



**ENTRINSICON**  
***LEVEL UP!***

September 26<sup>th</sup>-29<sup>th</sup>, 2023  
Raleigh, NC



# Informer 4 Maintenance

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# Agenda

- 1 Upgrades
- 2 Maintenance Tasks
- 3 Database & Package Backups
- 4 Scheduled Restarts

# Upgrading Informer

**Current Version: 4.7.5 – released in 2019 (10 years of releases)**

## Why Upgrade?

- Bug fixes & New features: Check the [Release Notes](#)!
- Having the latest version expedites
  - Support resolution
  - Migration to Informer 5
- Utilities are not supported prior to version 4.5
- Package exports to Informer 5 are not supported prior to version 4.5
- It is probably the last release.

# Upgrade Tips

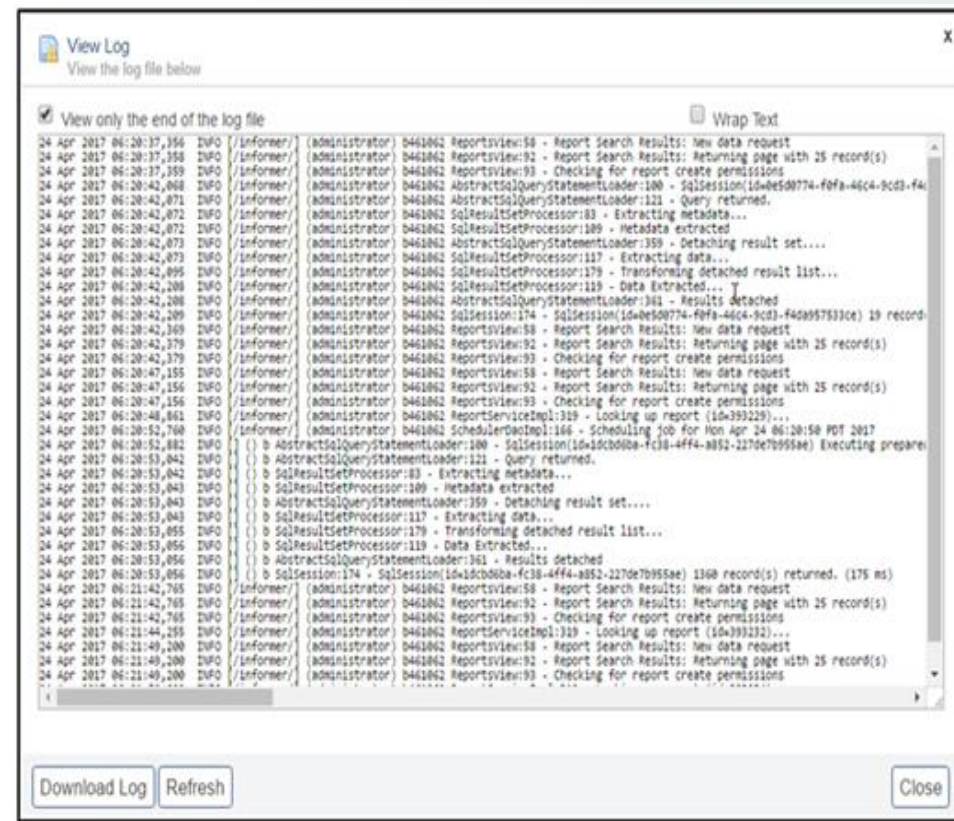
- Elasticsearch is no longer recommended for versions 4.7 and higher unless you experience slow dashboard performance.
- Review the [Release Notes](#) to evaluate changes between your release and 4.7.5
  - Look for changes that can be reverted. Here's an example from Version 4.7.1:
    - \* For customers using LDAP, our LDAP queries used to populate user and group records would bring back all the available data, not just the data Informer needed. This has changed in 4.7.1. If you have any issue with this, set this property: *informer.useLegacyLdapUserAttributes=true*
- See [Upgrade Informer 4 to the Latest Version](#) to review prereqs for older versions
- Once you successfully upgrade: you can delete the .war files for the older versions of Informer in the \webapp folder to free up space.

# Upgrading Informer – Overview

1. Request the 4.7.5 upgrade file (.war) from Support
2. Place inside the ./webapp folder on the Informer server
3. Make a backup if you do not already make nightly backups
4. Restart Informer
5. ... wait ...
6. Done!
7. Reapply any internal fixes (example: for Office 365)

# Log Maintenance

- Useful when encountering errors
- Always running in the background
- Can grow huge when unchecked
- Not necessary to log everything at all times



# Log Maintenance / Access

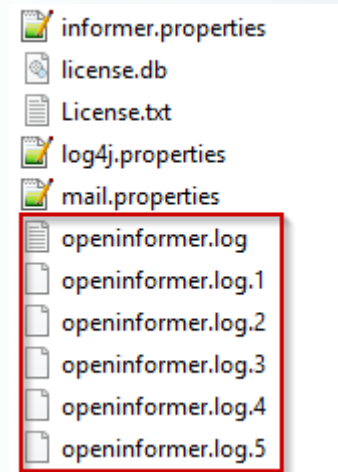
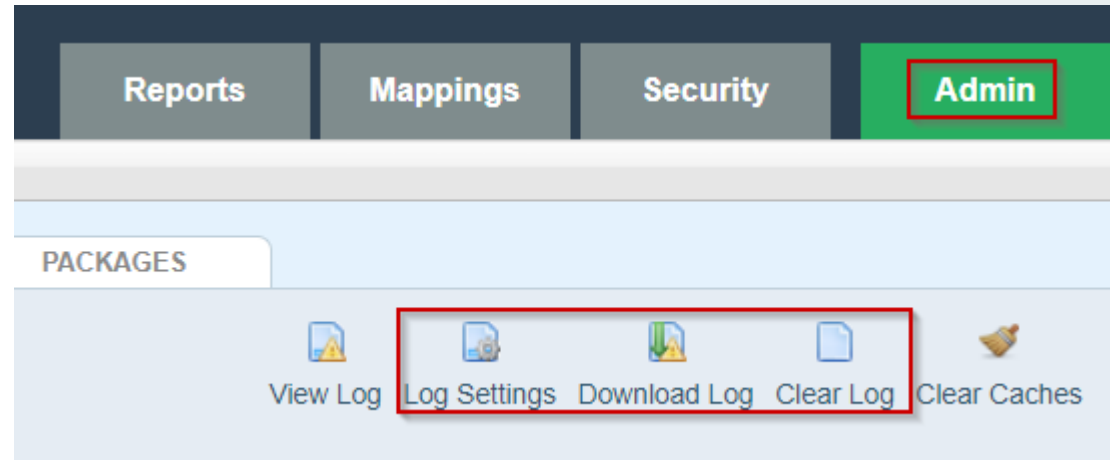
## Reset the Log Settings

- Admin -> Log Settings -> Restore Default

## Set up Rolling Logs

- Affects openinformer.log, not servicelog.txt

**If Windows, turn off servicelog.txt**





# Log Settings

Returns the basics of what Informer is doing

`log4j.logger.com.entrsik.informer=info`

Returns what statements are sent to the database

`log4j.logger.com.entrsik.informer.uoj.STATEMENTS=info (U2)`

`log4j.logger.com.entrsik.informer.sql.query=DEBUG (SQL)`

Returns what comes back from the database

`log4j.logger.com.entrsik.informer.uoj=DEBUG (U2)`

`log4j.logger.com.entrsik.informer.sql=TRACE (SQL)`

# Database Maintenance – Audit tables

**Historical tables grow over time**

- LAUNCHAUDIT
- JOBHISTORY (Scheduler History)
- DATAARCHIVE

**Most users don't need content older than 6 months or a year.  
You determine how far back you want to purge**

**Can be cleaned up via derby command line to reclaim space**

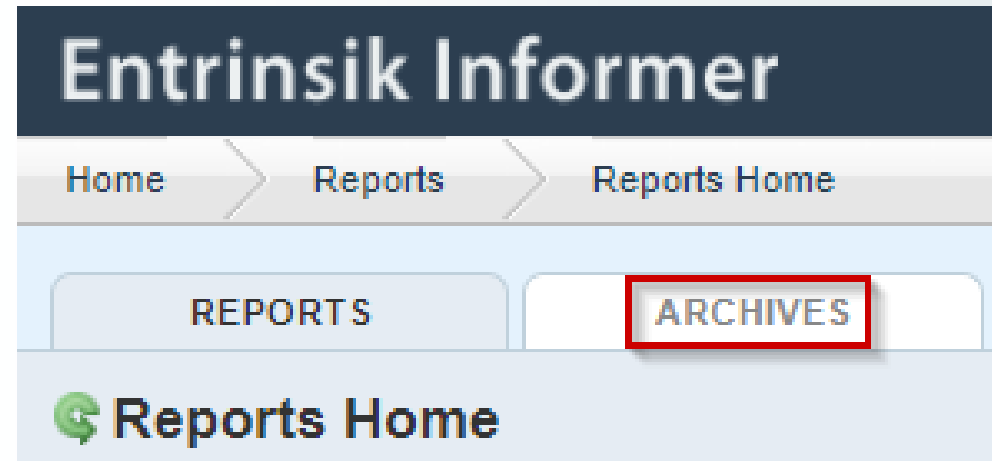
# Database Maintenance – Archived Reports

Archived reports contain all results of original reports. This can make the internal Informer 4 database large & slow.

Sort by “Date Created” and “Size” to determine need and database impact.

If no longer needed:

- Bulk delete unneeded reports and compress the archive files
- Stop scheduled reports that create archived reports.



# Schedule Maintenance

## Spread out your scheduled jobs

- Ideally have no more than one job scheduled each minute if possible

**Many schedules launched at the same time can cause bottlenecks or break the scheduler thread**

**Add scheduler threads – but fewer than the total number of database connections.**

**If schedules are failing, check the Schedule Log OR run a LAUNCHAUDIT report for SOURCE = SCHEDULED\_LAUNCH**



# Backups

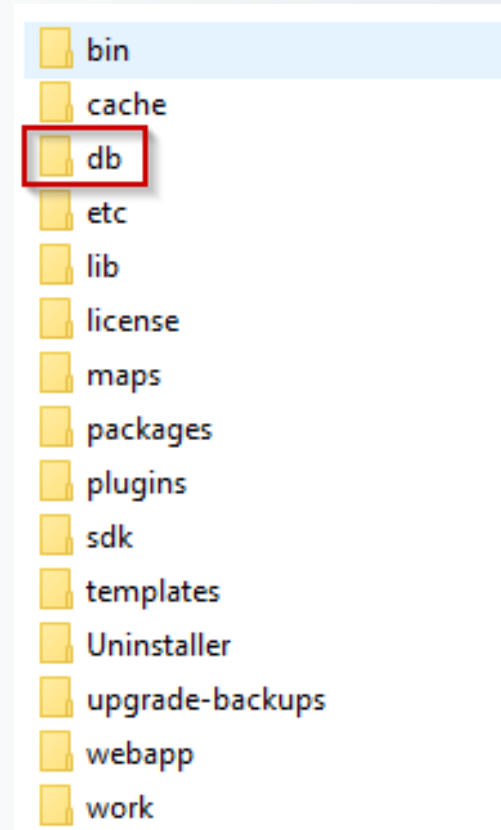
\*\*\*Make frequent backups in case of catastrophic failure \*\*\*

Informer database is located in the ./db folder  
(that is the Derby SQL database)

Opt 1: Stop Informer then copy just like any folder

Opt 2: Use Derby commands to freeze updates on an active system while copying.

Other option is: virtual system snapshot – but it can be corrupted



# Packages as Backups

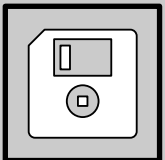


Useful for specific object backups

Reports  
Datasources  
Mappings

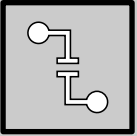


Less useful for full-system backups.



Be wary of duplication! Informer 4 will let you import what you already have. Best recovery: restore from a backup.

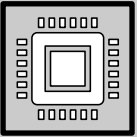
# Restarts



## When it fixes things:

Releases cached items, on both the application and the server

Restarts a potentially frozen Scheduler



## When you must restart:

Any time you edit the .properties files

If you change memory allocation or other java settings



## Best practices:

Can be scheduled during confirmed downtimes like early morning on weekends

Note: this is a Service restart, not a Server restart

# Useful Help Center Articles

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- [Upgrade Informer 4 to the Latest Version](#)
- [Best practices for managing disk space with Informer 4](#)
- [How to backup and restore Informer 4.x](#)
- [Useful Log Settings](#)
- [Can I delete the servicelog.txt file? What exactly is this file?](#)
- [Setting Up Rolling Logs](#)
- [How to update an Informer 4 License](#)
- [How to tune your scheduler](#)
- [Reducing the size of audit tables: LAUNCHAUDIT, JOBHISTORY and EMBEDDABLEACCESSLOG](#)
- [Delete archives at the command line \(bulk delete\)](#)





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Q & A





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Thank You

