

Welcome to our Community!

Ask questions, get answers and engage with your peers

Welcome
Start here and get connected

Community Conversations
Start discussions, ask questions, get answers

Knowledge base
Find answers to questions in articles and help files

Ideas (customers only)
Submit ideas and suggestions

Product updates
Read the latest news from our product team

Events
Explore and RSVP for upcoming events

Groups
Connect with like-minded peers

Support
Open a support ticket check your ticket status

Featured topics

The latest & greatest from the community

SMA Community Guidelines

SMA Community User Guidelines Welcome to the SMA community! We are thrilled to have you here. Our goal with this space is to foster collaboration and transparency, inspire innovation, and promote professionalism. To ensure a positive experience for everyone, we have established the following guidelines. These are designed to ensure respectful, productive, and engaging interactions. General Conduct All members of our community are expected to treat each other with respect and courtesy. Here are...

1 month ago

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Recent activity

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[adowning](#) Community Manager · Published in General information

Idea Statuses

Every feature idea submitted in the Feature Ideas section will be assigned an "idea status" by the Product team. See below for details on what each status represents. New · The idea is assigned th...

4 days ago



[adowning](#) Community Manager · Published in Basic Support

File Arrival not detecting the file

What is the issue? If you are encountering a File Arrival job with set parameters within a time frame but the file has not been detected, this guide will assist determine the root cause and solution...

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[adowning](#) Community Manager · Published in Agents

Java Agent service won't start

What's the issue? If you've installed the Java Agent on your environment, you may encounter a situation where you're not able to start the agent's service. On your Windows Events Viewer, you'll...

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[adowning](#) Community Manager · Published in Connectors

Steps for updating SMARt Email to support MS OAuth

The SMARt Email application will be registered with the SMA Technologies Microsoft tenant. Accept the SMARt Email application as an enterprise application in your organization's Microsoft tenant...

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[adowning](#) Community Manager · Published in Deploy

Deploy Installation / Upgrade

Requirements: Operating System: Support for Windows Server 2012, 2012 R2, 2016, and 2019 Java: Embedded OpenJDK 11 Microsoft SQL Server version 2012 SP3 or higher OpCon Server version...

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Exit Description Event Trigger not working

Events are strings that execute commands within OpCon. Events can be defined to execute upon Schedule Completion, Job Statuses, String Match on LSAM Feedback for Jobs, Job Exit Descriptio...

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[adowning](#) Community Manager · Published in REST API

Set OpCon API certificate

Set API certificate: This article will show you how to set an auto-signed certificate or your own signed certificate to your OpCon Rest. You'll find three scenarios: 1. Generate a new self-signed...

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[adowning](#) Community Manager · Published in Scripts/SQL Queries

External event password update to external event token

How To update the external event password: 1. Open SQL Server Management Studio and identify the OPCONXPS database. Select New Query. 2. Run the following query to find the total amount of...

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[adowning](#) Community Manager · Published in Solution Manager

Solution Manager Windows authentication required

This article will show how we can solve for the Solution Manager the Windows Authentication popup for web browsers (Edge, Chrome, etc.) What is the issue? The issue is on the Windows...

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[adowning](#) Community Manager · Published in Licenses

License file location and notifications

Where To Place A New .LIC File? If SAM is installed on the C drive, please copy the license into the SAM directory on your Windows server, this would be C:\ProgramData\OpConxps\SAM. This will...

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API documentation

Learn everything you need to know about our REST API and endpoints

Contact support

Contact our support team and we'll be happy to help you get up and running!

Resources

Find all the guidance you need as you navigate through our success resources

