

Job Queue Alert

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Contents

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







1. Introduction

Within the 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 Business Central Job Queues and SMTP work.

2. Pre – requisites

The Job Queue Monitoring Service use either the SMTP or Email delivery settings within Business Central. The system administrator shall carry out necessary configurations prior to the use of this service.

A. Email Account

To use standard Business Central email function to send emails, do the following;

- In the Feature Management, enable Enhanced email capabilities.
- Setup Email Account within Business Central.

Search New Set as default			- 1
	Name Ť	Email Address	Default
- :	D365 Test	D365Test@tisski.com	1

B. SMTP

To use SMTP to send email;

- Make sure SMTP configuration is accurate.
- Validate by sending a test email.

Apply Office 365 Serve	r Settings 🛛 🔁 Test Email Setup	More options	
General			
SMTP Server	smtp.office365.com	Password	••••••
SMTP Server Port	587	Secure Connection	
Authentication	Basic 🖌	Send As	
User ID	and the second second second second second	Allow Sender Substitu	•







3. Job Queue Monitoring Service Setup

When the Job Queue Alert App is first installed into the 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 FastTab:

• Status field – The Status is automatically set to Ready

The following fields are auto populated on the Recurrence FastTab:

- **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.
- *Recurrence* Enabled for each day.

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

General								Show in
					_			Show le
Object Type to Run			Job Queue Category Code			Earliest Start Date/Time	3/8/2021 5:14 PM	
Object ID to Run		70211825	User ID	ADMIN		Expiration Date/Time		
Object Caption to Run			Maximum No. of Attempts to Run		3	Status	Ready	
Description	Tisski Job Queue Monitoring		Rerun Delay (sec.)		0			
Parameter String			Last Ready State	3/8/2021 3:59 PM				
Tecurrence								
Recurrence								
	(III)		Run on Fridays			Ending Time		
lecurring Job			Run on Fridays			Ending Time No. of Minutes between Runs		:
tecurring Job tun on Mondays								3
Recurrence Becurring Job Run on Mondays Run on Yuesdays Run on Yuesdays Run on Wednesdays			Run on Saturdays			No. of Minutes between Runs		:
Recurring Job Run on Mondiays Run on Tuesdays			Run on Seturdays Run on Sundays			No. of Minutes between Runs		:

- If using the enhanced email capabilities, populate the Email address into the Sender email account field (as above).
- The Job Queue Monitoring cannot be deleted by a user.
- 4. Job Queue Entry Setup

Once the Job Queue Monitor is ready as per section 3 of this guide, all existing or new Job Queue Entries required to be monitored need the following setup:

On the General FastTab:

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

On the Error Notification FastTab:

- 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 can be edited where necessary.
- **Auto Restart** This needs to be enabled to allow the Job Queue Services to try to restart the relevant job queue after it 'Errored'.

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

General					Showless
Object Type to Run	Codeunit	Job Queue Category Code	~	Earliest Start Date/Time	
Object ID to Run		User ID ADMIN		Expiration Date/Time	···
Object Caption to Ran		Maximum No. of Attempts to Run	0	Status On Hold	
Description		Rerun Delay (sec.)	0	Monitor This Job Queue	
Parameter String		Last Ready State 3/8/2021	459 PM		
Error Notification		Recipient Email Address test@em	and com	Last Sent	
	_		w Forecast Update Errored.	Land Softi	
Auto restart		Cash Ploy	w rorecast update thored.		
Recurrence >					0

5. How to use Job Queue Alert

Job Queue Alert is extremely simple. Once installed and the monitoring service is running as per step 3 and all Job Queue Entries that require monitoring are setup as per step 4, the user then simply receives the email notifications and follows standard Business Central processes to resolve and restart the Job Queue Entries.

6. Testing the Job Queue Alert

To carry out the testing of the Job Queue Alert within the Business Central Application do the following:

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

Open the job queue entry created in step 'a' above and do the following;

- b. Select Monitor This Job Queue.
- c. In the Error Notification section, select Enabled.
- d. Then select Auto Restart'.
- e. Fill in the Recipient Email Address;.
- f. Fill in the Email Subject Text.
- g. In the Recurrence section, enter a numeric value in the No. of Minutes between run field.
- h. Set the Job Queue to Ready.







9tos les (3)
n Hold
h Hold
0
5

i. 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.

7. Frequently Asked Questions

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

A1. Please check the following:

- Enhanced Email capabilities is enabled on the Feature Management page.
- Email Account is correctly setup and verified to be valid.
- The Job Queue Monitor has Sender email address populated.
- If using SMTP to send email, verify that SMTP Setup within Business Central is correctly configured. Test Email has been successfully received.
- The Tisski Job Queue Monitor is running and can see Job Queue Log Entries.
- The Job being monitored is correctly configured.

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 4 of this User Guide.



