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Enterprise

HPE IDOL Admin

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User Guide

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Part I: Getting Started

This section introduces the HPE IDOL Admin interface and describes how to add it into your HPE IDOL system.

- [Introduction](#)
- [Install HPE IDOL Admin](#)

Chapter 1: Introduction

HPE IDOL Admin is an administration interface for performing ACI server administration tasks, such as gathering status information, monitoring performance, and controlling the service. HPE IDOL Admin provides an alternative to constructing actions and sending them from your web browser.

NOTE:

The HPE IDOL Admin user interface is a different product from HPE IDOL Administration, which is a distributed, web-based infrastructure for managing HPE IDOL components and services.

- [Overview](#) 11
- [HPE IDOL Admin Structure](#) 15
- [Access Online Help](#) 15

Overview

The HPE IDOL Admin interface enables you to perform the following tasks for each ACI server or component that it is used with:

- gather status information about the server and license (see [View Status Information, on page 23](#))
- monitor performance (see [Monitor Performance, on page 39](#))
- view logs (see [View Logs, on page 37](#))
- validate the configuration file (see [Validate the Configuration File, on page 53](#))
- query the server (see [Query the Server, on page 62](#))
- export diagnostics information (see [Create a Diagnostics Bundle, on page 64](#))
- control the service (see [General Administration, on page 61](#))

Depending on the ACI server or component, you can also perform additional tasks (see [Additional Features, below](#)).

Additional Features

Some ACI components have extra features available in HPE IDOL Admin.

IDOL Agentstore Component

When HPE IDOL Admin is deployed against the IDOL Agentstore component, you can perform the following tasks in addition to using the core features.

| | |
|---|-------------------------------------|
| view summary information about the data index | view field types |
| view the indexing queue | monitor queued asynchronous actions |

| | |
|---|---|
| view information about the index cache | index documents |
| view information about language and encoding settings | modify data fields in indexed documents |
| view information about configured security types | export indexed documents |
| view status information about the IDOL index | manage databases |

IDOL Category Component

When HPE IDOL Admin is deployed against the IDOL Category component, you can perform the following tasks in addition to using the core features.

- back up and restore the category data
- view the queue of scheduled category actions

Connector Framework Service Component (CFS)

When HPE IDOL Admin is deployed against the Connector Framework Service component, you can perform the following tasks in addition to using the core features.

- monitor queued asynchronous actions

IDOL Community Component

When HPE IDOL Admin is deployed against the IDOL Community component, you can perform the following tasks in addition to using the core features.

| | |
|---|---|
| view information about configured security types | export users, roles, agents, and profiles into an XML file |
| manage users, including adding and removing a user's agents | import users, roles, agents, and profiles from an .xml file |
| manage roles | lock and unlock users |
| manage user privileges | |

IDOL Content Component

When HPE IDOL Admin is deployed against the IDOL Content component, you can perform the following tasks in addition to using the core features.

| | |
|---|---|
| view summary information about the data index | view field types |
| view the indexing queue | monitor queued asynchronous actions |
| view information about the index cache | index documents |
| view information about language and encoding settings | modify data fields in indexed documents |

| | |
|--|--------------------------|
| view information about configured security types | export indexed documents |
| view status information about the IDOL index | manage databases |

Distributed Action Handler (DAH)

When HPE IDOL Admin is deployed against a DAH, you can perform the following tasks in addition to using the core features.

- view summary information about the data index
- view information about configured security types

Distributed Index Handler (DIH)

When HPE IDOL Admin is deployed against an DIH, you can perform the following tasks in addition to using the core features.

| | |
|--|---|
| view the indexing queue | modify data fields in indexed documents |
| view status information about the IDOL index | export indexed documents |
| index documents | |

HPE IDOL Connectors

When HPE IDOL Admin is deployed against an IDOL Connector, you can perform the following tasks in addition to using the core features.

- monitor queued asynchronous actions
- delete the datastore for a specific fetch task
- run connector tasks, such as updating IDOL with new information, collecting documents, and inserting documents into a repository

HPE IDOL Proxy Component

When HPE IDOL Admin is deployed against IDOL Proxy, you can perform the following tasks in addition to using the core features.

| | |
|---|---|
| view summary information about the data index | back up and restore the category data |
| view the indexing queue | export users, roles, agents, and profiles into an.xml file |
| view information about language and encoding settings | import users, roles, agents, and profiles from an .xml file |
| view information about configured security types | manage databases |

| | |
|--|---------------------------------------|
| view status information about the IDOL index | manage users |
| index documents | manage roles |
| modify data fields in indexed documents | manage user privileges |
| export indexed documents | display documents in your web browser |
| lock and unlock users | |

License Server

When HPE IDOL Admin is deployed against a License Server, you can perform the following tasks in addition to using the core features.

- manage licensed components
- view information on aggregated resource usage and limits

Media Server

When HPE IDOL Admin is deployed against the Media Server component, you can perform the following tasks in addition to using the core features.

- monitor queued asynchronous actions

IDOL Speech Server

When HPE IDOL Admin is deployed against IDOL Speech Server, you can perform the following tasks in addition to using the core features.

- delete temporary results
- monitor queued asynchronous actions
- load and unload language packs
- choose from a list of custom language modules to load with a language pack
- create speaker templates

NOTE:

To configure HPE IDOL Admin to work with IDOL Speech Server, you must set `AllowUnusedParams` to `true` in the `[Server]` section of the IDOL Speech Server configuration file, and then restart IDOL Speech Server.

IDOL View Component

When HPE IDOL Admin is deployed against the IDOL View component, you can perform the following tasks in addition to using the core features.

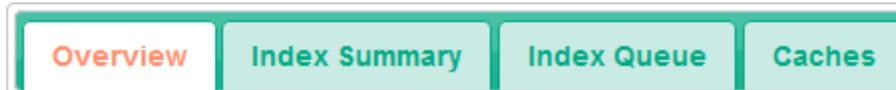
- display documents in your web browser

HPE IDOL Admin Structure

HPE IDOL Admin consists of three main sections, which you open by clicking the menus along the top of the window.



These sections consist of a number of pages that contain the information and tools that you need to administer your ACI server. The pages are sometimes subdivided into secondary tabs.



There is also an information bar at the bottom of the window, which displays counts for tasks, errors and warnings.



Clicking the arrow on the left side of the bar opens a pane in the lower section of the window. This pane displays Recent Tasks and Alerts information.

| Name | Received Time | Start Time | End Time | Status | Documents Processed | Documents Deleted | Progress | |
|---------------------|---------------------|---------------------|---------------------|----------|---------------------|-------------------|----------|--|
| Validate Disk Index | 2016/02/15 16:34:26 | 2016/02/15 16:34:26 | 2016/02/15 16:34:29 | Finished | - | - | 100% | |

Below the table is a summary bar: 'Recent Tasks' with a hamburger menu icon, 'Tasks: 1' (black), 'Failed: 0' (grey), 'Finished: 1' (green), 'Alerts' with a bell icon, 'Errors: 0' (grey), and 'Warnings: 2' (orange).

Clicking on a link in the Errors or Warnings sections takes you to the relevant page in the user interface.

Access Online Help

For more information about HPE IDOL Admin, click the **Help** tab (see [Help Tab, below](#)) or the **About** tab (see [About Tab, on the next page](#)).

Help Tab

In the **Help** tab, you can access the installed help for HPE IDOL Admin and HPE IDOL Server, including the *IDOL Server Reference* and *IDOL Expert*.

The *IDOL Server Reference* contains information about the actions and configuration parameters that you can use in IDOL Server.

IDOL Expert describes the capabilities of IDOL, and aims to get you started with using IDOL in your system.

About Tab

In the **About** tab, you can view copyright, version, and licensing information for HPE IDOL Admin.

Chapter 2: Install HPE IDOL Admin

This section describes how to install and access HPE IDOL Admin.

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| • Set Up HPE IDOL Admin | 17 |
| • HPE IDOL Admin Security | 18 |
| • CORS Configuration for HPE IDOL Proxy | 18 |
| • Access HPE IDOL Admin | 19 |

Prerequisites

Before installing HPE IDOL Admin, you must:

- install version 11.4 of an ACI server that supports HPE IDOL Admin 11.4.
- ensure that the `AdminFile` configuration parameter points to the location of the `admin.dat` file. If you do not have this file, you can download it from the Customer Support Center.

Supported Browsers

HPE IDOL Admin supports the following browsers:

- Internet Explorer 11 and later
- Edge
- Chrome (latest version)
- Firefox (latest version)

Set Up HPE IDOL Admin

You must install HPE IDOL Admin on the same host that the ACI server or component is installed on. To set up a component to use HPE IDOL Admin, you must configure the location of the `admin.dat` file and enable Cross Origin Resource Sharing.

To install HPE IDOL Admin

1. Stop the ACI server.
2. Save the `admin.dat` file to any directory on the host.
3. Using a text editor, open the ACI server or component configuration file. For the location of the configuration file, see the ACI server documentation.
4. In the `[Paths]` section of the configuration file, set the `AdminFile` parameter to the location of the `admin.dat` file. If you do not set this parameter, the ACI server attempts to find the `admin.dat` file in its working directory when you call the HPE IDOL Admin interface.
5. Enable Cross Origin Resource Sharing.

In the [Service] section, add the `Access-Control-Allow-Origin` parameter and set its value to the URLs that you want to use to access the interface.

Each URL must include:

- the `http://` or `https://` prefix

NOTE:

URLs can contain the `https://` prefix if the ACI server or component has SSL enabled.

If SSL is enabled on a server's ACI port, it must also be enabled on the server's index and service ports. HPE IDOL Admin uses the same protocol to communicate with each of these ports on a server.

- the host that HPE IDOL Admin is installed on
- the ACI port of the component that you are using HPE IDOL Admin for

Separate multiple URLs with spaces.

For example, you could specify different URLs for the local host and remote hosts:

```
Access-Control-Allow-Origin=http://localhost:9010  
http://Computer1.Company.com:9010
```

Alternatively, you can set `Access-Control-Allow-Origin=*`, which allows you to access HPE IDOL Admin using any valid URL (for example, `localhost`, direct IP address, or the host name). The wildcard character (*) is supported only if no other entries are specified.

If you do not set the `Access-Control-Allow-Origin` parameter, HPE IDOL Admin can communicate only with the server's ACI port, and not the index or service ports.

6. Start the ACI server.

You can now access HPE IDOL Admin (see [Access HPE IDOL Admin, on the next page](#)).

HPE IDOL Admin Security

HPE IDOL Admin is built using the public HPE IDOL API (for more information, see the *HPE IDOL Server Reference*). This means that HPE IDOL Admin security is the same as IDOL security.

A user who connects to HPE IDOL Admin from an IP address that is not an index client cannot use any part of HPE IDOL Admin that uses the index port, or requires index client permissions.

To be able to run a particular action in HPE IDOL Admin, a user must have permission to run the action using the IDOL API. There is no need to secure HPE IDOL Admin beyond this. HPE IDOL Admin is simply the user interface that sits on top of the documented API.

CORS Configuration for HPE IDOL Proxy

If you are running HPE IDOL Proxy in distributed configuration mode, you must list the address of each child component in the `Access-Control-Allow-Origin` parameter, because a single configuration file is used by all the child components. For example:

```
Access-Control-Allow-Origin=http://server.example.com:9000  
http://server.example.com:9010 http://server.example.com:9030
```

Alternatively, you can set `Access-Control-Allow-Origin` to `*` to allow any URL to be used to access HPE IDOL Admin. The underlying HPE IDOL ACLs still apply (see [HPE IDOL Admin Security, on the previous page](#)).

Access HPE IDOL Admin

You access HPE IDOL Admin from a web browser. You can only access the interface through URLs that are set in the `Access-Control-Allow-Origin` parameter in the ACI server or component configuration file. For more information about configuring URL access, see [Set Up HPE IDOL Admin, on page 17](#).

NOTE:

You must be an Admin Client to access HPE IDOL Admin. If you are not an Admin Client, HPE IDOL Admin blocks you from accessing the interface.

Some HPE IDOL Admin features require Query Client, Index Client, or Service Client status; HPE IDOL Admin checks your status when you access the interface, and warns you that some features might be unavailable if you do not have the necessary permissions. You can view more information about your permissions status on the **Permissions** tab, or the Permissions section of the Status page.

To access HPE IDOL Admin from the host that it is installed on

- Type the following URL into the address bar of your web browser:

`http://localhost:port/action=admin`

where *port* is the ACI server or component ACI port.

To access HPE IDOL Admin from a different host

- Type the following URL into the address bar of your web browser:

`http://host:port/action=admin`

where:

| | |
|-------------|--|
| <i>host</i> | is the name or IP address of the host that HPE IDOL Admin is installed on. |
| <i>port</i> | is the ACI server or component ACI port of the HPE IDOL Admin host. |

Part II: View the Server Status

This section describes the tasks that you can perform from the **Status** menu in the HPE IDOL Admin interface.

- [View Status Information](#)

Chapter 3: View Status Information

From the Status page, you can check the status of the server. The Status page contains a number of tabs, each providing status information about a separate aspect of the server. This section describes the information available in each tab.

- [Server Overview](#) 23
- [License](#) 26
- [Index Summary](#) 27
- [Index Queue Status](#) 27
- [Index Cache](#) 28
- [Language Settings](#) 29
- [Security Types](#) 30

Server Overview

The **Overview** tab in the Status page displays general information about your server. The `GetStatus`, `GetVersion`, `GetLicenseInfo`, and `GetStatistics` actions return this information. For information about these actions, see the *IDOL Server Reference*.

Depending on the server, the **Overview** tab can display the following information.

| Info | |
|-------------------------|---|
| Version | The version of the server or component that HPE IDOL Admin is deployed against. |
| Directory | The directory that contains the server. |
| Operating System | The operating system that the server is running on. |
| Uptime | The period of time since the server was last started. |
| License | The number of days remaining on the server license. |
| Capacity | You can specify the maximum number of document sections that can be indexed into your IDOL Server by using the <code>MaxDocumentCount</code> configuration parameter. When the limit is reached, IDOL Server returns the <code><FULL></code> flag in the <code>GetStatus</code> action. If the amount of capacity used is greater than 70%, you can view capacity information in the HPE IDOL Admin interface. |
| Server | |
| ACI Port | The port used to send ACI actions to the server. |
| Service Port | The port used to send service actions to the server. |

| | |
|-------------------------------------|--|
| Index Port | The port used to send index actions to the server. |
| Query Threads | The number of permitted query threads. |
| ACI Threads | The number of permitted ACI threads. |
| Data | |
| Documents | The numbers of indexed documents and the IDOL Content databases that they are stored in, that are available in the server. |
| Databases | The number of available IDOL Content databases. |
| Committed Documents | The number of documents that have been indexed, including those that have subsequently been deleted but not removed by compaction. |
| Terms | The number of terms in the server for which you can search. |
| Total Terms | The total number of terms in the server, including internal terms. |
| Queued Index Tasks | The number of index tasks that are currently queued for processing. |
| Statistics | |
| ACI Requests - Last Hour | The number of ACI actions received by the server in the last 60 minutes. |
| ACI Requests - Last 24 Hours | The number of ACI actions received by the server in the last 24 hours. |
| Errors - Last Hour | The number of errors generated by the server in the last 60 minutes. |
| Errors - Last 24 Hours | The number of errors generated by the server in the last 24 hours. |
| Children | |
| Number of children | The number of child servers that the server connects to. If child servers are present, HPE IDOL Admin displays the name, host and port for each child. To open a separate instance of the HPE IDOL Admin interface for the child server, click Admin . The second HPE IDOL Admin instance opens in a new window. |
| Controlled | Whether the server controls the child servers. |

| Community | |
|-------------------------------|---|
| Number of Users | The number of IDOL users. |
| Max Users | The maximum number of users that are permitted in the IDOL setup. |
| Number of Roles | The number of available roles. |
| Default Role | The name of the role that is assigned to a user by default. |
| Default Security Type | The security type that is applied to a document by default. |
| Permissions | |
| Admin Client | Whether your IP address has Admin Client status. If you do not have Admin Client status, HPE IDOL Admin blocks you from accessing the interface. |
| Query Client | Whether your IP address has Query Client status. |
| Service Status Client | Whether your IP address has Service Status Client status. |
| Service Control Client | Whether your IP address has Service Control Client status. <div style="border-left: 2px solid black; padding-left: 10px; margin-top: 10px;"> <p>NOTE: Some HPE IDOL Admin features require Query Client, Index Client, or Service Client status; HPE IDOL Admin checks your status when you access the interface, and warns you that some features might be unavailable if you do not have the necessary permissions.</p> </div> |

Clicking on the **More details** links takes you to pages containing more information.

In the **Overview** tab, the Controls section links to additional actions if available for the ACI server or component:

- **Sync/Compact.** See [Flush the Index Cache to Disk, on page 65](#).
- **Backup.** See [Back Up Your Server, on page 70](#) and [Restore Your Server, on page 71](#).
- **Create Diagnostics Bundle.** See [Create a Diagnostics Bundle, on page 64](#).
- **Reset View Cache.** This action deletes all files from the View cache directory. For more information about the View cache, see the *IDOL Server Administration Guide*.
- **Manage license clients.** See [Manage Licenses, on page 87](#).
- **Clear Temp Results.** Delete all temporary results and output files in IDOL Speech Server. For more information, see the *IDOL Speech Server Administration Guide*.
- **Name this server.** Choose a name for the server to display in the title bar of your web browser.

- **Enable/Disable Autorefresh.** Enable Autorefresh to update the information for your server in HPE IDOL Admin automatically.

NOTE:

Autorefresh does not apply to the Logs page and the **Terms**, **Disk Report**, and **Real Time** tabs on the Performance page. These pages have their own refresh controls; see [View Logs, on page 37](#), [Monitor Terms in the Data Index, on page 40](#), [Monitor Disk Usage, on page 42](#), and [Monitor Server Performance in Real Time, on page 50](#) for more information.

- **Synchronize.** See [Search for Document Updates , on page 63](#).

License

The **License** tab in the Status page displays information about the server license. The `GetLicenseInfo` action returns this information. For information about this action, see the *IDOL Server Reference*.

Within the **License** tab, the **Details** secondary tab provides an overview of the license, while the **Actions** secondary tab provides a breakdown of the licensed and unlicensed actions. The IDOL Content and IDOL Agentstore components also have a **Functionality** secondary tab, which provides a list of IDOL Server functions and whether they are licensed. Unlicensed functions are also listed separately. For information about each function, see the *IDOL Server Administration Guide*.

The **Details** secondary tab displays the following information.

| | |
|----------------------------------|---|
| Valid | Whether the license is valid. |
| icense Type | The type of license. |
| Licensed for IP addresses | The IP addresses that the issued license can be used on. |
| Holder | The name of the license holder. |
| Location | The location of the license file. |
| Product Type | The name of the product, for example IDOL Proxy or IDOL Server. |
| Expiry Date | The date that the current license expires. |
| Days until expiry | The number of days until the current license expires. |

The **Actions** secondary tab provides a list of ACI actions and whether they are licensed. Unlicensed ACI actions are also listed separately. For information about each action, see the *IDOL Server Reference*.

NOTE:

You can also view details of licensed seats, manage licensed components, and revoke licenses on the Licenses page in the **Control** menu. See [Manage Licenses, on page 87](#) for more information.

Index Summary

(Available for the IDOL Content and IDOL Agentstore components, DAH, and IDOL Proxy.)

The **Index Summary** tab in the Status page displays information about the data index. The `GetStatus` action returns this information. For more information about this action, see the *IDOL Server Reference*.

The **Index Summary** tab displays the following information.

| | |
|---|--|
| Documents | The number of documents available in IDOL Server. |
| Document Sections | The number of document sections in IDOL Server. |
| Committed Documents | The number of documents that have been indexed, including those that have subsequently been deleted but not removed by compaction. |
| Ratio of Committed Documents: Sections | The ratio of total indexed documents (including those that have been deleted but not removed by compaction) to document sections. |
| Terms | The number of terms in IDOL Server for which you can search. |
| Total Terms | The total number of terms in IDOL Server, including internal terms. |
| Max Occurrences | The highest number of documents in which any single term occurs. |
| Earliest Date | The earliest date of any document in IDOL Server. |
| Latest Date | The latest date of any document in IDOL Server. |

From the **Index Summary** tab, you can click **Sync/Compact**, which takes you to the **Service Control** tab in the Console page. In the **Service Control** tab for IDOL Content, IDOL Agentstore, and IDOL Proxy, you can flush the index cache to disk and compact the data index. For more information, see [Flush the Index Cache to Disk, on page 65](#) and [Compact the Data Index, on page 65](#).

Index Queue Status

(Available for IDOL Content and IDOL Agentstore components, DIH, and IDOL Proxy.)

The **Index Queue** tab in the Status page displays information about the index queue. The `GetStatus` and `IndexerGetStatus` actions return this information. For more information about these actions, see the *IDOL Server Reference*.

The **Index Queue** tab displays the following information.

| Current Queue | |
|------------------|--|
| Received | The number of index jobs received by IDOL Server since being started. |
| Queued | The number of index jobs queued for processing. |
| Completed | The number of index jobs that IDOL Server has completed since being started. |

| Last Successful Commands | |
|--------------------------|--|
| Index Data | When the latest document was indexed, and how long it took to process. Alternatively, if an indexing task is in process, it displays the message 'Not Finished'. |
| Force Sync | When the index cache was last flushed to disk, and how long it took. Alternatively, if a sync task is in process, it displays the message 'Not Finished'. |
| Backup | When the last backup was performed, and how long it took. Alternatively, if a backup task is in process, it displays the message 'Not Finished'. |
| Compact | When the data index was last compacted and how long it took. Alternatively, if a compacting task is in process, it displays the message 'Not Finished'. |

Click **View Index Queue** to display the index queue. This takes you to the Indexer Status Page (for more information, see [View the Index Queue, on page 35](#)).

Index Cache

(Available for IDOL Content and IDOL Agentstore components.)

The **Caches** tab in the Status page provides information about the current status of the index cache. The `GetStatus` action returns this information. For more information about this action, see the *IDOL Server Reference*.

The **Caches** tab displays the following information.

| | |
|---------------|---|
| Terms | The number of terms currently stored in the IDOL Server index cache. |
| Used | The current size of the IDOL Server term cache (in kilobytes). |
| Max | The maximum configured size of the IDOL Server term cache (in kilobytes). |
| Blocks | The number of memory blocks allocated for IDOL Server indexing. |

You can flush the index cache to disk at any time using the **Sync** function, available from the **Service Control** tab in the Console page (see [Flush the Index Cache to Disk, on page 65](#)).

You can edit the configuration file to change the maximum size of the cache. For more information, see the *IDOL Server Reference*.

You can change the current size of the index cache.

To change the size of the index cache

1. Click **Resize cache**.
The Resize cache dialog box opens.
2. Drag the slider to the right to increase the size of index cache, or to the left to decrease the size of the index cache.
3. Click **Resize** to apply your new settings.

Language Settings

(Available for IDOL Content and IDOL Agentstore components, and IDOL Proxy.)

The **Languages** tab in the Status page provides information about the language and encoding settings of your IDOL Server, along with language information about the documents in the data index.

NOTE:

Language type is the term for the combination of a language and an encoding.

You can select the amount of detail that is displayed by switching between **Languages only** and **Languages and encodings**. When you select **Languages only**, you can also click **[i]** beside a language to open the Language Details window, which contains details about the configured language.

The `GetStatus` action returns this language information. For information about this action, see the *IDOL Server Reference*.

The **Languages** tab displays the following information.

| | |
|---|--|
| Licensed languages | A comma-separated list of the languages that your license allows your IDOL Server to use. |
| Configured languages | The number of configured languages in IDOL Server (this counts only the languages and not the encodings). |
| Configured language types | The number of configured language types in IDOL Server (a language type consists of both the language and encoding). |
| Individual language type details | |
| Name | The name of the language type. This value is the name given to one encoding for a language, set in the <code>Encodings</code> configuration parameter. |
| Language | The language that applies to this language type. The value is the name of the language configuration section for this language type. |
| Encoding | The encoding that applies to this language type. |
| Documents | The number of documents with this language type. |
| Sections | The number of document sections with this language type. |

The pie chart displays the number of indexed documents and document sections in each language (when you select **Languages only**) or language type (when you select **Languages and encodings**). Hover over the sections in the pie chart to display this information.

You can also search for all indexed documents in a particular language or language type, or perform a query on documents in a particular language or language type only.

To return all indexed documents in a particular language or language type

- Click the magnifying glass beside the language or language type.
The **Test Action** tab in the Console page opens and automatically runs a query for all documents in the selected language or language type.

To query indexed documents in a particular language only

1. Click the magnifying glass beside the language or language type.
The **Test Action** tab in the Console page opens and automatically returns all documents in the selected language or language type.
2. Type your query into the query box, retaining the **Action** and **MatchLanguageType** parameters and values. Alternatively, click the down arrow on the right to open the query builder and add parameters using the builder.
3. Click **Test Action** to send the query to the server.
The server returns documents that fulfill the query criteria and are in the selected language.

Security Types

(Available for IDOL Content, IDOL Community, IDOL DAH, and IDOL Agentstore components, and IDOL Proxy.)

The **Security Types** tab in the Status page provides information about the configured security types in IDOL Server. The `GetStatus` action returns this information. For information about this action, see the *IDOL Server Reference*.

The **Security Types** tab for the IDOL Content, IDOL DAH, and IDOL Agentstore components, and IDOL Proxy, displays the following information.

| | |
|------------------------------|--|
| Total | The total number of configured security types in IDOL Server. |
| Security Type Details | |
| Name | The name of the security type. This value is the name of the configuration section where you define the security settings. |
| Documents | The number of documents that this security type applies to. |
| Sections | The number of document sections that this security type applies to. |

The **Security Types** tab for the IDOL Community component displays the following information.

| | |
|------------------------------|--|
| Default Security Type | The name of the default security type for your IDOL Community component. |
| Security Type Details | |
| Name | The name of the security type. This value is the name of the configuration section where you define the security settings. |

| | |
|-------------------------------|--|
| Fields | The fields that this security type applies to. |
| Document Security | Whether the security type uses the document security module. The <code>DocumentSecurity</code> configuration parameter specifies this information. |
| Document Security Type | The document security module that applies to the user security type. The <code>DocumentSecurityType</code> configuration parameter specifies this information. |

In the configuration file, you can create new security types, edit existing types, or change which documents they are applied to. For more information, see the *IDOL Server Administration Guide*.

Part III: Monitor the Service

This section describes the tasks you can perform from the **Monitor** menu in the HPE IDOL Admin interface.

- [View the Index Queue](#)
- [View Logs](#)
- [Monitor Performance](#)
- [Validate the Configuration File](#)
- [Monitor Field Types in the Data Index](#)
- [Monitor Queued Asynchronous Actions](#)

Chapter 4: View the Index Queue

(Available for the IDOL Content and IDOL Agentstore components, DIH, and IDOL Proxy.)

The Indexer Status page in the **Monitor** menu displays the current queue of indexing jobs. The `IndexerGetStatus` action returns this information. For more information about this action, see the *IDOL Server Reference*.

Click **Refresh** to re-load the index queue. If you enable autorefresh or are watching index tasks in the Recent Tasks pane, the page refreshes automatically.

You can choose **Flush and Pause** to pause indexing and flush the index cache to disk.

Click  next to a job to add it to your Recent Tasks list, or click  to remove it from your Recent Tasks list. Click **[X]** to cancel a job.

You can control which index actions and statuses are displayed by using the **Edit Filters** option.

To use the Edit Filters option

1. Click the **Edit Filters** button.
The Filter by Job Status or Index Action dialog box opens. This dialog box enables you to specify index jobs based on status or action type.
2. Select or clear the check boxes next to individual index actions or statuses. Alternatively, you can click the options at the top of the box to automatically select the relevant actions and statuses.
3. In the **Max Results** box, type the number of index jobs to display.
4. Click **OK** to save your selections.

You can display only the index jobs received during a particular time period by using the **View jobs received in last** list.

To display index jobs from a particular time period

1. In the **View jobs received in last** list, click a time period.
2. If **Auto-Refresh** is disabled, click **Refresh** to update the index queue.

The table displays the following information about each job in the index queue.

| | |
|-------------------|--|
| ID | The ID number of the index action. |
| Origin IP | The IP address of the machine that sent the index action to IDOL Server. |
| Received | The date and time that IDOL Server received the action. |
| Started | The date and time that IDOL Server started processing the index action. |
| Ended | The date and time that IDOL Server finished processing the index action. |
| Duration | The total amount of time that IDOL spent processing the index action. |
| Percentage | The percentage of progress on the index job. |

| | |
|----------------------------|---|
| Processed | |
| Documents Processed | The number of documents that IDOL Server processed during the indexing job. |
| Documents Deleted | The number of documents deleted during the indexing progress. |
| Status | The status code of the current status of the index action in the IDOL Server index queue. |
| Index Command | The index action for the index job. In the case of DRECOMPACT index actions, you can click  to view a breakdown of the different stages of compaction. |

You can specify the priority to give to individual actions.

To set the priority for actions

1. Click .
The Set Priority dialog box opens.
2. Click a new priority value. If you choose **Custom**, type a value between 0 and 100.
3. Click **OK** to set the new priority value.

You can display only the index jobs received during a particular time period by using the **View jobs received in last** list.

From this page, you can also choose the following tasks:

- **Backup.** This takes you to the **Backup/Restore** tab in the Console page, where you can back up the server. For more information, see [Back Up Your Server, on page 70](#).
- **Compact.** Compacts the data index by reducing the space left when documents are deleted from the index.
- **Sync.** Flushes the index cache to disk.

Chapter 5: View Logs

The Logs page in the **Monitor** menu displays the Request log (see [Request Log, below](#)) and any other log streams that are enabled. For more information about the available log streams, see the *IDOL Server Administration Guide*.

The `GetLogStream` action returns these log streams. For information about this action, see the *IDOL Server Reference*.

To select a log stream to display

- Click the relevant tab.
If there is more than one log file available for that log stream, a list displays the options.

When you select a log stream, it is generated in the user interface.

To update the log stream at any point

- Click **Refresh**. You can also enable Autorefresh by selecting a refresh interval in the **Refresh every [number] seconds** list. If Autorefresh is enabled, only the latest log entries are visible.

NOTE:

You can refresh only the current log file for each log stream. If you are viewing a previous log file (the log name is appended with a date), then the refresh options are unavailable.

To search within the displayed log stream

- Type a search term into the box in the top-right corner of the page.
If the term appears in the log stream, the search box turns green and the instances in the text are highlighted. The log stream automatically scrolls to the first instance. If there are no results for the term, the search box turns red.

Warning or error entries in the log streams are written in orange text. The number of warning and error messages in a log stream is displayed beside its tab name. Hover over the number to open either a *Warnings in [logstream]* window or an *Errors in [logstream]* window, containing links to the relevant entries in the log stream.

Request Log

The Request log stream contains all requests to IDOL Server. The GRL action returns this information. For information about the GRL action, see the *IDOL Server Reference*.

By default, the Request log stream displays the following information.

| | |
|----------------------|--|
| Date and Time | The date and time that IDOL Server received the request. |
| Thread | The internal thread handling the action. |
| Client | The IP address that made the request. |

| | |
|--------------------|---|
| Status | The current status of the action. |
| Duration(s) | The period of time taken for processing the action. |
| Request | The received request. |

Select the number of log entries to display from the **View last [number] log entries** list.

You can view the results of an action from the Request Log page, and you can perform query speed analysis on query actions.

To view the results of an action

- Click the link in the Request column.
The **Test Action** tab in the Console page opens, showing the returned results.

To analyze query speed

- Click the icon in the QSA column for a query action.
The **Query Speed Analysis** tab in the Performance page opens, showing the query speed information.
For more information about query speed analysis, see [Analyze Query Speed, on page 49](#).

You can control which columns are displayed, and sort the log entries by a particular column value.

To control which columns are displayed

1. Click the **Edit Columns** button.
The Edit Request Log Columns dialog box opens.
2. Select or clear the check boxes next to the columns you want to display or hide.
3. Click **OK** to return to the Request Log page with only the columns you selected visible.

To sort the log entries by a particular column value

- Click the arrows beside a column name to order the table by the values in that column.
- Click the arrows again to change the order from ascending to descending value, or from descending to ascending value.

Chapter 6: Monitor Performance

The Performance page in the **Monitor** menu displays information about the ACI server performance. The page contains a number of tabs, each providing information about a different aspect of the server's performance.

- [View Memory Usage](#) 39
- [Monitor Terms in the Data Index](#) 40
- [Monitor Disk Usage](#) 42
- [View Server Statistics](#) 42
- [Monitor Threads](#) 48
- [Analyze Query Speed](#) 49
- [Monitor Server Performance in Real Time](#) 50

View Memory Usage

The **Memory** and **Memory Map** tabs in the Performance page display information about system and process memory usage. The `MemoryReport` action returns this information. For more information about this action, see the *IDOL Server Reference*.

- [Memory Usage Graphs](#), below
- [Memory Map](#), on the next page

Memory Usage Graphs

In the **Memory** tab, the pie chart displays a breakdown of the memory usage. Hover over different sections of the pie chart to display more information. Select a section to expand it and to hide the rest of the sections. To return to the whole chart, click the center section until the pie chart returns to its original state.

The tab also displays the maximum available system and process memory and how much is currently in use. This information is reported by the operating system.

| System Memory | |
|-----------------|--|
| Physical | The amount of physical memory (in megabytes) in use, and the remaining amount available. |
| Virtual | The amount of virtual memory (in megabytes) in use, and the remaining amount available. |
| Paging | The amount of paging memory (in megabytes) in use, and the remaining amount available. |
| Extended | The amount of extended memory (in megabytes) in use, and the remaining amount |

| | |
|-----------------------|---|
| | available. |
| Process Memory | |
| Working Set | The size of the working set (in megabytes) for the ACI server process. |
| Virtual Memory | The amount of virtual memory (in megabytes) for the ACI server process. |

You can choose whether to display this information as a percentage bar, graph, or table.

Memory Map

The **Memory Map** tab provides an alternative way of displaying memory usage data.

Hover over the sections to display memory values in megabytes. Click on a section to drill down into its memory usage. Click the right mouse button to move back up.

Monitor Terms in the Data Index

(Available for the IDOL Content and IDOL Agentstore components.)

The **Terms** tab in the Performance page displays information about terms in the indexed data. The `TermGetAll` and `TermGetInfo` actions return this information. For information about these actions, see the *IDOL Server Reference*.

By default, the tab contains a graph displaying the number of documents that terms occur in. Hover over the bars to display the exact values. Clicking on a bar displays a table containing details of the stemmed terms that occur in the selected number of documents.

Click **Refresh** to update the information at any time.

- [Term Totals, below](#)
- [Term Averages, on the next page](#)
- [Stemmed Terms, on the next page](#)
- [Terms, on the next page](#)
- [Search for a Term, on page 42](#)

Term Totals

The **Terms** tab displays a **Totals** secondary tab containing the numbers of different term types, and their percentage of the total terms.

| | |
|---------------------------|---|
| Terms | The total number of terms in the indexed data. |
| Alphabetical Terms | The number of terms containing only letters of the alphabet, and their percentage of the total terms. |
| Numeric Terms | The number of terms containing only numeric characters, and their percentage of the total terms. |

| | |
|---------------------------|--|
| Alphanumeric Terms | The number of terms containing both alphabetical and numeric characters, and their percentage of the total terms. |
| Multibyte Terms | The number of terms containing multibyte characters, such as Arabic script, or Chinese and Japanese characters, and their percentage of the total terms. |

Term Averages

The **Terms** tab in the Performance page displays an **Averages** secondary tab containing average values for the terms in the indexed data.

| | |
|------------------------------------|--|
| Median Docs per Term | The median number of documents in which an individual term occurs. |
| Mean Docs per Term | The mean number of documents in which an individual term occurs. |
| Mean Term Length | The mean length of a term in the database. |
| Mean Occurrences per Doc | The mean number of occurrences of terms per document. |
| Mean Distinct Terms per Doc | The mean number of distinct terms per document. |

Stemmed Terms

The **Terms** tab in the Performance page displays a stemmed terms table when you click on a bar in the graph. It contains the following information about the stemmed terms represented by the bar.

| | |
|-----------------|--|
| TrueOccs | The number of times that the term occurs in IDOL Server. |
| DocOccs | The number of documents that the term occurs in. |
| Term | The stemmed term, for example THE. |

Clicking on a stemmed term displays the Terms table (see [Terms, below](#)).

Terms

The Terms table lists all the unstemmed terms that are classified under a particular stemmed term, and the number of documents that each term occurs in.

This table is also displayed if you search for a term using the search text box.

If you want IDOL Server to ignore a term, you can click on it, which copies it to the Unwanted terms list that appears. You can then copy and paste from this list into the stop list and re-index your data. During re-indexing, IDOL Server ignores the term.

NOTE:

Currently, you cannot add terms to the stop list directly using the HPE IDOL Admin user interface. Instead, you must manually edit the stop list.

Search for a Term

To search for a term

1. Type the term into the search field.
2. Click **Submit**.

The Terms table appears, displaying information about the term (see [Terms, on the previous page](#)).

Monitor Disk Usage

The **Disk Report** tab displays information about the disk usage of directories and files in the working directory for each component. The `DiskReport` action returns this information. For information about this action, see the *IDOL Server Reference*.

The **Disk Report** tab displays the following information. Click **Refresh** to update the information at any time.

| | |
|------------------|--|
| Component | A top-level directory in the working directory. |
| Data Type | The type of IDOL data that is stored, for example logs or index files. |
| Size | The amount of memory used by the component. |
| Children | The number of directories or files below the component. |

You can click on the number of children for a component to display disk usage information about the children. A breadcrumb trail at the top of the page shows your location within the file structure, and enables you to move between the levels in the structure.

View Server Statistics

The **Statistics** tab displays statistical information about the ACI server or component; the type of information depends on the server or component. Select the tabs within the **Statistics** tab to display each section. The `GetStatistics` action returns this information in XML format. For information about this action, see the *IDOL Server Reference*.

- [Service Statistics, on the next page](#)
- [ACI Statistics, on page 44](#)
- [Indexer Statistics, on page 45](#)
- [Licensing Statistics, on page 47](#)
- [Statistics, on page 47](#)
- [Child Server Statistics \(CHILDSTAT\), on page 47](#)
- [Server Statistics, on page 48](#)
- [Task Statistics, on page 48](#)

Service Statistics

Depending on the ACI server or component, the **Service** secondary tab can display the following information.

| Statistics | |
|---------------------------------|--|
| Service Duration | The number of seconds the service has been running. |
| Requests | The number of requests received by the server <ul style="list-style-type: none"> • truncated requests • in total • recently • within the last 24 hours • within the last hour • within the last minute • within the last 10 seconds |
| Peak Requests Per Second | The highest number of requests per second received by the server <ul style="list-style-type: none"> • recently • within the last 24 hours • within the last hour • within the last minute |
| Requests Per Second | The number of requests per second <ul style="list-style-type: none"> • recently • within the last 24 hours • within the last hour • within the last minute • within the last 10 seconds |
| Response Average | The average service response time (in milliseconds) <ul style="list-style-type: none"> • recently • within the last 24 hours • within the last hour • within the last minute • within the last 10 seconds |
| Response Errors | The number of response errors by IDOL Server <ul style="list-style-type: none"> • within the last 24 hours • within the last hour • within the last minute • within the last 10 seconds |

| | |
|--------------------------|--|
| Response Warnings | The number of response warnings by the server <ul style="list-style-type: none"> • within the last 24 hours • within the last hour • within the last minute • within the last 10 seconds |
| Documents | |
| Total | The total number of documents that your IDOL Server contains. |
| Total Sections | The number of document sections that your IDOL Server contains. |
| Total Slots | The total number of document sections that the IDOL Server contains, including document sections that have been deleted. |
| Databases | |
| Number | The total number of databases, including empty databases and databases that have been deleted. |
| Active | The number of active databases (databases that are empty or contain data). |

ACI Statistics

(Available for the Content and Agentstore components, DAH, and DIH.)

The **ACI** secondary tab provides information about a number of general ACI actions, displaying the following information for each action.

| | |
|-------------------------|--|
| Count | The total number of <i>ActionName</i> actions that were sent to the service. |
| Avg.Duration | The average duration (in milliseconds) of <i>ActionName</i> actions. |
| Shortest | The shortest duration (in milliseconds) of <i>ActionName</i> actions. |
| Longest | The longest duration (in milliseconds) of <i>ActionName</i> actions. |
| Avg.ResponseSize | The average size of responses (in bytes) for <i>ActionName</i> actions. |
| Min.ResponseSize | The minimum size of a response (in bytes) for <i>ActionName</i> actions. |
| Max.ResponseSize | The maximum size of a response (in bytes) for <i>ActionName</i> actions. |

You can also display the information about the actions in the pie chart. Select the type of information to display from the buttons across the top of the secondary tab.

Each action is displayed in a different color in the pie chart. Hover over each segment to view information about the ACI action. If you select a different button across the top of the tab, for example, **Total Response Size**, then that information is displayed when you mouse over an action name.

Indexer Statistics

(Available for IDOL Content, IDOL Agentstore, and DIH components, and IDOL Proxy.)

The **Indexer** secondary tab provides the following information about the indexing service.

| Connections | |
|------------------------------|---|
| Total | The number of socket connections to the index port. |
| HeaderSocketError | The number of socket connections to the index port that failed due to error, such as a malformed HTTP request. |
| Unauthorized | The number of index actions that IDOL Server received from unauthorized connections. |
| Paused | The number of connections that were rejected because the service was paused. |
| InsufficientDiskSpace | The number of connections that were rejected because there was insufficient disk space. |
| InvalidIndexCode | The number of connections that were rejected because they contained an index code that was invalid. |
| Commands | |
| Invalid | The number of actions that the service received to the index port that were not valid index actions. |
| TruncatedData | The number of index actions that were received that had truncated data. |
| ActionName | <p>The number of <i>ActionName</i> index actions that were run.</p> <p>NOTE: Clicking on an index action takes you to the Indexer Status page and automatically filters the index queue for the selected action.</p> |
| Streaming | |
| BytesStreamedToDisk | The number of bytes of data that the service has streamed to disk. |
| TimeSpentStreaming | The amount of time in seconds that the service has spent streaming data. |
| Queue | |
| Received | The number of index actions that have been received. |
| Completed | The number of index actions that have been completed. |
| Queued | The number of index actions that are in the index queue. |
| Command: | |

| ActionName | |
|------------------------------------|--|
| Avg.Duration | The average duration (in milliseconds) of ActionName index actions. |
| Shortest | The shortest duration (in milliseconds) of ActionName index actions. |
| Longest | The longest duration (in milliseconds) of ActionName index actions. |
| Rejected Commands | |
| Invalid | The number of index actions that were rejected because they were not recognized actions. |
| RejectedInvalid Database | The number of index actions that were rejected because they contained a database that was not valid. |
| ReadOnlyDatabase | The number of index actions that were rejected because they contained a read-only database. |
| FileNotFound | The number of index actions that were rejected because the file was not found. |
| >DocLimitExceeded | The number of index actions that were rejected because the document limit was exceeded. |
| IndexSizeExceeded | The number of index actions that were rejected because the maximum index size was exceeded. |
| UserConfindexLimit Exceeded | The number of index actions that were rejected because the configured maximum allowed index size was exceeded. |
| OutOfMemory | The number of index actions that were rejected because IDOL Server was out of memory. |
| BadParameter | The number of index actions that were rejected because they contained a parameter or parameter value that was not valid. |
| InsufficientFileHandles | The number of index actions that were rejected because there were insufficient file handles. |
| InsufficientDiskSpace | The number of index actions that were rejected because there was not enough disk space. |
| TruncatedData | The number of POST index actions that were rejected because their data termination was incorrect. |
| SuccessfullyProcessed | The number of successfully run index actions. |
| OnDiskComponent | The number of index actions that have data stored on disk. |
| Documents | |
| ReplacedReindex | The number of documents that were re-indexed because an ACLType or Index field had changed. |

| | |
|----------------------------|---|
| ReplacedDocsTotal | The number of documents that have been replaced. |
| InvalidDatabaseDocs | The number of documents that were not indexed because their database was not valid. |

You can also view information about the index actions in the pie chart.

Each index action is displayed in a different color in the pie chart. Hover over each segment to view the index action and number of requests, or click a segment to view that action in the Commands list.

You can click an index action in the Commands list to view the Indexer Status for that action. For more information, see [View the Index Queue, on page 35](#).

Licensing Statistics

(Available for Community component.)

The **Licensing** secondary tab displays the maximum number of users that can be set up for this service.

Statistics

(Available for the Community component.)

The **Statistics** secondary tab displays the number of users that have been set up for this service.

Child Server Statistics (CHILDSTAT)

(Available for DAH and DIH servers.)

For an DIH server, the **CHILDSTAT** secondary tab displays the following statistics for child servers.

| All Children | |
|----------------------------|--|
| TotalUpEvents | The number of times an DIH child server was marked up. |
| TotalDownEvents | The number of times an DIH child server was marked down. |
| EngineN | |
| UpEvents | The number of times this DIH child server was marked up. |
| DownEvents | The number of times this DIH child server was marked down. |
| CommandsSent | The number of actions that were sent to this DIH child server. |
| Retries | The number of times actions to this DIH child server were retried. |
| TotalBytesSent | The total number of bytes of data that were sent to this DIH child server. |
| AvgSendCommand Rate | The average rate that actions were sent to this DIH child server. |

For an DAH server, the **CHILDSTAT** secondary tab displays the following statistics for child servers.

| EngineN | |
|--------------------------|--|
| MinResponseTime | The smallest time that DAH took to respond to a request. |
| AvgResponseTime | The average time that DAH took to respond to a request. |
| MaxResponseTime | The largest time that DAH took to respond to a request. |
| SuccessfulActions | The number of actions that were successfully completed. |
| FailedActions | The number of actions that failed. |
| Timeouts | The number of actions that timed out. |

Server Statistics

The **Server** secondary tab displays overall statistics about the tasks performed by the component.

| | |
|--------------------------|--|
| Number | The number of tasks set up in the configuration file. |
| StartTask | The first task that is performed. |
| IndexCommands | The number of index actions that have been processed (the number displayed includes any index action that is currently being processed). |
| Documents | The number of index actions that have been processed (the number displayed includes any index action that is currently being processed). |
| DocumentSuccesses | The number of documents that have been processed successfully. |
| DocumentFailures | The number of times that document processing has failed. |
| Sections | The number of document sections processed. |

Task Statistics

The **Tasks** secondary tab displays the following information for each index task.

| | |
|------------------|---|
| Requests | The number of requests sent to a specific task. |
| Successes | The number of requests processed successfully by a specific task. |
| Failures | The number of request-processing failures for a specific task. |

Monitor Threads

(Available for all components except IDOL Speech Server.)

The **Threads** tab in the Performance page provides information about each configured ACI thread. The `ACIThreadStatus` action returns this information. For information about this action, see the *IDOL Server Reference*.

The following information is displayed for each ACI thread.

| | |
|-----------------|---|
| Action | The action currently being processed by the thread. |
| Status | The status of the thread. |
| Time (s) | How long the current action has been running. |

Click **Refresh** at any time to refresh the displayed information.

You can also stop any action that is in progress.

To stop an action

- Click **[X]** beside the thread that you want to stop.

Analyze Query Speed

(Available for the IDOL Content and IDOL Agentstore components, IDOL Proxy, and DAH.)

You can check the response speed of the ACI server by sending a query from the **Query Speed Analysis** tab in the Monitor page. HPE IDOL Admin analyzes the response speed and displays a number of statistics. The Query action using the `TimingAnalysis` parameter returns this information. If the server is responding more slowly than expected, you can attempt to improve performance by altering query action and configuration parameters. For more information about improving query performance, see *IDOL Expert*.

To analyze query speed

1. Enter a query into the fields. For more information, see [Query the Server, on page 62](#).
2. Type the number of times to repeat the query into the **Set number of repeats** text box. Increasing the number of repetitions increases the accuracy of the calculated averages. You can also increase the repetitions to simulate a query that is run frequently, because it eliminates factors such as loading data from disk. A progress bar indicates the number of queries that have been processed when you run the search.
3. Click **Query**.

HPE IDOL Admin runs the query and displays the following information.

| Query duration | |
|-------------------------------|---|
| Total elapsed time | The time elapsed since the query was sent. |
| Total query time | The time taken to process the query. |
| Current query duration | The length of time that the current query has been running. |

HPE IDOL Admin displays the statistics for the individual subindexes in the data index as both a table and a pie chart. You can select whether to display the **Average**, **Final Run**, or **Total** statistics.

| | |
|----------------|---|
| Average | displays the average results calculated from all the query repeats. |
|----------------|---|

| | |
|------------------|--|
| Final Run | displays the statistics for the final repeat of the query. |
| Total | displays the cumulative statistics for all of the query repeats. |

The table displays both the Count and Time(s) values for each subindex. Click **Duration** or **Count** to switch between either set of statistics in the pie chart.

| | |
|-----------------|--|
| Duration | The length of time taken to search the subindex. |
| Count | The total number of results. |

Clicking **Show Details** opens a box displaying the entire set of statistics. Clicking **View Query Results** opens the **Test Action** tab in the Console page in the **Control** section, where you can view the results returned for the queries.

Monitor Server Performance in Real Time

The **Real Time** tab presents the overall real-time performance data on a single graph. The graph displays the following statistics for each server.

| | |
|---|---|
| Requests (last 60s) | The number of requests in the last 60 seconds. The <code>GetStatistics</code> action returns this information. |
| Average Response Time (last 60s) | The average response time in the last 60 seconds. The <code>GetStatistics</code> action returns this information. |
| Free Physical Memory | The amount of available physical memory, in megabytes. The <code>MemoryReport</code> action returns this information. |
| Working Set | The amount of physical memory that is being used by the working set. The <code>MemoryReport</code> action returns this information. |
| Virtual Memory | The amount of virtual memory that is in use. The <code>MemoryReport</code> action returns this information. |
| Page File Usage | The amount of the page file that is in use, in bytes. The <code>MemoryReport</code> action returns this information. |

HPE IDOL Admin displays the following additional statistics for the Content and Agentstore components.

| | |
|------------------------------|--|
| Documents | The total number of documents in the data index. The <code>GetStatus</code> action returns this information. |
| Document Count Change | The change in the number of documents in the data index. |

By default, the graph displays all of these statistics. The different axis values are displayed in the same color as the corresponding graph line. Hovering over a data point displays the statistic name and value.

You can customize the display of the data by using the following options at the top of the page.

- Click **Hide Legend** to hide the legend displayed in the lower-right corner of the graph.
- Click **Update** to refresh the graph. You can also choose intervals to automatically refresh the graph. Click the arrow beside **Update** to display a list with the available intervals.
- Click **Zoom to Fit** to zoom to a magnification that shows all the graph lines. You can also choose intervals to automatically refresh the graph magnification to best fit the graph lines. Click the arrow beside **Zoom to Fit** to display a list with the available intervals.
- You can hide a statistic by clicking its name in the legend or in the list that appears if you click the arrow beside **Show All Data**. After the name is grayed out, you can click it again to display it. Click **Show All Data** to make all statistics visible.
- Click **Clear** to delete all data from the graph. To delete all data from before a particular time, click the arrow beside **Clear** and choose an option from the list.
- Click **Downsample** to reduce the number of data points for each statistic. Downsampling automatically runs every two hours, reducing the number of datapoints progressively based on the age of the data.

Chapter 7: Validate the Configuration File

The Config page displays the ACI server or component configuration file. You can search for text within the configuration file, but you cannot edit the configuration file from this page.

HPE IDOL Admin validates the configuration file on loading, using the `ValidateConfig` action. For more information about this action, see the *IDOL Server Reference*.

Validation messages are displayed alongside the configuration file, grouped by file section.

- To hide individual messages, click - in the upper right corner of the message. To display the message again, click +.
- To hide messages for a section, click the section name.

You can display the configuration file in its normal format, or divided into sections.

- Click **Raw** to display the normal format.
- Click **Sections** to display the file divided into sections. When displaying sections, you can use the buttons in the top-right corner of the file pane to display either the whole file or the section headings only. Clicking a section name collapses or expands the section.

Type into the Search bar to search for text in the configuration file.

Chapter 8: Monitor Field Types in the Data Index

(Available for the IDOL Content and IDOL Agentstore components.)

The Field Types page in the **Monitor** menu provides information about the indexing fields that are defined for the documents in the data index. The `GetTagNames` action returns this information. For more information about this action, see the *IDOL Server Reference*.

Switch between **Types** and **Fields** to display the information by either field types or field codes. Unused field types are also listed separately.

| Field Types | |
|--------------------------|---|
| Base field codes | The number of distinct field names in IDOL Server. |
| Total field codes | The total number of field codes. |
| Types or Fields | |
| Type | The field type. Ordinary fields are classified as Undefined or Default fields. |
| Field names | The name of the individual field. |
| Total | The total number of fields of the specified field type. |
| Field code | The ID for an individual field. |
| Unused Types | |
| Unused Types | Configured field types that are not used by documents in the data index. |

Chapter 9: Monitor Queued Asynchronous Actions

(Available for IDOL Content, IDOL Media Server, IDOL Speech Server, CFS, and IDOL Agentstore components, and Distributed Connector and HTTP Connector.)

The Asynchronous Queues page in the **Monitor** menu allows you to view details of the asynchronous actions that the server is processing, view the results of those actions, and cancel actions. The `QueueInfo` action returns this information. For information about this action, see the *IDOL Server Reference*.

If multiple queues are available, click the queue that you want to view in the **Queue Name** list.

TIP:

You can click the link in the **Status** column of an entry for an asynchronous action in the Recent Tasks pane to go directly to the Asynchronous Queues page and monitor the progress of that task.

You can temporarily stop processing the queue by clicking **Pause Processing** at the top of the page. Click **Resume Processing** to start processing the queue again.

You can use the **Previous** and **Next** links and the page links at the bottom of the page to navigate the list. To change the number of records displayed on each page, click a number in the **Records** list.

NOTE:

If an action that you added is not shown on the Asynchronous Queues page, click **Refresh** to update the page.

The Asynchronous Queues page displays the following information for each action in the queue.

| | |
|---------------------------|---|
| Queued Time | The time that the action was added to the queue. |
| Process Start Time | The time that the server started to process the action. |
| Process End Time | For completed actions, the time that processing finished. |
| Time in Queue | The time that the action has been in the queue. |
| Time Processing | The time spent processing the action. |
| Fetch Action | For the Distributed Connector and HTTP Connector components, the connector action to run. |
| Task Sections | The task section in the configuration file to run the connector action on. |
| Document Counts | Statistical information on the documents processed by the connector action. |
| Action Parameters | Any parameters assigned to the action. |

| | |
|-----------------|---|
| | NOTE: This information is available only for actions that are still in the queue. |
| Status | The status of the action, for example, Queued or Finished. |
| Priority | The priority assigned to a queued action. |
| Token | A token that allows you to retrieve the results of the action. |
| Results | Click  next to a completed action to view the results. |

You can edit the columns to display.

To edit the columns to display

1. Click the **Columns** button.
The Choose Columns dialog box opens.
2. Select or clear the check boxes next to individual columns.
3. Click **Apply** to save your selections and display only the columns you selected in the Asynchronous Queues page.

You can cancel any unnecessary pending actions in the queue.

To cancel an action

1. Click  next to the action that you want to cancel.
The Cancel Asynchronous Action dialog box opens.
2. Click **Cancel Action** to cancel the action and remove it from the Asynchronous Queues page.

To retrieve the results of a specific action

1. In the **Enter a token...** box, type the token for the action that you want to retrieve results for.
2. Click **Token Search**.
The ASYNC Action Details dialog box opens, showing the action results for that token.

To assign a priority to a queued action

1. In the **Controls** column for the action that you want to prioritize, click .
The Change Action Priority dialog box opens.
2. In the **Priority** field, enter a priority for the action.
3. Click **Set Priority**.
HPE IDOL Admin prioritizes the action and runs the actions in the queue in the order that you specified.

Part IV: Administer the Server

This section describes the tasks you can perform from the **Control** menu in the HPE IDOL Admin interface.

- [General Administration](#)
- [Manage IDOL Databases](#)
- [Manage IDOL Users](#)
- [Manage IDOL Roles](#)
- [Manage Privileges](#)
- [Manage Licenses](#)
- [View Documents](#)
- [Administer the Category Queue](#)
- [Manage IDOL Speech Server Language Packs](#)
- [Create Speaker Classifiers](#)

Chapter 10: General Administration

The Console page in the **Control** menu provides controls to perform the following tasks:

- run either `GetStatus` or index queries (depending on the ACI server or component)
- create a diagnostics bundle
- stop the service
- back up or restore the server

Depending on the ACI server or component, you can also perform the following tasks in the Console page:

- index documents
- modify data fields in indexed documents
- export indexed documents
- back up or restore the category data
- export or import community information
- validate the Content subindexes
- compact the data index
- flush the index cache to disk
- fix document hierarchies
- delete the datastore for a specific fetch task

| | |
|---|----|
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| • Search for Document Updates | 63 |
| • Create a Diagnostics Bundle | 64 |
| • Stop the Service | 65 |
| • Compact the Data Index | 65 |
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- [Import Community Information](#) 72
- [Validate Content Subindexes](#) 73

Query the Server

In the **Test Action** tab, you can send queries to the server.

The default query depends on the ACI server or component. The IDOL Content and IDOL Agentstore components, IDOL Proxy, and DAH query the data index using the *Query* action. Other ACI servers and components send a *GetStatus* query to return general information about the server, such as the version number, build number, and ports. For information about the *Query* and *GetStatus* actions, see the *IDOL Server Reference*.

You can enter a query directly in the Query box, or you can click the down arrow next to the query box to use the Query Builder to enter your terms.

The query action is automatically constructed as you complete the Query Builder fields; similarly, if you edit the text in the Query box itself, those changes are reflected in the Query Builder.

To enter a query using the Query Builder

1. Click **Add new parameter**. HPE IDOL Admin adds a new parameter to the list, in the form of a key/value pair.
2. Click a link in the **Key** column to edit the parameter name.
3. Click to confirm your changes and update the parameter name in the search box.
4. Click a link in the **Value** column to specify the parameter value.
5. Click to confirm your changes and update the parameter value in the search box.
6. Click in the **Disable** column to remove a parameter from your query if required.
7. Repeat Steps 1 to 5 for all the parameters you wish to add to your query.

Click **Test Action** to send the query action to IDOL Server and view the query results.

Click **Query Speed Analysis** to go to the **Query Speed Analysis** tab in the Performance page, where you can view information about the query speed. For more information about query speed analysis, see [Analyze Query Speed, on page 49](#).

For information about the query results that are returned, see [Query Results, below](#).

Query Results

This section describes the information returned by queries sent from the HPE IDOL Admin interface.

GetStatus Queries

The information returned by the *GetStatus* query depends on the ACI server or component. For details, see the *GetStatus* action in the appropriate ACI server Reference.

Index Queries

The query returns the following information about documents in the data index that match the search criteria.

| | |
|------------------|--|
| Reference | The document reference. If the reference is a URL, clicking it opens the document in your web browser. |
| ID | The ID of the result document. |
| Section | The section of the document. |
| Database | The database that contains the result document. |
| Weight | The percentage relevance that the document has to the query. |
| Links | The terms in the query text that match in the result document. |
| Title | The title of the result document. |
| Content | The text content of the document, displaying a detailed breakdown of all available fields. |

If you run an asynchronous action, HPE IDOL Admin returns a token that allows you to retrieve the results of the action. Click the linked token to open the ASYNC Action Details dialog box and monitor the progress of the action.

The `QueueInfo` action provides this information. For more information about this action, see the *IDOL Server Reference*.

Click **Delete these documents** to delete the returned documents from the data index.

You can view the results in XML format by clicking **Options**. This opens the Edit query result dialog box, which displays the XML in either raw or indented format. In the indented view, you can hide or expand sections of the XML by clicking the arrow heads beside the XML tags.

In the Edit query result dialog box, click **Delete** to delete the documents. Change the **Priority** value to change the position of the delete action in the queue.

Search for Document Updates

(Available for IDOL connectors.)

The **Synchronize** button on the **Overview** tab in the Status page enables you to search a repository for document updates. The connector sends the updates to an Ingestion module, such as Connector Framework Server. You can specify individual task sections in the connector configuration file to use to perform actions, or you can fetch documents from all task sections. In addition, you can specify a Lua script or scripts to process the information that is extracted, and convert it to the correct format, or add metadata to the documents.

You can also specify a custom configuration file if you want to override parameters in the main configuration file.

The Synchronize fetch action and the TaskSections and IngestActions parameters perform this task. For information about this action, see the *Connector Framework Server Reference*.

To retrieve document updates

1. Click **Synchronize**.
The Synchronize dialog box opens.
2. Specify the task section or sections in the configuration file to use to perform the fetch task. To specify particular task sections, type the name of the section, then click **+**. Click **-** next to a section name to delete it.
3. Specify ingest actions to perform on the documents.
 - a. Click **Add Ingest Action**.
 - b. Click **Meta** in the **Ingest Actions** list to add metadata to fetched documents. Type the name for the metadata field to add, and the field value.
Click **Lua** in the **Ingest Actions** list to specify a Lua script to run on the documents. Type the path to the Lua script.
 - c. Repeat steps a and b for all the ingest actions you want to run. Click  or  to change the order in which to perform the actions, or click **X** to delete a row.
4. If you want to use a custom configuration file, select the check box, then type the configuration details in the box.
5. Click **Create**.
HPE IDOL Admin runs the fetch task. You can view the task progress in the Recent Tasks pane.

Create a Diagnostics Bundle

In the **Diagnostics** tab on the Console page, you can create a bundle of diagnostics information about the ACI server. You can send this bundle when contacting Customer Support about any issues.

The **Diagnostics** action creates the diagnostics bundle. For more information about this action, see the *IDOL Server Reference*.

To create a diagnostics bundle

1. In the **File path on IDOL server** box, type a file path on your server to save the diagnostic bundle to. Clicking the icon on the right generates a unique file name using the format `server-install-directory/diagnostics-timestamp.zip`.
2. Select the level of log information to include in the diagnostics bundle:
 - None.
 - Current. The logs that are currently being written to.
 - Full. All log files present in the log directories (includes archived and rollover logs).
3. Click **Create Diagnostics Bundle** to export the diagnostics zip file to the specified location.
A confirmation message appears.

Stop the Service

You can stop the ACI service from the **Service Control** tab in the Console page. Stopping the service cancels any jobs that are in progress. The server retries the canceled jobs when the service restarts.

After the service is stopped, you must restart the ACI server manually. You cannot restart the ACI server from the HPE IDOL Admin user interface.

To stop the service

- In the Service Control tab in the Console page, click **Stop Service**.

Compact the Data Index

(Applies to IDOL Content and IDOL Agentstore components, DIH, and IDOL Proxy)

After documents are deleted, the data index contains unused spaces. Compacting the index reduces its size by moving documents into the unused spaces. The DRECOMPACT action performs this task. For more information about the DRECOMPACT action, see the *IDOL Server Reference*.

To compact the data index

1. In the **Service Control** tab in the Console page, click **Compact**.
A confirmation message appears.
2. Click **Compact**.

Flush the Index Cache to Disk

(Applies to IDOL Content and IDOL Agentstore components, DIH, and IDOL Proxy)

The indexing process works in two stages:

1. IDOL Server creates a representation of the new data in the index cache.
2. IDOL Server synchronizes the cache with data that it currently contains, and stores the new data on disk, removing it from the index cache.

IDOL Server can be set up to automatically store index data on disk every time it finishes indexing an IDX or XML file, or to delay synchronization until the index cache is full or after a specified duration. The DeLayedSync parameter sets the delayed synchronization, and is enabled by default.

When delayed synchronization is enabled, you can flush the index cache to disk on demand using the **Sync** function in HPE IDOL Admin. This function uses the DRESYNC action. For more information about this action and the DeLayedSync parameter, see the *IDOL Server Reference*.

To flush the index cache to disk

1. In the **Service Control** tab in the Console page, click **Sync**.
A confirmation message appears.
2. Click **Sync**.

NOTE:

Index performance might be affected while the DRESYNC action is running.

Fix Document Hierarchies

(Applies to IDOL Content and IDOL Agentstore components, DIH, and IDOL Proxy)

If documents that use `ReferenceMemoryMappedType` fields are indexed out of order, you can fix parent-child relationships using the **Regenerate** function in the **Service Control** tab in the Console page.

The `DREGENERATE` action performs this function. For more information about the `DREGENERATE` action, see the *IDOL Server Reference*.

To fix parent-child relationships for documents indexed out of order

1. In the **Service Control** tab in the Console page, click **Regenerate**.
A confirmation message appears.
2. Click **Regenerate**.

Delete All Data in the Data Index

(Applies to IDOL Content and IDOL Agentstore components, DIH, and IDOL Proxy)

You can delete all data from your data index and reset the index, without resetting the configuration file (so none of your changes are lost). The `DREINITIAL` action performs this initialization. For more information about the `DREINITIAL` action, see the *IDOL Server Reference*.

To delete all data from your data index

1. In the **Service Control** tab in the Console page, click **Initialize IDOL Content**.
A confirmation message appears.
2. Click **Delete it**.

Index Data

(Available for the IDOL Content and IDOL Agentstore components, DIH, and IDOL Proxy.)

In the **Index** tab, you can use the wizard to submit data for IDOL Server to index. This is equivalent to sending the `DREADD` or `DREADDDATA` actions. For information about these actions, see the *IDOL Server Reference*.

To index data

1. On the **Choose Data** page, click an option to specify the data to index:
 - **Text**. Copy and paste the data directly into the text box. The data must be in either IDX or XML format. For more information about the IDX format, see the *IDOL Server Administration Guide*.

- **UTF-8 encoded local files.** Click **Choose files** to browse and select IDX or XML files on your local disk.
- **Files on server.** Type the file names of IDX or XML files that are visible to IDOL Server through the file system. To add more than one file, click **+** to add a new row. Click **-** to delete a row if you no longer need it.

NOTE:

If you add multiple files, HPE IDOL Admin submits each file as a separate index command. All the other settings that you specify are the same for each file.

2. Click **Next**. The Choose Database page opens.
3. Choose the database that you want to index your data to. By default, HPE IDOL Admin reads the destination database from the document, but you can click **Select the database from the list**, then click the arrow and choose the database that you want to index your data to from the list.
4. Click **Next**. The Kill Duplicates page opens.
5. (Optional) Specify how IDOL Server processes duplicate documents.
 - a. Specify how IDOL Server identifies duplicate documents:

| | |
|--------------------|--|
| Default | Uses the option specified for <code>KillDuplicates</code> in the [Server] section of the IDOL Server configuration file. |
| None | IDOL Server allows duplicate documents in the data index and does not replace or delete the documents. |
| Reference | If the document being indexed has the same <code>DRREFERENCE</code> field value as a document that already exists in IDOL Server, IDOL Server deletes the existing document and replaces it with the new document. |
| % match | If the content of the document being indexed is more than <i>N</i> percent similar to the content of a document that already exists in the IDOL Server database, IDOL Server deletes the existing document and replaces it with the new document. |
| Field Names | If the document being indexed contains a <code>FieldName</code> Reference field with the same value as the <code>FieldName</code> Reference field in a document that already exists in IDOL Server, IDOL Server deletes the existing document and replaces it with the new document. |

- b. Specify how IDOL Server treats duplicate documents.

| | |
|--|--|
| Keep existing documents, instead of new ones, in case of conflict | If you selected Reference or Field Names for Where to look for duplicates , selecting this option discards the duplicate document and keeps the matching document that the data index already contains. |
| Move to the database listed in this field: [enter database field] | Specifies the name of a field in duplicate documents that contains the name of the database that IDOL Server must move duplicate documents to. |

| | |
|--|---|
| Or move to this database: [select database] | Specifies the database that IDOL Server moves duplicate documents to. |
|--|---|

6. Click **Next**.
7. Click **Next**. The Summary page opens, displaying the action that will be sent to the server. The action is automatically constructed as you complete the wizard. It is shown for reference only; you cannot edit the action directly.
8. Select the priority for indexing, which determines how the action is queued, then click **Index** to send the action and index the data. After the data is sent to IDOL Server, you can click **Sync** to manually flush the index cache to disk, which makes the data searchable.

If you need to edit any of your settings, you can click **Previous** to move back through the pages of the wizard, or click **Reset** to clear all settings and start again from the beginning.

Replace Field Values in Indexed Documents

(Available for IDOL Content and IDOL Agentstore components, DIH, and IDOL Proxy.)

In the **Replace** tab, you can use the wizard to change field values or delete fields from indexed documents. This functionality is hidden by default; click **Show me - I know what I'm doing** if you want to view it. If the feature is visible and you do not want to view it, click **Hide it**.

CAUTION:

You cannot recover your original data after you have replaced or deleted values from indexed documents.

The **Replace** tab corresponds to the DREREPPLACE action. For information about this action, see the *IDOL Server Reference*.

To replace or delete field values in indexed documents

1. On the **Choose Data** page, click an option to specify the fields to replace or delete:
 - a. **Introduce some data that defines the fields and values to replace or delete.** Copy and paste in text that specifies:
 - i. the documents in which to delete or replace the field values
 - ii. the values to substitute, or whether to delete the field
 - iii. #DREENDDATANOOOP to mark the end of the index action parameters
 - b. **UTF-8 encoded local file containing DREREPPLACE parameters.** Click **Choose Files** to browse to a file that already specifies the preceding information.
2. Click **Next**. The Choose Database page opens.
3. Select one or more databases in which to change the data. To select more than one database, hold down **CTRL** and click each database.
4. Click **Next**. The Set Priority page opens.
5. Select a value for the Index Action Priority, which determines how IDOL Server queues the action.

6. Click **Next**. The Summary page opens, displaying the action that will be sent to the server. The action is automatically constructed as you complete the wizard. It is shown for reference only; you cannot edit the action directly.
7. Click **Replace**.

IDOL Server performs the replace action on the specified documents. The changes are not visible in index searches until the index cache is flushed to disk. Click **Sync** to flush the index cache.

If you need to edit any of your settings, you can click **Previous** to move back through the pages of the wizard, or click **Reset** to clear all settings and start again from the beginning.

Export Indexed Documents

(Available for the IDOL Content and IDOL Agentstore components, DIH, and IDOL Proxy.)

In the **Export** tab in the Console page, you can export IDX or XML documents from one or more IDOL Server databases. You can also export the entire data index.

The DREEXPORTIDX and DREEXPORTXML actions perform these tasks. You can view the action in the **Export Index Action** field. For information about these actions, see the *IDOL Server Reference*.

To export indexed documents

1. In the **Export Location** box, type the path to the directory in which to store the exported documents.
2. In the **Export Index Action** box, select the type of files you want to export—either **IDX** or **XML**. This selects either the DREEXPORTIDX or DREEXPORTXML action, which is displayed and automatically updated as you fill in the form.
3. Click **Select Databases**, then select the check boxes next to all the databases you want to export documents from. If you do not select any databases, IDOL Server exports documents from all databases.
4. Complete the following fields to specify the export task in detail, including which documents to export.

| | |
|------------------------------|---|
| Index Action Priority | Change or set the priority of the exporting job. |
| Compress | Select whether to compress the exported files. |
| Delete Documents | Select whether to delete the documents from IDOL Server after exporting them. (Documents are deleted only if the export is successful.) |
| Add Host Details | Select whether to add host details to the exported file name. |
| Batch Size | Type the number of document sections to export to one file. Click X to delete the value. |
| Max Date | Select the latest creation date and time that a document can have to be exported. |

| | |
|------------------------|--|
| | Click Now in the calendar to automatically select the current date and time. |
| Min Date | Select the earliest creation date and time that a document can have to be exported. Click Now in the calendar to automatically select the current date and time. |
| Max ID | Type the maximum document ID number (inclusive) to export. Click X to delete the value. |
| Min ID | Type the minimum document ID number (inclusive) to export. Click X to delete the value. |
| Match ID | If you do not want to export all documents, type the IDs of documents to export. Separate multiple IDs with spaces or plus symbols. There must be no space before or after a plus symbol. You can also specify a range of IDs, using a hyphen. Click X to delete all values. |
| Match Reference | If you do not want to export all IDX documents, type the references of the documents to export. If the references contain plus symbols (+) or spaces, percent-encode each reference, then separate multiple references with plus symbols (there must be no space before or after a plus symbol) and percent-encode the whole string again (using Internet Explorer or the ACI client). Click X to delete all values. |
| State Match ID | Type the state token of a list of documents to export. If you specify the token name only, all documents listed in the token are exported. If you add a (zero-based) index range, or individual numbers separated by plus symbols (+), in square brackets after the token name, only that range or set of documents are exported. Click X to delete all values. |

5. Click **Export** to export the documents to the specified location.

Back Up Your Server

In the **Backup/Restore** tab in the Console page, you can create a backup of the current state of your server.

The `BackUpServer` action performs this task. For information about this action, see the *IDOL Server Reference*.

To back up your server

1. In the **Create Backup** box, type the file path of the location in which to store your backup. This can be a local path, or a network path that the server running the IDOL component has access to.
2. Click **Backup** to create the backup. You can view the task progress by opening the Tasks pane at the bottom of the window (see [HPE IDOL Admin Structure, on page 15](#)).

You can restore a backup of your server at a later date; see [Restore Your Server, on the next page](#) for more information.

Restore Your Server

In the **Backup/Restore** tab, you can restore the saved state of your server.

The `RestoreServer` action restores the data index. For information about this action, see the *IDOL Server Reference*.

To restore the server to an earlier version

1. In the **Restore from Backup** box, type the location of the backup files.
2. Click **Restore**. A confirmation message is displayed.

NOTE:

In the IDOL Content and IDOL Agentstore components and IDOL Proxy, you can choose the backup version to restore from a list of recent backups.

Back Up Category Data

(Available for the IDOL Category component, and IDOL Proxy.)

On the **Category Backup/Restore** tab in the Console page, you can save a copy of all your category, taxonomy, and cluster data.

The `Backup` maintenance action performs the category data backup. For information about this action, see the *IDOL Server Reference*.

To back up your category data

- On the **Category Backup/Restore** tab, click **Backup**.
The `Backup` maintenance action backs up the category data to the backup directory that you specified using the `BackupDir` parameter in the `[Server]` section of the `category.cfg` configuration file. The **Backup Action String** field shows the action that is sent to IDOL Server.

Restore Category Data

(Available for the IDOL Category component, and IDOL Proxy.)

On the **Category Backup/Restore** tab, you can restore the most recent backed up version of your category, taxonomy, and cluster data.

The `Restore` action restores the data. For information about this action, see the *IDOL Server Reference*.

To restore the category data

- Click **Restore**.
HPE IDOL Admin restores the category data from your most recent backup file, and displays a confirmation message. The **Restore Action String** field shows the action that is sent to IDOL Server.

Purge Connector Datastores

(Applies to IDOL Connectors.)

When a connector runs the `synchronize fetch` action, it keeps a record of the files that have been extracted from a repository. If you run the `synchronize` action again, the connector only processes new or updated files. If you want to reset the connector so that it retrieves the same files again, you can purge the datastore file for a specific fetch task from the **Service Control** tab in the Console page.

To purge a connector datastore

1. In the Service Control tab in the Console page, click **Purge Datastore**. The Purge Datastore dialog box opens.
2. In the **Task Name** list, click the name of the fetch task for which you want to delete the datastore.
3. Click **Purge**. HPE IDOL Admin schedules the datastore for purging.

Export Community Information

(Available for the IDOL Community component, and IDOL Proxy.)

On the **Community Export/Import** tab on the Console page, you can specify an XML file at a particular location and export your user, role, agent, and profile information to that file.

The `Export` action and the `ExportFileName` action parameter perform this task. For information about this action, see the *IDOL Server Reference*.

To export your Community information

1. In the **Path** box, type the file path of the location to copy your Community information to.
The **Export Action String** box shows the action that is sent to IDOL Server. The action is automatically constructed as you complete the **Path** field. It is shown for reference only; you cannot edit the action directly.
2. Click **Export** to send the action.

Import Community Information

(Available for the IDOL Community component, and IDOL Proxy.)

On the **Backup/Restore** tab on the Console page, you can import user, role, agent, and profile information from a specified location.

The `Import` action and the `ImportFileName` action parameter perform this task. For information about this action, see the *IDOL Server Reference*.

To import your Community information

1. In the **Path** box, type the file path of the location from which you want to import your Community information.

The **Import Action String** box shows the action that is sent to IDOL Server. The action is automatically constructed as you complete the **Path** field. It is shown for reference only; you cannot edit the action directly.

2. By default, HPE IDOL Admin imports all user fields; if you want to import only specific fields, click **Import comma separated wildcard list of user fields**, then enter the fields that you want to import as a comma-separated list.
3. Click **Import** to send the action.

Validate Content Subindexes

(Applies to Content and Agentstore components, DIH, and IDOL Proxy)

You can use the **Validate** option to check that the Content subindexes are correctly populated, and to record any validation issues in the application log. For more information on log streams, see [View Logs, on page 37](#).

To validate the Content subindexes

1. On the **Service Control** tab of the Console page, click **Validate**.
The Validate dialog box opens.
2. Select the check boxes next to the subindexes that you want to validate.
3. If you want to fail validation as soon as an error is found, select the **Fail validation immediately** check box.
4. Select the **Index Action Priority**, which determines how the action is queued.
5. Click **Validate**.

You can use the Recent Tasks panel to monitor the progress of the validation. See [HPE IDOL Admin Structure, on page 15](#) for more information.

Chapter 11: Manage IDOL Databases

(Available for the IDOL Content, IDOL Agentstore, and IDOL Proxy.)

The Databases page in the **Control** menu displays information about the IDOL databases. You can also administer the databases from this page.

- [View Database Information](#) 75
- [Create a Database](#) 76
- [Query a Database](#) 76
- [Delete All Documents in a Database](#) 76
- [Delete a Database](#) 77

View Database Information

The `GetStatus` action returns the database information. For more information about this action, see the *IDOL Server Reference*.

The **Databases** page displays the following information for each database in the IDOL Content and IDOL Agentstore components, and IDOL Proxy.

| | |
|----------------------|---|
| Name | The name of the database. |
| Documents | The number of documents stored in the database. |
| Sections | The number of document sections stored in the database. |
| Internal | Whether the database is internal, and therefore hidden. |
| Read Only | Whether the database is read-only. |
| Expiry Hours | The expiry time (in hours) for documents in the database. |
| Expiry Action | The expiry action to perform when documents expire from the database. |

The pie chart displays the distribution of documents and document sections between the databases. Hover over each segment in the pie chart to display the database name, along with the number of documents and document sections that it contains. You can also click **Show Legend** to display a key to the pie chart.

To sort the table in ascending or descending order by a particular field, click the arrows beside the column name.

If Autorefresh is disabled, click **Refresh** to update the database information.

Create a Database

Follow this procedure to create an IDOL database in the IDOL Content or IDOL Agentstore components, or IDOL Proxy.

To add a new database

1. Click **+ Add New Database**.
The Add New Database dialog box opens.
2. In the **Database Name** box, type a name for the database.
3. Select the **Internal** check box if you want the database to be internal, and therefore hidden.
4. Select the **Read Only** check box if you want to prevent documents being added to the database.
5. Select a priority for the index action. This determines how IDOL Server queues the action.
6. Click **Create**.

You can view the task progress by opening the Recent Tasks pane at the bottom of the window (see [HPE IDOL Admin Structure, on page 15](#)).

Query a Database

Follow this procedure to query an individual IDOL database in the IDOL Content and IDOL Agentstore components, and IDOL Proxy.

To query an individual database

1. Click the magnifying glass beside the database you want to query.
You are taken to the **Test Action** tab in the Console page.
2. Type your query into the box, or click the down arrow to reveal the query builder, which you can use to add and specify query parameters.
3. Click **Test Action** to send the query action.

Delete All Documents in a Database

Follow this procedure to delete all documents in an IDOL database in the IDOL Content and IDOL Agentstore components, and IDOL Proxy.

To delete all documents in a database

1. Click  beside the database to delete documents from.
A confirmation message appears.
2. Select the index action priority, which determines how IDOL Server queues the action.
3. Click **Delete**.

You can view the task progress by opening the Tasks pane at the bottom of the window (see [HPE IDOL Admin Structure, on page 15](#)).

Delete a Database

Follow this procedure to delete a database and all of its documents in the IDOL Content and IDOL Agentstore components, and IDOL Proxy.

CAUTION:

You cannot recover data from a deleted database.

To delete a database

1. Click **[X]** beside the database to delete.
A confirmation message appears.
2. Select the index action priority, which determines how IDOL Server queues the action.
3. Click **Delete**.

You can view the task progress by opening the Tasks pane at the bottom of the window (see [HPE IDOL Admin Structure, on page 15](#)).

Chapter 12: Manage IDOL Users

The Users page is available in the **Control** menu for the IDOL Community component and IDOL Proxy. It allows you to manage IDOL user information.

- [Add User](#)79
- [View User Details](#)79
- [Edit User](#)80
- [Delete User](#)81

Add User

The UserAdd action creates the user. For more information about this action, see the *IDOL Server Reference*.

Follow this procedure to add IDOL users.

To add a user

1. Click **+Add**.
The Add User dialog box opens.
2. Type a user name and password. Type the password again in the **Confirm Password** field.
3. Click **Add User**.
The Add User dialog box closes and the user appears in the user list.

View User Details

Select a user from the list to display their details. HPE IDOL Admin displays the following information.

User Details

| | |
|----------------------------|--|
| Locked | Whether the user account is locked. Click the button to lock or unlock the user. |
| Number of Agents | The number of agents that the user has. |
| Last Time Logged In | The last time that the user logged into IDOL. |

User Roles

HPE IDOL Admin displays the roles that are assigned to the user. To delete a role for the user, click **X** beside the role. You can create new roles and add roles to a user on the Roles page. For more information about the Roles page, see [Manage IDOL Roles, on page 83](#).

User Agents

HPE IDOL Admin displays the agents for a user. Agents automatically finds documents for you that match your interests. You can add agents through the interface.

To add an agent

1. Select a user to add an agent to.
2. Click **Add Agent**.
The Add Agent dialog box opens.
3. Type the agent name. For example, Global Warming.
4. In the Training box, type a summary of the concept that you want the agent to return documents about. For example, to find documents about global warming, you could specify `Factors affecting global warming`.
5. Click **Save Changes**.
The agent appears in the agent list.

To run the agent, click **Get Results**. HPE IDOL Admin sends a query based on the agent and returns documents that are conceptually relevant. Alternatively, you can click **Get All Results** to run all the agents associated with a user.

To delete an agent, click **X** beside it.

HPE IDOL Admin automatically displays any similar agents belonging to other users. Clicking on the user that the similar agent belongs to displays the user's details.

User Profiles

HPE IDOL Admin displays the profiles associated with a user. IDOL Server creates interest profiles of users by analyzing the content that they view, and creates expertise profiles by analyzing the content that they create.

HPE IDOL Admin also displays similar profiles to the user's. Clicking on the user that the similar profile belongs to displays the user's details.

Edit User

To change the password for a selected user, click **Edit**. The Edit User dialog box opens, where you can type the new password.

The `UserEdit` action edits the user credentials. For more information about this action, see the *IDOL Server Reference*.

Delete User

The `UserDelete` action deletes the user. For more information about this action, see the *IDOL Server Reference*.

Follow this procedure to delete a user.

To delete a user

1. In the user list, select the user that you want to delete.
2. Click **Delete**.
The Delete User Confirmation dialog box opens.
3. Click **Delete** to delete the user and remove it from the list.

Chapter 13: Manage IDOL Roles

The Roles page is available in the **Control** menu for the IDOL Community component and IDOL Proxy. It allows you to manage IDOL roles. For more information about IDOL roles, see the *IDOL Server Administration Guide*.

- [Add Role](#)83
- [Add Users to Role](#) 83
- [Delete Role](#)84

Add Role

Follow this procedure to add a role. The `RoleAdd` action creates the role. For more information about this action, see the *IDOL Server Reference*.

To add a role

1. Click **Add Role**.
The Add Role dialog box opens.
2. Type a role name.
3. Click **Save**.
The Add Role dialog box closes and the role appears in the role list.

Add Users to Role

Follow this procedure to associate users with a role. The `RoleAddUserToRole` action assigns users to a role. For more information about this action, see the *IDOL Server Reference*.

To associate users with a role

1. Select the role.
2. Click **Add User**.
The Add User(s) to Role dialog box opens, displaying a list of IDOL users.
3. Select the check boxes beside the users to add to the role. To select all users, select the check box alongside **User**. The check boxes next to all users are automatically selected.
4. Click **Ok**.
The Add User(s) to Role dialog box closes and the users are added to the user list.

To remove a user from the selected role, click **X** beside the user. The Delete Role User Confirmation dialog box opens; click **Delete** to remove the user from the role.

Delete Role

Follow this procedure to delete a role. The `RoleDelete` action deletes the role. For more information about this action, see the *IDOL Server Reference*.

To delete a role

1. Select the role from the list.
2. Click **Delete Role**.
The Delete Role Confirmation dialog box opens.
3. Click **Delete**.
The role disappears from the available roles list.

Chapter 14: Manage Privileges

The Privileges page is available in the **Control** menu for the IDOL Community component and IDOL Proxy. It allows you to manage IDOL privileges. For more information about IDOL privileges, see the *IDOL Server Administration Guide*.

- [Add Privilege](#)85
- [Add Roles to Privilege](#)85
- [Delete Privilege](#)86

Add Privilege

Follow this procedure to add a privilege. The `RoleAddPrivilege` action creates the privilege. For more information about this action, see the *IDOL Server Reference*.

To add a privilege

1. Click **Add Privilege**.
The Add Privilege dialog box opens.
2. Type a privilege name.
3. Select the check box if you want to restrict the privilege to a single value.
4. Click **Save**.
The Add Privilege dialog box closes and the privilege appears in the privilege list.

Add Roles to Privilege

Follow this procedure to associate roles with a privilege. The `RoleSetPrivilegeForRole` action assigns roles to privileges. For more information about this action, see the *IDOL Server Reference*.

To assign a role to a privilege

1. In the privilege list, click the privilege that you want to assign a role to.
2. Click **Add Role**.
The Add Role to Privilege dialog box opens, displaying a list of roles.
3. Click the role that you want to assign to the privilege.
4. Type the value for the privilege that you want to assign.
5. Click **Ok**.
The Add Role to Privilege dialog box closes and the role is added to the privilege.

To remove a role from the selected privilege, click **X** next to the role. The Delete Privilege for Role dialog box opens; click **Delete** to delete the role from the privilege.

To edit the value for a privilege assigned to a role, click  next to a role. The Edit value for privilege dialog box opens; type the new value, then click **Save Changes**.

Delete Privilege

Follow this procedure to delete a privilege. The `RoleDeletePrivilege` action deletes the privilege. For more information about this action, see the *IDOL Server Reference*.

To delete a privilege

1. Select the privilege from the list.
2. Click **Delete Privilege**.
The Delete Privilege Confirmation dialog box opens.
3. Click **Delete**.
The role disappears from the available privileges list.

Chapter 15: Manage Licenses

(Available for the License Server component.)

The Licenses page in the **Control** menu allows you to control and manage licensed components and seats in use.

- [View Licensed Components](#)87
- [View Seats In Use](#)87
- [View Aggregate Limits and Usage](#)88

NOTE:

To view information about the server license, use the License tab in the Status page. See [License](#), on page 26 for more information.

View Licensed Components

The **Summary** tab displays summary information for each licensed component. The `LicenseInfo` action returns this information. For more information, see the *License Server Administration Guide*.

The following information is available for each component.

| | |
|-----------------------|--|
| Component | The name of the component (for example, <code>idolserver</code> , or <code>dah</code>). |
| Seats In Use | The number of seats that are being used by the component. |
| Seats | The total number of available seats for the component. |
| Document Usage | (Content component only) The number of documents that are currently used across all instances of the component. |
| Document Limit | (Content component only) The maximum number of documents that you can have across all instances of the component. |

Type some text in the Search box to show only components whose names contain the text you have entered.

Click  to go to the **Seats** tab, where you can view details of individual licensed seats, and revoke licenses.

View Seats In Use

The **Seats** tab displays information about the individual seats that are licensed for each component. The `LicenseInfo` action returns this information. For more information, see the *License Server Administration Guide*.

The following information is available for each seat.

| | |
|---------------------------|---|
| Component | The name of the component that is using the seat. |
| IP | The IP address of the machine that the component is running on. |
| MAC Address | The media access control address of the machine that the component is running on. |
| Host Name | The host name of the machine that the component is running on. |
| Service Port | The port by which you send service actions to the component. |
| Issued | The date and time that the seat was issued. |
| UID | The user identifier. |
| Licensed Documents | The number of licensed documents used by the seat. |

Choose an item from the list at the top of the page to filter the page by product, or type a search term into the box in the right-hand corner of the page to display only seats that match your search terms.

You can revoke a licensed component from the **Seats** tab. The `AdminRevokeLicense` action revokes the license. For more information on this action, see the *License Server Reference*.

To revoke a license

1. Click the garbage can next to the component whose license you want to revoke.
The Revoke License dialog box opens.
2. Click **Revoke License** to revoke the license and free up the seat that the component was using. If a component is running when you revoke the license, it will stop.

You can view the progress of the action in the Recent Tasks panel.

View Aggregate Limits and Usage

The **Aggregate Limits and Usage** tab displays the limits and usage for each resource. You can filter the list by product, or click **View breakdown** to display the allocations for each seat, and the tracked limits.

The following information is available for each product.

| | |
|------------------------|--|
| Component | The name of the component that is using the seat. |
| Resource | The name of the resource. |
| Aggregate Limit | The maximum number of documents that you can have across all instances of the component. |
| Aggregate Usage | The number of documents that are currently used across all instances of the component. |

Chapter 16: View Documents

(Available for the IDOL View component and IDOL Proxy.)

The **View** page in the **Control** menu allows you to convert documents into HTML to display in a web browser. The **View** action performs the conversion. For more information about the **View** action, see the *IDOL Server Administration Guide*.

To view a document in your web browser

1. Type the document reference into the text box. The reference can be:
 - a document in the local file system, for example:
`C:\Documents\report.doc`
 - a document on an intranet site, for example:
`//intranet/report.doc`
 - a web page or document accessible on the Internet, for example:
`http://news.bbc.co.uk`
2. If your document references have a common format, you can configure a standard prefix in the IDOL configuration file to add to each document reference. If you select the **Use reference prefix** check box, HPE IDOL Admin adds this prefix to the **View** action automatically.

For more information on using the `ReferencePrefix` and `UseReferencePrefix` parameters, see the *IDOL Server Reference*.
3. Click **View**.

The document opens in your web browser.

Chapter 17: Administer the Category Queue

(Applies to the IDOL Category component.)

The Category Queue page in the **Control** menu shows a list of all scheduled Category jobs that are queued, in progress, or that have failed, and allows you either to run a single copy of a job immediately, or to delete failed tasks.

The `ClusterQueue`, `ExecuteSchedule`, and `ScheduleDelete` commands return this information. For more information about these actions, see the *IDOL Server Reference*.

The table displays the following information about each job in the queue.

| | |
|------------------------|---|
| ID | The ID number of the job. |
| Action | The action that the job must run (for example, <code>ClusterSnapshot</code> or <code>TaxonomyGenerate</code>). |
| Target Job Name | Where applicable, the name for the cluster information generated by the job. |
| Status | The status of the job (for example, <code>Queued</code> or <code>No results</code>). |
| Due | The time that the job was due to complete. |
| Cycles | The number of times that the job was specified to run. |
| Repeat | The time that must elapse after the action runs, before it must run again. |

Click **Refresh** to reload the Category queue. You can also type some text in the search box to filter the list to only jobs that contain what you have typed.

To schedule a single copy of a job to run immediately

1. Click  next to the task that you want to run.
A confirmation dialog box appears.
2. Click **Schedule Immediately**.

To delete a job

1. Click  next to the task that you want to delete.
A confirmation dialog box appears.
2. Click **Delete Job**.

Chapter 18: Manage IDOL Speech Server Language Packs

(Applies to the IDOL Speech Server component.)

The Languages page in the **Control** menu allows you to load or unload IDOL Speech Server language packs. You can also load optional custom language models and weightings more suited to your interests (for example, business Italian, or medical Spanish), so that you can bias IDOL Speech Server audio processing towards specific terms.

The LoadLanguage, UnloadLanguage and ListCustomLm actions perform these tasks. For more information, see the *IDOL Speech Server Reference* and the *IDOL Speech Server Administration Guide*.

By default, IDOL Speech Server automatically loads and unloads language packs; however, you can override automatic loading and unloading of language packs and perform these tasks manually. The Languages page displays the number of automatically and manually loaded language resources, as well as the maximum number of language packs that you can load simultaneously, as specified by the MaxLanguageResources configuration parameter.

The page displays the following information about each language pack.

| | |
|--------------------------------|--|
| Name | The language pack code. |
| Language | The language that the language pack can process. |
| Custom Language Modules | Any custom language models defined for the language pack. |
| Loaded Manually | Whether you have loaded the language pack manually. Click Load to manually load an available language pack, or Unload to unload a previously loaded language pack. You can monitor the progress of the task in the Recent Tasks panel. |

To load a new language resource

1. Click **Load New Language**. The Load New Language dialog box opens.
2. In the **Language Pack** list, click the language pack that you want to load.
3. (Optional) *Load a custom language model.*
 - a. The **Custom Language Models** list shows all the custom language models associated with that language pack. Select one or more models to load.
 - b. Select the weighting that you want to assign to the terms in your custom language model (for example, you might want to assign a weighting of 0.7 to terms in the base language model, and 0.3 to terms in the custom language model). The total weight must be less than 1.
4. Click **Load**. HPE IDOL Admin loads the language pack and any custom language models that you selected, and adds it to the list on the Languages page.

Chapter 19: Create Speaker Classifiers

(Applies to the IDOL Speech Server component.)

To perform speaker identification and segmentation in IDOL Speech Server, you must create and optimize speaker templates for each speaker that you want to identify, and create speaker classifier templates. The Create Speaker Classifier wizard in the **Control** menu takes you through this process.

The `AddTask` and `WavSidOptimize` actions perform these tasks. For more information on speaker templates, see the *IDOL Speech Server Administration Guide* and the *IDOL Speech Server Reference*.

To create a speaker classifier template

1. In the **Template file name** field, type the name of the speaker template file to create.
2. In the **Template language** list, click the language for the speaker template.
3. Click **Choose file** and browse to the location of an audio file containing sample speech from one person.
4. Click **Create template**. HPE IDOL Admin creates the template based on the settings that you entered, and adds it to the Created templates list. You can monitor the progress of the task in the Recent Tasks panel.
5. Click **Next**. The Optimize your templates page opens.
6. In the **Name of optimization file to create** field, type the name of the Speaker ID Optimization (.spo) file to create.
7. In the **Speaker name** list, click the name of the speaker that the audio file contains speech data for.
8. Click **Choose file** and browse to the location of an audio file containing sample speech from the person you chose in step 7.

NOTE:

Do not use the same audio that was used to create the speaker templates.

9. Click **Optimize templates**. HPE IDOL Admin creates the optimization file, and adds the audio file you used for optimization to the Audio files used for optimization list. You can monitor the progress of the task in the Recent Tasks panel.
10. Repeat steps 6-9 to add audio files for each speaker that you want to identify.
11. Click **Next**. The Package templates into classifier page opens, displaying a summary of the audio files and templates that you added.
12. In the **Classifier name** field, enter the name of the speaker classifier template to create.
13. Click **Create Classifier**, then click **Finish**. HPE IDOL Admin packages the files that you added into a speaker classifier file, and displays a confirmation message. You can monitor the progress of the task in the Recent Tasks panel.

Send documentation feedback

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on User Guide (HPE IDOL Admin 11.4)

Add your feedback to the email and click **Send**.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to AutonomyTPFeedback@hpe.com.

We appreciate your feedback!