

Job Queue Alert



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Contents

1.	Introduction.....	3
2.	Job Queue Monitoring Service Setup.....	3
3.	Job Queue Entry Setup.....	4
4.	How to use Job Queue Alert.....	5
5.	Testing the Job Queue Alert.....	5
6.	Frequently Asked Questions.....	6

1. Introduction

Within the Microsoft Dynamics 365 Business Central application Job Queues Entries can unexpectedly error for multiple reasons and stop. Currently the only way of identifying the Job Queue Entry has stopped would be for a user to manually check the status of the Job Queue Entry and interrogate the Job Queue Log Entries to see why. The user would then rectify the issue and reset the Job Queue to Ready, so the key business tasks can continue to automatically run.

Job Queue Alert will inform the relevant user that the Job Queue has stopped based on how frequent the monitor is set up for allowing for a quicker resolution. Notifications can be turned on and off per Job Queue Entry with additional fields identifying the relevant recipient per Job Queue Entry ensuring the most appropriate email (individual or group mailbox) receives the notification.

This document only covers the enhancement added by the Job Queue Alert and it is assumed that the user downloading the Application have an understanding how Microsoft Dynamics 365 Business Central Job Queues and SMTP work.

2. Job Queue Monitoring Service Setup

When the Job Queue Alert App is first installed into the Microsoft Dynamics 365 Business Central application a new Job Queue Entry called Tisski_Job Queue Monitoring is automatically created.

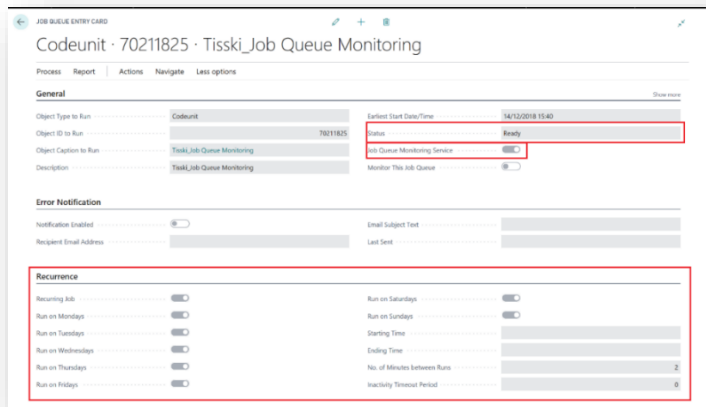
The following fields are auto-populated on the General Fast Tab:

- **Status field** – The Status is automatically set to Ready
- **Job Queue Monitoring Service field** – The Job Queue Monitoring Service field is enabled, this allows Microsoft Dynamics 365 Business Central to know which Job Queue Entry will monitor all the other Job Queue Entries.

The following fields are auto-populated on the Recurrence Fast Tab:

- **No of Minutes Between Runs** – The default value will be 2 minutes, but this can be increased or decreased as and when required based on the business need for how quickly the notification needs to be received.

An example screenshot of the additional Job Queue Entry fields is shown below.



JOB QUEUE ENTRY CARD

Codeunit - 70211825 - Tisski_Job Queue Monitoring

Process Report Actions Navigate Last options

General

Object Type to Run: Codeunit
Object ID to Run: 70211825
Object Caption to Run: Tisski_Job Queue Monitoring
Description: Tisski_Job Queue Monitoring

Earliest Start Date/Time: 14/12/2018 15:40
Status: Ready
Job Queue Monitoring Service:
Monitor This Job Queue:

Error Notification

Notification Enabled:
Recipient Email Address: [Redacted]
Email Subject Text: [Redacted]
Last Sent: [Redacted]

Recurrence

Recurring Job:
Run on Mondays:
Run on Tuesdays:
Run on Wednesdays:
Run on Thursdays:
Run on Fridays:
Run on Saturdays:
Run on Sundays:
Starting Time: [Redacted]
Ending Time: [Redacted]
No. of Minutes Between Runs: 2
Inactivity Timeout Period: 0

3. Job Queue Entry Setup

Once the Job Queue Monitor is ready as per section 2 of this guide, all existing or new Job Queue Entries required to be monitored need the following setup:

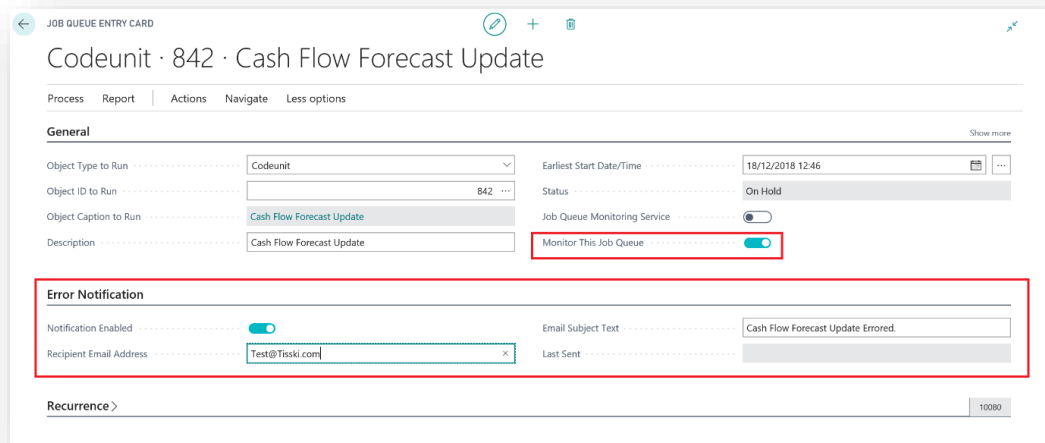
On the General Fast Tab:

- **Monitor This Job Queue** – This needs to be enabled for the Job Queue to be monitored.

On the Error Notification Fast Tab:

- **Notification Enabled** – This needs to be enabled to allow the Email to be sent to the relevant email address.
- **Recipient Email Address** – Enter the relevant email address this can be different per Job Queue Entry if required ensuring the most appropriate person or team is notified promptly.
- **Email Subject Text** – This field is automatically populated with the Job Queue Entry Description followed by the text “Errored.”. This field is non-editable.

An example screenshot of the additional Job Queue Entry fields is shown below.



JOB QUEUE ENTRY CARD
Codeunit · 842 · Cash Flow Forecast Update

Process | Report | Actions | Navigate | Less options

General Show more

Object Type to Run: Codeunit
 Object ID to Run: 842
 Object Caption to Run: Cash Flow Forecast Update
 Description: Cash Flow Forecast Update

Earliest Start Date/Time: 18/12/2018 12:46
 Status: On Hold
 Job Queue Monitoring Service:
 Monitor This Job Queue:

Error Notification

Notification Enabled:
 Recipient Email Address: Test@Tisski.com
 Email Subject Text: Cash Flow Forecast Update Errored.
 Last Sent:

Recurrence > 10080

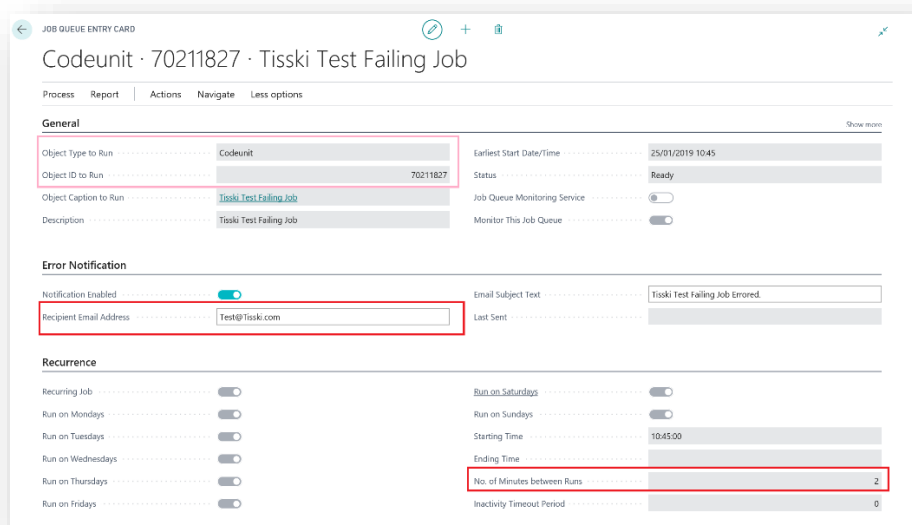
4. How to use Job Queue Alert

Job Queue Alert is extremely simple. Once installed and the monitoring service is running as per step 2 and all Job Queue Entries that require monitoring are setup as per step 3, the user then simply receives the email notifications and follows standard Microsoft Dynamics 365 Business Central processes to resolve and restart the Job Queue Entries.

5. Testing the Job Queue Alert

To carry out the testing of the Job Queue Alert within the Microsoft Dynamics 365 Business Central application do the following:

- Create a new Job Queue using the Codeunit 70211827 "Tisski Test Failing Job". The Codeunit will be installed at the same time as the Job Queue Alert.



JOB QUEUE ENTRY CARD
Codeunit · 70211827 · Tisski Test Failing Job

Process | Report | Actions | Navigate | Less options

General Show more

Object Type to Run: Codeunit
 Object ID to Run: 70211827
 Object Caption to Run: Tisski Test Failing Job
 Description: Tisski Test Failing Job

Earliest Start Date/Time: 25/01/2019 10:45
 Status: Ready
 Job Queue Monitoring Service:
 Monitor This Job Queue:

Error Notification

Notification Enabled:
 Recipient Email Address: Test@Tisski.com
 Email Subject Text: Tisski Test Failing Job Errored.
 Last Sent:

Recurrence

Recurring Job:
 Run on Mondays:
 Run on Tuesdays:
 Run on Wednesdays:
 Run on Thursdays:
 Run on Fridays:
 Run on Saturdays:
 Run on Sundays:
 Starting Time: 10:45:00
 Ending Time:
 No. of Minutes between Runs: 2
 Inactivity Timeout Period: 0

Once the No. of Minutes between Runs has lapsed the Recipient Email Address will receive the notification as per the standard procedure of the Job Queue Alert.

6. Frequently Asked Questions

Q1. Why am I not receiving any Email notifications from the Job Queue Alert?

A1. Please check the following:

- SMTP Setup within Microsoft Dynamics 365 Business Central is correctly populated, and the Test Email has been successfully received.
- The Tisski Job Queue Monitor is running, and you are seeing Job Queue Log Entries.

Q2. Why did I not receive any Email notifications to inform that the Tisski_Job Queue has stopped running?

A2. The Tisski_Queue Monitoring cannot monitor itself, the user will need to make sure that the Job Queue Entry is running, and this would be the first item to check should notifications not be received. Should this continue to stop please contact Tisski Support and provide the Job Queue Log Entry error details.

Q3. Why I am receiving notifications for some but not all Job Queue Entries?

A3. Please check the setup for the Job Queue Entry as per Section 3 of this User Guide.