

**CAMUNDA
CON
LIVE**

First Aid Kit: Features that Saved Our Lives in Production

Thibaut Girier, onepoint



Before We Start

A Quick Introduction

A Quick Introduction



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 @tgirier

A Quick Introduction

An increased capacity to support the transformation of our clients around the world

2,500 professionals
33 years old on average

14 offices across the world
300 million euros turnover

Paris, Bordeaux, Toulouse, Nantes, Lyon, Rennes, Brussels, Zele, Tunis, New York City, Melbourne, Montreal, Singapore, Sydney



A Quick Introduction

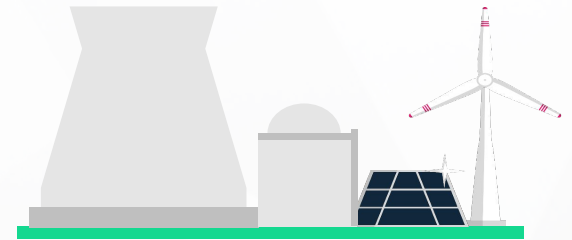
onepoint.
beyond the obvious

CAMUNDA | Silver
Partner

RETAIL



UTILITIES



INSURANCE





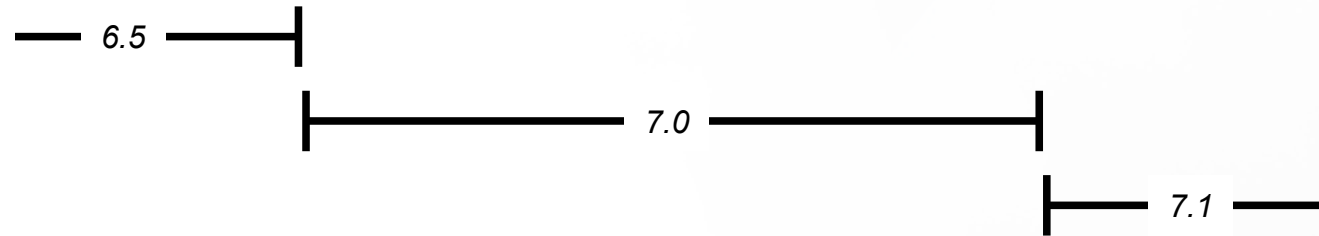
**Goal is to highlight
key areas to be secured before any
production release**

Demonstrations will primarily focus on
Enterprise Edition features

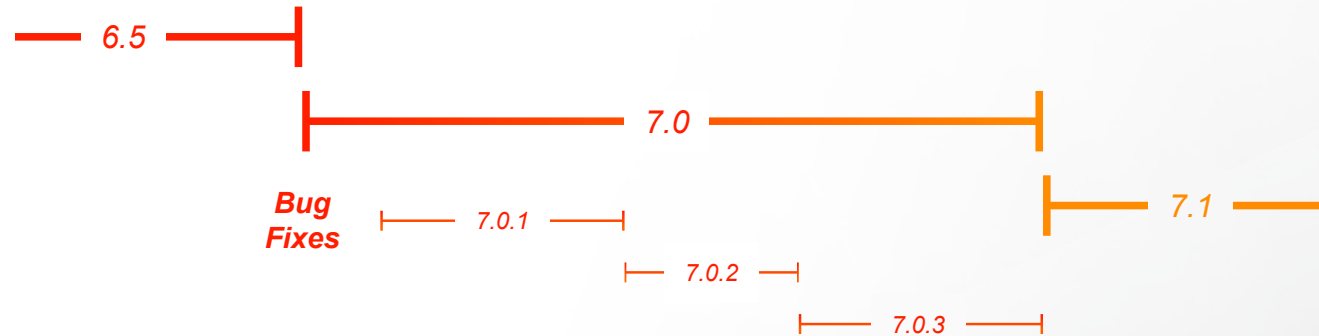
Community Edition alternatives will be
demonstrated or links to the documentation will
be provided

Camunda Editions Head To Head Comparison

COMMUNITY EDITION



ENTERPRISE EDITION



	COMMUNITY	
Engine	✓	✓
Cockpit	~	✓
Optimize	✗	✓
Patching	✗	✓
Support	✗	✓

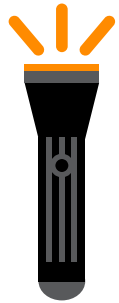
MORE INFO

camunda.com/enterprise/

First Aid Kit

Overview & Demonstration Environment

Do you have your First Aid Kit ready ?



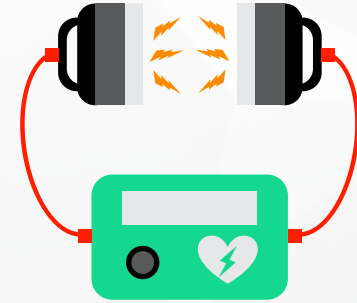
Auditing
Tool



Monitoring
Tool

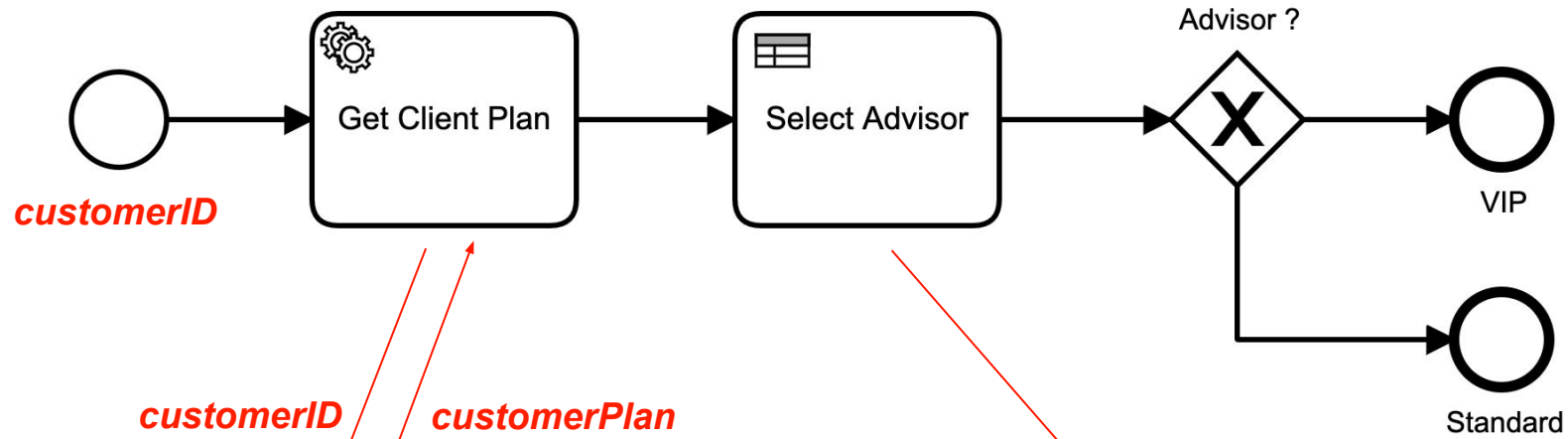


Alerting
Tool



Recovering
Tool

Process & Decision

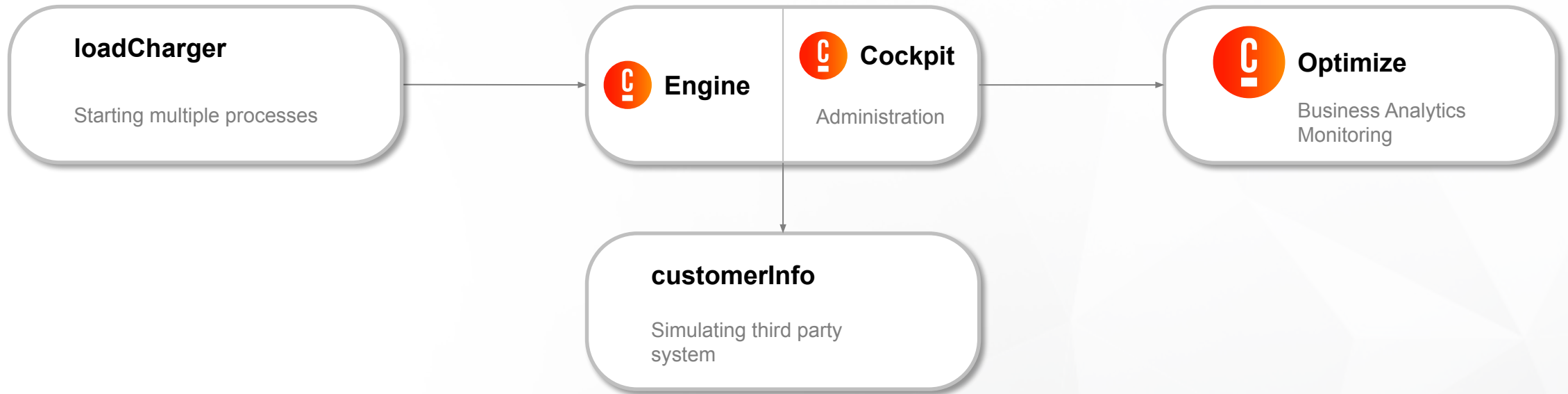


customerInfo

Simulating third party system

Select Advisor		Hit Policy:	First	▼
	When		Then	
	Customer Plan	+	Advisor	+
	string		string	
1	"Pro"		"VIP"	
2	"Mobile"		"Standard"	
3	"Mobile Plus"		"Standard"	
+	-			

Demonstration Environments



2 SEGREGATED ENVIRONMENTS:
1 Enterprise Edition Environment
1 Community Edition Environment

Demonstration

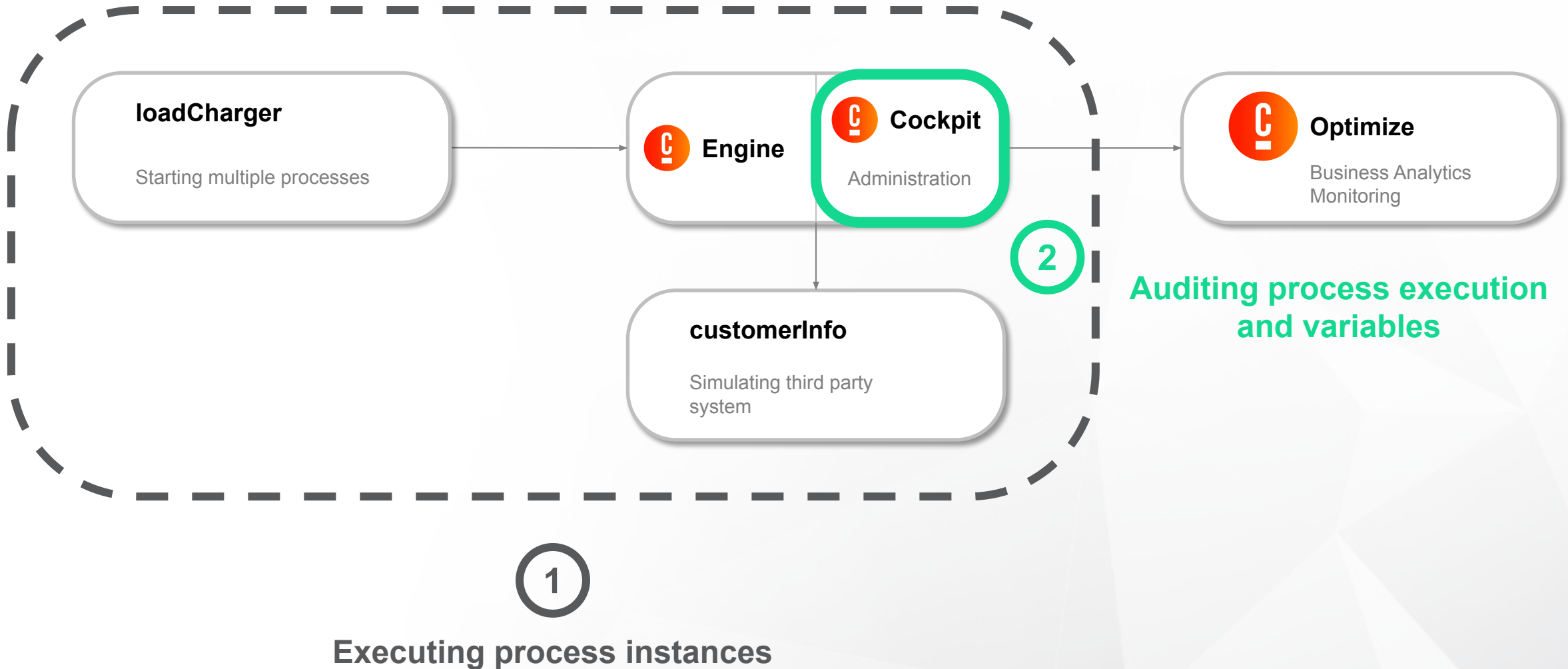
Environments & Process

Auditing

Ensure that the process behaves as expected



Auditing – Use Case



Demonstration

Auditing



Auditing – Summary

Use Case:

Ensuring that the process behaves as expected

Demonstrated Functionality:

Cockpit History View
(Enterprise Edition)

Community Edition equivalent:



History Service

<https://docs.camunda.org/manual/7.15/user-guide/process-engine/history/>

JavaDocs

<https://docs.camunda.org/javadoc/camunda-bpm-platform/7.15/org/camunda/bpm/engine/HistoryService.html>

REST API

<https://docs.camunda.org/manual/7.15/reference/rest/history/>

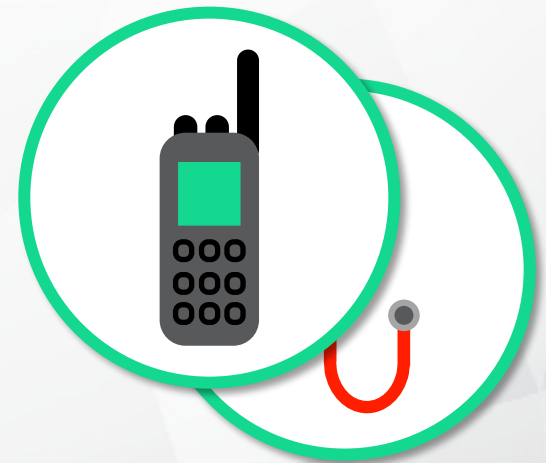
GET

/decision-instance?decision
DefinitionKey={key}&include
Outputs=true

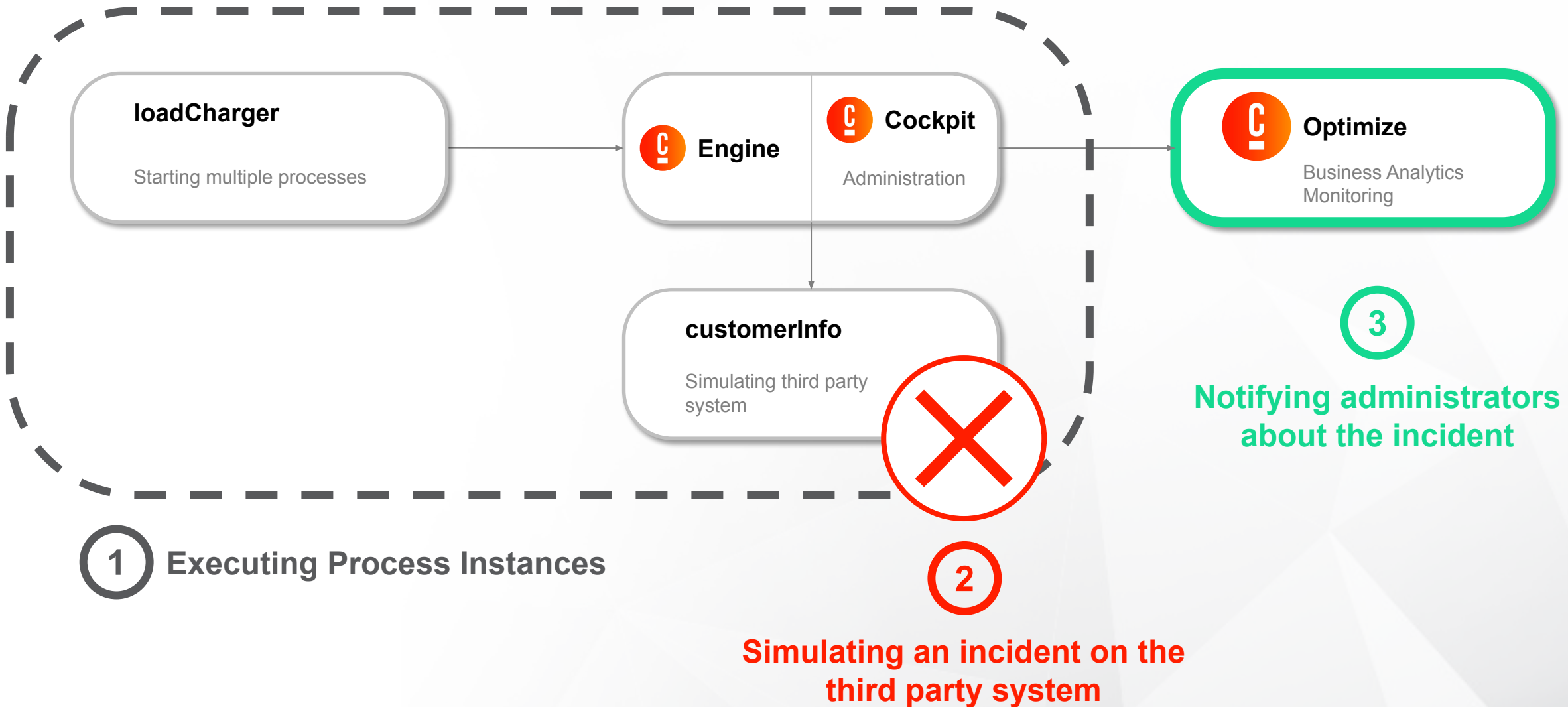
```
{
  "id": "1c66b4fd-8ccb-11ec-864f-362a178962a5",
  "decisionDefinitionId": "Decision_1przKpj",
  "decisionDefinitionKey": "Decision_1przKpj",
  "decisionDefinitionName": "Select Advisor",
  "evaluationTime": "2021-09-03T15:25:03.602+0000",
  "removalTime": null,
  "processDefinitionId": "route_request:1:36b60cbc-8cbf-11ec-864f-362a178962a5",
  "processDefinitionKey": "route_request",
  "processInstance": {
    "processInstanceId": "fe874e65-0cca-11ec-864f-362a178962a5",
    "rootProcessInstanceId": "fe874e65-0cca-11ec-864f-362a178962a5",
    "caseDefinitionId": null,
    "caseDefinitionKey": null,
    "caseInstance": {
      "caseInstanceId": null,
      "activityId": "Activity_0a5d5nm",
      "activityInstance": {
        "activityInstanceId": "Activity_0a5d5nm:1c65a38c-8ccb-11ec-864f-362a178962a5",
        "userId": null,
        "outputs": [
          {
            "type": "String",
            "value": "Standard",
            "valueInfo": {}
          },
          {
            "id": "1c66b4fd-8ccb-11ec-864f-362a178962a5",
            "decisionInstanceId": "1c66b4fd-8ccb-11ec-864f-362a178962a5",
            "clauseId": "Output_1",
            "clauseName": null,
            "ruleId": "DecisionRule_12fvg7x",
            "ruleOrder": 1,
            "variableName": "Advisor",
            "errorMessage": null,
            "createTime": "2021-09-03T15:25:03.603+0000",
            "removalTime": null,
            "rootProcessInstanceId": "fe874e65-0cca-11ec-864f-362a178962a5"
          }
        ]
      }
    }
  }
}
```


Alerting & Monitoring

Be notified in case of an incident

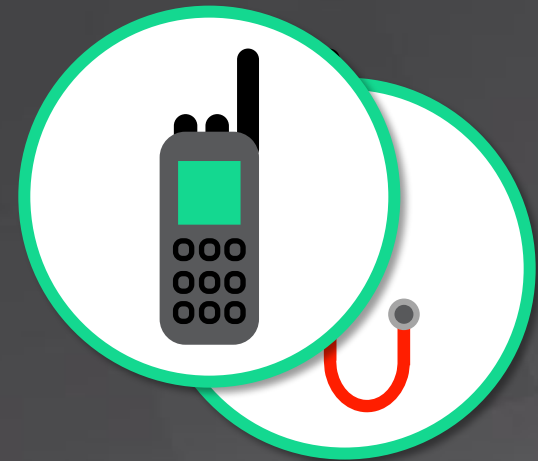


Alerting – Use Case



Demonstration

Alerting & Monitoring



Alerting & Monitoring – Summary

Use Case:

Be notified in case of an incident

Demonstrated Functionality:

Optimize Alerting
(Enterprise Edition)

Community Edition equivalent:



Build your own mechanism (engine)

https://camunda.com/best-practices/operating-camunda/#_hahahugoshortcode_23hbhb_creating_your_own_alarming_mechanism

Bonus 📁 Creating Your Own Alarming Mechanism

In case you do not have a monitoring and alarming tool or cannot create new jobs there, simply build an easy alarming scheduler yourself. This could be a Java component called every couple of minutes to query the current performance indicators by Java API generating custom emails afterwards.

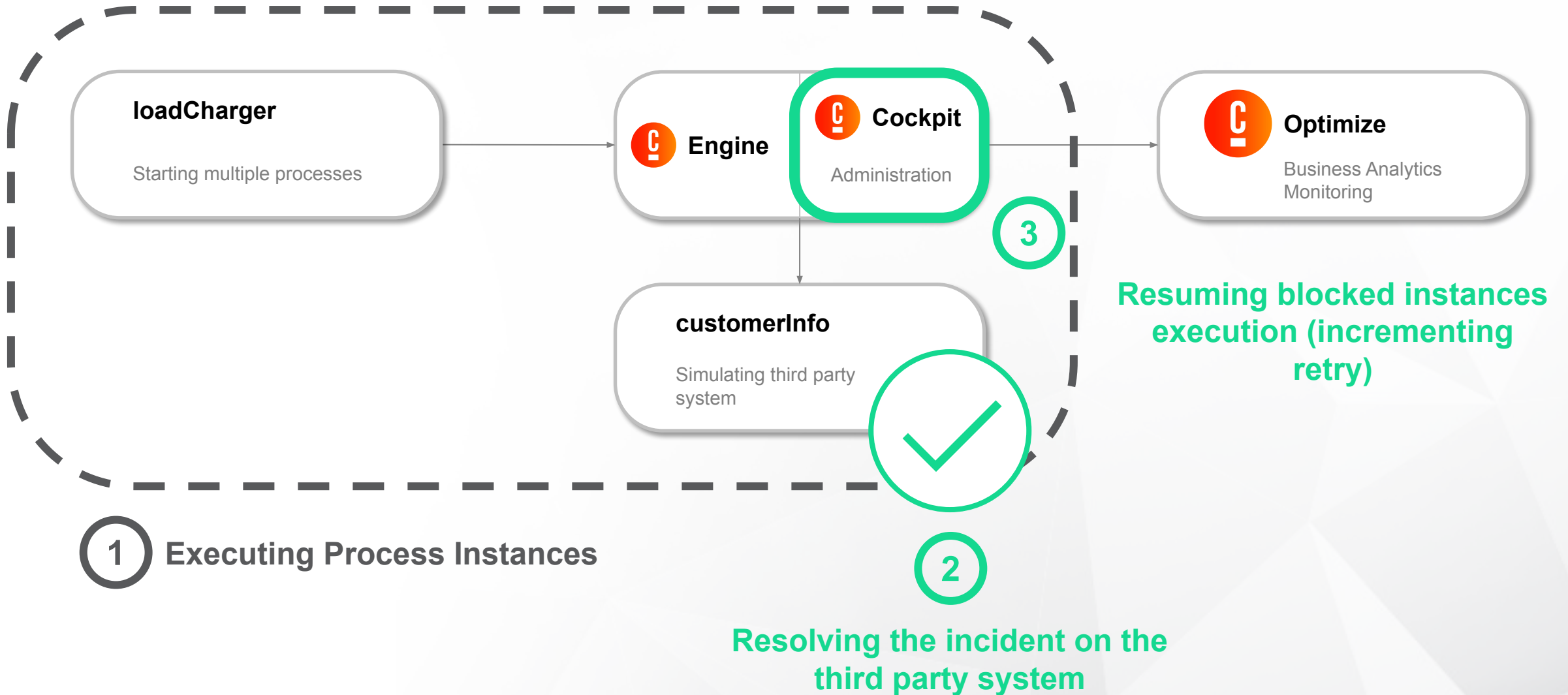
```
public void scheduledCheck() {  
    // Query for incidents  
    List<Incident> incidents = processEngine.getRuntimeService()  
        .createIncidentQuery().list();  
    // Prepare mailing text  
    String emailContent = "There are " + incidents.size() + " incidents:<br>";  
    for (Incident incident : incidents) {  
        emailContent += "<a href=\""  
            + cockpitBaseUrl  
            + incident.getId() + "\">"  
            + incident.getIncidentMessage() + "</a><br>";  
    }  
    emailContent += "Please have a look into Camunda Cockpit for details."  
    // Send mailing, e.g. via SimpleMail  
    sendEmail(emailContent);  
}
```

Recovering

Resume operations once the incident is closed



Recovering – Use Case



Demonstration

Recovering



Recovering – Summary

Use Case:

Resume operations once the incident is closed

Demonstrated Functionality:

Cockpit Batch Operations
(Enterprise Edition)

Community Edition equivalent:



Set Retries Async

Jobs

<https://docs.camunda.org/manual/7.15/reference/rest/job/post-set-job-retries/>

External Tasks

<https://docs.camunda.org/manual/7.15/reference/rest/external-task/post-retries-async/>

GET

/external-task/retries-async

```
1 {
2   "retries": 1,
3   "processInstanceQuery": {
4     "processDefinitionKey": "route_request",
5     "withIncident": true
6   }
7 }
8
```


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Questions ?

Let's keep in touch



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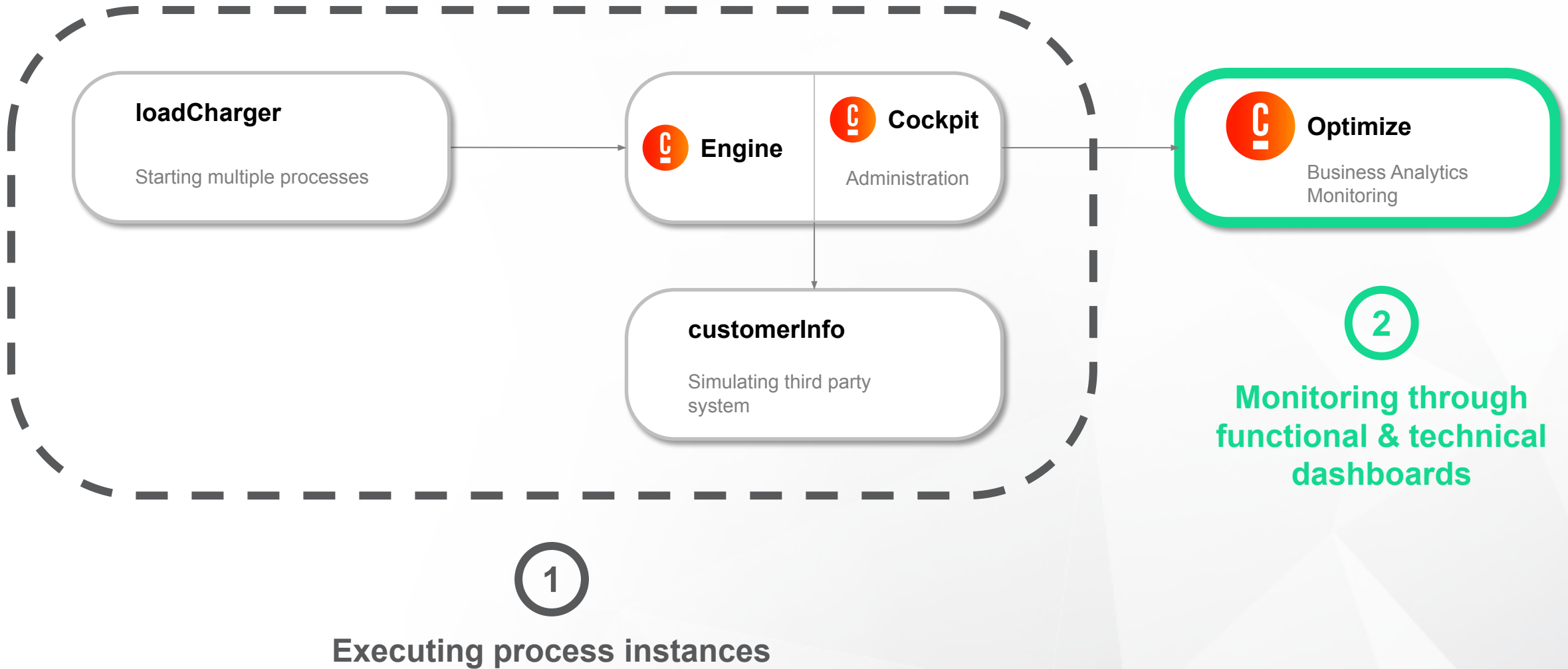
#CAMUNDACON

Monitoring

Ensure that the process is operational



Monitoring – Use Case



Demonstration Monitoring



Monitoring – Summary

Use Case:

Ensuring that the process is functional

Demonstrated Functionality:

Optimize Dashboards
(Enterprise Edition)

Community Edition equivalent:



History Service

<https://docs.camunda.org/manual/7.15/user-guide/process-engine/history/>

JavaDocs

<https://docs.camunda.org/javadoc/camunda-bpm-platform/7.15/org/camunda/bpm/engine/HistoryService.html>

REST API

<https://docs.camunda.org/manual/7.15/reference/rest/history/>

GET

/history/process-instance?
processDefinitionKey=route_re
quest

```
{
  "id": "3622ba55-0c08-11ec-b610-521e346e560f",
  "businessKey": null,
  "processDefinitionId": "route_request:1:11105f0e-0c08-11ec-b610-521e346e560f",
  "processDefinitionKey": "route_request",
  "processDefinitionName": "Route Client Request",
  "processDefinitionVersion": 1,
  "startTime": "2021-09-02T16:09:54.917+0000",
  "endTime": "2021-09-02T16:09:56.130+0000",
  "removalTime": null,
  "durationInMillis": 1213,
  "startUserId": null,
  "startActivityId": "StartEvent_1",
  "deleteReason": null,
  "rootProcessInstanceId": "3622ba55-0c08-11ec-b610-521e346e560f",
  "superProcessInstanceId": null,
  "superCaseInstanceId": null,
  "caseInstanceId": null,
  "tenantId": null,
  "state": "COMPLETED"
},
```