

# Trans-Soft Datacenter Administration Guide



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## Introduction

We would like to take a moment and welcome you to the Trans-Soft Datacenter. We appreciate your business and are dedicated to offering the very best datacenter solutions for the transportation industry.

This Administration Guide was written to help our customers get a clear understanding of how to manage the ediEnterprise products within the Trans-Soft datacenter. Within this document you will learn how to manage datacenter users, perform software upgrades when available, and troubleshoot datacenter problems should they arise.

At Trans-Soft we are continually updating our servers and network infrastructure to ensure that our service remains fast, reliable, and cutting edge. It is our goal that our companies will grow together and continue a strategic partnership that extends ten or twenty years into the future!

We are also dedicated to making continual improvements to our online helpdesk (<http://helpdesk.trans-soft.net>). This online portal is where you and your management staff can update your contact information, request new user accounts, and register trouble tickets when problems arise with the datacenter product.

The staff here at Trans-Soft, Inc. would like to thank you again for your business. Should you need any help or just have a question, please do not hesitate to call.

Sincerely,

**Brad Hockersmith**

President | Trans-Soft, Inc  
Phone: 866-508-0800

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## Implementation

After the ediEnterprise Hosting Agreement is signed with Trans-Soft your account will be created in the Trans-Soft system. When complete, Trans-Soft will notify the Cargowise edi Implementation team and provide them with approval and instructions for installing the ediEnterprise application on the Trans-Soft servers. This notification process is usually completed within 24 hours of the contract and payment being received.

You will likely have been assigned an implementation specialist at Cargowise edi who will work with you to configure the ediEnterprise application. If you have not yet been contacted by your Implementation Specialist please call Cargowise edi directly for more information. After Trans-Soft provides installation approval and instructions to Cargowise edi we will step back and allow Cargowise edi to work with you to complete the application installation and implementation.

At some point during implementation the Cargowise edi Implementation Specialist will ask you for a list of usernames to add to the system. They will in turn forward this list to Trans-Soft to create the initial list of users at no charge. All user accounts created after this time will need to be submitted via the Helpdesk application and billed at the applicable rate specified in your contract. Adding and removing user accounts from the Trans-Soft Datacenter will be addressed later in this administration guide.

If you anticipate a long implementation period you may wish to wait until you 'Go-Live' before creating all of your required user accounts. By doing so you may save up to \$10 per user, per month by avoiding unnecessary Add'l Registered User charges. As specified in the signed TS\_MSLA:

“Additional registered system users beyond the amount licensed concurrently will be charged an 'Add'l Registered User Fee' per user, per month. The billable number of 'Add'l Registered Users' is determined on the last day of each month by subtracting the number of Concurrent ediEnterprise Hosted Services Licenses from the total number of registered Customer user accounts on Trans-Soft's servers. Customer will receive a separate monthly invoice for Additional Registered User Fees incurred in the previous month.”

If your anticipated implementation cycle is 60 days or less you likely do not need to worry about this.

After installation is completed the Cargowise edi Implementation Specialist will provide you with your usernames, passwords, and instructions for connecting to the Trans-Soft Datacenter. They will help you configure the ediWebPrint application at your local offices to manage the printing processes.

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## Purchasing Additional Datacenter Services

If you wish to add Datacenter Services such as concurrent user accounts, virtual machines, or FTP accounts please contact the Trans-Soft Sales Department.

You do not need to call Trans-Soft to request new datacenter usernames, remove usernames, or reset passwords. This can be accomplished using our online helpdesk application which is outlined further on in this Administration Guide.

## Removing Datacenter Services

If you wish to remove Datacenter services such as concurrent user accounts, virtual machines, or FTP accounts please contact the Trans-Soft Sales Department.

Individual user accounts can be removed from the system at any time using the online helpdesk application.

Please note that removing user accounts will not reduce the amount of concurrent users licensed and billed as per the original agreement. To reduce the concurrent user licenses you must contact the Trans-Soft Sales Department.

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## About the Trans-Soft Datacenter Network

### Security

Our servers are housed securely in Phoenix's premier internet gateway facility. Our servers are protected by Key card, Biometric, CCTV, and on-site security personnel.

Complete network protection requires a comprehensive security system. Our systems are protected by a robust custom firewall, with multiple levels of encryption available for your internet traffic. We employ SSL, TPES, SSH and up to 128bit encryption for your ICA and RDP traffic.

Our customer's data is important to us. We use multiple methods to ensure your data is secure from prying eyes including comprehensive application of group policy objects, file system and local drive restrictions as well as quarterly vulnerability testing.

### Availability & Reliability

We have 100MB/s of burstable bandwidth aggregated across multiple transit and peer providers all build upon hot failover Cisco hardware. Our datacenter features multiple power sources from local utility companies, diesel generators, & UPS devices to ensure constant power availability. The datacenter features HVAC temperature/climate & particulate control.

Trans-soft uses several clustering and load balancing technologies to ensure your mission critical services are available when you need them. This design has helped us maintain >99.9% uptime. We constantly monitor our network for slow or failing systems. When a problem is detected our network administrators are immediately notified via email and txt messaging systems. We measure all common metrics, such as system response time, uptime, packet loss plus many others. We go a step beyond typical systems monitoring. Every system, subsystem and service used to provide the ediEnterprise software to you is monitored for availability.

We know how important your business is. We have techs on call for emergency situations 24 hours a day, 365 days a year.

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## About the ediEnterprise Applications

The ediEnterprise Suite of applications are a robust combination of applications and modules working together to manage the operational workflow of transportation data. It starts with the ediDatabase where all of your Company's important data is stored. The ediDatabase is a combination of the main db file (where all operational, sales, and accounting data is stored) and the separate eDocs database(s) where optional image and document files can be stored. Your employees will use Terminal Services/RDP to connect the ediCore application (edicore.exe) to complete their daily freight and logistics activities. CargwiseEDI utilizes Batch Controllers/Batch Processors (installed as window's services) for the management of common tasks such as email sending, edi processesing, and document printing. Your customers will be able to create shipments online using the ediWebtracker application which is installed as a website in IIS. Together the ediDatabase, ediCore, Batch Controllers, and ediWebtracker work together seamlessly to provide the most efficient and powerful freight management application available.

## Server Configuration

The ediEnterprise Suite of applications feature several separately installed working parts. It is very important that special attention be given to each of these applications/services to ensure top performance and maximum availability and accessibility. When your site or application is inaccessible, you are losing both revenue and customer trust. A high availability solution ensures operational continuity; you won't need to rely on any given piece of hardware for your applications to be up and running.

### ediDatabase

Your ediDatabase is run on one of our powerful database servers featuring redundant power supplies and a Raid 6 (or higher) hard drive configuration. Your data is securely backed up daily to an alternate location on our network. Backups are moved offsite weekly. Trans-Soft has preconfigured backup database servers onsite and ready in case of primary database server failure.

### ediCore

Utilizing secure Terminal Services / RDP technology your employees will connect to one of Trans-Soft's load balanced application servers. Our load balanced server configuration means that users are always directed to the most available server. In the event of an application server failure users will be automatically directed to other available application servers.

### Batch Controller

Trans-Soft runs the ediEnterprise Batch Controllers on separate servers from other ediEnterprise applications. Our configuration features both primary and backup servers. In the unlikely event of hardware failure on the Batch Controller servers ediCore user sessions will be uninterrupted.

### ediWebtracker

Trans-Soft runs the ediWebtracker on separate load balanced web servers. When your customer's connect to the ediWebtracker application our configuration ensures that they are routed to the most available server. In the event that one server fails due to hardware issues your customers will be routed to the other server. In the unlikely event of hardware failure on both web servers ediCore user sessions will be uninterrupted.

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## Terminal Services Quality of Service

Trans-Soft uses Microsoft Terminal Services and Citrix technologies to deploy application hosting to your company. The vast majority of the time these technologies work great, even over less than great networks and Internet connections. When problems do occur with Microsoft Terminal Services they are generally related to certain types of Internet problems. These problems are generally:

### **Very high Latency**

Latency is the amount of time it takes for a packet (data) to get from your location to our servers. This time is measured in milliseconds (ms) and normally will be under 100ms. Terminal Services generally starts to experience problems when these times exceed 250ms.

### **Packet Loss**

Packet loss is when a packet of data is lost somewhere along the way from your office to our server. Since the packet never reaches our server it must be re-sent by your computer. While terminal service can handle some packet loss (<1%), a loss of multiple packets in a row often causes a disconnected session.

### **High Jitter**

Jitter is the change in latency between two packets that are sent. For instance, if one packet is sent in 50ms, and the next packet is 100ms, then jitter would be said to be 50ms. Normally jitter will be less than 10ms. Jitter is often a sign of other network problems or congestion as well. High jitter can cause slow performance or disconnected sessions.

To the user these types of problems will manifest themselves as

- User sessions being disconnected or restarted
- Jittery mouse movements
- Long delay for keyboard strokes to appear on screen.

If you experience problems with your datacenter connection please open a Support Ticket via the Trans-Soft helpdesk application (<http://helpdesk.trans-soft.net>). Our support staff will give you instructions on how to troubleshoot the connection between your office and our datacenter and provide suggestions on how this issue can be resolved.

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## Connecting to the Datacenter

Trans-Soft uses Remote Desktop Connection (aka Terminal Services) to connect to the Datacenter. Remote Desktop Connection comes pre-installed on Windows XP and Windows Vista.

First, locate and launch the **Remote Desktop Connection** application:

Windows XP, Windows 2000 Server, Windows 2003 Server

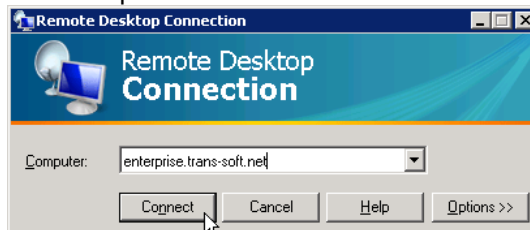
1. Go to the **Start** Menu and navigate to the following sub menus
  - a. **Programs > Accessories > Communications >**
2. Select the **Remote Desktop Connection** menu option.

Windows Vista

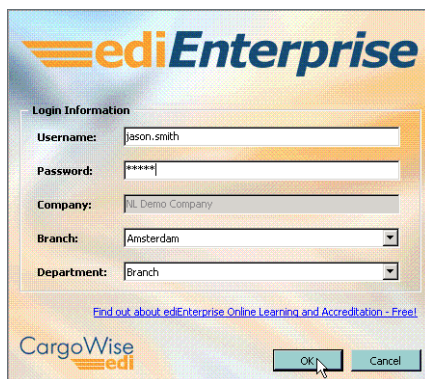
1. Click the **Start** icon and type **Remote Desktop Connection** in the search bar
2. Select the **Remote Desktop Connection** icon

After launching “Remote Desktop Connection”:

1. A small connection window will appear where you will need to specify the datacenter URL:
  - a. Enterprise.trans-soft.net



2. When prompted, enter your datacenter **username** and **password**. Please be aware that your datacenter user credentials may not match your username/password required for the ediEnterprise application.
3. After you have successfully connected to the Trans-Soft datacenter the ediEnterprise application will load and require you to enter your **ediEnterprise username** and **password**.



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## Support Procedures

It can be difficult to determine which support issues should be addressed with Trans-Soft and which should be addressed with Cargowise edi Support. When in doubt please contact Cargowise EDI Support first. Below is a list of a few possible support issues that could arise and whom you should contact.

### **Cargowise edi Support Items**

- ediEnterprise application general bugs
- ediWebtracker application is generating errors
- Problem / bug is encountered in the middle of an application upgrade

### **Trans-Soft Support Items**

- Unable to connect via RDP to ediEnterprise
- ediWebtracker application is unavailable
- Batch Processors are offline / Emails are not being sent
- System performance is slow, keyboard strokes take a long time to display on screen.
- Users are being disconnected from RDP throughout the day.

## **Contacting Trans-soft Support**

For emergency support issues please contact Trans-Soft support by phone: 1-866-508-0800

For less urgent requests and general inquiries please use the Trans-Soft helpdesk.

URL: <http://helpdesk.trans-soft.net>

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## The Trans-Soft Helpdesk

Use the helpdesk to manage user accounts, account information, and log trouble tickets. The Trans-Soft helpdesk is a web based system and can be accessed by going to <http://helpdesk.trans-soft.net>.

### Requirements:

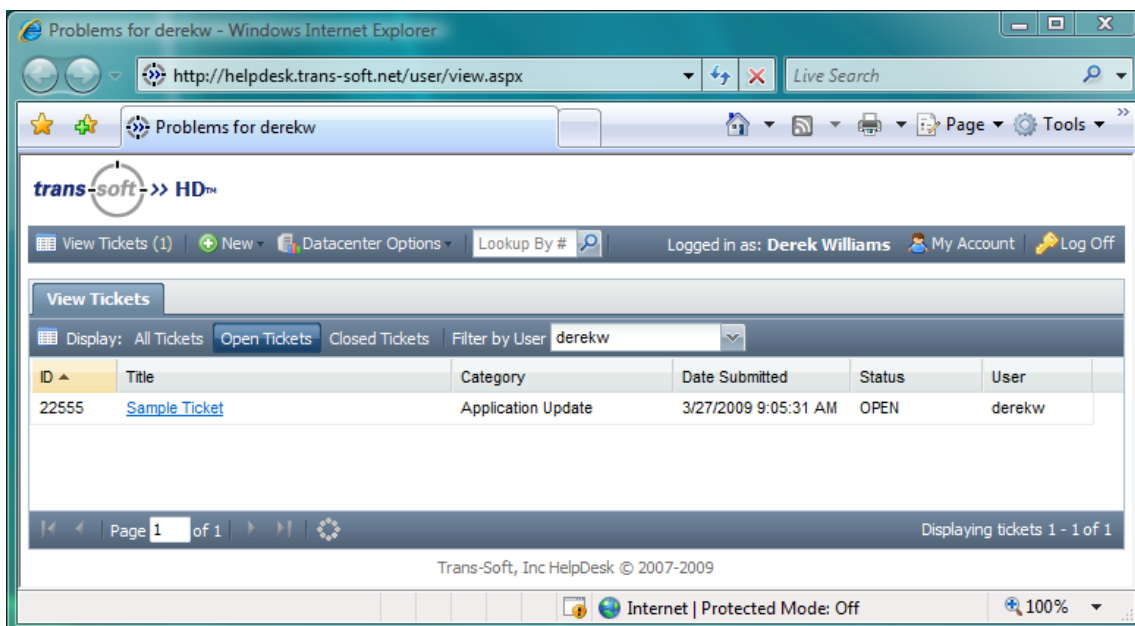
- Internet Explorer 7 or higher
- Firefox 3.0 or higher (Firefox is recommended)

After the initial contract is signed Trans-Soft will provide the main customer account contact with a username/password for the helpdesk. If additional helpdesk accounts are desired please send an email to [hdloginrequests@trans-soft.net](mailto:hdloginrequests@trans-soft.net). A Trans-Soft representative will review the request and if approved will create the additional helpdesk account(s).

Please keep your helpdesk account information private to ensure your datacenter accounts stay secure.

### Helpdesk Layout

After you have logged in you will see a list of open tickets filtered by your username. If you are a company admin, and other employees have active helpdesk accounts, you may be able to filter by their username and see their open helpdesk tickets in addition to your own.



At the top of the form you will see buttons and links for **View Tickets**, **New Ticket**, **Datacenter Options**, **Lookup by #**, **My Account**, and **Log Off**.

Below the top of the form you will see the work area where the forms and data are loaded. By default you see the **View Tickets** screen. Click on a ticket title to open the ticket. You can sort the grid by clicking on the column headers.

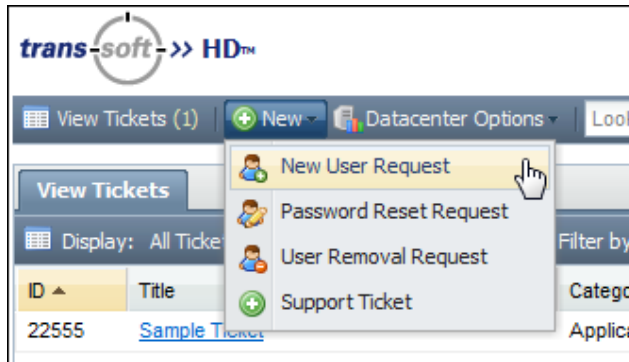
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## Managing Datacenter User accounts

For security reasons Trans-Soft cannot accept New User, New Password, or User Removal requests via phone or email. There are absolutely no exceptions to this rule. All user requests must be made using the Helpdesk application.

After logging into the helpdesk select the **New** menu. You will have 3 datacenter options:



### New User Request:

Specify the new user's **First Name**, **Last Name**, and **Password** and click **Submit**. If you wish, you can assign a random password by clicking the **Generate Password** button. Trans-Soft will auto-assign a username after you click **Submit** based on availability. User accounts are reviewed and approved within 16 business hours.

If a user request is needed within the next 3 hours select the '**Expedite this request**' checkbox. Trans-Soft will make every effort to complete the request within 3 hours. Additional charges apply. Please see your license agreement for details.

### Password Reset Request:

Use this option when an existing user no longer remembers their datacenter password. Specify the employee's **Username**, a new **Password** and click **Submit**. If you wish, you can assign a random password by clicking the **Generate Password** button. New Password requests are reviewed and approved within 16 business hours.

If a New Password is needed within the next 3 hours select the '**Expedite this request**' checkbox. Trans-Soft will make every effort to complete the request within 3 hours. Additional charges apply. Please see your license agreement for details.

### User Removal Request:

Specify the **Username** you wish to have removed from the Trans-Soft Datacenter. User Removal requests are reviewed and approved within 8 business hours.

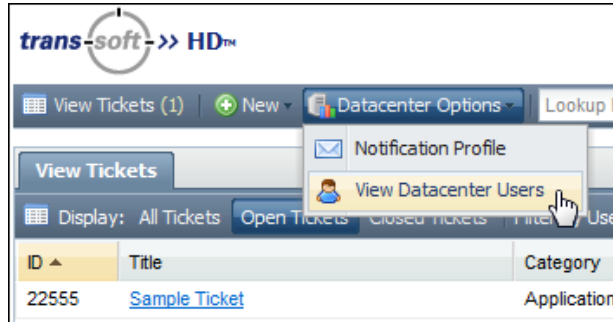
If a user request is needed within the next 3 hours select the '**Expedite this request**' checkbox. Trans-Soft will make every effort to complete the request within 3 hours. Additional charges apply. Please see your license agreement for details.

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## Viewing Your Datacenter Users List

To view a list of all registered datacenter users select the **Datacenter Options** menu and choose **View Datacenter User**.



## Managing Your Notification Profile

Properly maintaining your notification profile ensures that Trans-Soft can keep you and your staff up to date on datacenter news and notify you of critical updates and system maintenance outages. To update your Notification Profile, select the **Datacenter Options** menu and choose **Notification Profile**.

Create new notifications by clicking on the **New Profile** button in the top left corner of the grid. Manually specify the profile display name. Next, specify an active Helpdesk User Account or manually enter an email address. Lastly, specify what types of notifications this profile should receive.



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## Creating a Support Ticket

Support tickets should be created for items that fall outside the bounds of the Datacenter Options menu including support requests, general questions, and requests for additional datacenter services.

Select **New > Support Ticket** and fill out the form with enough detail for the Trans-Soft support staff to properly address the issue expediently. Trans-Soft support can resolve support issues 2x faster if the client takes the time upfront to provide as much detail about the support issue as possible.

## Lookup by Ticket Number

If you know the ticket # that you wish to lookup you can enter it in the **Lookup by #** field on the top menu bar. Click the  button to load the specified ticket.

## My Account Info

Click on **My Account** to manage your helpdesk account information including email address, phone number, and password. Email address changes will only apply to new tickets and datacenter requests. Old requests will go to the email address that was active when the request was made.

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## Performing ediEnterprise Application Updates

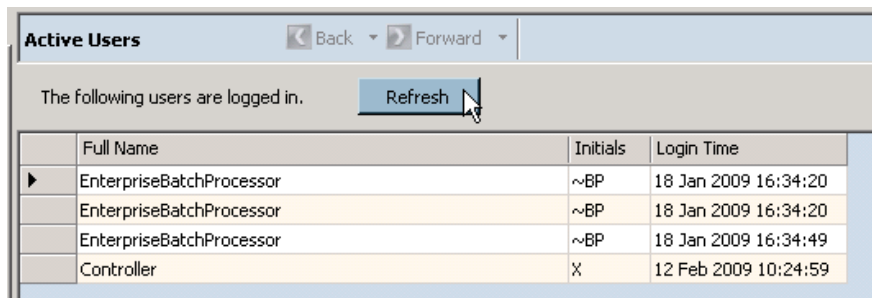
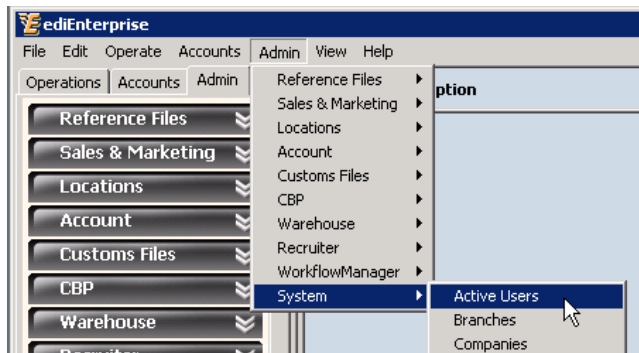
In most cases you can apply your own ediEnterprise application updates without Trans-Soft's assistance.

1. To start, login to **Remote Desktop Connection** using your own user credentials.
2. Next, login to the ediEnterprise using the **sysadmin** account. If you do not know the password for this account please contact Cargowise edi Support.



The image shows the ediEnterprise login dialog box. It has a title bar with the ediEnterprise logo. Below the title bar is a section titled "Login Information" containing several input fields: "Username" with "sysadmin" entered, "Password" with "\*\*\*\*\*" entered, "Company" with "A+ Airfreight" selected, "Branch" with "A+ Airfreight" selected, and "Department" with "Branch" selected. At the bottom of the dialog are "OK" and "Cancel" buttons. A link at the bottom reads "Find out about ediEnterprise Online Learning and Accreditation - Free!". The Cargowise edi logo is in the bottom left corner.

3. Make sure all users have exited the ediEnterprise system. To do this, go to **Admin > System > Active Users** and click the **Refresh** button. If users are logged in you will need to have them log out before proceeding with the upgrade. You may see users with the name **EnterpriseBatchprocessor** or **Controller** logged in but this is ok. These are system services and may remain connected.



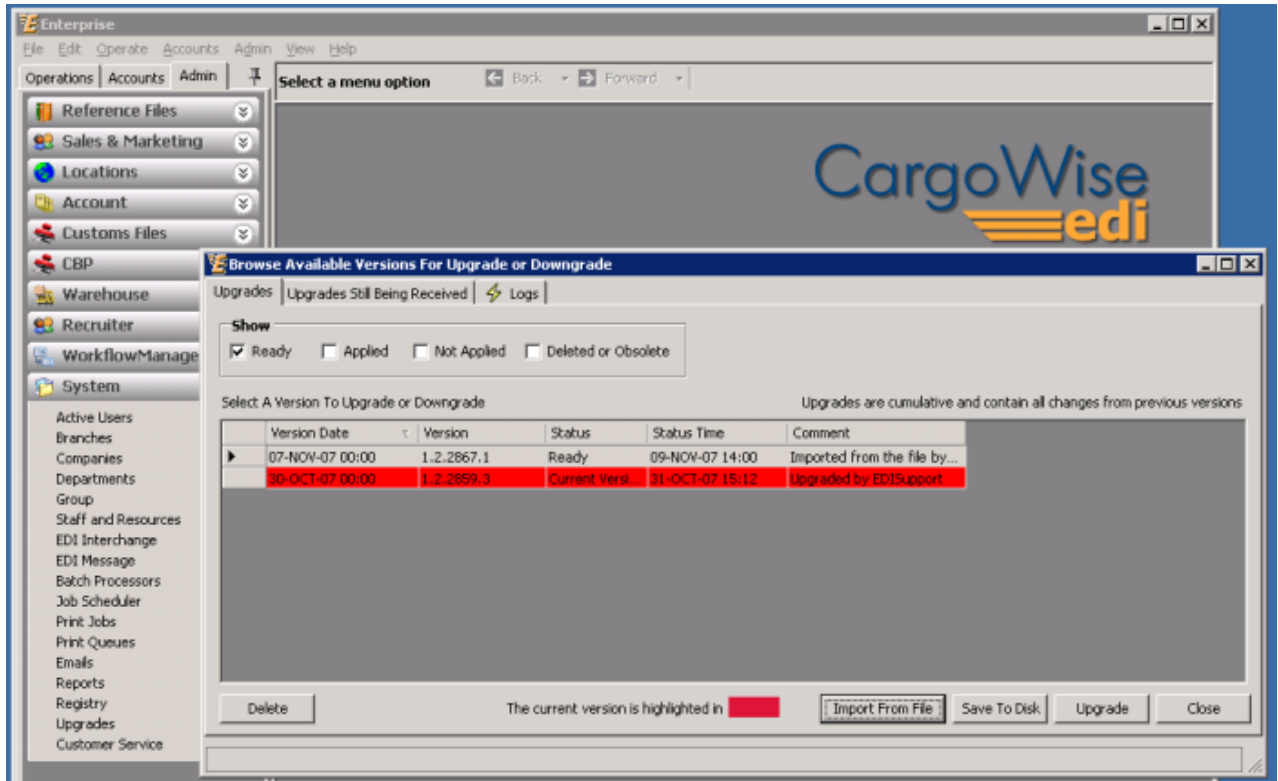
The image shows the "Active Users" screen in the ediEnterprise application. It has a title bar with "Active Users" and navigation buttons for "Back" and "Forward". Below the title bar is a message: "The following users are logged in." followed by a "Refresh" button. Below this is a table with the following data:

	Full Name	Initials	Login Time
▶	EnterpriseBatchProcessor	~BP	18 Jan 2009 16:34:20
	EnterpriseBatchProcessor	~BP	18 Jan 2009 16:34:20
	EnterpriseBatchProcessor	~BP	18 Jan 2009 16:34:49
	Controller	X	12 Feb 2009 10:24:59

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4. Go to **Admin > System > Upgrades** menu. You should see two or more records in the grid. The status column indicates which version you are on and which version is ready to be upgraded to. Select the record with a status of **Ready** and click the 'Upgrade' button at the bottom of the form.

If you do not have a record with a status of **Ready** please contact Cargowise edi support to request an upgrade page be made available for your company.



5. Before the upgrade process begins you will be asked to confirm your intent to perform the upgrade. Type **'YES'** in this box when prompted.
6. The ediEnterprise splash screen will appear, and will show that it is backing up and extracting files.



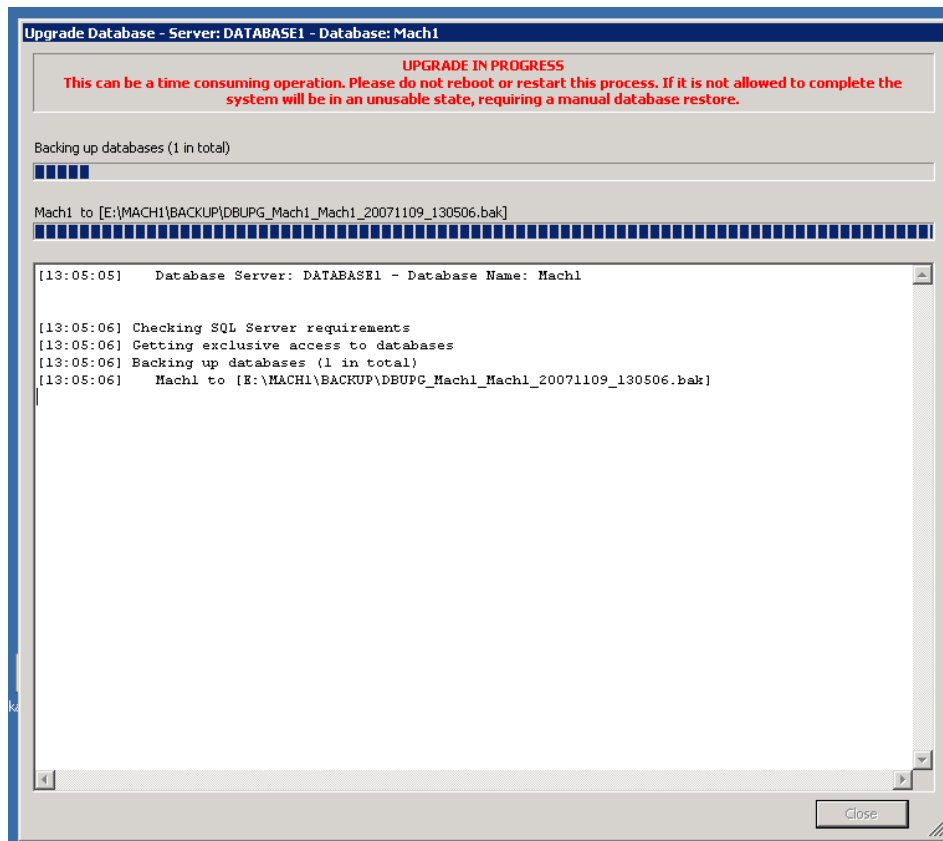
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7. When prompted, enter the **sysadmin** user credentials again.



The image shows a login dialog box for ediEnterprise. The title bar is not visible. The dialog has a yellow and blue gradient background. At the top left is the ediEnterprise logo. Below it is a section titled "Login Information" with a white background and a thin border. Inside this section are five input fields: "Username:" with "sysadmin" entered, "Password:" with "\*\*\*\*\*" entered, "Company:" with "A+ Airfreight" entered, "Branch:" with a dropdown menu showing "A+ Airfreight", and "Department:" with a dropdown menu showing "Branch". Below the input fields is a blue link: "Find out about ediEnterprise Online Learning and Accreditation - Free!". At the bottom left is the CargoWise edi logo. At the bottom right are two buttons: "OK" and "Cancel".

8. The upgrade process will automatically back up the database and will then proceed with the upgrade. If the database upgrade fails contact Cargowise edi Support.



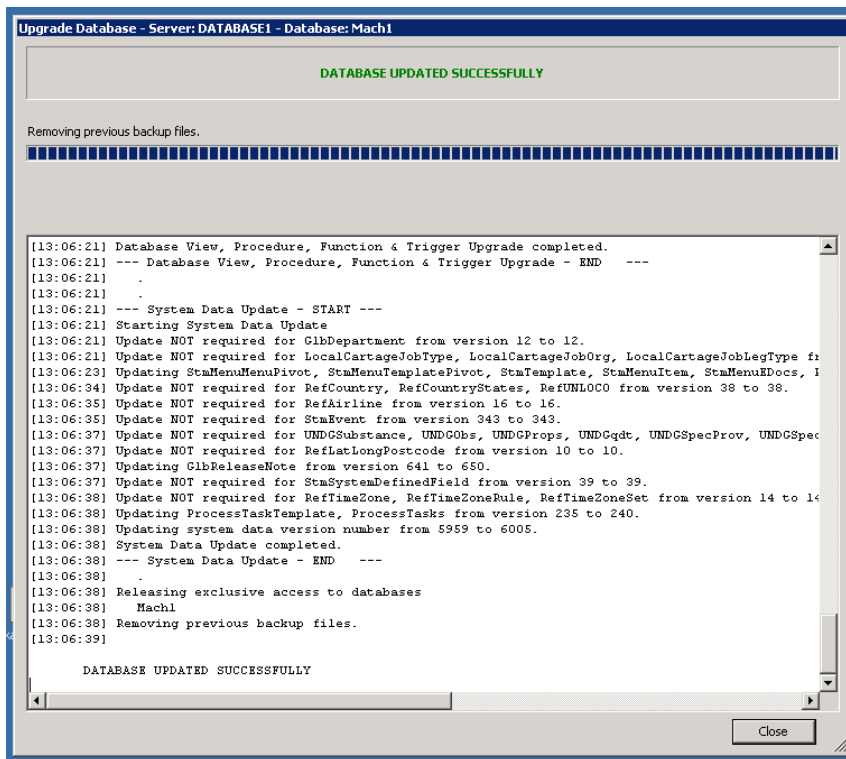
The image shows a dialog box titled "Upgrade Database - Server: DATABASE1 - Database: Mach1". The dialog has a blue title bar and a white background. At the top, there is a red warning message: "UPGRADE IN PROGRESS. This can be a time consuming operation. Please do not reboot or restart this process. If it is not allowed to complete the system will be in an unusable state, requiring a manual database restore." Below the warning is a progress bar for "Backing up databases (1 in total)" which is currently empty. Below that is another progress bar for "Mach1 to [E:\MACH1\BACKUP\DBUPG\_Mach1\_Mach1\_20071109\_130506.bak]" which is also empty. Below the progress bars is a text area with a scroll bar containing the following log output:

```
[13:05:05] Database Server: DATABASE1 - Database Name: Mach1
[13:05:06] Checking SQL Server requirements
[13:05:06] Getting exclusive access to databases
[13:05:06] Backing up databases (1 in total)
[13:05:06] Mach1 to [E:\MACH1\BACKUP\DBUPG_Mach1_Mach1_20071109_130506.bak]
```

At the bottom right of the dialog is a "Close" button.

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9. When the **Database Updated Successfully** message appears, click **Close** to close the window.



10. The system will automatically deploy the ediWebTracker components once you click **Close** in the previous step.
11. The Update process is now complete. You can login to the application and begin using the new version of ediEnterprise.

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## FAQ - Troubleshooting

**Q. My Remote Desktop Connection is slow. It often takes 1 or 2 seconds for my key strokes to be seen on screen.**

A. This may be because of an internet connection problem between your location and the Trans-Soft datacenter. Please refer to the **Terminal Services Quality of Service** section of this manual for instructions on how to troubleshoot this type of issue.

**Q. How long does Trans-Soft leave idle sessions open before disconnecting them?**

A. Trans-Soft disconnects idle session after 2 hours of inactivity.

**Q. Why did my connection get terminated after just 5 minutes of inactivity?**

A. This may be because of an internet connection problem between your location and the Trans-Soft datacenter. User sessions are more likely to be disconnected during periods of inactivity because very little or no data is being transmitted between the user session and the Trans-Soft server. Ironically when less data is being transmitted it is more difficult for the Remote Desktop Connection program to internally correct internet problems which may result in the session being disconnected. Please refer to the **Terminal Services Quality of Service** section of this manual for instructions on how to troubleshoot this type of issue.

**Q. How often does Trans-Soft backup my data?**

A. Trans-Soft backs up all databases nightly and stores them on a separate server.

**Q. I just received a Database Health Check warning email from Cargowise warning me that the database data and logfiles are located on the same disk volume. What should I do?**

A. You can safely ignore that email. Cargowise put in that warning to prevent their customers from running on less reliable raid configurations with inexpensive hardware. Trans-Soft is using a RAID 6 configuration which allows for 2 hard drives to fail simultaneously with no data loss. As soon as Cargowise EDI implements a High Availability option for SQL Server 2008 Trans-Soft will install this on our servers as well. This will allow immediate hot-fail over to a backup database server in the event of hardware failure on the primary server.