

UC4 Applications Manager Frequently Asked Questions

1. What is UC4

UC4 is an enterprise job scheduler capable of managing all batch applications.

2. How do I get an UC4 account?

[Follow the instructions on the attached form.](#)

3. How do I log into UC4?

You can access UC4 Applications Manager by clicking on **"All Programs"** in your start menu. Then locate and click on **"Tri-c Resources"** and then click on **"UC4-Prod Applications Manager"** for **production** or **"UC4- Test Applications Manager"** for the **test** system. Login with your username and password. Please note that your password is case sensitive.

4. How do I know if I am on UC4 - Test or UC4 - Prod

The UC4 login window displays "User Name", "Password", and "Automation Engine". At "Automation Engine" you will find the default setting of "UC4-PROD" or "UC4-Test". You can also find this display at the very top left side of your screen just past the UC4 logo.

5 My jobs disappear from UC4 after thirty minutes. How do I view my output after that?

You can set your job history limits in UC4 per session as this is an individual setting and can be changed by following the steps below:

- Select the **Options** menu item.
- Select the **Settings** menu item.

At the **General tab**, you can increase the "Job History Limits" previous minutes in order to view jobs in history for an extended period of time. However, you should not specify more than sixty minutes, as the higher you set your display time, the more memory you will utilize. You can run a history query to view jobs in history that have exceeded the time allocated. The default is thirty minutes.

6. How do I restart a job in UC4?

You can resubmit your job in UC4, be sure to move any input files back to the proper location.

7. How do I get a job scheduled to run automatically in UC4?

Follow the instructions [on the attached form](#).

8. What if I need more help?

You can call the help desk any time at ext 4357.