

Contents

- 1 Can't have Instance(s) without a Process.
- 2 Who has the power?
- 3 Once logged in to Partition 0 as SA, start/stop/check/modify a Process
- 4 Once the process is running, the Instance can be started/stopped/checked/modified from other partitions
- 5 Automatic Start vs On-Demand "Best Practice"

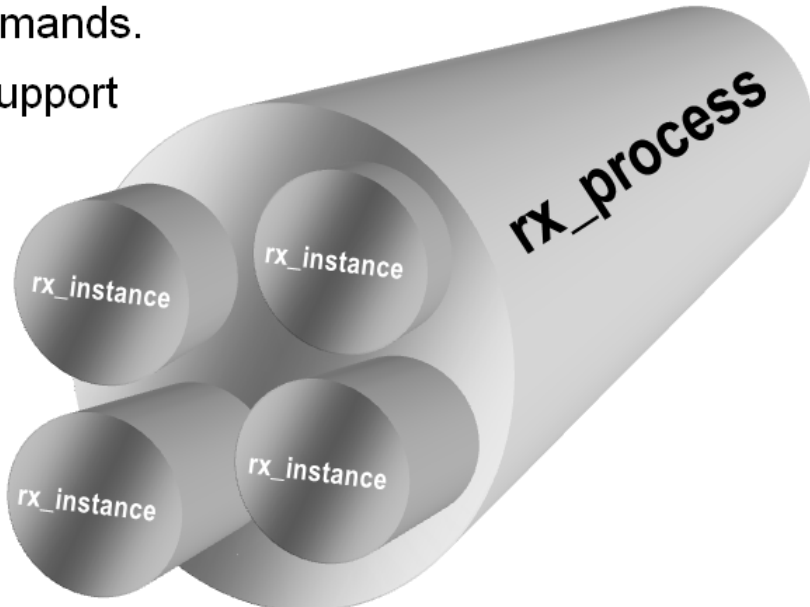
Can't have Instance(s) without a Process.

- **Process = "Planet"**
- **Instance = "Continents"**
- Can't have Continents without the Planet!

A Java process is compiled code executing Java commands.

Each process can support multiple instances.

Depending on the process, 4.3.X supports up to four instances per process.



The diagram shows a large, light-grey 3D cylinder representing a process, labeled 'rx_process' on its side. Inside this cylinder, there are four smaller, light-grey 3D cylinders representing instances, each labeled 'rx_instance'. The instances are arranged in a cluster within the process cylinder, visually demonstrating that multiple instances can exist within a single process.

Who has the power?

- Individual Lines of Business Administrators can have their own Instances. By restricting permission to an instance, they will not be able to impact other instances under the same process.
- Process management can ONLY be done from Partition 0. Out of the box, this is accessed by using the "sa" user.

Once logged in to Partition 0 as SA, start/stop/check/modify a Process

EIM-WIM_Process_vs_Instance

The screenshot displays the Cisco Interaction Manager System Console interface within a Windows Internet Explorer browser. The browser's address bar shows the URL: `http://143web/system/web/view/platform/common/login/top.jsp?partitionId=0&userName=NA&password=NA&terminalId=NA&terminalPassword=NA&isAsped`. The interface is divided into several sections:

- Tree: System:** A navigation pane on the left showing a hierarchical tree structure. The 'EAAS' folder is selected and expanded, showing sub-items like 'EAAS', 'Email', 'General', 'Knowledge Base', 'Listener', and 'Workflow'.
- List: EAAS:** A table displaying a list of processes. The table has three columns: 'Name', 'Description', and 'State'. One entry is visible:

Name	Description	State
EAAS-process	External Agent Assignment Service-process	Running

- Properties: EAAS-process:** A panel below the list showing details for the selected process. It has two tabs: 'General' and 'Hosts'. The 'General' tab is active, showing a table of properties:

Name	Value
Name *	EAAS-process
Description	External Agent Assignment Service-process
Start type	Automatic
Maximum number of instances *	1

At the bottom of the interface, there is a status bar showing 'User name: sa', 'Language: English', and a 'Ready' indicator. The browser's status bar at the very bottom shows 'Done' and 'Trusted sites'.

Once the process is running, the Instance can be started/stopped/checked/modified from other partitions

EIM-WIM_Process_vs_Instance

The screenshot displays the Cisco Interaction Manager System Console in a Windows Internet Explorer browser. The interface is divided into several sections:

- Tree: System:** A navigation pane on the left showing a hierarchical tree of system components. The 'EAAS' folder is expanded, and the 'EAAS' sub-folder is selected.
- List: EAAS:** A table listing EAAS instances. The table has three columns: Instance name, Description, and State. One instance is listed: 'EAAS-instance' with description 'External Agent Assignment Instance' and state 'Running'.
- Properties: EAAS-instance:** A configuration panel for the selected instance. It shows a 'General' tab with a table of properties:

Name	Value
Instance name *	EAAS-instance
Description	External Agent Assignment Instance
Start type *	Automatic
MR Connection Port	38101
- Footer:** Shows 'User name: sa', 'Language: English', and a 'Ready' status indicator.

Automatic Start vs On-Demand "Best Practice"

Some administrators prefer to set Processes to start "On-Demand," and Instances to start "Automatic." This can sometimes help with startup issues, and will do away with a need to log in as the SA user when PA wants to start an instance.

Once the process is running, the Instance can be started/stopped/checked/modified from other partitions