Welcome
Responsibility for each component
Survey

SIF Review

SIF®
Objects
Elements
ZIS
Agent
Vertical/Horizontal

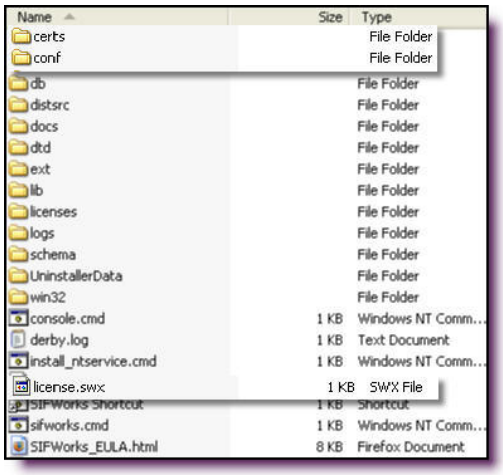
SIFWorks Enterprise Zone Integration Server

SIFWorks ZIS Administration Guide, SIFWorks ZIS Integration Guide

- Within the Program files: \Program Files\Edustructures\SIFWorks\docs\
- Customer Support Center: www.edustructures.com/support >Downloads >Documents - SIFWorks Administration Guide or SIFWorks ZIS Integration Guide

Backup

- ☑ Configuration: …\Edustructures\SIFWorks\conf\
- ☑ Certificates: …\Edustructures\SIFWorks\cert\
- ☑ License: …\Edustructures\SIFWorks\license.swx



SIFWorks ZIS Standalone/Service – It is rare the ZIS will be in Standalone. Usually a service

SIF Works ZIS Console – Part IV section 7 – "Accessing the ZIS console (*SIFWorks ZIS Administration Guide*)

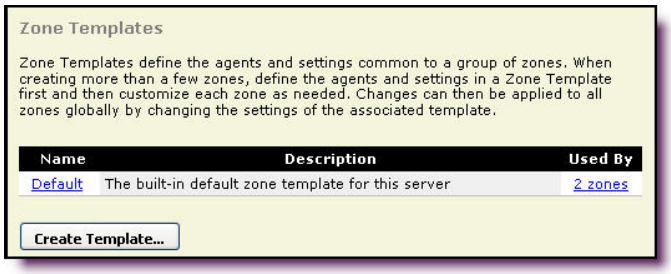
Users/Groups/Passwords – (Creating a User or Changing Information – section 17 *Administration Guide/* Groups Accounts and roles – Sections 16 &17 / Changing a User's password – Click on Current User in left column for user to change own password)

Notes:

SIFWorks ZIS (cont.)

Zone Templates (Adding Agents to multiple zones at the same time)– Section 9: "Creating and Managing Zone Templates and Zones" *Administration Guide*

- Default Template
- Ability to create new templates



Adding Agents – Section 9

- ☑ Add the Agent to the ZIS before installing the agent on the application server

Adding Zones – Section 10 "Creating and Managing Zones and Zone Groups" *Administration Guide*

- ☑ Modify zone template (if necessary)
- ☑ Create zone from template

Zone/Agent information

- ☑ Agent Name
- ☑ Mode – Push/Pull
- ☑ In/Out – number of data packets
- ☑ Queue
- ☑ Log

General Troubleshooting – page 41 and Customer Support Center Solution #226

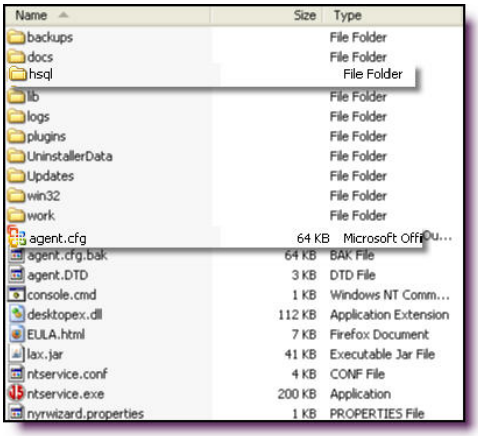
- Messages in the queue should process regularly. Messages in the queues should generally be at zero (0). If messages in the queue are not processing for a long period of time, go through the following check list:
  - ☑ Verify that the Agent is started and operational (status is not "sleeping")
    - o If "sleeping", go to that agent and restart it.
  - ☑ Open the queue; examine the first message in the list for abnormalities.
    - o If the message appears abnormal or insignificant to the agent expecting the message, go ahead and delete the message and see if other messages process successfully. Occasionally a bad XML message will get "stuck" in the queue.
  - ☑ Check the Log Files for the last processed message. Look for an error message that identifies the issue. ZIS Log Files are located at: \Program Files\Edustructures\SIFWorks\Logs or accessible from the console by clicking on the log icon.

Notes:

Edustructures SIF Agent for SASI™

Release Notes and User's Guide

- Within the Program Files: \SIFAgents\Edustructures\SASIxpAgent\docs\
- Customer Support Center: www.edustructures.com/support >Downloads >Documents - Release Notes and www.edustructures.com/support >Downloads >Documents - User's Guide under the SASI SIF Agent Downloads



Backup

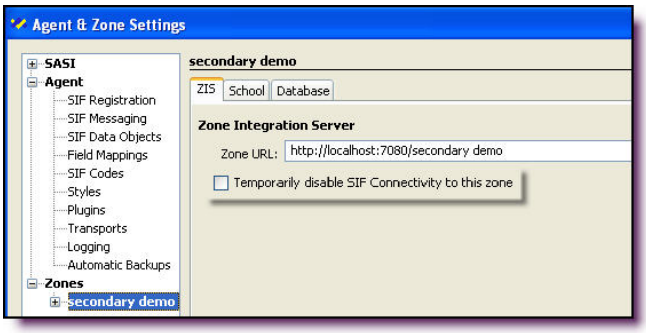
- ☑ hsql: \SIFAgents\Edustructures\SASIxpAgent\hsql
- ☑ Agent.cfg: \SIFAgents\Edustructures\SASIxpAgent
- ☑ Also auto backup of the configuration file and Object ID Database – page 59 (SASI Agent User's Guide)

Run mode – page 15

- Service
- Standalone – Netware, most vertical configurations
- SASIxpAgent.cmd

Starting/Stopping the SASI Agent

Console Settings – if you are accessing the console thru a remote desk top, and the SASI agent is running as a service, it is important to stop the service and place in standalone mode to open the console,

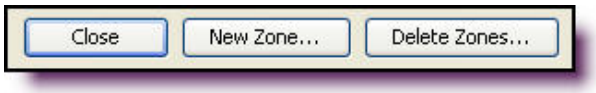


Disconnecting zones – page 66

- ☑ Console>Tools>Settings>Zones>Specific Zone you want temporarily disable>Check the box
- ☑ Reconnecting is same path, this time uncheck the box.

Adding Zones (new school) – page 60

IMPORTANT: When adding a new school, the zone must first be created in the SIFWorks ZIS, and then replicated to each SIF Agent in the zone.

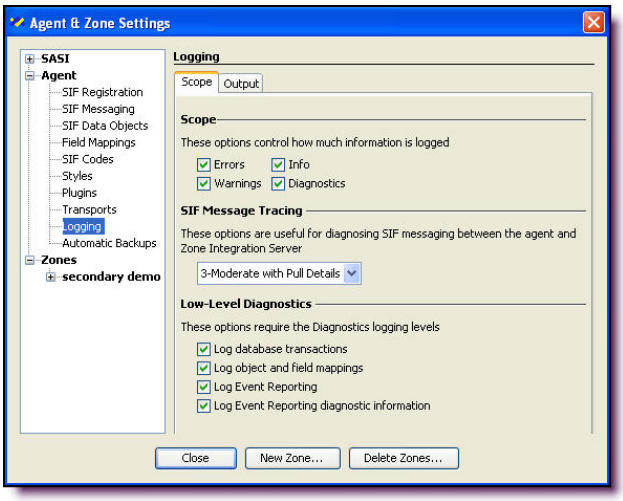


Notes:

Edustructures SIF Agent for SASI (cont.)

Field Mappings – page 34

Custom field mapping was completed for the Agent defaults and for each zone specifically. They can be edited within the agent console or in the agent.cfg manually. Don't forget to back up this file if changes are made.

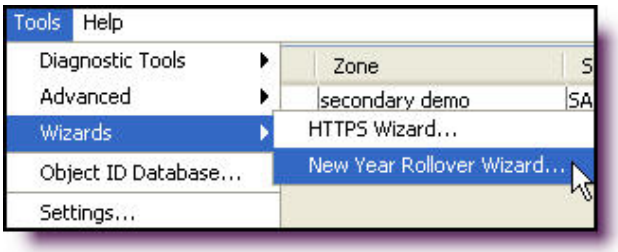


Agent Logs – page 57 in the User's Guide

- Message Logging
  - This group of settings controls the amount of diagnostic logging information that is written to the agent and zone logs.
- Levels
  - Recommend level 1 to 3 during normal operation, but bump up to 5 or 6 for troubleshooting.

New Year Rollover – page 93

Note: The agent's New Year Rollover Wizard should be used in conjunction with the SASI application's New Year Rollover procedures. This is a two part process. Each part straddles the SASI application's NYR process.



General Troubleshooting (push/pull) -

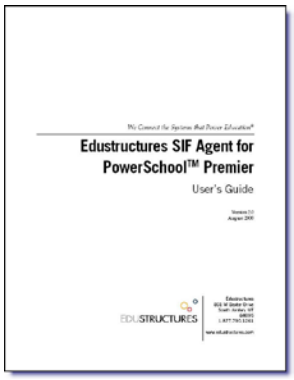
If messages are stuck in the queue, it may be useful to change the messaging mode from push to pull or vice versa

- ☑ From the Console >Tools>Settings>Agent>SIF Registration
- ☑ Change Messaging Mode
- ☑ Shutdown and restart the SASI SIF Agent to commit the changes

See also Customer Support Center Solution Number 225 for additional Basic Troubleshooting information

Notes:

Edustructures SIF Agent for PowerSchool Premier™



Release Notes and User's Guide

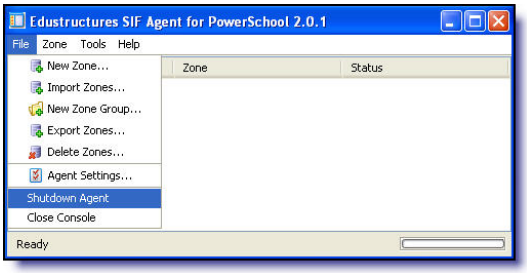
- Within the Program Files: …\Program Files\SIFAgents\Edustructures\SIFAgent for PowerSchool
- From the Start button (Windows): All Programs > Edustructures > SIF Agent for PowerSchool
- Customer Support Center: www.edustructures.com/support >Downloads >Documents - Users Guide

Backup

☑ Agent.cfg: \SIFAgents\Edustructures\SIFAgent for PowerSchool

Run mode – Installing the Edustructures SIF Agent for PowerSchool (Windows)

- Service
- Standalone – Netware, most vertical configurations

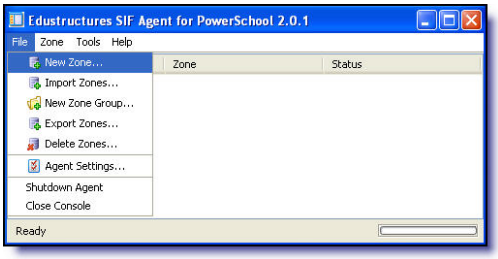


Starting/Stopping the PowerSchool Agent

- Go to File > Shutdown Agent
- If running as Windows Service, highlight the agent name, select Restart, or Stop and then Start

Adding Zones – *Creating School Zones/Creating Aggregate Zone* in the Users Guide

IMPORTANT: When adding a new school, the zone must first be created in the SIFWorks ZIS, and then replicated to each SIF Agent in the zone.

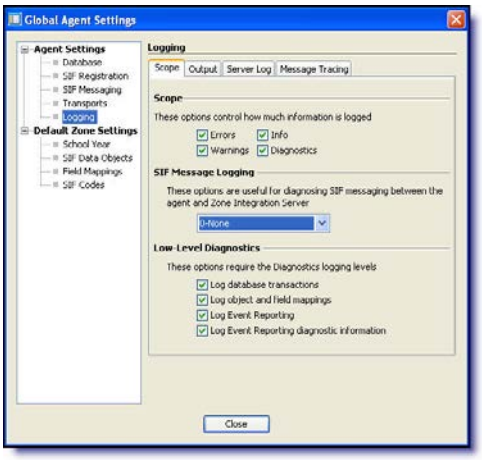


Field Mappings – *Field Mappings* section in the Users Guide

Custom field mapping was completed for the Agent defaults and for each zone specifically. They can be edited within the agent console or in the agent.cfg manually. Don't forget to back up this file if changes are made.

Notes:

Edustructures SIF Agent for PowerSchool Premier (cont.)



Agent Logs – *Logging* section in the User's Guide

- Message Logging
  - This group of settings controls the amount of diagnostic logging information that is written to the agent and zone logs.
- Levels
  - Recommend level 1 to 3 during normal operation, but bump up to 5 or 6 for troubleshooting.

End of Year Processing for the SIF Agent –

- New Year Rollover Wizard
- Solution 300 on the Customer Support Center Website
- Podcast on the Downloads section of the Customer Support Center Website

Updating the Agent or Application (See Solution 270 for full details)

- When updating the Agent or Application you need to replace the Adapter Jar File found in the Adapt folder found in the Agent directory.
- The jar file needs to be placed directly into the PowerSchool application directory.
- Solution 270 outlines the entire process

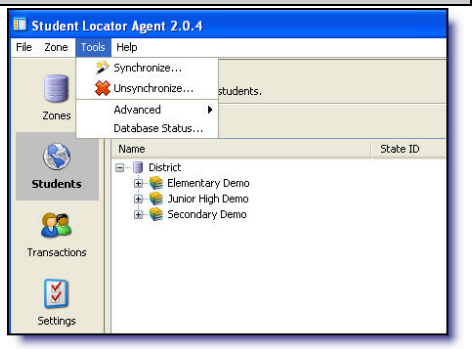
General Troubleshooting (push/pull) -

If messages are stuck in the queue, it may be useful to change the messaging mode from push to pull or vice versa

- ☑ From the Console >Tools>Settings>Agent>SIF Registration
- ☑ Change Messaging Mode
- ☑ Shutdown and restart the PowerSchool SIF Agent to commit the changes

Notes:

SIFWorks Student Locator Framework™ (SLF®)



SLF Overview and Event Driven Transactions

Server and Drive where SLF is located > SIFAgents > Edustructures >SLF Locator > Student Locator Overview Guide.pdf (e.g. D:\SIFAgents\Edustructures\SLFLocator)

Backup

- ☑ locator.cfg

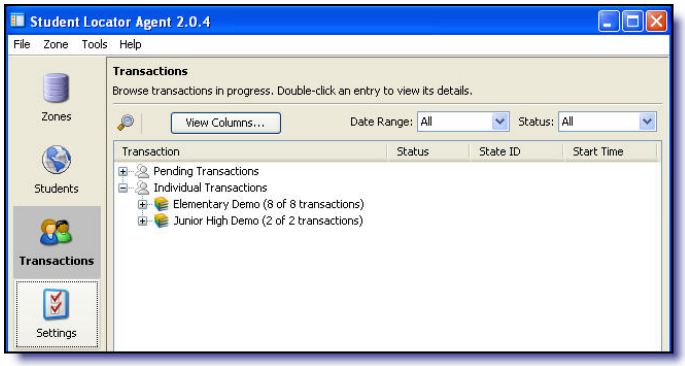
User Interface

- ☑ Synchronization – page 9 (Student Locator Overview Guide)

- ☑ Students View
  - o Request IDs – page 12 and 21
  - o Force IDs to SIS – page 27

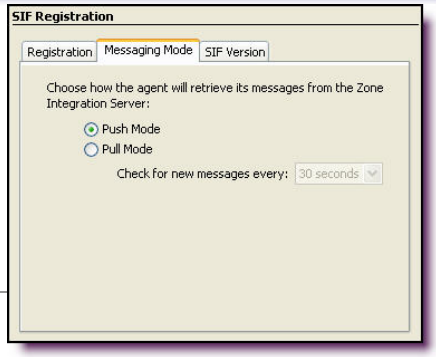
- ☑ Transactions View – page 16
  - o Pending Transactions
  - o Individual Transactions
  - o Batch Transaction
  - o Status – see table

- ☑ Quick Search – page 19



Settings

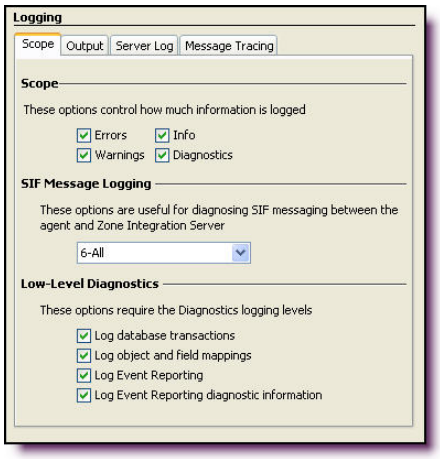
- ☑ Messaging Mode – Settings > Agent Settings > SIF Registration > Messaging Mode
  - o Push vs. Pull



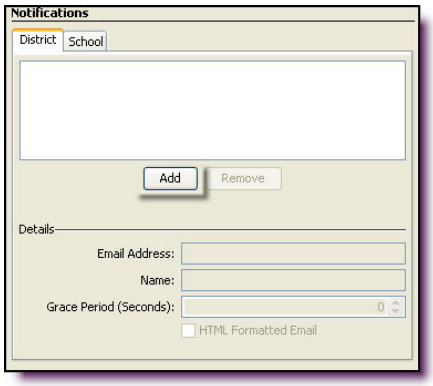
Notes:

SIFWorks Student Locator Framework (cont.)

Settings (cont.)



- ☑ Logging – Settings > Agent Settings > Logging
  - o Message Tracing
    - ▪ This group of settings controls the amount of diagnostic logging information that is written to the agent and zone logs.
  - o Levels
    - ▪ Recommend level 1 to 3 during normal operation, but bump up to 5 or 6 for troubleshooting.



- ☑ Email Notification
  - o User Fixing Error/ User Matching Error
  - o Adding additional email notification addresses

New Year Rollover – See solution number 151 and any state related documentation

Basic Troubleshooting –

See Customer Solution Center Solution Number 227 for WY, 228 for SC, and 229 for VA.

Notes:

SIFWorks Student Locator Framework (cont.)

SLF Statuses

STATUS	DEFINITION
Request Received	The Resolver Agent received a request and placed it in the state ID system database for processing.
Request Received (Failed)	The Resolver Agent received a request but something failed. This usually represents a failure in the state ID system.
Complete	An ID was issued by the state ID system and returned to the district's Locator agent for delivery to the district's SIS. This status contains all types of completions.
Resolving...	The Resolver Agent received the request and placed it in the state ID system, which is now processing the request.
Resolving... (Failed)	The Resolver Agent received the request and placed it in the state ID system; however, there was a failure while the state ID system was processing the request.
User Matching	The state ID system returned a "Near Match" list which was sent to the district's Locator agent. The district user will have to log into the web application to resolve the Near Match.
User Matching (Cancelled)	The state ID system returned a "Near Match" list, but subsequently the Near Match was cancelled (most likely from within the web application, and by either a district user or a state administrator).
User Fixing Error	The state ID system returned an Error which was sent to the district's Locator agent. The district user will have to correct the problem in the district or school SIS. Usually, this is a data problem in the district or school SIS; rarely, it is a configuration problem in the district SIS agent or locator agent; very rarely, it is a configuration problem within the state ID system.

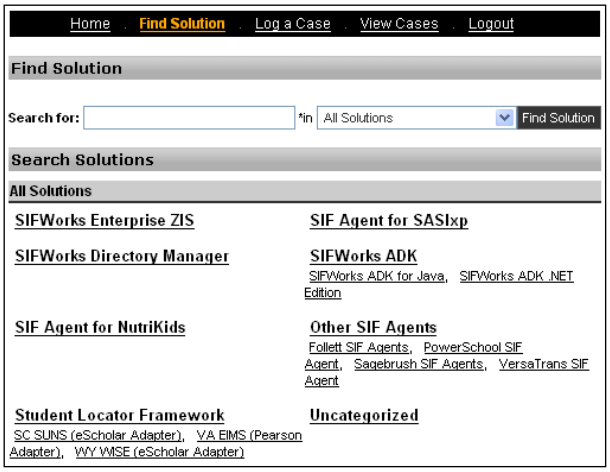
Notes:

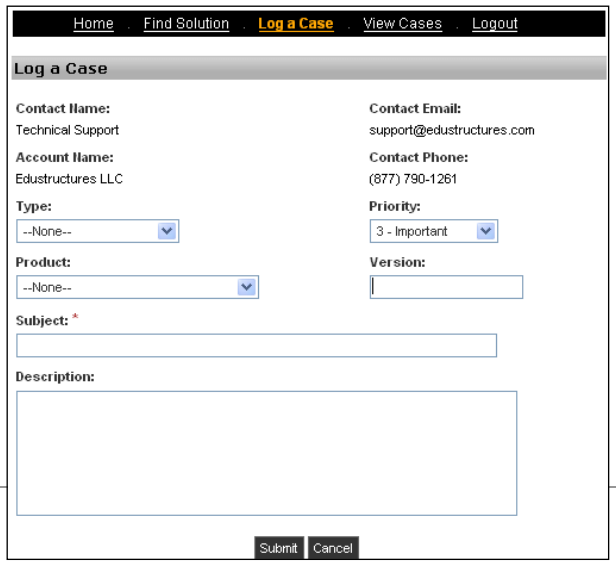
Customer Support

Online Customer Support Center

Login Information

- Go to www.edustructures.com/support
- Log into the Customer Support Center
  - User Name (email address)
  - Password (Edustructures generated)





Live Support

Phone: 877-790-1261 (option 2)
Hours: 9:00 am to 7:00 pm ET, M-F
Email: support@edustructures.com

Notes: