



Scribe Monitor App

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# Scribe Monitor App

Scribe Online is an integration platform used to integrate data from cloud and on-premise applications. The Scribe platform includes pre-built Connectors that contain the logic needed to move data between specific, commonly used third-party applications using their own API's, such as the Microsoft Dynamics 365 family of applications. For example, you could use the Connector for Microsoft Dynamics 365 and the Connector for Marketo to integrate Microsoft Dynamics 365 Contact data into Marketo to run a marketing campaign.

The Scribe Monitor App tracks Scribe Online Agents and Integration Solutions, and displays their status in your Microsoft Dynamics 365 Organization. You can install this app from the Microsoft AppSource.

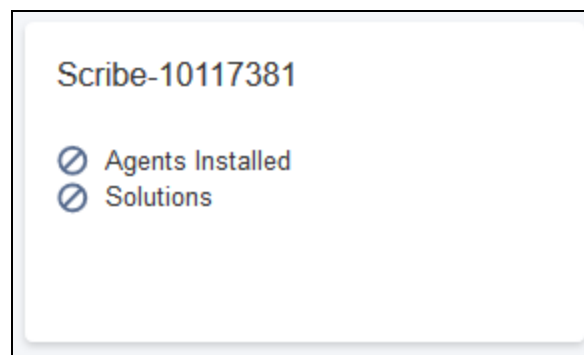
## Prerequisites

To use the Scribe Monitor App you need the following:

### Scribe Monitor

- Scribe Online Account – If you do not have an account, go to the [Scribe Software](#) website and select Trial Software at the top of the page.
- API access enabled for each Scribe Online Organization you want to monitor. See [Setting Security Options](#) in the Scribe Online Help.

If API access is not enabled for a Scribe Online Organization, the Organization Widget does not display any status information as shown in the following image.



## Microsoft Dynamics 365

- Microsoft Dynamics 365 Organization version 8.2.0.0 or higher
- One of the following Security Roles:
  - System Administrator
  - Scribe Monitor

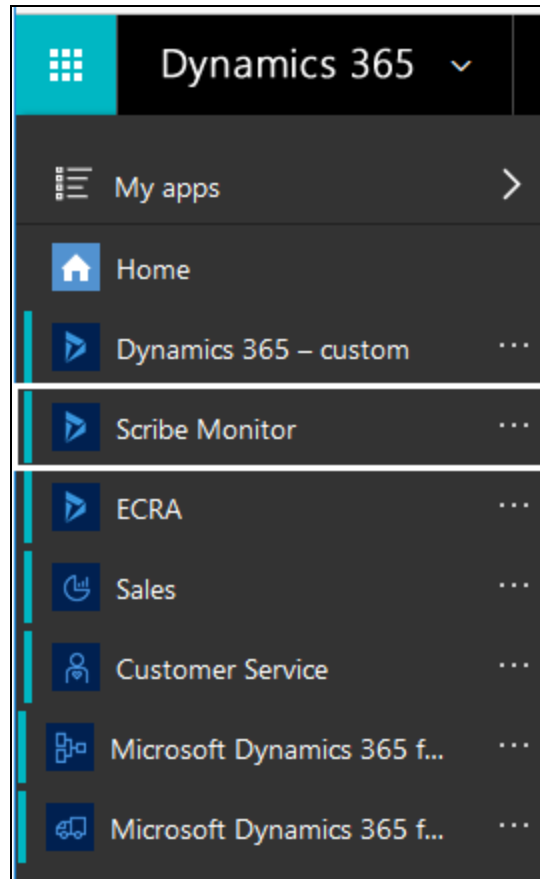
The Scribe Monitor Role can be assigned to any user by a System Administrator.

## Accessing The Scribe Monitor App

To access the Scribe Monitor App:

The first time the Scribe Monitor App is started, a System Administrator must accept the Terms & Conditions to enable the App.

1. In Microsoft Dynamics 365, click the Dynamics 365 drop-down at the top of the browser and select Scribe Monitor. The Scribe Monitor login page displays.



2. Enter the Username and Password for your Scribe Online account and click **Login**.

Scribe Monitor

**Scribe Monitor**

Enter your Scribe Online credentials

Username  
john.smith@gmail.com

Password  
.....

Login

All of your Scribe Online Organizations display.

Scribe Monitor

All Organizations - 4   Displayed - 4   Refresh   Logout

**Dawn 051616**

6 Agents Installed  
23 Solutions

Show Details

**Production Documentation**

2 Agents Installed  
4 Solutions

Show Details

3. To log out, click the **Logout** link at the top of the page.

If you do not log out, the next time you access Microsoft Dynamics 365, the Scribe Monitor App login information remains stored in Microsoft Dynamics 365 and you can navigate directly to Scribe Monitor.

## Scribe Monitor Dashboard

Once you have logged into the Scribe Monitor App, a Dashboard displays with a monitoring widget for each of your Scribe Online Organizations. Each widget displays the status of the Agents and Solutions in the Organization. Use the links on the Menu bar to refresh the page or log out of the Scribe Monitor App.

Click **Show Details** to drill into an Organization for more information.

### Production Documentation ⊖

✓ 2 Agents Installed







NAME	STATUS	
HQLT-ABAHR Agent 2	HeartbeatFailed	?
HQLT-ABAHR0516 Agent	Running	✓

⊖ 4 Solutions

NAME	STATUS	
Contacts To Contacts	OnDemand	✓
CRM to SQL Replication	OnDemand	✓
ERP > CRM Product, UOM, etc	AgentHeartbe...	⊖
Leads To Contacts	Incomplete	⚠

[View in Scribe Online](#) [Hide Details](#)



Field	Definition
<b>Agents</b>	
<b>Name</b>	Name of this Agent.
<b>Status</b>	Status of this Agent. After the Agent has started the first time it should run continuously. Status column displays both an icon and a text description as follows:
	<b>Running</b> – Agent is running as expected.
	<b>Heartbeat Late</b> – Agent failed to contact Scribe Online for 15 to 59 minutes. <b>Agent Updating</b> – Agent is being updated to a new version.
	<b>Heartbeat Failed</b> – Agent failed to contact Scribe Online for 60 minutes or more. <b>Agent Shut Down</b> – Agent has been shut down and has successfully contacted Scribe Online to communicate the shutdown.
<b>Solutions</b>	
<b>Name</b>	User-specified name for the Solution.
<b>Status</b>	Status of this Solution. This column contains several pieces of information that are combined to provide a complete status. The text indicates the schedule status of the Solution, the configuration status of the Solution, and if there were any errors or failures. The icon changes to accompany the text.
	No errors. <b>On Demand</b> –Solution must be run manually. <b>Idle</b> –Solution is scheduled but not running. <b>Preparing</b> –Solution is preparing to run. <b>Starting</b> – Solution execution has started. <b>In Progress</b> – Solution is running.
	<b>Incomplete</b> – Solution configuration is not complete, such as at least one Map is not complete or the Solution does not have a Schedule. <b>Disabled</b> – Solution has been disabled either manually or because the Subscription has expired. <b>Agent Updating</b> – Agent is currently being updated. <b>On Demand. Last run failed</b> – A manually run Solution failed to execute.  If an unrecognized status type is sent to the Scribe Monitor App, the text is displayed along with this warning icon.
	<b>Last run finished with record errors</b> – One or more records processed by the Solution have record errors. <b>Last run failed</b> – Solution did not complete executing due to a fatal error. <b>Agent heartbeat failed</b> – Agent failed to contact Scribe Online for 60 minutes or more. <b>Agent is shutdown</b> – Agent has been shut down and has successfully contacted Scribe Online to communicate the shutdown.
<b>Buttons</b>	

Field	Definition
<b>View in Scribe Online</b>	Opens your Scribe Online account to the selected Organization.
<b>Hide Details</b>	Closes the Details dialog and returns to the Dashboard.