select any primary language)
- Create the repository data storage. SQL username: *sa* Pw: *qualiware*
- Verify that a QLM licensed user can now access the repository

Exercise 2 – Assign User Access

- Assign *QLM License Group* supervisor permissions.

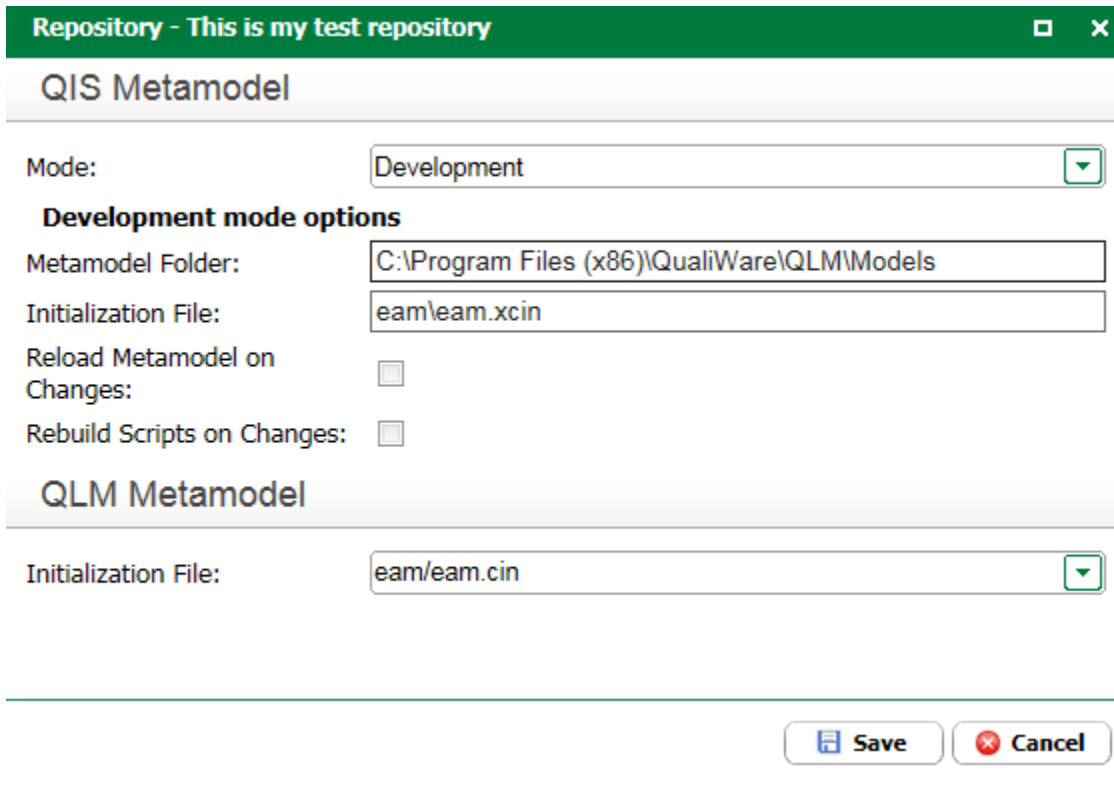
Exercise 3 – Create Governance Data Storage

- Go to *Addons* and create the Governance workflow engine's data storage

Exercise

Exercise 4 – Assign Metamodel

- Go to repository's metamodel and assign it the default EAM-metamodel.



The screenshot shows a dialog box titled "Repository - This is my test repository" with a green header bar. The dialog is divided into two main sections: "QIS Metamodel" and "QLM Metamodel".

QIS Metamodel

Mode:

Development mode options

Metamodel Folder:

Initialization File:

Reload Metamodel on Changes:

Rebuild Scripts on Changes:

QLM Metamodel

Initialization File:

At the bottom right, there are two buttons: "Save" (with a floppy disk icon) and "Cancel" (with a red X icon).

Exercise 5 – Create Private Workspace

- Create 2 new private workspaces *Risk Management* and *Data Management*
- Go to QEF and create 2 user groups. *Risk Modeler* and *Data Manager*.
- Return to QIS RA and go to the repository's Roles. In here, add three new rules:
 - All Users may access only the base configuration.
 - *Risk Modelers* may access both base configuration and *Risk Management*
 - *Data Manager* may access only *Data Management*
- Verify that these rules are now in effect. (notice: the visual order of the rules are critical. Drag the "All users"-rule to the bottom of the list)

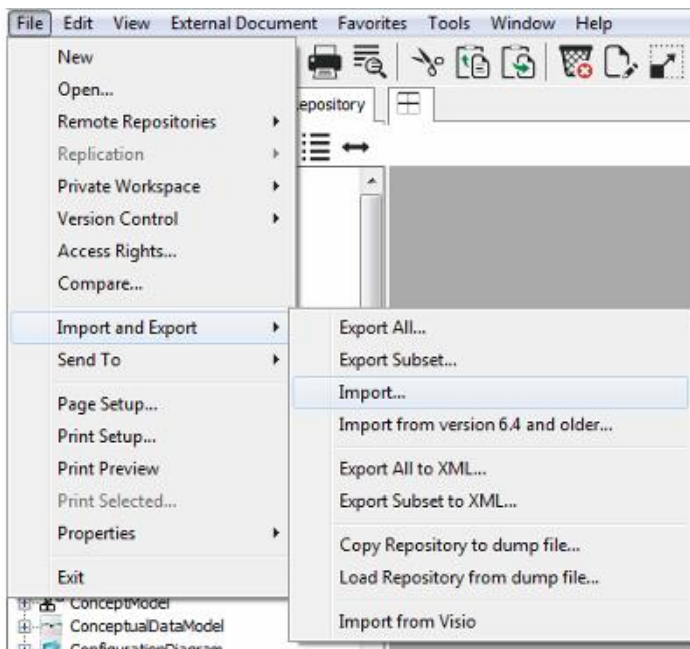
Exercise

Exercise 6 – Import

- From QLM import the *Change Management Governance Workflow* and *QEP Publisher*

C:\Program Files (x86)\QualiWare\QLM\Models\Collaboration\Export files\QRX\Change Management-en-US.qrx

C:\Program Files (x86)\QualiWare\QLM6523\Models\qishtml\Export Files\QualiWare Enterprise Publisher.qrx



Trouble Shooting

Web: user cannot log in What do you do?

Web Forms Login

⚠ No license found for the module "QIS WebForms v.6.3". Web access requires Concurrent or PerUser license, and not PerPC.

User Name:

Password: *

Domain: ▼


Windows Authentication

LOG IN ■







Web: user cannot log in

What do you do?

- No license found = User has been validated **but** he has not licenses.
- Assign him the appropriate license in QEF

 Licenses

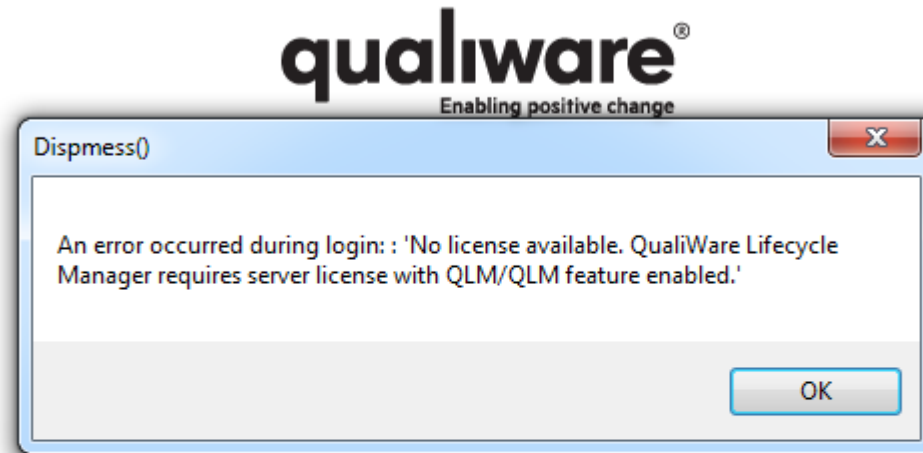
License type:

 Settings  Installation Code  Install  Uninstall  Edit  Download CSV

<input type="checkbox"/> Name	Type	Limit	Assigned count	Created	Expires	Trial	Status
<input type="checkbox"/> RA	Concurrent	2 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	<input checked="" type="checkbox"/> License is valid.
<input checked="" type="checkbox"/> QLM QEA	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input type="radio"/> yes	<input checked="" type="checkbox"/> License is valid.
<input type="checkbox"/> QCL Engine	Concurrent	20 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	<input checked="" type="checkbox"/> License is valid.
<input type="checkbox"/> QEP	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	<input checked="" type="checkbox"/> License is valid.
<input type="checkbox"/> Collaboration	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	<input checked="" type="checkbox"/> License is valid.
<input type="checkbox"/> CAI	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	<input checked="" type="checkbox"/> License is valid.
<input type="checkbox"/> Compliance	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	<input checked="" type="checkbox"/> License is valid.
<input type="checkbox"/> QWE	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	<input checked="" type="checkbox"/> License is valid.
<input type="checkbox"/> QWM BPN	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	<input checked="" type="checkbox"/> License is valid.
<input type="checkbox"/> QWM WFD	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	<input checked="" type="checkbox"/> License is valid.
<input type="checkbox"/> QualiWare Connector for SharePoint Server	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	<input checked="" type="checkbox"/> License is valid.

QLM: user cannot log in

What do you do?




QualiWare Lifecycle Manager









QLM: user cannot log in












What do you do?

- No license found = User has been validated **but** he has not licenses.
- Assign him the appropriate license in QEF

 Licenses


License type:

 Settings  Installation Code  Install  Uninstall  Edit  Download CSV







<input type="checkbox"/> Name	Type	Limit	Assigned count	Created	Expires	Trial	Status
<input type="checkbox"/> RA	Concurrent	2 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	 License is valid.
<input checked="" type="checkbox"/> QLM QEA	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input type="radio"/> yes	 License is valid.
<input type="checkbox"/> QCL Engine	Concurrent	20 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	 License is valid.
<input type="checkbox"/> QEP	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	 License is valid.
<input type="checkbox"/> Collaboration	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	 License is valid.
<input type="checkbox"/> CAI	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	 License is valid.
<input type="checkbox"/> Compliance	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	 License is valid.
<input type="checkbox"/> QWE	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	 License is valid.
<input type="checkbox"/> QWM BPN	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	 License is valid.
<input type="checkbox"/> QWM WFD	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	 License is valid.
<input type="checkbox"/> QualiWare Connector for SharePoint Server	Concurrent	5 sessions	none	17-11-2016	06-04-2017	<input checked="" type="radio"/> yes	 License is valid.

QLM and Web: user cannot log in. What do you do?

- Upon expecting licenses the following error messages are revealed:

 Licenses

License type:

 Settings  Installation Code  Install  Uninstall  Edit  Download CSV

<input type="checkbox"/>	Name	Type	Limit	Assigned count	Created	Expires	Trial	Status
<input type="checkbox"/>	RA	Concurrent	2 sessions	none	06-09-2016	20-09-2016	<input checked="" type="radio"/> yes	License is invalid. The license "RA" (5188237c-b78f-49c5-b014-8dab81604b9e) has expired. Expiration date is 20-09-2016 00:00:00.
<input type="checkbox"/>	QLM QEA	Concurrent	5 sessions	none	06-09-2016	20-09-2016	<input checked="" type="radio"/> yes	License is invalid. The license "QLM QEA" (7071f6b1-639a-4fda-aa4e-02d4770b2e66) has expired. Expiration date is 20-09-2016 00:00:00.
<input type="checkbox"/>	QCL Engine	Concurrent	20 sessions	none	06-09-2016	20-09-2016	<input checked="" type="radio"/> yes	License is invalid. The license "QCL Engine" (24bb5af3-d127-4253-ab90-296ef18b486e) has expired. Expiration date is 20-09-2016 00:00:00.
<input checked="" type="checkbox"/>	QEP	Concurrent	5 sessions	none	06-09-2016	20-09-2016	<input type="radio"/> yes	License is invalid. The license "QEP" (af20a584-5e1d-4735-8d84-07a456b8f65a) has expired. Expiration date is 20-09-2016 00:00:00.

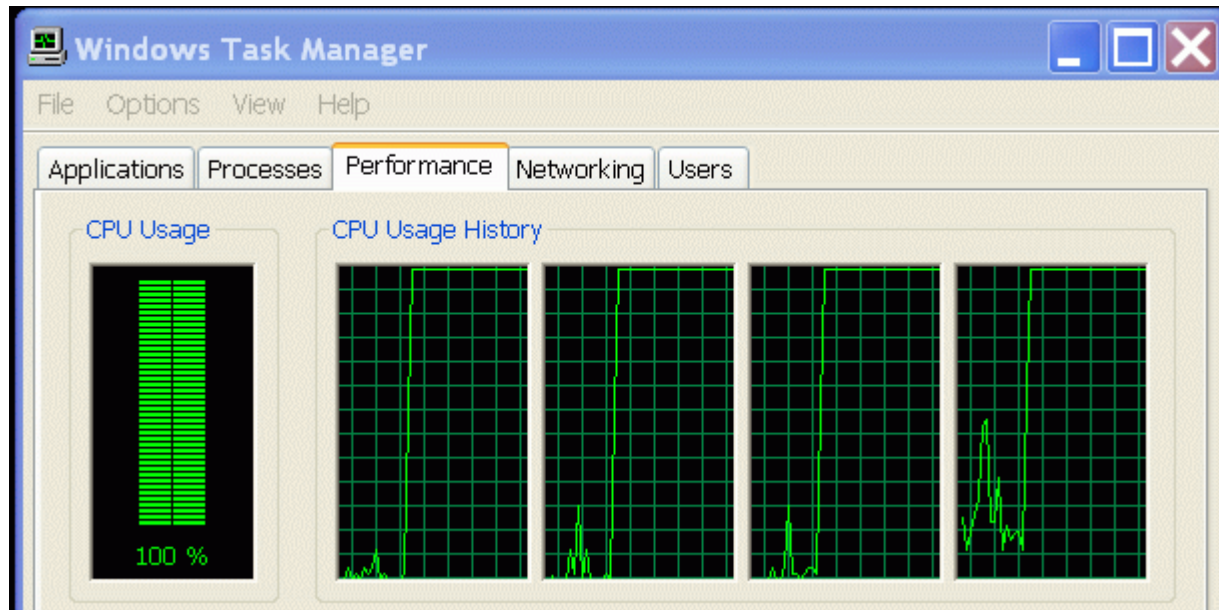
QLM and Web: user cannot log in. What do you do?



- Licenses are invalid = Request new licenses from license@qualiware.com
- Licenses can become invalid due to hardware changes, or simply because they expire (trial licenses only).

System is running slowly What do you do?

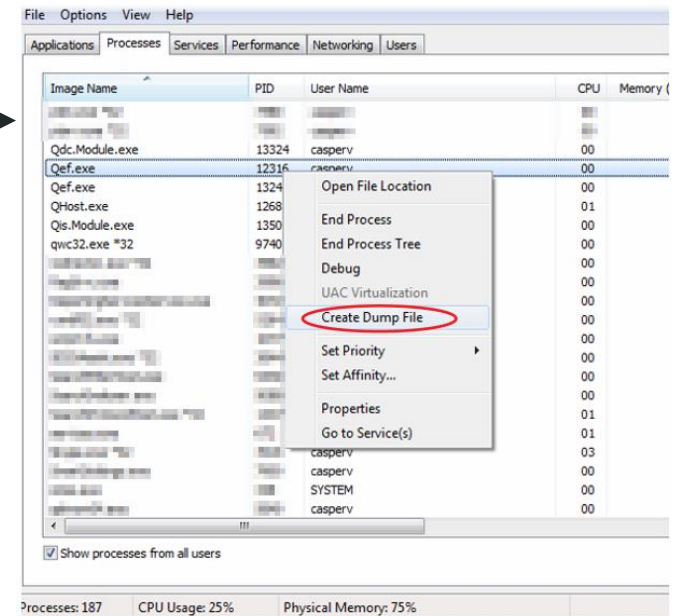
Immediate investigations reveal the following:



System is running slowly What do you do?

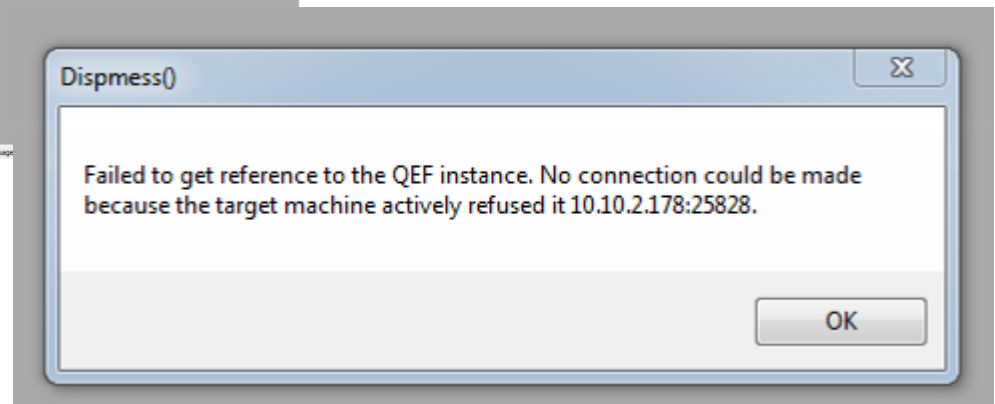
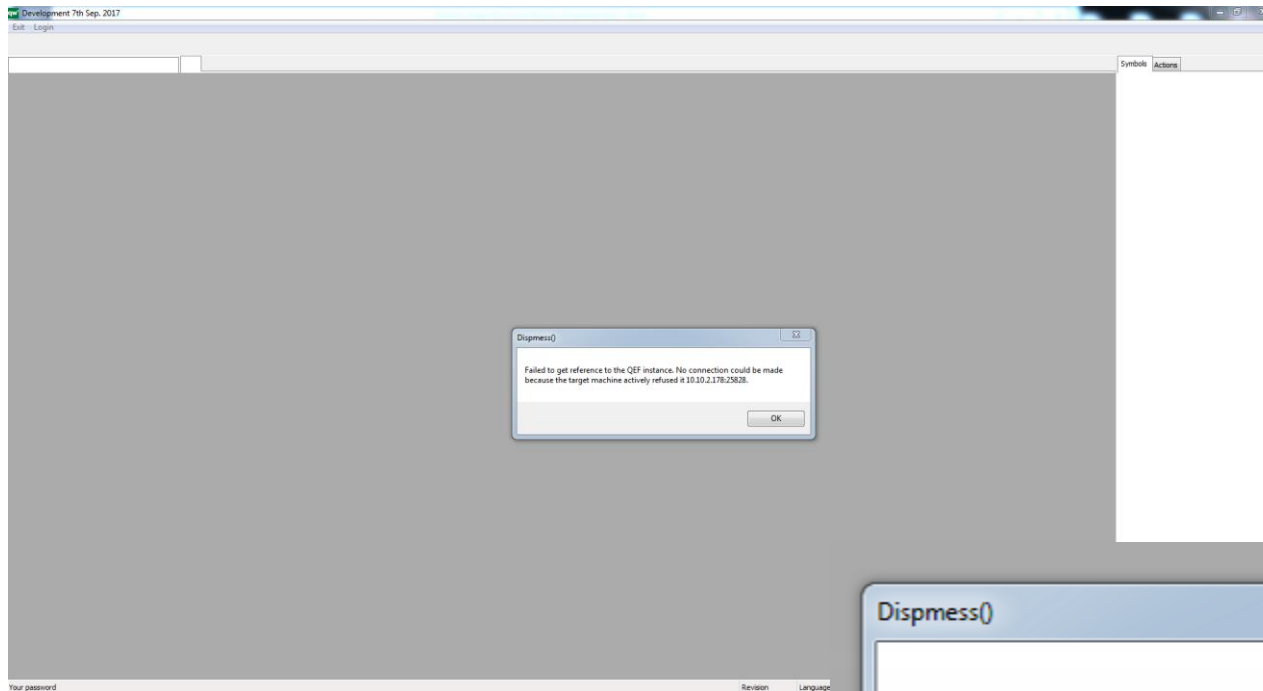
Immediate Response:

- 1) Task Manager: Create a process dump file →
- 2) QEF: Export QEF log
- 3) Send Dump File + QEF Log to QW Support
(Use <https://fileshare.qualiware.com/> to upload large files)
- 4) Services: Restart QEF



QLM: user cannot log in

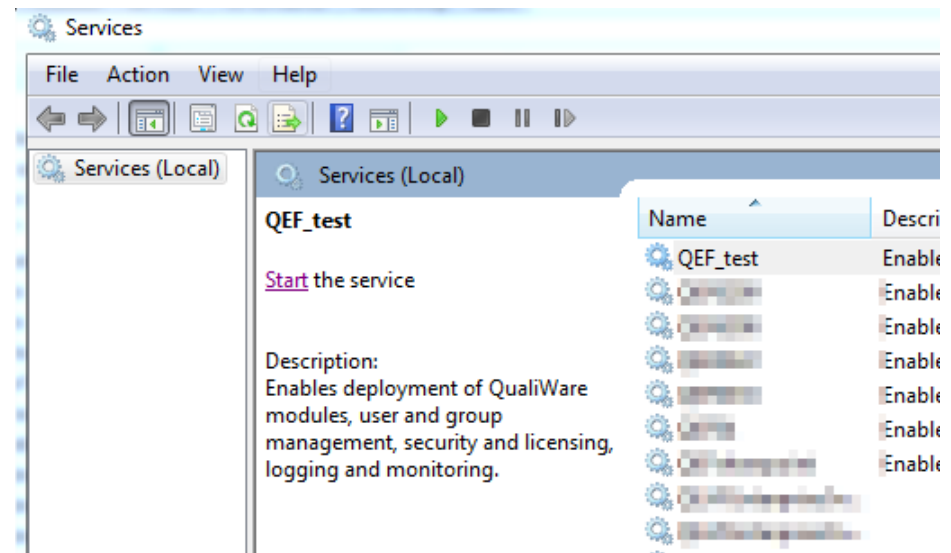
What do you do?



QLM: user cannot log in

What do you do?

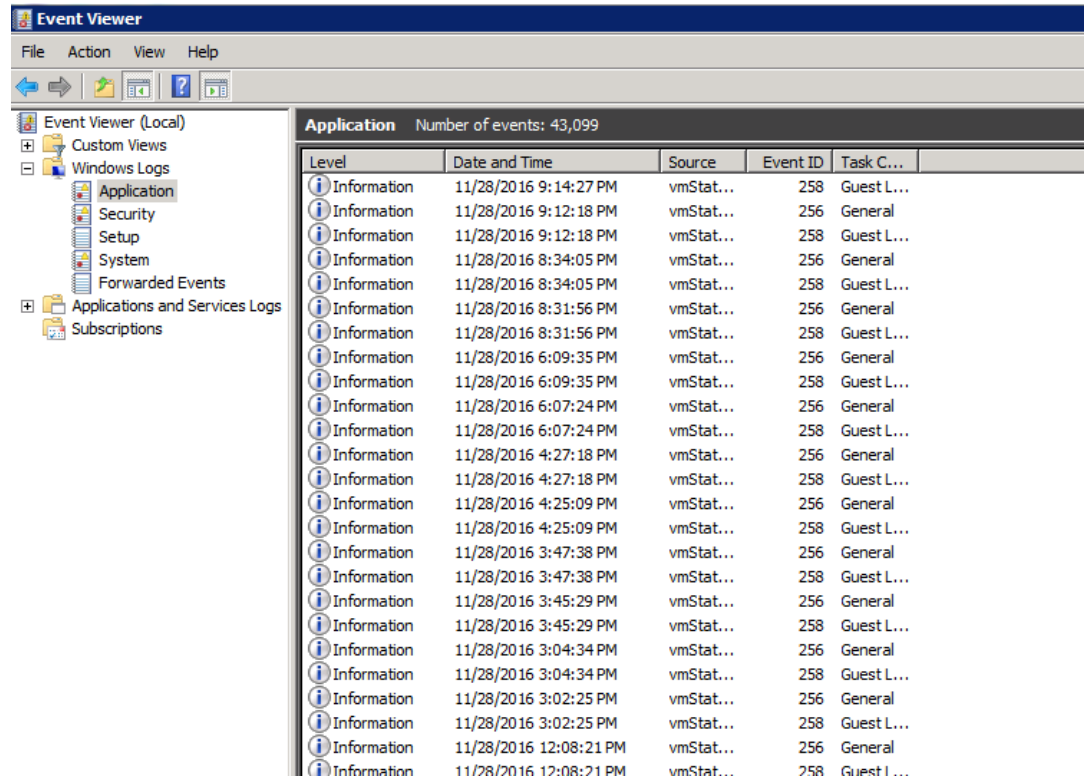
- Failed to get reference to QEF instance = QEF is not running
- 1) Access server's Service list
 - 2) Verify that QEF – service is not running
 - 3) Restart QEF service



QLM: user cannot log in

What do you do?

4) Investigate Windows Event Log



Level	Date and Time	Source	Event ID	Task C...
Information	11/28/2016 9:14:27 PM	vmStat...	258	Guest L...
Information	11/28/2016 9:12:18 PM	vmStat...	256	General
Information	11/28/2016 9:12:18 PM	vmStat...	258	Guest L...
Information	11/28/2016 8:34:05 PM	vmStat...	256	General
Information	11/28/2016 8:34:05 PM	vmStat...	258	Guest L...
Information	11/28/2016 8:31:56 PM	vmStat...	256	General
Information	11/28/2016 8:31:56 PM	vmStat...	258	Guest L...
Information	11/28/2016 6:09:35 PM	vmStat...	256	General
Information	11/28/2016 6:09:35 PM	vmStat...	258	Guest L...
Information	11/28/2016 6:07:24 PM	vmStat...	256	General
Information	11/28/2016 6:07:24 PM	vmStat...	258	Guest L...
Information	11/28/2016 4:27:18 PM	vmStat...	256	General
Information	11/28/2016 4:27:18 PM	vmStat...	258	Guest L...
Information	11/28/2016 4:25:09 PM	vmStat...	256	General
Information	11/28/2016 4:25:09 PM	vmStat...	258	Guest L...
Information	11/28/2016 3:47:38 PM	vmStat...	256	General
Information	11/28/2016 3:47:38 PM	vmStat...	258	Guest L...
Information	11/28/2016 3:45:29 PM	vmStat...	256	General
Information	11/28/2016 3:45:29 PM	vmStat...	258	Guest L...
Information	11/28/2016 3:04:34 PM	vmStat...	256	General
Information	11/28/2016 3:04:34 PM	vmStat...	258	Guest L...
Information	11/28/2016 3:02:25 PM	vmStat...	256	General
Information	11/28/2016 3:02:25 PM	vmStat...	258	Guest L...
Information	11/28/2016 12:08:21 PM	vmStat...	256	General
Information	11/28/2016 12:08:21 PM	vmStat...	258	Guest L...

Web: user cannot log in What do you do?

Web Forms Login

⚠ Cannot authenticate user "casper". Invalid user login or password.

User Name:

Password: *

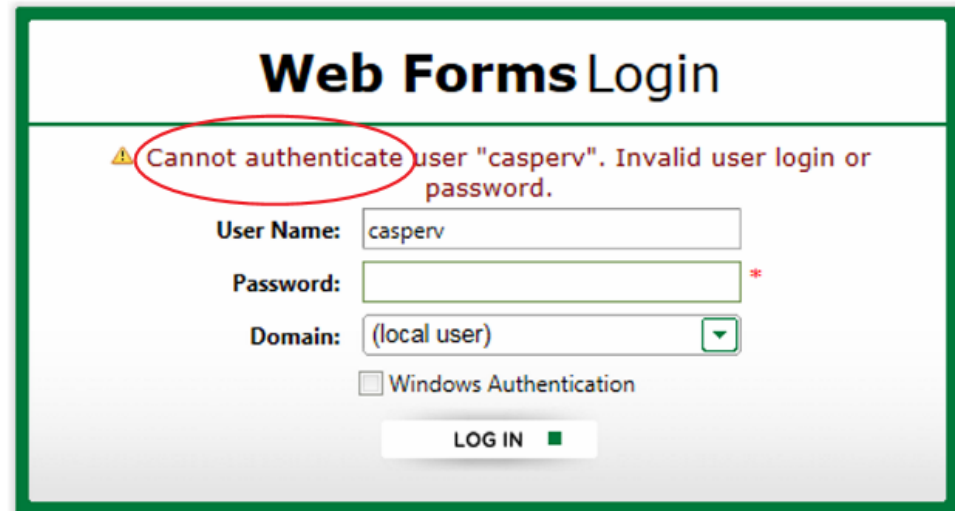
Domain: ▼

Windows Authentication

Web: user cannot log in

What do you do?

- Cannot authenticate = User cannot be found in QEF
- 1) Verify that he does not exist in QEF users list
 - 2) Inquiry IT: Does user exist in synchronized AD-groups?
- Supply IT with AD Sync screenshot / LDAP-paths



Web Forms Login

⚠ Cannot authenticate user "casperv". Invalid user login or password.

User Name:

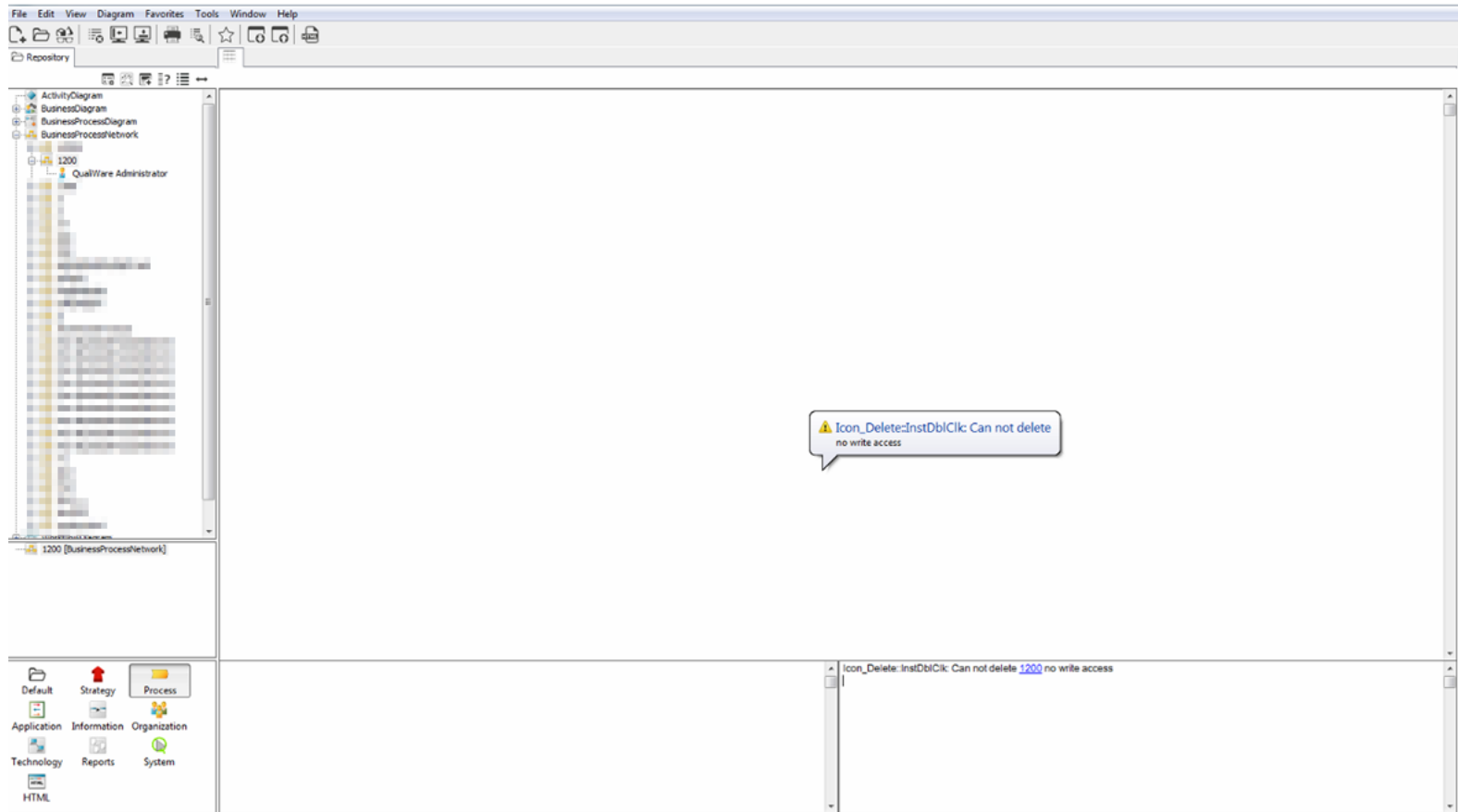
Password:

Domain: ▼

Windows Authentication

LOG IN ■

QLM: user cannot delete an object. What do you do?



QLM: user cannot delete an object. What do you do?

- Investigation in QLM reveals the following:
- How do you delete it?

BusinessProcessNetwork [1200](#)
Revision: 0. Language: da-DK. State: Approved. Set by: [QualiWare Administrator](#) on date: 20
READ ONLY: The object is frozen (Create a new revision to edit)
Properties
Circulation period (days):
3
History Of Changes:
New revision created; QualiWare Administrator; 20-06-2016 11:53:04

This object currently exists in the following language variants:
[1200](#)
Valid from: 2016 06 20 11 53 18

QLM: user cannot delete an object. What do you do?

- This is a trick question.
- It is impossible to delete frozen objects.
- (And this is not what the user wants to do)

- User must delete a new revision of the object to remove it. Create a new revision and delete this.
- (The frozen object can still be found by QLM users)

QLM: user cannot edit an object. What do you do?

qw BusinessProcess : **Business Process** : Rev. 0 : Default READ ONLY

- BusinessProcess
 - Audits
 - Consulted
 - Decomposition
 - Capability
 - Start - End
 - Input Output
 - Guide Enabler
 - Information
 - IT Support
 - ApplicationFunctionality
 - HealthCheck
 - ABC
 - Describe
 - Controls
 - Influences
 - + Associate
 - + Governance

Short Description:

Purpose:

Responsible: +

Owner: +

Resources:

Name	Type	#-o...	%...	Cost (100% ...
------	------	--------	------	----------------

OK Cancel Apply

QLM: user cannot edit an object. What do you do?

- Investigation in QLM reveals the following:
- How do edit it?

WorkflowDiagram	U	workFlowDiagram	2011 09 28 13:50:11	
WorkflowDiagram	*P 0	WorkFlowDiagram	2013 10 15 12:39:40	
WorkflowDiagram	*P 0	WorkFlowDiagram	2013 10 15 14:18:38	
WorkflowDiagram	*P 0	WorkFlowDiagram	2016 10 03 13:26:53	
WorkflowDiagram	*P 0	WorkFlowDiagram	2016 10 06 14:02:58	
WorkflowDiagram	*P 0	WorkFlowDiagram	2016 10 06 14:09:50	
WorkflowDiagram	*P 0	WorkFlowDiagram	2016 10 12 14:18:42	

WorkFlowDiagram [View Details](#)
Revision: 0. Language: en-US. State: Ready for approval. Set by: Governance Workflow
READ ONLY: The object is in use by [User](#)
Properties
ApprovedBy: [User](#)
Circulation period (days):
Responsible: [User](#)
History Of Changes:

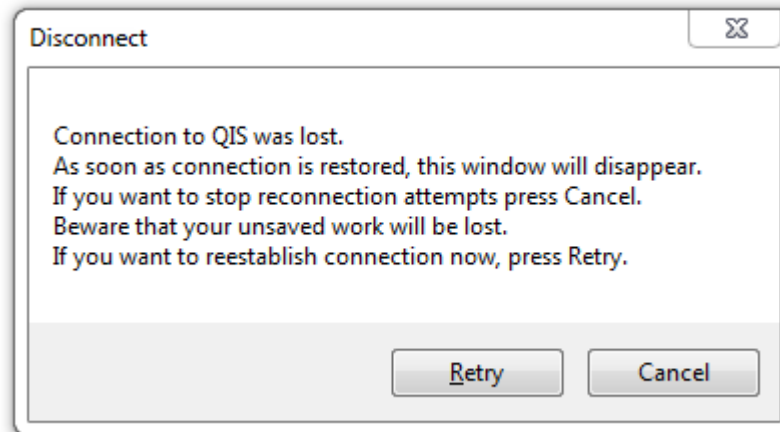
QLM: user cannot edit an object. What do you do?



- Someone is using it. This user must release the "lock" of the object.
- QLM: close the object/diagram window
- Web: close the edit form

If the user has closed QLM and Web, but this issue persists: go to QEF Sessions and close the users current session.

QLM: A user experiences connection issues. What do you do?



QLM: A user experiences connection issues. What do you do?

Immediate action:

- Check if user is using wifi or cable to connect to the internet. In case of wifi: switch to cable.
- Sometimes, due to network quality, the user can work fine using the cable for the rest of the day. And the next morning they will experience no issue using wifi again.

If the issue persists contact QualiWare support.

(support@qualiware.com)

Web: User has problems viewing a list (HTMLQueryResultView) What do you do?

Sorry! Requested page cannot be loaded.

Source Error

Query '■■■■/BaseConfiguration/5ff7deb9-5ed4-4957-a7b3-a516585987f1-da-DK.xquery' was not found.

Requested URL

<http://localhost/OEF/WebModules/WebForms/QueryResultView.aspx?File=■■■■/BaseConfiguration/5ff7deb9-5ed4-4957-a7b3-a516585987f1-da-DK.xquery&ConfWorkFlowDiagram&LinkIconColumnName=Link>

Repository

■■■■

Configuration

0a7fcb29-4a17-4629-9019-bcd06535cc42

Web: User has problems viewing a list (HTMLQueryResultView) What do you do?

Immediate action:

- Restart the session. (Ask them to close internet explorer and wait for 2 minutes. Then access the page again.)

If the issue persists contact QualiWare support.
(support@qualiware.com)

Web: diagrams are not published on the web

What do you do?

User reports that diagrams do not “publish” when changed in QLM.

Web: diagrams are not published on the web

What do you do?

Immediate action:

- Investigate QCL Engine Log File and restart QCL Engines

```
2016 11 17 14.26    Disconnect
2016 11 17 14.26    Connection to QIS was lost.
As soon as connection is restored, this window will disappear.
If you want to stop reconnection attempts press Cancel.
Beware that your unsaved work will be lost.
If you want to reestablish connection now, press Retry.
```

```
2016 11 17 14.26    Disconnect
2016 11 17 14.26    Connection to QIS was lost.
As soon as connection is restored, this window will disappear.
If you want to stop reconnection attempts press Cancel.
Beware that your unsaved work will be lost.
If you want to reestablish connection now, press Retry.
```

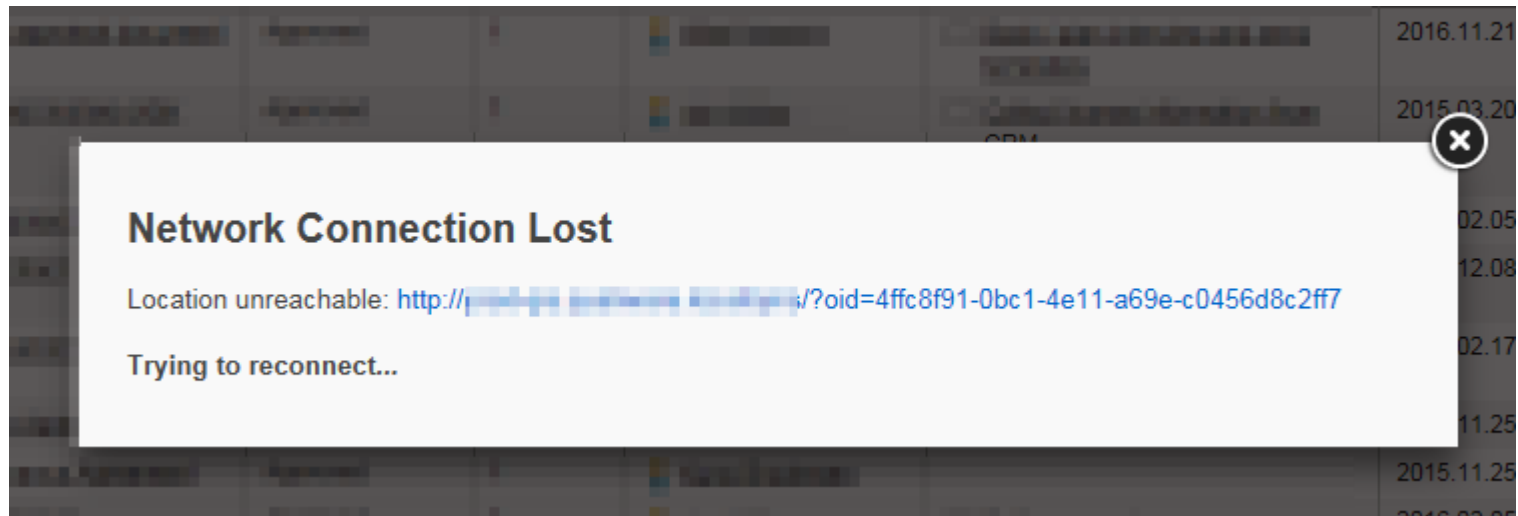
Contact QualiWare support.

(support@qualiware.com)

Attaching the QCL Engine Log File will be a great help.

Web: User lost connection to the website

What do you do?



Web: User lost connection to the website



What do you do?

- Refresh the internet browser (F5)

If the issue persists contact QualiWare support.

(support@qualiware.com)

Administrator

QualiWare Execution Framework (QEF)
Repository Administrator (RA)