

# Job Queue Alert



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## 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.

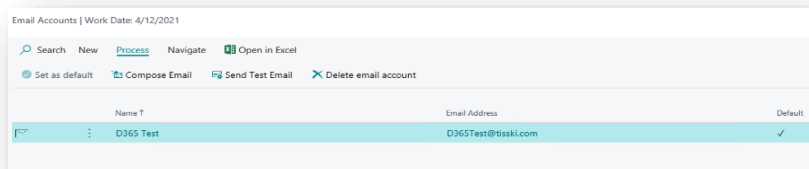
## 2. Pre – requisites

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;

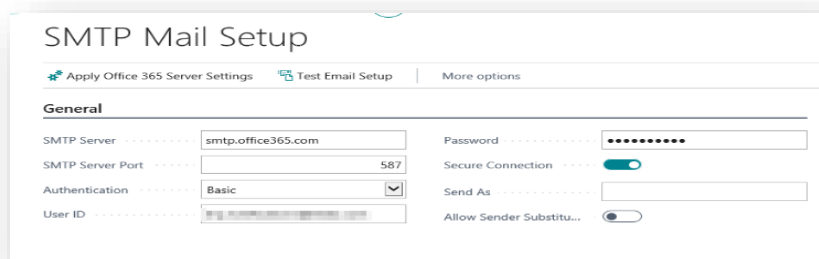
- In the Feature Management, enable Enhanced email capabilities.
- Setup Email Account within Business Central.



### B. SMTP

To use SMTP to send email;

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



### 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.

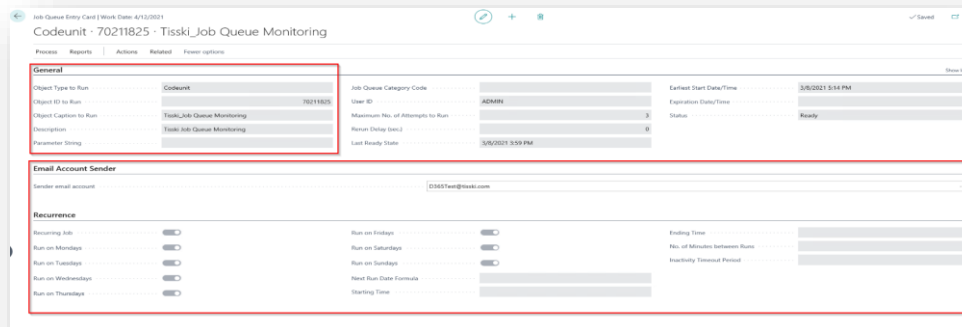
The following fields are auto populated on the General FastTab:

- **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.



The screenshot shows the 'Job Queue Entry Card' for 'Tisski\_Job Queue Monitoring'. The 'General' tab is active, displaying fields for 'Object Type to Run' (Codeunit), 'Object ID to Run' (70211825), 'Object Caption to Run' (Tisski\_Job Queue Monitoring), 'Description' (Tisski\_Job Queue Monitoring), 'Parameter String', 'Job Queue Category Code', 'User ID' (ADMIN), 'Maximum No. of Attempts to Run' (3), 'Recurs Delay (Sec)' (0), 'Last Ready Date' (30/03/2021 3:59 PM), 'Earliest Start Date/Time' (3/5/2021 9:14 PM), 'Expiration Date/Time', and 'Status' (Ready). The 'Email Account Sender' field is populated with '01857tiss@tisski.com'. The 'Recurrence' tab is also visible, showing 'Recurring Job' (checked), 'Run on Mondays' (checked), 'Run on Tuesdays' (checked), 'Run on Wednesdays' (checked), 'Run on Thursdays' (checked), 'Run on Fridays' (checked), 'Run on Saturdays' (checked), 'Run on Sundays' (checked), 'Next Run Date Formula', 'Starting Time', 'Ending Time', 'No. of Minutes between Runs' (2), and 'Inactivity Timeout Period' (5).

- 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:

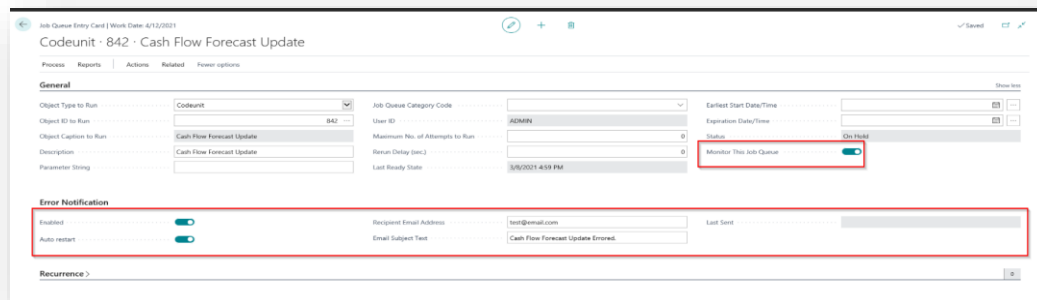
- **Monitor This Job Queue** – This needs to be enabled for the Job Queue to be monitored.

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.



## 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:

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

- ## 7. Frequently Asked Questions

**A1.** Please check the following:

- A3.** Please check the setup for the Job Queue Entry as per Section 4 of this User Guide.