Administration from 3.30

All the administration procedures are executed by launching helpdesk-batch-xxx.jarl.

Administration scripts are however needed to call asynchrnous tasks:

- upgrading the index
- expiring and archiving tickets
- recalling postponed tickets
- feeding the helpdesk from misc sources

Main administration tasks

Initializing the database	**init-data**
Upgrade the database	**upgrade-data**
Updating the index	**update-index**
Rebuilding the index	**rebuild-index**
Unlocking the index	**unlock-index**
Archiving closed tickets	**archive-tickets**
Unlock closed tickets	**unlock-archive-tickets**
Expiring non approved tickets with sending alert.	**expire-tickets**
Expiring non approved tickets without sending alert.	**expire-tickets-no-email**
Unlock expire tickets	**unlock-expire-tickets**
Recalling postponed tickets	**recall-tickets**
Unlock postponed tickets	**unlock-recall-tickets**
Test the user info	**test-user-info**
Feeding the helpdesk	**feed**
Sending tickets reports	**send-ticket-reports**
Sending FAQ updates reports	**send-faq-reports**
Test the search engine	**test-search**
Test the tickets info	**test-consistency**
Delete all the tickets	**delete-all-tickets**

Setting up administration scripts

> ✅ This part shows how to set up administration scripts and launch asynchronous tasks for a servlet deployment.

On a Unix system

We presume here that the batch project base is **/usr/local/helpdesk/helpdesk-batch**.

Asynchronous tasks

Calling asynchronous tasks is needed for:

- updating the index

- expiring and archiving tickets
- recalling tickets
- sending daily reports

The runnable jar file helpdesk-batch-xxx.jar which contains manifest file is used to run asynchronous tasks (**update-index**, **archive-tickets**, **recall-tickets**, ...).

Launch this jar with a program argument representing task to execute and with a VM argument pointing to an external configuration file.

Asynchrnous tasks are called periodically thanks to the following lines in the file **/etc/crontab**:

```
00,05,10,15,20,25,30,35,40,45,50,55 * * * *rootjava -Dconfig.location=/myRepository/remoteConfigForHelpdesk
/config.properties /usr/local/helpdesk/helpdesk-batch-xxx.jar update-index

01 * * * * root java -Dconfig.location=/myRepository/remoteConfigForHelpdesk/config.properties /usr/local
/helpdesk/helpdesk-batch-xxx.jar expire-tickets

03 * * * * root java -Dconfig.location=/myRepository/remoteConfigForHelpdesk/config.properties /usr/local
/helpdesk/helpdesk-batch-xxx.jar archive-tickets

05 * * * * root java -Dconfig.location=/myRepository/remoteConfigForHelpdesk/config.properties /usr/local
/helpdesk/helpdesk-batch-xxx.jar send-ticket-reports

00 0 * * * root java -Dconfig.location=/myRepository/remoteConfigForHelpdesk/config.properties /usr/local
/helpdesk/helpdesk-batch-xxx.jar send-faq-reports

01 0 * * * root java -Dconfig.location=/myRepository/remoteConfigForHelpdesk/config.properties /usr/local
/helpdesk/helpdesk-batch-xxx.ja recall-tickets
```