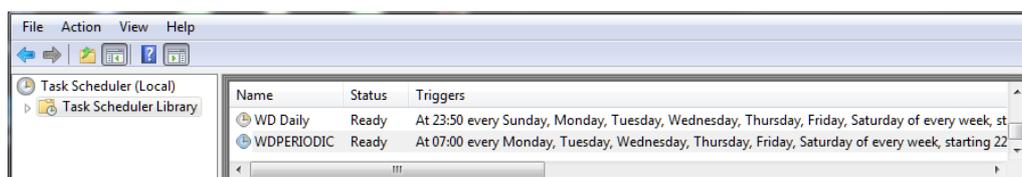**Worldox Client Matter Connector maintenance information.**

Once installed by the WSC technician there will usually be two Jobs set up in the task manager to run the connector
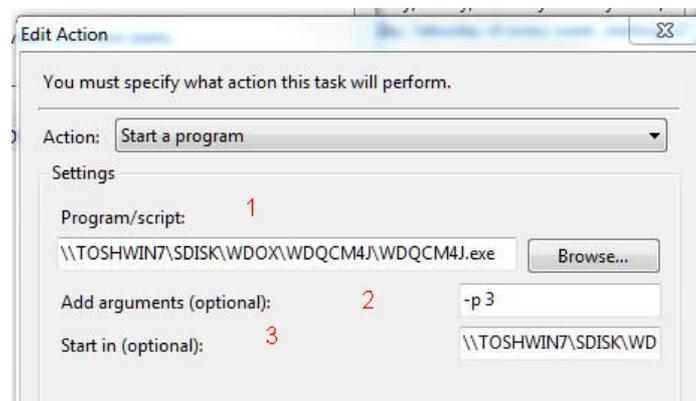
One will be called WDPERIODIC (Or similar) and will run every 15 minutes between the start of the working day for 12 hours so as to update the Worldox tables from the billing/management system in use (JURIS. PCLAW, ELITE, Rippe & Kingstone etc.)

The Second task usually Called WD Daily or WD Catchup will run once per day either just before midnight or in the early hours of the morning and will look back to find matters added or changed over a 48 hour period. This is to ensure that any matter added or modified outside of the core business hours will be transferred to Worldox.

The job actions will be to run the connector program (WDQCM4J, WDQCM4PCL, WDQCM4E, WDQCM4RK etc.) with appropriate parameters.

In the case of the periodic command usually there will only be one parameter specifying the profile group/cabinet number to write the codes to (this is the number shown in WADMIN against that profile groups or Cabinet).

1. The fully qualified UNC path to the connector program.
2. The parameters to be applied (in the above specifying the profile group #)
3. The fully qualified UNC path to the folder where the connector is installed

   Note: In the case of the Daily program the parameter will be –p # -days 2
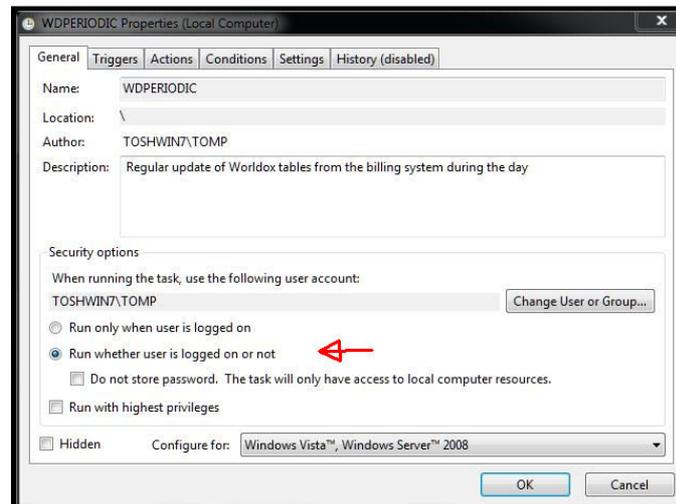   Where # is the profile/cabinet number from WDADMIN.
   Do not use large number for the number of days to look back in a scheduled task as this could overload the Worldox tables. If you want to catch up after a problem you may run this syntax manually with a period of up to 30 days.

Running While logged out.

> **Note: This needs a connector executable dated March 2018 or later. Updates are available to any who request them.**

With the advent if Worldox IAAS – Indexer as a service, many firms are running the indexer logged out. The connector will run in this environment with two modifications:

1. You will have to define both of the tasks to Run whether user is logged on or not.

When you do that you will have to provide the password of the user when you select OK

2. You will have to amend the parameters for each job and add <space>–v to the parameters. This will tell the program to generate no screen output and so be able to run logged out.
   In this situation the only way of seeing the activity is through the log files (which can be viewed from any workstation on the network as need be) The next section discusses the log files.

Log Files

1. The connector produced a log file each day in the format Mon-WDQCM4J.LOG, Tue-WDQCM4J.LOG and so on, one for each day of the week the connector runs.
2. These log files will be preserved until the same day the following week when the first run in the morning will create a new log file and dispose of the old one. In that way the log files will not grow to excessive size and no manual maintenance is necessary.
3. It will look something like this depending on which connector you are running:
   19/03/2018 15:59:12 : Import completed
   19/03/2018 15:59:12 : 5 records processed
   19/03/2018 16:29:21 : Import completed
   19/03/2018 16:29:21 : 16 records processed
   19/03/2018 16:30:39 : Import completed
   19/03/2018 16:30:39 : 17 records processed
   This shows you the number of matters passed on each run of the connector. It is common that, during any one day, the same matters will be passed multiple times this is to ensure that the matter makes it to Worldox as the Worldox tables could be locked by an admin user on any one attempt if they were modifying them.

CSV Files

1. Whenever the connector ruins and gets data from the billing system it wil generate a CSV file of what was passed to Worldox in that specific run. The files will be name WDCQMJ.CSV, WDQCM4PCL.CSV etc. according to the connector. You can inspect them in the case that a matter does not appear in Worldox as it may not have been retrieved by the query.

System Recovery

1. In the event that you need to rebuild the tables from scratch there is a command line that will NOT write to Worldox but will dump all Clients and Matters to a CSV for importing into Worldox

2. From the command line in the folder where the connector program is installed type the following:
   WDCQM???.EXE –a –F ALLMATTERS.CSV and press return (Use the name of your executable which varies according to the billing system in place)
   This will generate a file ALLMATTERS.CSV which will contain every matter from the billing system. This can then be imported into Worldox through WDADMIN

   Note this will include both open and closed matters. If you only want the currently Open matters then use the –o switch instead of the -a