



# Auscomp IT Commander

**Web Based Help Desk Solution**

***For Windows & Linux***

*Available in English, German, Portuguese & Spanish*

*Email*

*Flow & Notification*

*Customization Manual*

*Revision 5.9.02*

© 2006 Auscomp®

<http://www.auscomp.com>



## **A) OVERVIEW**

The purpose of this document is to provide more information about the email flow (Notifications) in the Auscomp IT Commander for certain events (eg: When a new request is lodged the request status has changed etc....). Events which trigger the sending of emails can be newly created or existing ones can be modified or deleted. The data sent (emails: subject & body) is also fully customizable.

To enable the email flow Auscomp IT Commander needs to use an SMTP server to send the emails. Please use "*Main Menu > System > Configuration, tab Email*" to provide this information.

**Please note:** To modify and change the data and email flow you need good skills and understanding of HTML design, database design and the SQL language. Auscomp can not provide any support regarding this matter as this is out of the scope of providing basic and technical support.

**This information is provided as is.**

We do provide customization service for a very reasonable US\$ 100 an hour. Please send your customization inquiry to [sales@auscomp.com](mailto:sales@auscomp.com) for an obligation free quote.

## **B) HOW IT WORKS**

Every time an event (see list below) is triggered and a "notification for this event" is in the system, an email is sent to the specified recipients.

### **1) Events / Notifications – "*Main Menu > Email > Notifications*"**

NNS allows sending a notification to single users or groups of users (ie: managers, administrators, technicians, staff and customers). For every event we can assign one or more email notifications. The notification (email) consists of the subject, message text (body) and the list of recipients.

There are currently 3 main events which can be used to send notifications.

- **New request**
- **Status Changed** (Please use "*Main Menu > Customization > Request Status Transition*" for a full list of request status changes)
- **Retrieve Password**



## 2) Recipients – “Main Menu > Email > Recipients”

Recipients are people who will receive notifications via email. The recipient’s setup consists of the SQL command which returns the name and email address of the email recipient and the parameters if any.

**NOTE:** In the SQL command the field returning the email address should be named **RCPT\_EMAIL** and the field returning the recipients name should be named **RCPT\_NAME**.

An example of this SQL expression may look like:  
`select EMAIL as RCPT_EMAIL, NAME as RCPT_NAME from RESOURCE`

Parameter is the ID of the person in the resource table:  
i.e: `Resource_ID`

If there is more than 1 parameter commas are needed to separate them.

## 3) Email template – “Main Menu > Email > Email template”

The template for the email with a subject and message body.

RCPT\_EMAIL and RCPT\_NAME can then be used in the message body with the following syntax:

<TMPL\_VAR + space + sql column name>

i.e: `Dear <TMPL_VAR RCPT_NAME>`,

`We have forwarded this message to <TMPL_VAR RCPT_EMAIL>`.

## 4) Template Data – “Main Menu > Email > Template Data”

Notification templates “Email template data” are represented by the SQL expressions that return the messages’ body data. These variables can be used in the HTML:Template compatible constructions like: `<TMPL_VAR>` or `<TMPL_LOOP>`

Names of these variables are the same as columns’ names in the SQL command.

eg:

Email Template\* : `<some-template-name>`  
Name\* : `Receipients data`  
SQL Query\* : `select R.REQUEST_ID as REQUEST_ID, U.NAME as REQUEST_ORIGINATOR from...`  
Parameters...: `....`

The defined variables you can use in the template body are:  
`<TMPL_VAR REQUEST_ID>` and `<TMPL_VAR REQUEST_ORIGINATOR>`

If the SQL Query returns more the one set of row then you have to use a loop.

eg:  
Email Template\* : `<some-template-name>`  
Name\* : `MY_LOOP`



SQL Query\* :           Select <field1-name> as ITEM\_NO, <field2-name> as  
ITEM\_NAME ...  
Parameters...:       ....

Then in the message's body template these variables can be used like this:

```
<TMPL_LOOP MY_LOOP>  
Item #<TMPL_VAR ITEM_NO> name: <TMPL_VAR ITEM_NAME>  
</TMPL_LOOP>
```

The parameters for the SQL impression that selects data for the template of the message data can be specified the same way as the parameters for SQL expression that returns message's recipients (see above).

**NOTE:** The syntax for language specific fields (eg: Fields with the suffix \_EN, \_DE, \_ES etc ...) in the SQL command should be \$LANGUAGE\$.

i.e.: Select **NAME\_\$LANGUAGE\$** from ....

## **SUMMARY**

First create

- a) Recipients
- b) Email Template
- c) Template Data
- d) Notifications (last)

## **C) HOW TO TEST**

To process the messages queue (and respectively send the associated notifications) hit the "Process Query" button in the "Event queue" form which can be opened with

[http://<YOUR-COMPUTER>/itcommander/cgi-bin/commander.exe?action=event\\_queue&do=list](http://<YOUR-COMPUTER>/itcommander/cgi-bin/commander.exe?action=event_queue&do=list)

Otherwise, the event queue will be processed by the "Auscomp IT Commander – EventManger" which is either a cron job (Linux) or a Windows Scheduled Task (Windows) – the command executed every 10 minutes. Please consult the "**Customization & Implementation**" for more information about the Auscomp IT Commander – EventManager [http://www.auscomp.com/download\\_center.html](http://www.auscomp.com/download_center.html)

## **D) DATABASE STRUCTURE**

To review the table structure and get the table and field names we recommend downloading and installing IB Expert. <http://www.ibexpert.com>

To connect to the database via IB Expert you need the following information:

Database: [C:\Program Files\Auscomp\IT Commander\www\itcommander\cgi-bin\data\data.gdb](#)  
Username: [SYSDBA](#)  
Password: [masterkey](#)