

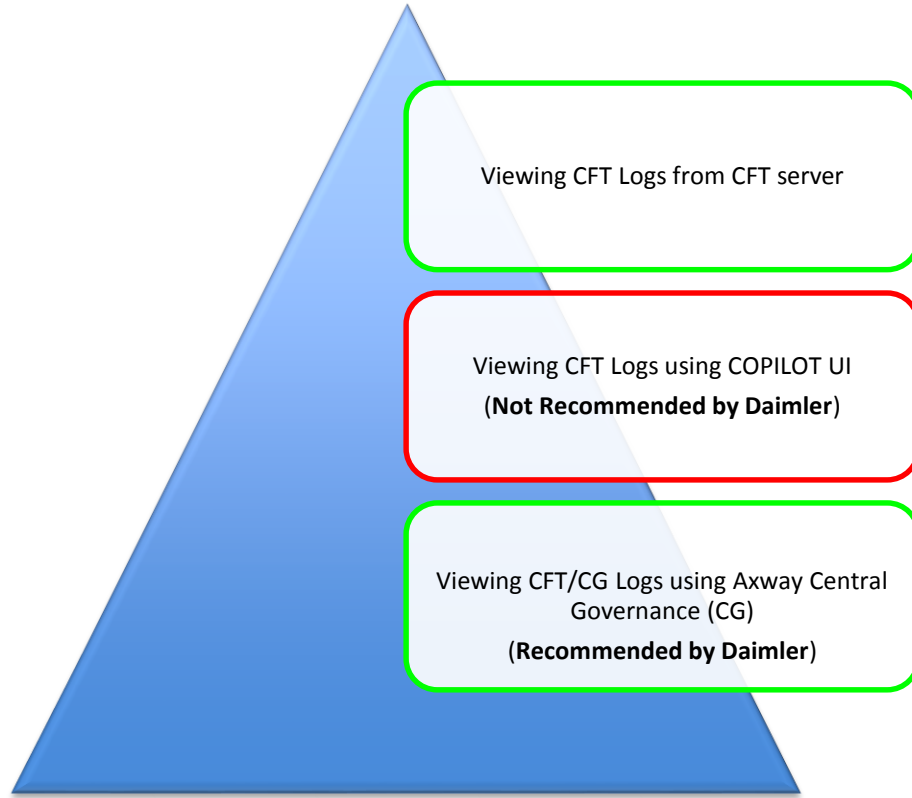


**DRIVING
INNOVATION
TOGETHER**

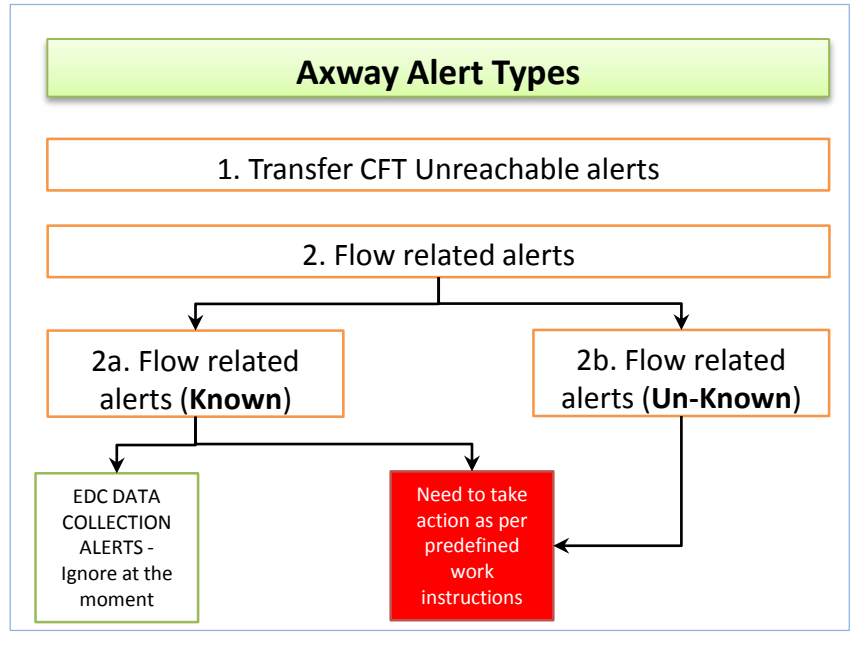
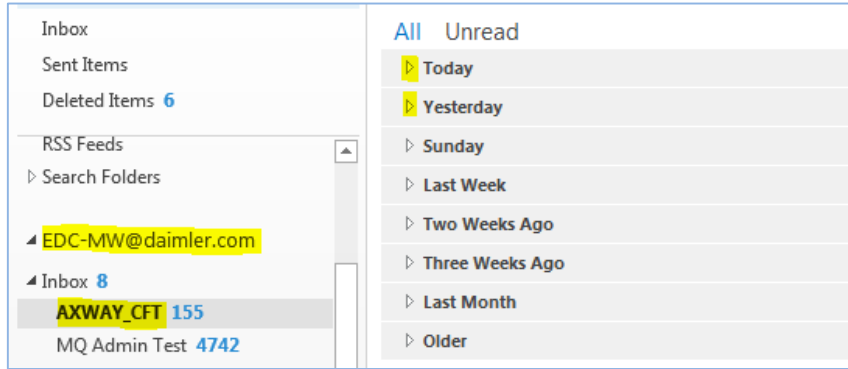
**Axway L1 Operations Overview (Day-02)
Dated 16th May 2017**

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- Overview on Axway CFT directory structure - Completed
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- Overview on Axway CG console Dashboard Management
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- Handover of L1 activities



- At present all the Transfer CFT alerts/notifications are received inside EDC-MW@daimler.com NPM (AXWAY_CFT folder)

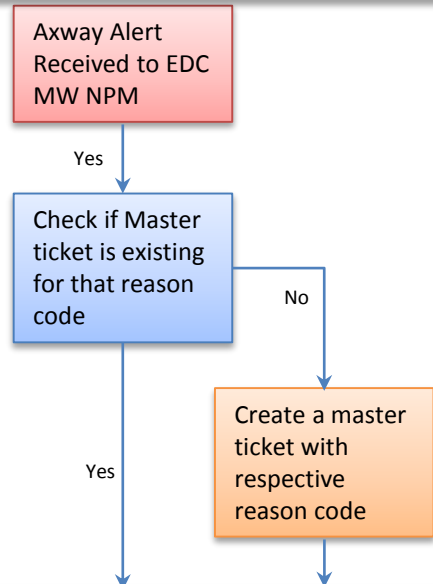


| Axway Alerts Internal Routing Table | |
|-------------------------------------|---------------------------------|
| During Business Hours (CET) | During Non-Business Hours (CET) |
| L1--> L2 --> L3 | L1 --> Oncall (L3) |

CISM Master Tickets

| Ticket-ID | Creation Date | Short Description+ | Status | Assigned To Group |
|------------|----------------------|---|--------|-------------------|
| 0037356236 | 4/3/2017 4:19:13 PM | Axway Reason: 904 ACR 226 | WIP | CDCSP_MW_L3 |
| 0037376557 | 4/4/2017 3:51:36 PM | Axway Reason: 108 ACR 226 | WIP | CDCSP_MW_L3 |
| 0037376718 | 4/4/2017 3:56:59 PM | Axway Reason: 600 ACR 213 | WIP | CDCSP_MW_L3 |
| 0037376783 | 4/4/2017 3:59:52 PM | Axway Reason: 730 ACR 399 | WIP | CDCSP_MW_L3 |
| 0037376856 | 4/4/2017 4:02:48 PM | Axway Reason: 148 - SFM_STAT | WIP | CDCSP_MW_L3 |
| 0037377531 | 4/4/2017 4:32:53 PM | Axway Reason: 136 WF DUPLI | WIP | CDCSP_MW_L3 |
| 0037377618 | 4/4/2017 4:36:58 PM | Axway Reason: 115 - SFM_CREAT | WIP | CDCSP_MW_L3 |
| 0037378781 | 4/4/2017 5:57:09 PM | Axway Reason: 110 - SFM_ALLOC | WIP | CDCSP_MW_L3 |
| 0037378922 | 4/4/2017 6:12:55 PM | Axway Transfer CFT is Unreachable | WIP | CDCSP_MW_L3 |
| 0037387720 | 4/5/2017 10:35:03 AM | AXWAY Reason: 408 NO PART - | WIP | CDCSP_MW_L3 |
| 0037416809 | 4/6/2017 5:00:24 PM | Axway Reason: 144 BUSY | WIP | CDCSP_MW_L3 |
| 0037580658 | 4/20/2017 3:10:21 PM | AXWAY - Reason: 434 NO AUTH | WIP | CDCSP_MW_L3 |
| 0037580759 | 4/20/2017 3:13:49 PM | AXWAY - Reason: 101 00000001 - SFM_CREAT | WIP | CDCSP_MW_L3 |
| 0037605167 | 4/24/2017 5:30:39 AM | AXWAY Reason: 916 RCO 309 - | WIP | CDCSP_MW_L3 |
| 0037642264 | 4/25/2017 5:32:58 PM | AXWAY : - Reason: 155 NO EXEC - POSTEXEC LAUNCH ERROR | WIP | CDCSP_MW_L3 |
| 0037694395 | 4/28/2017 1:43:22 PM | Axway Reason: 730 ACR 399 - | WIP | CDCSP_MW_L3 |
| 0037694465 | 4/28/2017 1:46:21 PM | Axway Reason: 137 WF RENAM - | WIP | CDCSP_MW_L3 |

Process to Resolve Alerts



- 1) Forward the alert to the CISM ticket
- 2) Solve the ticket as per work instructions (update log dairy accordingly)
- 3) Else escalate issue to L2 during Business hours (CET)
- 4) Initiate OnCall during Non-Business Hours(CET)

Notification Process



RFTS_Application
_DB



104 Alert Error on flow EDC-GLOBU-002944-9997-I-GLOBU-002944-TSM.msg

Queries ??



THANK YOU

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