

Infor U

Landmark Technology: Troubleshooting Async eLN Content Document

Landmark Technology

August 19, 2025

Course code: 01_0122508_EEN1826_S30

Legal notice

Copyright © 2025 Infor. All rights reserved.

Important notices

The material contained in this publication (including any supplementary information) constitutes and contains confidential and proprietary information of Infor.

By gaining access to the attached, you acknowledge and agree that the material (including any modification, translation or adaptation of the material) and all copyright, trade secrets and all other right, title and interest therein, are the sole property of Infor and that you shall not gain right, title or interest in the material (including any modification, translation or adaptation of the material) by virtue of your review thereof other than the non-exclusive right to use the material solely in connection with and the furtherance of your license and use of software made available to your company from Infor pursuant to a separate agreement, the terms of which separate agreement shall govern your use of this material and all supplemental related materials ("Purpose").

In addition, by accessing the enclosed material, you acknowledge and agree that you are required to maintain such material in strict confidence and that your use of such material is limited to the Purpose described above. Although Infor has taken due care to ensure that the material included in this publication is accurate and complete, Infor cannot warrant that the information contained in this publication is complete, does not contain typographical or other errors, or will meet your specific requirements. As such, Infor does not assume and hereby disclaims all liability, consequential or otherwise, for any loss or damage to any person or entity which is caused by or relates to errors or omissions in this publication (including any supplementary information), whether such errors or omissions result from negligence, accident or any other cause.

Without limitation, U.S. export control laws and other applicable export and import laws govern your use of this material and you will neither export or re-export, directly or indirectly, this material nor any related materials or supplemental information in violation of such laws, or use such materials for any purpose prohibited by such laws.

Trademark acknowledgements

The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All rights reserved. All other company, product, trade, or service names referenced may be registered trademarks or trademarks of their respective owners.



Table of contents

Table of contents	3
About this workbook	5
Course overview	7
What's new or removed in this course	8
Course description and agenda	9
Lesson 1: Async Administrator	10
Async framework and queue management overview	11
Async Administrator main page	11
Asynchronous processing flow	13
Async queues	14
Differences between Job Console and Async Administrator	16
Async Administrator processes	18
Check your understanding	20
Lesson 2: Job Console	22
Job Console overview	23
Accessing Job Console	25
Steps to Access the Job Console	25
Key Functions of the Job Console	25
Best practices	25
Job Console troubleshooting checklist	26
Before running a job	26
If a job fails	26
After fixing an issue	26
Ongoing maintenance	26
Common Job Console errors and fixes	27
Tips to Prevent Errors	27
Check your understanding	28
Lesson 3: Monitoring async action requests	29
Monitoring Async Administrator action requests	30
To monitor your own async action requests	30
To monitor all users async action requests	30
Request status	30
Troubleshooting async action requests	32
Terminating a running async process	33
Managing blocked async actions	34
Check your understanding	35
Lesson 4: Changing job owners and schedules	36
Changing job owners	37
Changing job schedules	38
Common scheduling issues	39
Monitoring job execution	40
Use the Async Administrator Dashboard	40
Monitor Key Job Status Fields	40
Set Up Alerts and Notifications	40
Check your understanding	41
Lesson 5: Requeuing async errors	42
Precheck	43

Common reasons for request failure.....	44
Diagnosing execution issues.....	46
🔧 Built-In tools in Landmark	46
Advanced diagnostic tools	46
External monitoring and reporting.....	46
Troubleshooting tips.....	47
Reque async errors.....	48
Check your understanding	49
Lesson 6: Troubleshooting common errors	50
Common troubleshooting steps	51
Setting alerts for common errors.....	52
Use Infor Process Automation (IPA).....	52
Monitor with scheduled reports	52
Dashboard alerts.....	52
Enable debugging for problematic jobs	52
Check your understanding	53
Lesson 7: Troubleshooting using the Async page	54
Async page.....	55
Job failures	56
Identifying failure points	56
Job parameters	56
Sending automatic failure notifications	57
Informational errors	58
Checkpoint errors.....	59
Troubleshooting triggers that keep failing.....	59
Troubleshooting unclear error messages	60
Check your understanding	62
Lesson 8: Escalation process.....	63
Determining when to escalate an issue	64
When to trigger escalation	64
Key factors to consider when initiating an escalation	64
Examples of escalation situations.....	64
How to initiate an escalation	65
Who leads the escalation.....	65
Escalation management process.....	66
Step-by-step escalation workflow.....	67
Check your understanding	69
Course summary.....	70
Appendices	71
Appendix A: User accounts.....	72
Appendix B: Check your understanding answers	73
Lesson 1: Async Administrator	73
Lesson 2: Job Console	73
Lesson 3: Monitoring async action requests.....	73
Lesson 4: Changing job owners and schedules	73
Lesson 5: Requeuing async errors	73
Lesson 6: Troubleshooting common errors	73
Lesson 7: Troubleshooting using the Async page.....	73
Lesson 8: Escalation process	73

About this workbook

Welcome to this Infor U course! We hope you will find this learning experience enjoyable and instructive. This Training Workbook is designed to support the following forms of learning:

- Classroom instructor-led training with an Infor certified instructor
- Virtual classroom instructor-led training with an Infor certified instructor
- Self-directed learning through Infor U

This Training Workbook is not intended for use as a product user guide.

Workbook design

This Training Workbook contains both conceptual information to introduce topics and step-by-step procedural instructions for practical application of those concepts.

Symbols and notes are provided throughout this Training Workbook for ease of reference. Refer to the *Symbols used in this workbook* section below to familiarize yourself with these symbols.

The PDF bookmarks pane provides quick and easy navigation between lessons, topics, and appendices, when needed.

Instructor-led training (ILT)

If you are taking this course as ILT, your instructor will provide details on accessing the Infor U Training Environment needed to complete the student exercises. Your instructor will also assign you and other students an account login and password from Appendix A of this Training Workbook.



Some exercises in this workbook cannot be performed in the live Training Environment that is shared by multiple students during class. Your instructor may perform the exercises one time in the system on behalf of the class, if needed. Do not attempt to complete the steps for any of these demos in the system. Doing so could adversely affect the Training Environment, the intended flow of the course, and the success and quality of the course for all students in the class.

Self-directed learning (SDL)

If you are taking this SDL course through Infor U and the course offers Lab On Demand, refer to the Lab On Demand screen in the SDL course for the course environment information. The Lab On Demand screen includes instructions and logins to launch and access the corresponding Infor U Training Environment.



The exercises and demos in this course build upon each other as they prepare the system for subsequent exercises and demos. If you are taking this course as self-directed learning with Lab On Demand, you must complete all of the exercises and demos in the order they are presented in the Training Workbook. This ensures you will achieve the expected results and a successful course outcome.

Symbols used in this workbook



Demo



Critical note



Exercise



Important note



Scenario



For your reference

© 2025 Infor

Course overview

Estimated time

0.5 hours

Learning objectives

Upon completion of this course, you should be able to:

- Describe the architecture and workflow of the action request processing system within Landmark.
- Explain how to use Job Console to manage jobs.
- Explain how to monitor async action requests.
- Explain how to oversee and manage job execution.
- Describe the process and issues in requeuing async errors.
- Explain how to troubleshoot and set alerts for common errors.
- Explain how to troubleshoot common errors from the Async page.
- Describe Infor's structured escalation process.

Topics

- What's new or removed in this course
- Course description and agenda

What's new or removed in this course

The following are new or removed in this version of the course:

NA

© 2025 Infor

Course description and agenda

This course provides training on managing asynchronous processes within enterprise financial management systems using Infor's Async Administrator. You will learn to oversee the architecture and workflow of the action request processing system within Landmark. Key topics include the Async Administrator processing flow, accessing Job Console, monitoring action requests, changing job owners and schedules, requeuing async errors, troubleshooting common errors, and the Infor Escalation Management process.

Course duration

45 minutes

Prerequisite courses

- None

Prerequisite knowledge

To optimize your learning experience, Infor recommends that you have the following knowledge prior to taking this course:

- Knowledge of Infor OS interface and functionality

Audience

- Customer user
- Pre-sales consultant
- Business consultant
- Technical consultant
- Support
- System administrator

Lesson 1: Async Administrator

Estimated time

5 minutes

Learning objectives

After completing this lesson, you will be able to describe the architecture and workflow of the action request processing system within Landmark. In this lesson, you will:

- Explain how action requests are generated by the application.
- Describe how action requests are mapped to different queues.
- Explain how action requests are processed by worker threads via action triggers.
- Describe how action requests are executed as actions.

Topics

- Async framework and queue management overview
- Differences between Job Console and Async Administrator
- Async Administrator processes

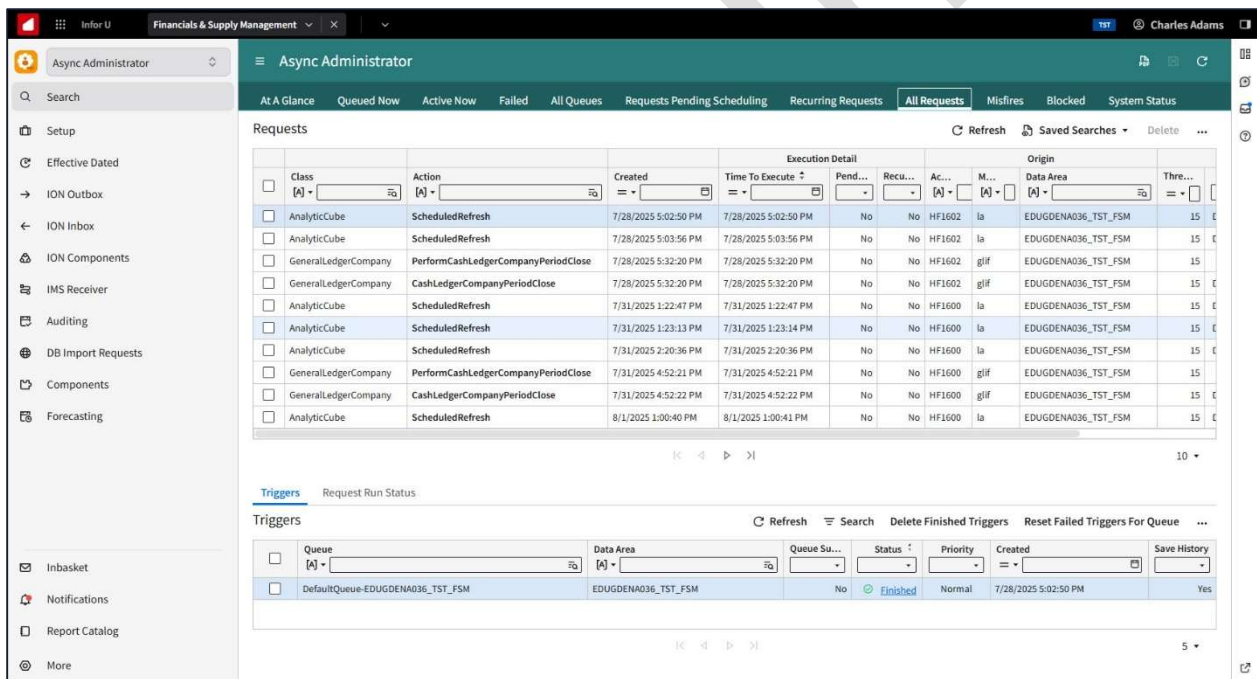
Async framework and queue management overview

The Async Administrator web app lets administrators oversee the Async Framework, which supports background processing for Landmark systems. Administrators use it to balance business workload, online speed, and system stability.

The Async Framework includes components and tools to manage execution workloads. Administrators can define and schedule jobs and job streams, assigning recurring and ad-hoc background actions to specific queues with varying priorities. These queues also have assigned limits on the maximum number of concurrent actions. This approach ensures timely job completion and maintains necessary resources for both foreground and background processing.

Async Administrator main page

When you access the Async Administrator, the main page displays various tabs to monitor the Async system's status. You can return to this page at any time by clicking the Async Administrator main page icon at the top of the application menu.



Async Administrator page – All Requests tab

The tabs on the Async Administrator main page are described in the following table.

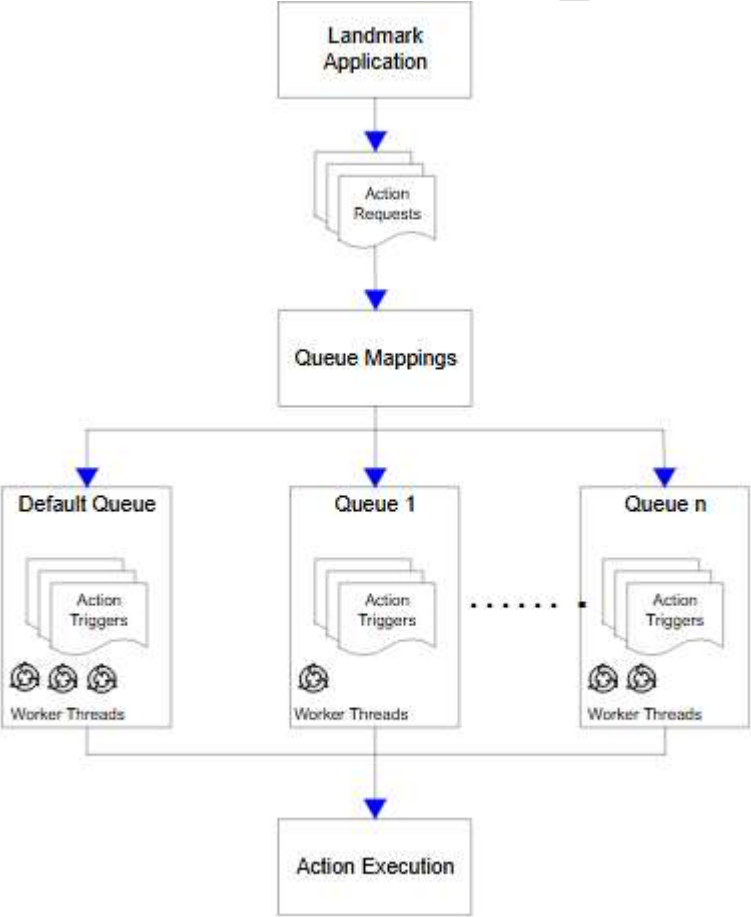
Tab	Description
At a Glance	Shows the triggers that are currently queued (ready to process) and currently active (being processed).

Tab	Description
Queued Now	Shows any queues with at least one trigger that is currently queued.
Active Now	Shows any queues with at least one trigger that is currently active.
Failed	Shows any triggers with a Failed status (Lost While Pending, Failed to Start, Lost While in Progress, Terminated Abnormally). You can select any listed trigger to see error details.
All Queues	Shows all Async queues. You can select any queue to see a list of its triggers.
Requests Pending Scheduling	Lists Async requests (and their trigger and run details) that are set to be triggered for execution at least once more.
Recurring Requests	Lists Async requests (and their trigger and run details) that are scheduled and set up as recurring requests.
All Requests	Lists all Async requests (and their trigger and run details).
Misfires	<p>Lists any misfires.</p> <p>Note: Misfire refers to a scheduled background action (such as a job or process) that fails to run at its scheduled time. This can happen due to system delays, resource contention, or other runtime issues.</p> <p>A misfire typically occurs when:</p> <ul style="list-style-type: none"> • The system is too busy to execute the job at the scheduled time. • The job queue is paused or overloaded. • There are configuration issues or resource constraints.
Blocked	<p>Lists any blocked actions.</p> <p>Note: A blocked action is an Async Action that is waiting for a condition to be resolved before it can execute. It remains in a "blocked" state until the system allows it to proceed.</p> <p>Common causes:</p> <ul style="list-style-type: none"> • Resource Contention <ul style="list-style-type: none"> ○ The job queue is full or paused. ○ Required system resources (CPU, memory, etc.) are unavailable. • Dependency on Other Actions <ul style="list-style-type: none"> ○ The action depends on another job or process that hasn't completed. ○ For example, a data replication job may be blocked until a sync job finishes. • Security or Role Restrictions

Tab	Description
	<ul style="list-style-type: none"> ○ The actor (user or service) assigned to the action lacks necessary permissions. ● Configuration Errors <ul style="list-style-type: none"> ○ Misconfigured job parameters or invalid business class references. ● Approval Workflow Pending <ul style="list-style-type: none"> ○ The action is part of a request that requires approval and is waiting in the Inbasket.
System Status	Shows the current status of the underlying processes of the Async system, as well as statistics for queued, failed, and finished requests, and a graphical view of queued and active requests.

Asynchronous processing flow

The following diagram shows the processing flow within the Async Framework.

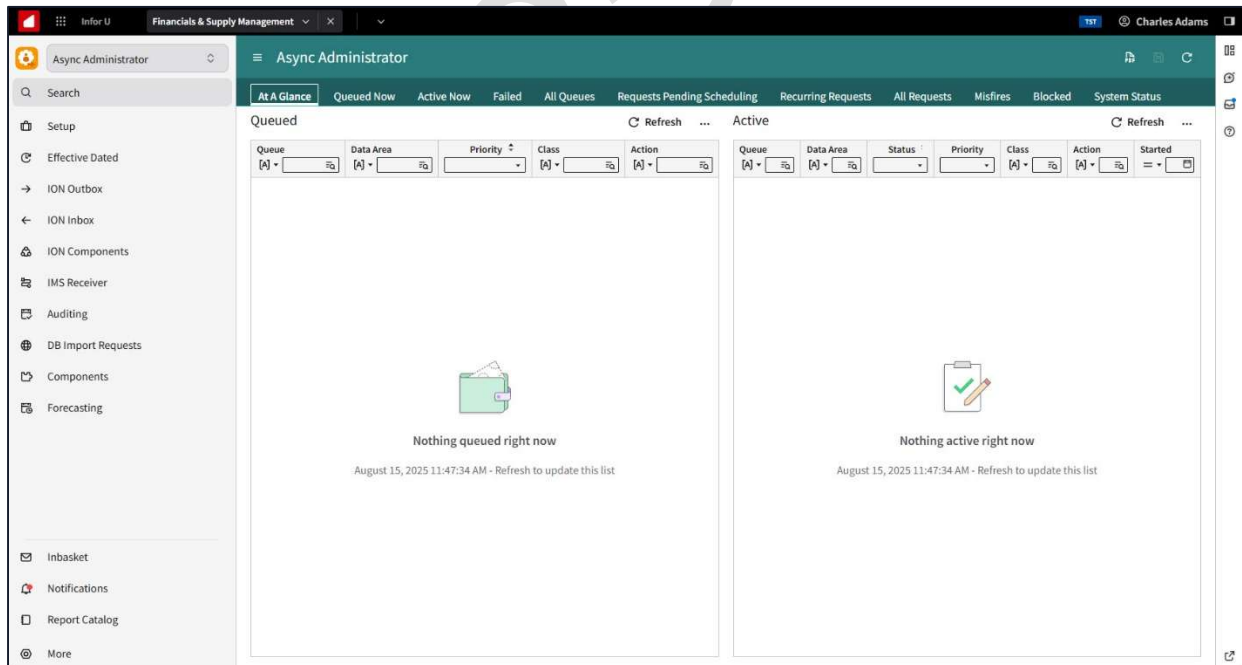


Physical Flow of Events

1. The process starts with a task or user action in a Landmark application that requires background asynchronous processing.
2. Landmark creates an async action request.
3. A background task scans for these requests, determines when to execute unprocessed tasks, and assigns the best queue mapping. If no mapping is found, the default queue is used.
4. A trigger is created for the request on the assigned queue.
5. A background task scans the triggers for each enabled queue, updates the trigger status, and finds a place to run the action if the queue has available worker threads. If the queue is in a group, the system checks if the group is suspended and if the maximum active actions have not been exceeded.
6. The trigger status is updated to acknowledge the start of processing and again when the action is executed.
7. A background task regularly scans all running triggers and updates the status for any lost actions.

Async queues

The Landmark Async Queue executes Landmark actions separately from the Work Unit Queue, which runs all IPA Flows and is located under Process Server Administrator. The Async Queue screen, found in the Async Administrator role, displays both queued and active Async actions in the At A Glance tab, duplicating the Queued Now and Active Now tabs with less detail. It shows all actions currently running or waiting for execution.



Async Administrator page – At A Glance tab

The All Queues tab displays a list of all asynchronous queues and the most relevant fields for each. The lower section of the tab lists any associated triggers, such as failed, completed, or in-process actions.

The screenshot shows the 'Async Administrator' application with the 'All Queues' tab selected. The interface includes a left-hand navigation menu with options like 'Setup', 'Effective Dated', 'ION Outbox', 'ION Inbox', 'ION Components', 'IMS Receiver', 'Auditing', 'DB Import Requests', 'Components', and 'Forecasting'. The main content area displays a table of queues and a section for triggers.

Name	Description	Max Ac...	Prio...	Save H...	Suspe...	Use Qu...	Queued	Active	Failed	Finished
Allocation	Allocation	3	Normal	No	No	No				
AnalyticCube	Analytic Cube Reload/Refresh	3	Normal	No	No	No				
Archive Queue	Archive Processing Queue	1	Normal	No	No	No				
Asset Processes	Asset Processes	4	Normal	No	No	No				
Async Update Queue	Can be removed when empty	1	Critical	No	No	No				
AverageDailyBalance	Average Daily Balance	3	Normal	No	No	No				
BudgetBatch	Queue for batch budget edits	1	Normal	No	No	No				
BudgetEdit	Budget Edits (Max Active Actions CANNOT exceed 1)	1	Critical	No	No	No				
BudgetEditCallback	Budget Edit Callback	4	Normal	No	No	No				
BudgetTemplateActivation	Budget Template Activation	3	Normal	No	No	No				

The 'Triggers' section below the table shows a folder icon and the message: "No triggers right now for Allocation". The timestamp at the bottom of this section is "August 15, 2025 11:53:35 AM - Refresh to update this list".

Async Administrator page – All Queues tab

Differences between Job Console and Async Administrator

The Landmark Async Administrator and the Job Console are both tools used within the Infor Landmark environment, but they serve distinct purposes.

Application	Purpose	Functionality	Use case
Async Administrator	Manages asynchronous processes and queues within the Landmark system.	<ul style="list-style-type: none"> Allows administrators to monitor, manage, and troubleshoot async queues. Handles background jobs like batch processing, integrations, and scheduled tasks. Provides visibility into job statuses, errors, and performance metrics. 	Ideal for system administrators to ensure automated processes run smoothly and efficiently.
Job Console	Provides a user interface for managing jobs, particularly related to snapshots, comparisons, and configuration drift, often used in ITSM or CMDB contexts.	<ul style="list-style-type: none"> Enables users to create, schedule, and monitor jobs. Offers detailed views of job history, status, and results. Supports environments requiring configuration tracking or system comparisons. 	Ideal for IT operations or configuration management teams tracking system changes or performing audits.

Key Differences

Feature	Async Administrator	Job Console
Primary Focus	Async queue and process management	Job scheduling and tracking
User Role	System administrators	IT operations/configuration managers

Feature	Async Administrator	Job Console
Interface	Landmark Admin Console	Often part of broader ITSM tools
Job Types	Background processes, integrations	Snapshots, comparisons, audits

To choose the appropriate tool in Infor Landmark, determine whether you are managing system-level asynchronous processes or tracking specific job executions for audits or comparisons.

© 2025 Infor

Async Administrator processes

The core processes of the Infor Landmark Async Administrator revolve around managing background execution tasks efficiently within the Landmark system. Here's a structured overview of these core processes:

Core Processes in the Async Framework

1. Async action requests

- These are the initial representations of tasks meant to run in the background.
- Each request includes:
 - The action to be performed.
 - Parameters for execution.
 - Scheduling details (e.g., one-time or recurring).

2. Async action triggers

- Triggers are the actual instances of execution derived from action requests.
- For recurring jobs, multiple triggers are generated.
- Triggers are what get queued and processed.

3. Queue management

- Triggers are assigned to queues based on priority and workload.
- Queues can be customized:
 - **Concurrency limits:** Control how many tasks run simultaneously.
 - **Prioritization:** Ensure critical jobs are processed first.
- Administrators can create and manage multiple queues.

4. Queue groups

- **Synchronized Groups:** Only one trigger in the group runs at a time.
- **Background Groups:** Triggers are processed sequentially, waiting for the previous one to complete.

5. Job and Job Stream Definition

- **Jobs:** Defined actions tied to specific business classes.
- **Job Streams:** Sequences of jobs that execute in a defined order.

6. Monitoring and Troubleshooting

- Admins can:
 - View and manage all async requests and triggers.
 - Suspend/resume queues or queue groups.
 - Reassign or cancel stuck or failed triggers.

- Adjust scheduling and concurrency settings.

7. **Security and Role Management**

- Access to Async Administrator functions is controlled via roles.
- Only users with appropriate roles can manage or monitor async processes.

© 2025 Infor

Check your understanding

- 1. Learning Objective: Describe the architecture and workflow of the action request processing system within Landmark.**
 - **Question:** What is the primary role of the Async Administrator web app?
 - A) To manage user accounts and permissions
 - B) To oversee the Async Framework for background processing
 - C) To handle real-time data processing
 - D) To generate financial reports
 - **Correct Answer:** B) To oversee the Async Framework for background processing
- 2. Learning Objective: Explain how action requests are generated by the application.**
 - **Question:** How are action requests generated in the Landmark application?
 - A) Manually by the user
 - B) Automatically by a background task
 - C) Through a scheduled job
 - D) By an external API call
 - **Correct Answer:** B) Automatically by a background task
- 3. Learning Objective: Describe how action requests are mapped to different queues.**
 - **Question:** What determines the queue to which an action request is mapped?
 - A) The priority of the request
 - B) The user who created the request
 - C) The type of action to be performed
 - D) The available system resources
 - **Correct Answer:** A) The priority of the request
- 4. Learning Objective: Explain how action requests are processed by worker threads via action triggers.**
 - **Question:** What is the role of worker threads in processing action requests?
 - A) To create new action requests
 - B) To update the status of action requests
 - C) To execute the actions associated with the requests
 - D) To delete completed action requests
 - **Correct Answer:** C) To execute the actions associated with the requests
- 5. Learning Objective: Describe how action requests are executed as actions.**
 - **Question:** What happens when an action request is executed?
 - A) The request is deleted from the system
 - B) The action is performed and the status is updated

- C) The request is moved to a different queue
- D) The user is notified via email
- **Correct Answer:** B) The action is performed and the status is updated



Refer to [Appendix B](#) for answers to the check your understanding questions.

© 2025 Infor

Lesson 2: Job Console

Estimated time

5 minutes

Learning objectives

After completing this lesson, you will be able to explain how to use Job Console to manage jobs. In this lesson, you will:

- Describe Job Console core functions.
- Explain how to apply best practices for managing jobs.
- Explain how to troubleshoot common issues.
- Describe how to ensure efficient, error-free job execution.

Topics

- Job Console overview
- Accessing Job Console
- Job Console Troubleshooting Checklist
- Common Job Console Errors and Fixes
- Check your understanding

Job Console overview

Using the **Infor Landmark Job Console effectively** involves understanding its core functions and applying best practices to streamline job management. While detailed documentation is limited publicly, here's a practical guide based on typical usage patterns and system administration principles:

Key Functions of the Job Console

1. **Job Creation:**
 - Define jobs to perform specific actions on business classes.
 - Useful for recurring tasks like data imports, exports, or system comparisons.
2. **Job Scheduling:**
 - Set jobs to run at specific times or intervals.
 - Helps automate routine tasks and reduce manual effort.
3. **Monitoring and Troubleshooting:**
 - View job history, status, and logs.
 - Identify failed jobs and investigate errors.
4. **Job Templates:**
 - Reuse job definitions for similar tasks.
 - Speeds up setup and ensures consistency.

Best Practices for Effective Use

- ✓ **Organize Jobs Clearly**
 - Use descriptive names and tags.
 - Group related jobs by function or department.
- ✓ **Schedule During Off-Peak Hours**
 - Minimize system load by running intensive jobs during low-usage periods.
- ✓ **Monitor Regularly**
 - Set alerts for failed or delayed jobs.
 - Review logs to catch recurring issues early.
- ✓ **Use Job Dependencies Wisely**
 - Chain jobs that rely on each other together using job streams.
 - Ensure prerequisite jobs complete successfully before triggering dependent ones.
- ✓ **Document Job Purpose and Parameters**
 - Maintain internal documentation for each job.
 - Helps with troubleshooting and onboarding new admins.

Common Use Cases

- **Data Sync:** Sync data between Landmark and external systems.
- **Audit Reports:** Generate regular reports for compliance.
- **Snapshot Comparisons:** Track configuration drift or changes over time.

© 2025 Infor

Accessing Job Console

To access the **Infor Landmark Job Console**, follow these general steps within the **Infor Rich Client** environment:

Steps to Access the Job Console

1. **Open Infor OS**
Launch Infor OS installed on your workstation.
2. Click the **Navigation menu** icon on the header.
Note: The **Navigation menu** icon is shown below.



3. Scroll down to the **Applications** menu.
4. Select the **Job Console / Job Console** item. The **Job Console** page displays.



Note: You must be assigned the **AsyncJobAdministratorAccess_ST** security class (or equivalent) to access and manage jobs in the Job Console.

Key Functions of the Job Console

- **Job Creation:** Define jobs for tasks like data imports, exports, or comparisons.
- **Job Scheduling:** Automate jobs to run at specific intervals.
- **Monitoring:** Track job history and logs to identify issues.
- **Job Templates:** Reuse job definitions for consistency.
- **Job Dependencies:** Chain jobs that rely on each other

Best practices

- Use descriptive names and group jobs by function.
- Schedule jobs during off-peak hours to reduce system load.
- Set alerts for failed or delayed jobs.
- Maintain internal documentation for each job's purpose and parameters

Additional resources

- The Landmark Run Time Architecture and DOC Transcript - Landmark Jobs & Jobstreams - Innovation Insights - 20241211 provide deeper insights into async queues, jobstreams, and mobile monitoring capabilities
- For installation and configuration, refer to the [landmark_technology_install_guide](#)
- You can also explore the [Infor Landmark Administration Console Guide](#) for detailed configuration steps

Job Console troubleshooting checklist

Before running a job

- Verify job parameters: Ensure all required fields are filled correctly (e.g., business class, action, filters).
- Check for dependencies: Confirm that prerequisite jobs or data conditions are met.
- Validate MAP IDs and maintainers: Ensure referenced MAP IDs and maintainers exist and are correctly configured.
- Review scheduling settings: Confirm the job is scheduled during appropriate system load times.

If a job fails

- Review error message: Note the error code and message for targeted troubleshooting.
- Check job logs: Access detailed logs for stack traces or failed steps.
- Inspect data integrity: Look for missing or malformed data that could cause logic errors.
- Confirm field definitions: Use Dictionary Field Maintenance to verify field types and sizes.
- Validate security and permissions: Ensure the user or system has the necessary access rights.

After fixing an issue

- Re-run the job in test mode (if available): Validate the fix without affecting production data.
- Monitor job execution: Watch for performance issues or unexpected behavior.
- Document the resolution: Record the error, cause, and fix for future reference.
- Update job templates or parameters: Prevent recurrence by adjusting job definitions or templates.

Ongoing maintenance

- Regularly audit job history: Identify patterns in failures or performance issues.
- Clean up old or redundant jobs: Reduce clutter and improve system efficiency.
- Train team members on common errors: Share knowledge to improve response time and accuracy.

Common Job Console errors and fixes

Common Job Console errors and fixes are described in the table below.

Error	Cause	Fix
MAINTAINER NOT FOUND (Error 1362)	The specified maintainer function does not exist.	Verify the maintainer name in the job definition. Ensure it matches the expected function in the system
MAJOR LOGIC ERROR (Error 1226)	A logic error in the accounting event or subevent, often due to incompatible data types or oversized fields.	Review the data dictionary entries for the involved fields. Use the Dictionary Field Maintenance tool to correct them
MAP ID NOT DEFINED (Error 1026)	A job references a MAP ID that doesn't exist.	Use a predefined MAP ID or create one before running the job
MASK NOT ALLOWED / MASK ZERO OR ONE (Errors 82 & 81)	Invalid mask values entered for segments.	Ensure mask values are either 0 or 1 and only used in appropriate fields
MATCH CONTROL ERROR (Error 777)	Missing vendor location entry in the Match Process Control table.	
MATCH PO NOT FOUND (Error 834)	Invoice distribution must match the PO distribution, but no match is found.	Confirm the invoice and PO details. Adjust the ACKCHGALW option if changes are needed
MATCHING LINES GT 50 (Error 470)	More than 50 matching lines on a PO prevent allocation.	

Tips to Prevent Errors

- Always validate job parameters before execution.
- Use consistent naming conventions and predefined values.
- Monitor logs and error messages regularly.
- Document job dependencies and configurations.

Check your understanding

1. **Learning Objective: Describe Job Console core functions.**

- **Question:** Which three of the following are core functions of the Job Console? A) Job Creation B) Job Scheduling C) Job Deletion D) Monitoring and Troubleshooting
- **Correct Answer:** C) Job Deletion

2. **Learning Objective: Explain how to apply best practices for managing jobs.**

- **Question:** Which of the following is a best practice for managing jobs in the Job Console? A) Running intensive jobs during peak hours B) Using vague job names C) Setting alerts for failed or delayed jobs D) Avoiding documentation for each job
- **Correct Answer:** C) Setting alerts for failed or delayed jobs

3. **Learning Objective: Explain how to troubleshoot common issues.**

- **Question:** What should you do first if a job fails in the Job Console? A) Ignore the error message B) Review the error message and job logs C) Delete the job D) Restart the system
- **Correct Answer:** B) Review the error message and job logs

4. **Learning Objective: Describe how to ensure efficient, error-free job execution.**

- **Question:** Which of the following actions helps ensure efficient, error-free job execution? A) Running jobs without verifying parameters B) Scheduling jobs randomly C) Validating job parameters before execution D) Ignoring job dependencies
- **Correct Answer:** C) Validating job parameters before execution



Refer to [Appendix B](#) for answers to the check your understanding questions.

Lesson 3: Monitoring async action requests

Estimated time

10 minutes

Learning objectives

After completing this lesson, you will be able to explain how to monitor async action requests. In this lesson, you will:

- List the steps to check the status of async requests.
- Describe how to troubleshoot issues.
- List the steps to terminate long-running processes.
- Describe how to manage blocked actions.

Topics

- Monitoring Async Administrator action requests
- Troubleshooting Async Action Requests
- Terminating a Running Async Process
- Managing blocked async actions
- Check your understanding

Monitoring Async Administrator action requests

These procedures outline how to check the status of asynchronous action requests. The appropriate procedure depends on whether you are an async administrator with access to all requests or a user who can only view your own submitted requests.

To monitor your own async action requests

1. Select **More > Actions** in the **Navigation** pane.
2. Click the **Scheduled Actions** tab.
3. Scroll down the list to find the async action requests you want to check. (You can also open the search bar to help you find the action requests.)
4. To see more detail regarding an async action request, right-click the action request and select **Open**.

To monitor all users async action requests

1. As a user with access rights to the Async Administrator web application, select **Components** in the **Navigation** pane.
2. Click the **Requests** tab.
3. Scroll down the **Requests** list to find the async action requests you want to check. (You can also open the search bar to help you find the action requests.)
4. The Requests page contains many columns displaying information for each request. In addition, when you select a request, if there are triggers associated with it, they will be displayed in the Triggers portion of the page.
5. To see more detail regarding the async action request, select it and then **select ellipsis (...) > Open**.

Request status

Each async action request has two key fields:

- **Scheduled** (IsScheduled):
 - True means it's a scheduled/recurring request.
 - False means it's a one-time request.
- **Pending Scheduling** (PendingScheduling):
 - True means it will be triggered again.
 - False means it won't be triggered again.

You can use these fields to determine whether a request is active, recurring, or disabled.

3. Command Line Monitoring

From the Landmark command prompt, you can run:

```
manageasync --list [dataarea] -C
```

This lists current async action requests. If there are many, it's best to redirect the output to a file for easier review.

© 2025 Infor

Troubleshooting async action requests

Below are options to help identify issues with async action requests.

- Open the My Actions and the Requests pages to view information on the current status of the action request.
- Check the queues to see if the one for the action request is suspended. You can view queues from the Queues tab on the Base Components page.
- If the action request has not yet run or if you want to requeue it, you can enable database session debugging by selecting the action request on the My Actions or the Requests page, and then selecting ellipsis (...) > Enable DB Session Debug. After the action request is processed, you can examine the results.

© 2025 Infor

Terminating a running async process

Administrators may need to terminate a long-running batch process that is consuming excessive resources or suspected of being stuck. This procedure attempts to interrupt the JVM thread running the Async process. While usually successful, it may not work if the thread is blocked or in a tight loop. Landmark database-level operations now check for interrupted threads and throw an exception to terminate the process.

To terminate an Async process, match the async action trigger to a JVM ID. Verify the JVM ID before proceeding, as the recorded Grid JVM ID may be inaccurate if the Async node has been restarted. The node log will show the interrupt request, including the thread name and actor ID.

Use termination cautiously, as it can leave data in an inconsistent state. Many actions have recovery capabilities, but data cleanup is the data owner's responsibility if the job is not restarted and completed.

1. Get the JVM ID in case you need to supply an alternate value to the one presented when you later select the action to terminate the process.
 - a. Type JVM in the search field.
 - b. Select ConfigurationCacheJVM in the Navigation pane.
 - c. Select the item representing the node for batch execution..
2. Navigate to Async Administrator > Components > Triggers, and select the trigger whose batch process you want to terminate.
3. From the Actions menu, select Request Termination.
4. Type the JVM ID you identified earlier if the last known JVM ID that is displayed is not correct in the **Remote Runtime Data** field.
5. Click OK.

Managing blocked async actions

Landmark automatically blocks async actions that may cause interrupts due to memory or performance issues. The system blocks actions based on default settings of three interrupts within 12 hours or according to tenant environment data area settings for frequency and timeframe in the `blocklist_count` and `blocklist_timeframe` configuration parameters in the async category. For more information, see Runtime Parameters in the ConfigurationParameter Table.

Once an action is blocked, it will not run until the block is removed. Users will be notified through normal mechanisms.

- If they have opted for notifications on failures or completions and failures, they will receive both a user notification and an email (if an email address is set).
- If email addresses were entered on the request, those recipients will also receive the message.
- The Async admin receives all failure notifications, including those related to blocking.

To view blocked actions, use the Blocked Actions tab on the Async Administrator Async Overview form or the Blocked Actions list in the Async Framework Components. This will show any blocked actions, including the number of times they were blocked and the timeframe within which they occurred. On the Blocked Actions tab and list, you can manually add or delete a block. If you delete a block that was auto-created by the system, a confirmation message will appear, advising that if the underlying issue has not been resolved, the block is likely to be reimposed.

Check your understanding

Learning Objective : List the steps to check the status of async requests

Question: Which tab should you click to check the status of your own async action requests? a) Scheduled Actions
b) Requests
c) Queues
d) Triggers

Correct Answer: a) Scheduled Actions

Learning Objective : Describe how to troubleshoot issues

Question: What can you do if an async action request has not yet run or you want to requeue it? a) Enable database session debugging
b) Check the queues
c) View the My Actions page
d) View the Requests page

Correct Answer: a) Enable database session debugging

Learning Objective : List the steps to terminate long-running processes

Question: What should you verify before proceeding to terminate an Async process? a) The node log
b) The JVM ID
c) The thread name
d) The actor ID

Correct Answer: b) The JVM ID

Learning Objective : Describe how to manage blocked actions

Question: How are users notified when an async action is blocked? a) Through the Blocked Actions tab
b) Through the Blocked Actions list
c) Through normal mechanisms, including email if set
d) Through the Async Framework Components

Correct Answer: c) Through normal mechanisms, including email if set



Refer to [Appendix B](#) for answers to the check your understanding questions.