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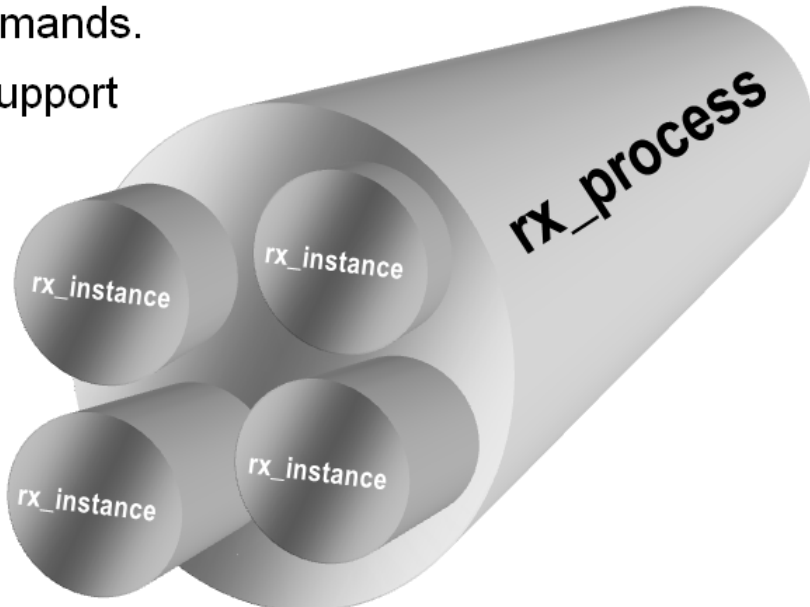
### Can't have Instance(s) without a Process.

- 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&isAspect`. 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 web browser. The left sidebar shows a tree view of the system hierarchy, with 'EAAS' expanded under 'Services'. The main content area is divided into two panes: 'List: EAAS' and 'Properties: EAAS-instance'.

**List: EAAS**

Instance name	Description	State
EAAS-instance	External Agent Assignment Instance	Running

**Properties: EAAS-instance**

General

Name	Value
Instance name *	EAAS-instance
Description	External Agent Assignment Instance
Start type *	Automatic
MR Connection Port	38101

User name: sa Language: English Ready

### 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