

newsletter



PGCG

Pretty Good Consulting Group

Got a problem? We create solutions.

EOM News and Views
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DDA Feature *(you may not know about)*

Ever wonder how to switch formats from page to page in the same file?

Very recently we received a call from a long-time, very adept EOM customer. What is the "Queue Print Attribute" command used for? (stunned silence goes here) Given that this question came from a knowledgeable person, we may need to refresh a few memories out there.

The DDA Queue Print Attribute is a very powerful command that allows you to select a different Print Attribute to be used starting on the next physical or logical page. This command allows you to change the next page formatting on a page by page basis, everything from the page orientation, lines per page, electronic form, to using a completely different DDA. The Queue Print Attribute command can be used at any time on the current page and is invoked only on the next form feed - which could come from the

input file handling or if you use the Perform Physical/Logical Form Feed command directly.

Suppose an input file consists of multiple groups of pages where the first page in the group is customer information including name, address, phone number, account number and so on. Further suppose that subsequent pages are detail information for that customer. It might make the document more appealing to the customer if the first page printed in portrait, includes an electronic form, highlights the customer name, and has the intelligent mail barcode. Subsequent "detail" pages are printed landscape in a smaller font with different page margins. The input file starts with the front page Print Attribute, then switches to the detail pages Print Attribute. On the last page of the "detail" page, a Queue Print Attribute command would be used to "get back" to the initial Print Attribute to format the first page for the next customer. The box below highlights the main parts of the Print Attribute and DDA logic.

Even better, you can use conditional logic to select the Print Attribute to queue dynamically! For example, suppose there could be five different formats for the subsequent detail pages in the example above. Assuming that there is some keyword on the first page that helps identify subsequent detail pages, you could dynamically select the next Print Attribute simply by defining multiple IF statements that react to the keyword. For example:

```
If $CurrentData[1:15] EQ "Regular Savings"  
    Queue Print Attribute RegularSavingsPA  
If $CurrentData[1:15] EQ "Holiday Savings"  
    Queue Print Attribute HolidaySavingsPA
```

...

You can call the Queue Print Attribute multiple times on the same page, but only the last call prior to the physical/logical form feed is used. Also, you can cancel a queued Print Attribute by using the "Cancel Queued Attribute" command.

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```
Print Attribute CustomerInvoice  
Orientation: Portrait  
DDA: CustomerInvoiceFirstPage  
    DDA Item: First Page, Data Identification = Line 1  
        Queue Print Attribute DetailPA  
        Print Barcode (Intelligent Mail Barcode)  
        Position Graphic: FrontPage.WMF  
  
Print Attribute DetailPA  
Orientation: Landscape  
DDA: CustomerInvoiceDetailPages  
    DDA Item: LastPage, Search for Keyword *** End of Detail ***  
        Queue Print Attribute CustomerInvoice
```

How do I ...?

This section of the newsletter will discuss solutions to questions that come from real customers trying to solve real problems. How do I configure the Alert Service to notify me when there is a problem?

The Alert Service does a nice job of exposing issues when you are looking at the EOM client. The additional logging, quick summary when the cursor is placed over the Alert Explorer, and the icon color changes are quite breathtaking. But suppose you aren't looking at the client, how can the Alert Service notify you that there is a problem?

Alert Service Overview

First we need to sort out the Help files available regarding the Alert Service:

- Alert Explorer Help - How to interact with the Alert Explorer
- Alert Filter Editor Help - How to set up filters, usually used when there are many, many alerts popping up and you want to see a specific subset of those alerts
- Alert Policy Editor Help - How to set up custom actions when alerts occur

You can get to the Alert Explorer Help via the Alert Explorer, then select Help / Contents (or press F1). You can get to the Alert Filter and Alert Policy Editor Help by opening the Alert Explorer Help, then selecting Reference/Help Information and the Related Information. Or you can use the Windows Explorer, navigate to the install directory of EOM, Help Subdirectory and double-click on the help file directly.

There are a three ways to have the Alert Service expose alerts via an external interface:

1. Control a modem and devices accessible through a modem.
2. Control serial devices that can control lights, audio alarms, and power sources for other devices.
3. Execute commands via scripts.

We will focus on executing commands via scripts for this discussion.

Alert Service Configuration

Lets suppose we run the Legacy Assistant program and want to be notified by email whenever the Legacy Assistant program is not running. There are at least a couple of ways to solve this problem using the Alert Service in the EOM environment; have a script copy a file into a directory that the EOM service picks up via a Directory Monitor and then emails the contents of the file to a static email address; create your own program or script that uses SMTP to send yourself a message; or modify the example script to send an email via SMTP. For this solution we will modify and use the example script deployed with the Alert Service.

An example script "Mail_Alert.vbs" is provided in the ..data\alarm-scripts subdirectory of whatever directory the Alert Service is installed. The script has really good documentation at the top of the script file and notes options depending on your environment. Most sites will uncomment lines, modify parameters, and we added a few SMTP parameters to get the script to work in the PGCG environment. The attached file ([Mail_Alert-PGCGExamble.vbs](#)) is an example (modified) version, note that lines with "\$\$PGCG" have been modified. By the way, script provided with the Alert Service is very useful because it will email the alert information rather than just a generic error message.

There are a couple of terms to define before we proceed:

- Alert Policy - A collection templates, action lists, and actions when a specific event (or events) occur
- Template - A uniquely named entity that defines what type of command is initiated when this template is used
- Action Lists - The list of specific alerts and what action is to be taken when that alert occurs

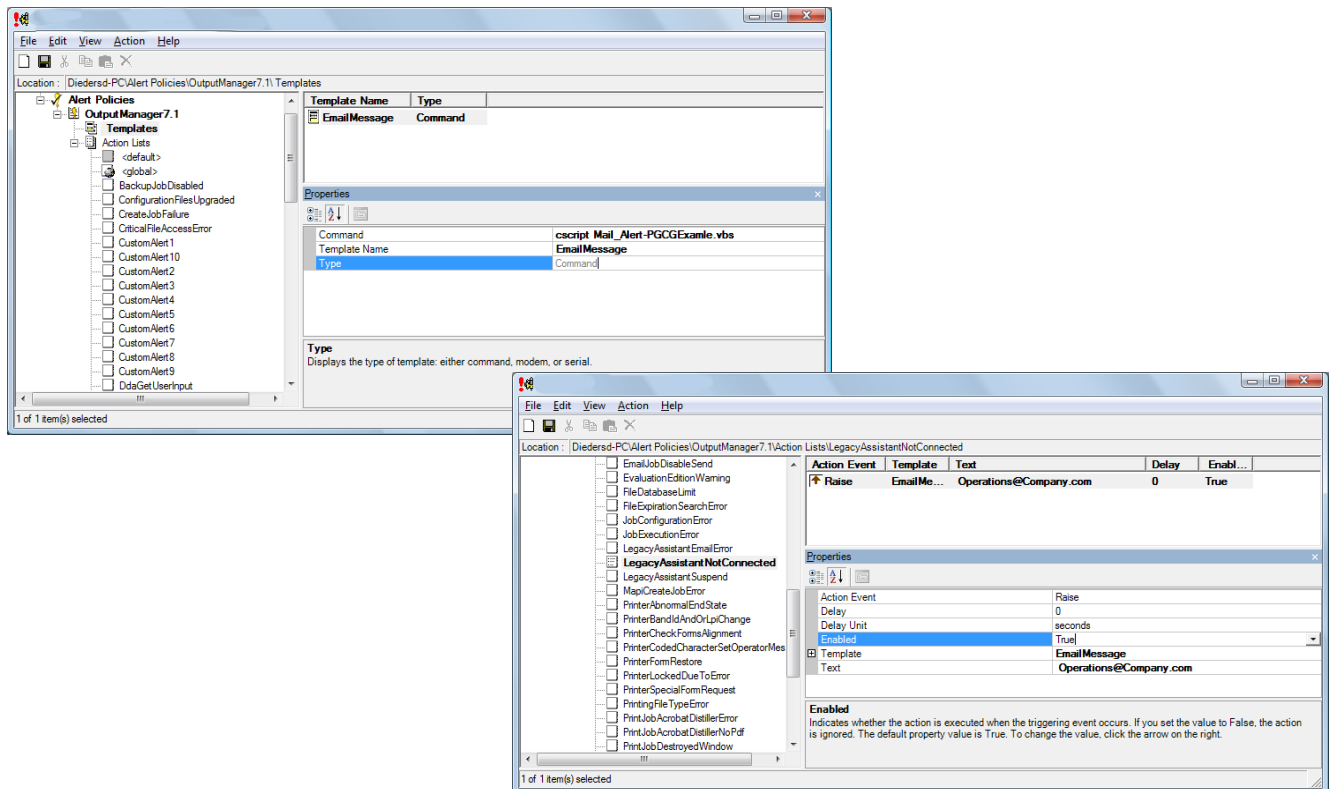
To configure the Alert Explorer to use this script from the ..data\alarm-scripts subdirectory we need to do a few things:

- 1) Open up the Alert Explorer (from the EOM Client click on Alert Explorer shortcut or use the menu Tools / Alert Explorer)
- 2) Select the menu option Configuration / Alert Policy Editor. The name of the SAS Server should be at the top of the left-hand panel, with a sub-node of "Alert Policies". Expand the "Alert Policies" node to see the "OutputManager 7.1" node. Expand the "OutputManager 7.1" node to see "Templates" and "Action Lists"
- 3) Create a Template called "EmailMessage". Click on the "Templates" node, then use the menu selection File / New Template / Command Template (or right-click in the right-hand panel, select "New Template" and then "Command Template". Define the script to execute ("cscript Mail_Alert-PGCGExample.vbs") and give the Template a name ("EMailMessage"). Save the Template.
- 4) We now need to attach the Template to the event to "LegacyAssistantNotConnected" alert, so simply select "LegacyAssistantNotConnected" in the left-hand panel, then menu selection File / New Action (or right-click in the right-hand panel, select "New Action"). Note that Action must be Enabled=Yes, specify the Template to use ("EmailMessage") and define the email address to send the message to in the Text field ("Operations@company.com" in the screen shot below). Save the Action.

When the Alert LegacyAssistantNotConnected occurs, an email is sent to Operations@company.com. By the way, a list of alerts can be found in the Alert Explorer Help file, under Specific Alerts / List of Alerts

Alert Service Activation

Now that you configured the Alert policy the next step is to activate it. Still using the Alert Policy Editor, select the Alert Policy name in the left-hand panel (i.e. "OutputManager 7.1"), right-click and then select "Activate". If the current Alert Policy is already activated, then select "Deactivate" and then "Activate".



Need remote training?

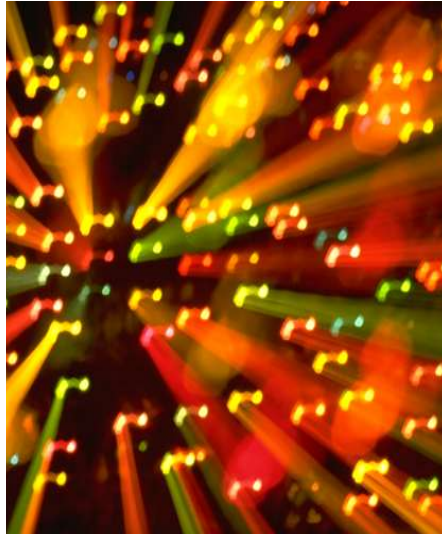
We here at Pretty Good Consulting Group pride ourselves on being flexible and providing services that accommodate individual customers. Given the current economy it is a lot harder to justify going to a class outside your local area. How about if the class comes to you? We have the ability to present customized training over the Internet on topics wired for the individual company and for whatever duration is required. Give us a call or send a note to see what we can do for your organization.

Who are we?

Highly skilled, creative, solution provider focused on the Unisys Enterprise Output Manager product (formerly known as DEPCON) with a sense of urgency sums up who we are and what we do. We provide general Enterprise Output Manager consulting, migrations, upgrades, configuration, training, and custom programming.

On-site services, remote services, and general consulting are available now.

Why use PGCG? Deep knowledge of the EOM product integrated into a variety of customer environments sets us apart. Our customers production environment depends on solid, working solutions that we provide.



Quick Hits

Interim Correction 7.1.7 is available from the Unisys Support Site. There are a handful of fixes: Legacy Assistant crash fix, EOM hang fix, font size rounding on configuration import, SNMP variables not updated, and a few more. See the Unisys support site for details.

EOM 8.0 is officially First Customer Shipped (FCS) as of 1/29/2009. Congratulations to the development and release teams!

Have a suggestion for "How do I ...?" Write a brief description and send it to SteveD@PrettyGoodConsultingGroup.com for future newsletter discussion.

Interested in EOM training? We can either do custom training on-site, via WebEx or arrange for a formal class through Unisys. Please contact us for details.

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