

Version 25



Notifications

Administrator Guide

Trade Secret | February 2025

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Technical Support

Trapeze provides several ways to connect with the Customer Care team. Please provide detailed information to the representative. If you are reporting an issue by e-mail, include any error messages, screen shots of your problem, and steps to replicate the issue.

Customer Care is available Monday through Friday, 8:00 a.m. to 8:00 p.m., Eastern Standard Time.

Toll-Free Telephone: 1-877-411-8727

E-mail: cc@trapezegroup.com

FTP Site: <https://ftps.trapezegroup.com/>

Web Site: <https://collaborate.trapezegroup.com>

The website provides access to Trapeze Collaborate which offers resources to implement and operate the software, search knowledge, participate in communities, log/track service requests, sign-up for release alerts, view product health recommendations, and download updates or documentation. For secure access to Collaborate, contact Customer Care through the website or by calling the number above.

Product Compatibility

Refer to the latest [Product Compatibility](#) information on Trapeze Collaborate for requirements including operating system information, databases, Crystal reports, network protocol, HTTP servers and browsers that are supported.

Notifications - Administrator Guide

Version 25.x

February 2025

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1. Overview

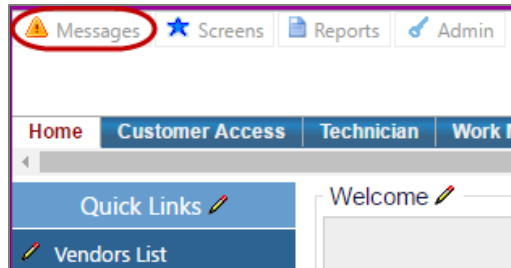
Just as maintenance and fleet management practices are becoming more active and less passive, software systems are expected to do the same. It is recognized that a static maintenance system no longer meets the needs of most organizations. A system that notifies you and provides timely information is essential for efficient and effective business operation. The Notifications module is an important first step in addressing this need.

The Notifications module provides:

- Instant alerts of important and need-to-know scenarios
- Flexibility in the what and how of notifications that lets you choose what scenarios are important to you and specify how the alerts should arrive (email, pager, on-screen messages)
- Better communication and information sharing between departments
- Instant value from the system without having to train your customers on the system
- A collection of out-of-the-box notification scenarios to get you started
- A tool that can create custom notification scenarios to meet the unique needs of your organization

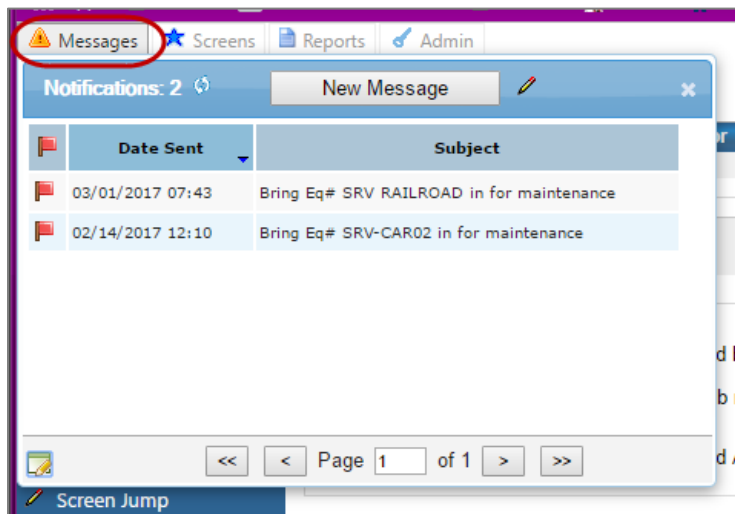
The Notifications module provides a means to send messages and, optionally, emails to its users. Because the integrated Send Message feature in the system is used, users can view notifications in the client GUI, Enterprise Portal, or all other Web Modules.

The Send Message feature

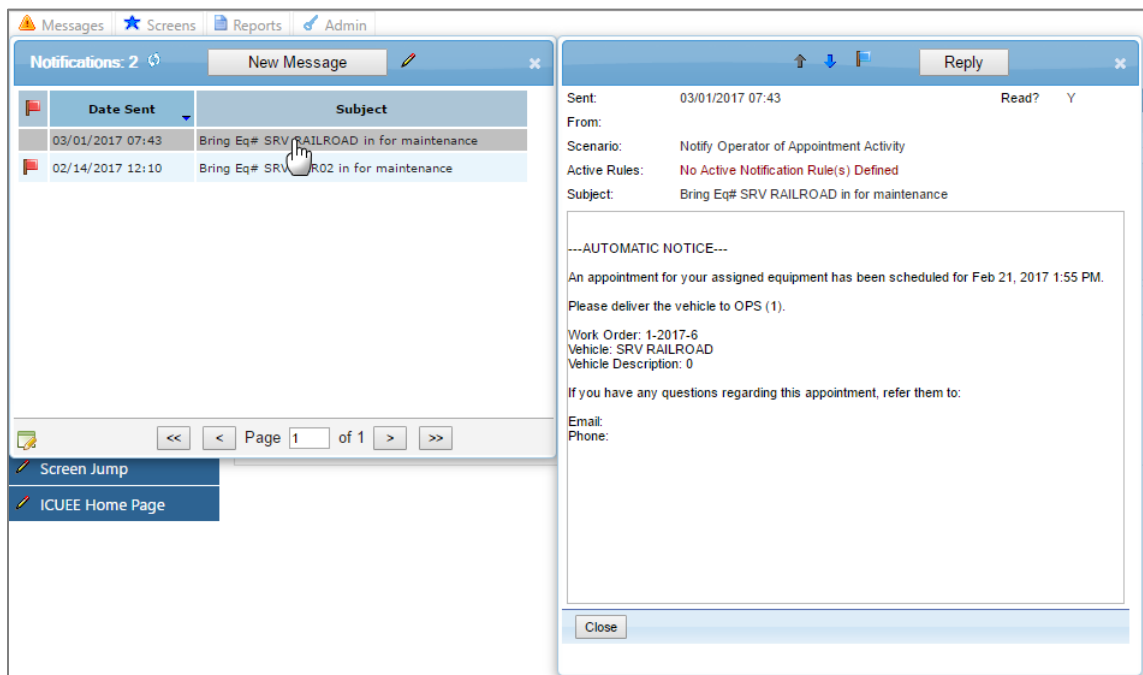


Notifications shortcut in Web Modules

1. Click the shortcut to see the list of notifications



2. Select the notification to view details



The screenshot shows the 'Notification Portal' interface. At the top, there's a header with a pencil icon. Below it, a 'Messages' section has two radio buttons: 'ALL' and 'UNREAD', with 'UNREAD' selected. A table displays a single message with columns: 'Read' (containing 'N'), 'Action' (containing a 'View' button), 'Scenario' (containing 'Notify Operator of Appointment Activity'), 'Date' (containing '02/14/2017 12:10'), and 'Subject' (containing 'Bring Eq# SRV-CAR02 in for maintenance'). Below the table is a 'Message Summary' section with a list: '1 Unread', '1 Read', and '2 All'. At the bottom, there's a section titled 'What do you want to do?' with a 'Configure Notification Rules' button.

Read	Action	Scenario	Date	Subject
N	<button>View</button>	Notify Operator of Appointment Activity	02/14/2017 12:10	Bring Eq# SRV-CAR02 in for maintenance

Message Summary

- 1 Unread
- 1 Read
- 2 All

What do you want to do?

Configure Notification Rules

Viewing notifications via a Notifications tab

Requirements

Application 25.x

Web Modules 25.x

MAXQueue 25.x

Assumptions

This guide assumes familiarity with workflows and configuration of the application and MAXQueue.

- ❗ The intended audience for this Notifications Admin Guide is IT (Information Technology) staff. Please ensure that the individual installing and configuring Notifications is from your IT department.
- ❗ Do not use the browser's **Back** button in the Web Modules as unanticipated results may occur.
- ❗ Do not open or use the same instance of the web portals in multiple browser windows or tabs. This can cause errors or unexpected performance issues.

2. Installation and Upgrade



Refer to the *Administrator Guide, Install and Configure Web Modules* section for instructions on installing and upgrading Web Modules.

Refer to the *MAXQueue Configuration Guide* for step by step instructions to configure MAXQueue. If you do not already have MAXQueue installed, contact support (contact information available on the second page of this document) in order to receive an installation package.

If you are upgrading a MAXQueue instance version for 13.1 and later and the Notifications Module is installed, it will require manually running a SQL script. Navigate to [Deployment]\MAXQueue\Server\dbinit\[Database Type] and select the Notifications_Upgrade.sql script. Run this script against the database as the EMSDBA user.

3. Viewing Notifications

Notifications may be viewed via a shortcut or a tab (legacy method). It is necessary to create either the shortcut or tab for the Notifications Module to view and process transactions.

 It is recommended to use the Shortcut to view notifications. If using the Tab, transition to the shortcut and removal of the tab is recommended as cross browser support validation will not be maintained.

Please refer to the *Administrator Guide, Completing the Web Modules Installation/Upgrade Process - Managing Shortcuts* section for detailed instructions on adding shortcuts and configuring security access to those shortcuts.

Please refer to the *Administrator Guide, Web Modules Configuration - Adding Modules and Tabs* section for detailed instructions on adding new tabs and configuring security access for those tabs.

4. Configuring Notifications

When configuring Notifications, refer to the *Notification Scenarios* section in the *Directory of Notifications* and [Enable Email and Printer Functionality](#) sections below.

This section provides an explanation of the various states of the Shortcut Icon states and what they represent. It also outlines how to configure the Notifications Shortcut and the Notifications Tab.

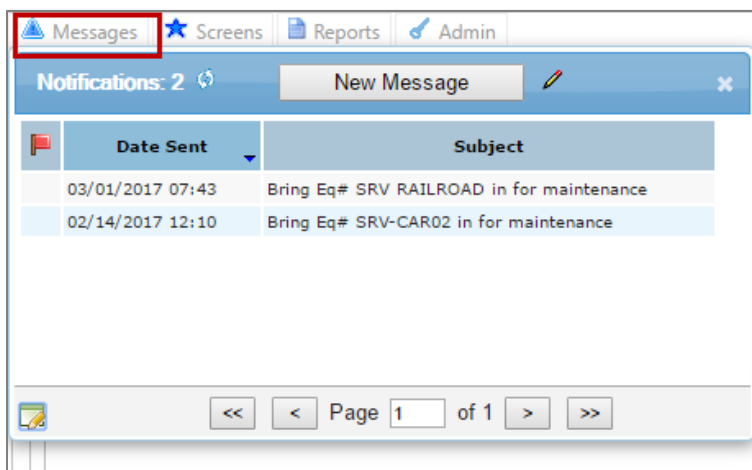
 When configuring global or user notification rules, you must install and configure at least one notification from *Notification Scenarios* section from the *Directory of Notifications*. Failure to do so will result in no notifications listed in the Scenario drop-down list and you will not be able to create or set a global or user notification rule.

The Shortcut Icon States

The Notifications shortcut takes the user to the Notifications pop-in to access notifications and messages. Refer to the *Notifications Messenger User Guide* for details about Messenger functionality. Before configuring the shortcut, it is necessary to understand the various icon states. The shortcut is represented by a triangle icon. The state of the icon indicates whether new or unread notifications exist in your queue as shown in the sample screenshots below.

Blue Messages Icon

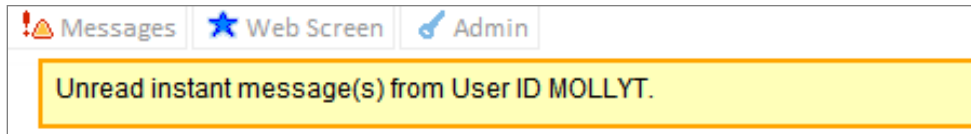
A blue triangle indicates that no new messages or unread notifications exist in the queue. When you click the blue icon, the list of previously read notifications displays.



Alert Messages Icon

The Alert icon: A red exclamation mark outside a yellow triangle indicates a new (unread) message or notification came in during your logged in session. The title of the item displays

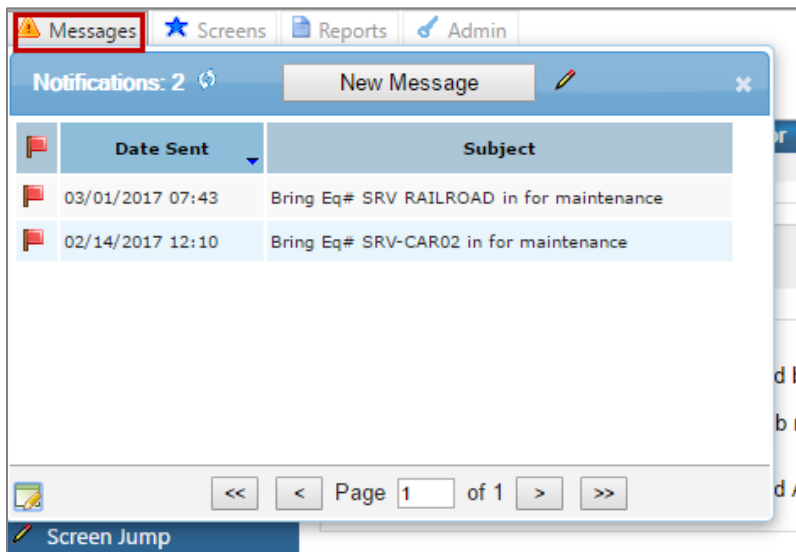
briefly highlighted in yellow as shown in the image below. This Alert message only displays when the user is logged in.



When you click the Alert icon, it changes to an unread message icon (yellow triangle with red exclamation mark inside).

Unread Messages Icon

The Unread Message icon: A yellow triangle with a red exclamation mark inside indicates there are unread notifications or messages in your queue.

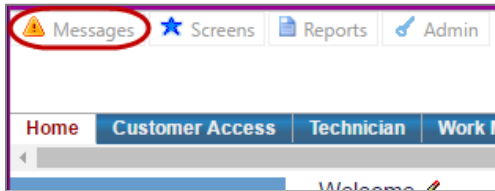


After clicking the unread messages icon, the Notifications pop-in displays. The icon remains in this state until all the notifications have been read.

Configure the Shortcut

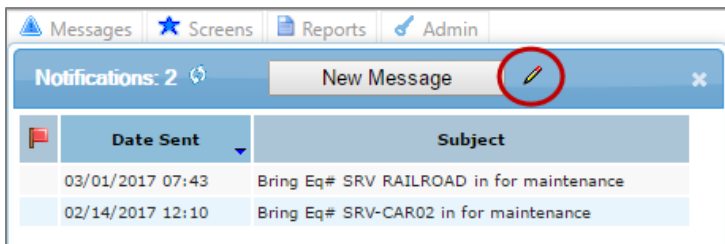
To configure the Notifications Shortcut:

1. Log in as an Administrator and click **Messages**.



The Notifications pop-in displays.

2. Click the pencil icon.



The Notification Portal Settings page displays.

Notification Portal Settings

Global Notification Rules

☐ Disable All ☐ Enable All

Notification Scenario | ALL

Disabled	Scenario	Action	Destination	Date Created	Forward as Read
☐	Notify Warranty Department that an Equipment Claim has been created	Edit Delete	EMAIL:FAUSER	05/10/2017 14:51	N
☐	Work Order or Single item sum exceeds threshold value	Edit Delete	EMAIL:FAUSER	02/08/2017 15:21	N
☐	DEFAULT	Edit Delete	NONE	07/30/2013 13:33	N
☐	Notify Repair Location that Service Request has been created	Edit Delete	EMAIL:FAUSER	01/23/2017 11:58	N
☐	Notify VIP of Work Order put in Service Status XYZ	Edit Delete	EMAIL:FAUSER	12/22/2016 10:10	N

[Define New Rule](#)

User Group Notification Rule Access

Allowed

ALLOCATION AND ASSIGNMENT OP:
ALLOCATION ASSIGNMENT ADMIN
BX-EMPLOYEES-GROUP
CNGROUP1
CNGROUP2
COMPONENTS
CONTROLLER_RUS

Denied

AUTOMATION
KRISHNA

[Add](#) [Remove](#)

Common Settings

Set the number of notifications to display per page

What do you want to do?

[Cancel](#) [Save](#)

Set Global Notification Rules

When you first open the Notification Portal Settings page, you will notice in the Global Notification Rules section of the page. A message reads **No Global Notification Rules Defined.**

To set global Notification rules:

1. Click the **Define New Rule** button to define a notification rule.

Notification Portal Settings

Global Notification Rules

☐ Disable All ☐ Enable All

Notification Scenario: ALL

Disabled	Scenario	Action	Destination
☐	Notify Warranty Department that an Equipment Claim has been created	Edit Delete	EMAIL:FAUSER
☐	Work Order or Single item sum exceeds threshold value	Edit Delete	EMAIL:FAUSER
☐	DEFAULT	Edit Delete	NONE
☐	Notify Repair Location that Service Request has been created	Edit Delete	EMAIL:FAUSER
☐	Notify VIP of Work Order put in Service Status XYZ	Edit Delete	EMAIL:FAUSER

Define New Rule

User Group Notification Rule Access

Allowed

ALLOCATION AND ASSIGNMENT OP:
ALLOCATION ASSIGNMENT ADMIN
BX-EMPLOYEES-GROUP
CNGROUP1

Denied

AUTOMATION
KRISHNA

Add Remove

The Global Notification Rule - New page displays.

Notification Portal Settings

Global Notification Rule

New

Scenario: DEFAULT

Destination: NONE

☐ Disable

What do you want to do?

Save Cancel

2. Select a **Scenario** and **Destination** from the drop-down boxes.



Note: If you check the **Disable** box, it stops notifications from being sent to the destination defined for the scenario.

3. In the Destination drop-down, configure the destination accordingly when selecting **EMAIL** or **PRINTER**.

- For **EMAIL**, enter an email address, or leave as **FAUSER**. If this is left as FAUSER, the user getting the notification message will also get the email based on whether the associated employee's or operator's email is available. You can also select **Flag Notification as Read** if desired.

- For **PRINTER**, enter the **Printer Path** and select **Flag Notification as Read** if desired.

 To send a message to a phone as a text, select the **EMAIL** option. When entering the email address, you will need to know the carrier for the phone you are sending. Once you know the carrier, you can find what their email address is for sending texts to phones. For example, if a user has an AT&T phone, the format for that email is: **5551234567@txt.att.net**.

4. Click **Save** to save the new rule.

You are returned to the Main Notification Portal Settings page where the newly defined scenario displays in the list.

Once a notification rule scenario exists in the list, the **Disable All** and **Enable All** checkboxes allow you to disable or enable all the notification rules that have been set at once. These checkboxes do not disable or enable the notification itself, only the notification rules for sending the notification through email and to the printer. Recipients will receive system messages even if

Disabled is checked. You may check or uncheck the **Disabled** checkbox next to each scenario individually to disable that specific scenario if it is subscribable.



For more information on notification scenarios, and whether they can be subscribed to by email or printer, refer to the *Directory of Notifications*. Only subscribable notifications are affected by the **Disable** or **Enable** checkboxes.

Notification Portal Settings

Global Notification Rules

☐ Disable All ☐ Enable All

Notification Scenario: ALL

Disabled	Scenario	Action	Destination
☐	Notify Warranty Department that an Equipment Claim has been created	Edit Delete	EMAIL:FAUSER
☐	Work Order or Single item sum exceeds threshold value	Edit Delete	EMAIL:FAUSER
☐	DEFAULT	Edit Delete	NONE
☐	Notify Repair Location that Service Request has been created	Edit Delete	EMAIL:FAUSER
☐	Notify VIP of Work Order put in Service Status XYZ	Edit Delete	EMAIL:FAUSER



The configuration of Global Notification Rules is the same on the Portal Settings page as it is for the user specific notification rules configuration page. See the [Create/Edit/Delete User Notification Rules](#) section below for more detailed information on user specific notification rules.

Edit or Delete a Global Notification Rule

To edit a global notification rule:

1. On the Notification Portal Settings page, click **Edit**.

Notification Portal Settings

Global Notification Rules

☐ Disable All ☐ Enable All

Notification Scenario: ALL

Disabled	Scenario	Action	Dest
☐	Notify Warranty Department that an Equipment Claim has been created	Edit Delete	EMAIL:FAUSER
☐	Work Order or Single item sum exceeds threshold value	Edit Delete	EMAIL:FAUSER
☐	DEFAULT	Edit Delete	NONE
☐	Notify Repair Location that Service Request has been created	Edit Delete	EMAIL:FAUSER
☐	Notify VIP of Work Order put in Service Status XYZ	Edit Delete	EMAIL:FAUSER

[Define New Rule](#)

The Global Notification Rule - Edit page displays.

Notification Portal Settings

Global Notification Rule

Edit

Scenario Notify Warranty Department that an Equipment Claim has been created New Rule - For Scenario

Destination EMAIL

☐ Disable

Destination Configuration

Email Address FAUSER

☐ Flag Notification as Read

What do you want to do?

Save Delete Cancel

2. If you want to create a new rule for the same scenario, click **New Rule – For Scenario**.

Notification Portal Settings

Global Notification Rule

Edit

Scenario Notify Warranty Department that an Equipment Claim has been created New Rule - For Scenario

Destination EMAIL

☐ Disable

The Global Notification Rule New – For Scenario page displays.

Notification Portal Settings

Global Notification Rule

New - For Scenario

Scenario Notify Warranty Department that an Equipment Claim has been created

Destination NONE

☐ Disable

What do you want to do?

Save Cancel

- i. Select the desired destination.
 - ii. Check the **Disabled** box, if desired.
 - iii. Complete the Destination Configuration information.
2. Click **Save**.

The edited rule appears in the list on the Main Global Notification Rules.

To delete a global notification rule:

1. On the Notification Portal Settings page, click **Delete**.

Notification Portal Settings

Global Notification Rules

☐ Disable All ☐ Enable All

Notification Scenario: ALL

Disabled	Scenario	Action	Destination
☐	Notify Warranty Department that an Equipment Claim has been created	Edit Delete	EMAIL:FAUSER
☐	Work Order or Single item sum exceeds threshold value	Edit Delete	EMAIL:FAUSER
☐	DEFAULT	Edit Delete	NONE
☐	Notify Repair Location that Service Request has been created	Edit Delete	EMAIL:FAUSER
☐	Notify VIP of Work Order put in Service Status XYZ	Edit Delete	EMAIL:FAUSER

Define New Rule

The Global Notification Rule Delete page displays.

Notification Portal Settings

Global Notification Rule

Delete

⚠ Are you sure you want to Delete the Global Notification Rule for Scenario "Work Order or Single item sum exceeds threshold value" and Destination "EMAIL:FAUSER"?

Confirm Delete of Notification Rule?

OK Cancel

2. Click **OK** to delete the global rule.

You are returned to the Main Notification Portal Settings, Global Notification Rules page and the rule no longer displays.

Set User Group Notification Rule Access

To continue configuring messages, set the **User Group Notification Rule Access**. Use this section to either allow or deny users the right to subscribe to a notification, or to set up their own personal notification rules.



Note: Only users that are in a user group flagged with system administrator rights are able to get to the Notification portal settings and global rule settings.

To deny a group access:

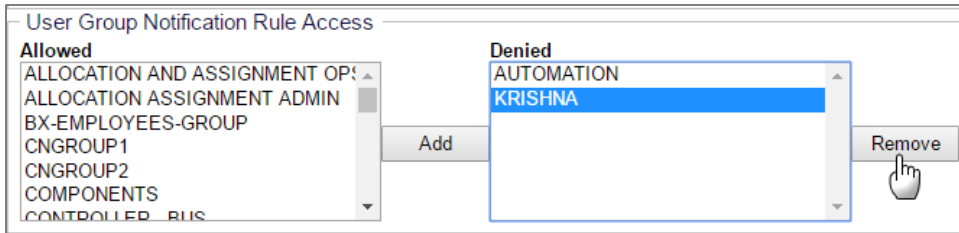
1. In the User Group Notification Rule Access area, the user groups that are given notification rule access are listed in the Allowed section. To deny a user group notification rule access, select the user group.

2. Click **Add**.

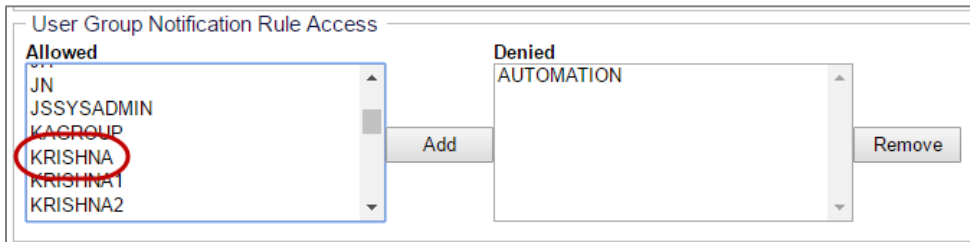
The User Group appears in the Denied list.

To remove a group from the Deny list:

1. Similarly, to remove a user group from the denied list, in the Denied list, select the user group.
2. Click **Remove**.



The user group now shows in the Allowed list.

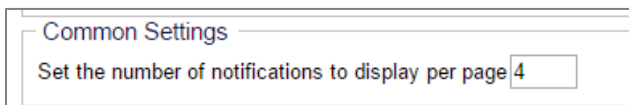


Set Common Settings

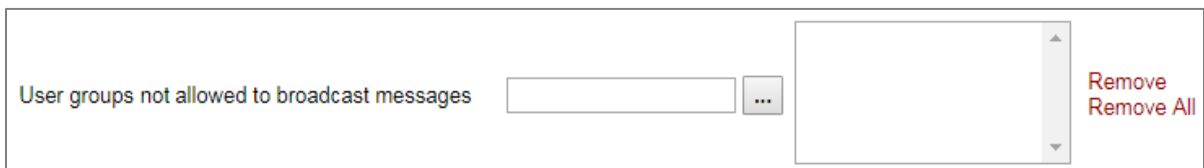
To complete messages configuration, go to the **Common Settings** area of the Notification Portal Settings page.

To set the Common Settings section:

1. Determine how many notifications you want to display on each page and enter a number in the **Set the number of notifications to display per page** field.



2. Add User groups not allowed to broadcast messages using the search box.



3. Click **Save** to save the Shortcut configuration.

Create/Edit/Delete User Notification Rules

You can edit your subscriptions for notifications. Currently, the two supported notification options are email and printer. The **NONE** Notification option allows the user to specify that they do not want to be notified by an additional method.



The user will still receive messages. However, by defining a notification rule for the scenario DEFAULT using the destination NONE, the user is requesting that, by default, messages are not forwarded to any other destination. If the user has no other notification rules defined, the global rules applied by the system administrator (when editing the notification portal settings) are used.

To delete a notification rule:

1. On the Notification main page, click **Configure Notification Rules**.

The Your Notification Rules page displays.

2. Click **Delete** next to the rule being deleted.

A confirmation message displays.

- Click **OK** to delete the rule.

You are returned to the Your Notification Rules page and the rule no longer displays.

Configure the Tab

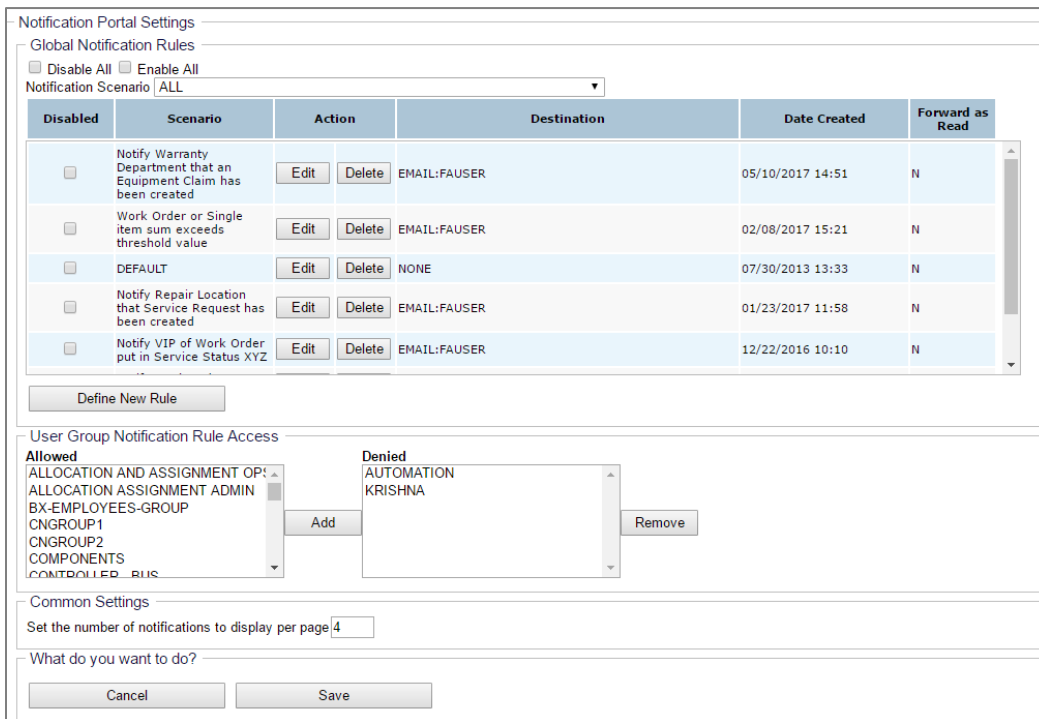
Configure the tab you will use for notifications to meet your needs.

To configure the Notifications tab:

- Log in to Web Modules as an administrator and click the tab for Notifications.
- Click the pencil icon to edit the Notifications settings.



The Notification Portal Settings page displays.



Disabled	Scenario	Action	Destination	Date Created	Forward as Read
☐	Notify Warranty Department that an Equipment Claim has been created	Edit Delete	EMAIL:FAUSER	05/10/2017 14:51	N
☐	Work Order or Single item sum exceeds threshold value	Edit Delete	EMAIL:FAUSER	02/08/2017 15:21	N
☐	DEFAULT	Edit Delete	NONE	07/30/2013 13:33	N
☐	Notify Repair Location that Service Request has been created	Edit Delete	EMAIL:FAUSER	01/23/2017 11:58	N
☐	Notify VIP of Work Order put in Service Status XYZ	Edit Delete	EMAIL:FAUSER	12/22/2016 10:10	N

Similar to configuring the Shortcut, on this page, you set global notification rules and user group notification rule access for the tab. Please follow instructions in the sections above to configure the tab. Refer to [Set Global Notification Rules](#) and [Set User Group Notification Rule Access](#) sections for the specific steps.

5. Required Settings and Optional Enhancements

The Notifications package and module contains numerous out-of-the-box notifications from which clients may choose. All of the notifications require setup and some basic configuration before they will deliver notifications to a user's Notifications screen (either through the Send Message screen or through the Notifications Portal). To be able to send an email or print the message, an additional service (Notification - Rules) is required.

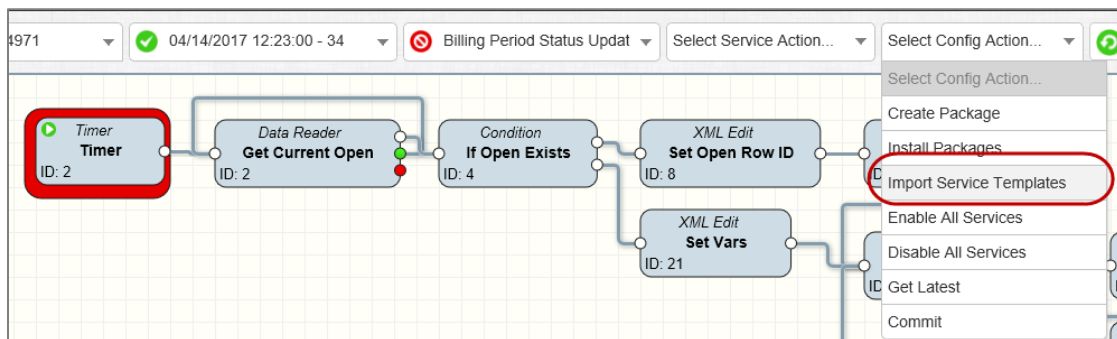
In addition to the basic configuration, there are some optional enhancements that can be performed against the out-of-the-box notifications listed below. One might want to turn a notifications into a VIP notification or customize the subject or body of the notification.

Enabling a Notification

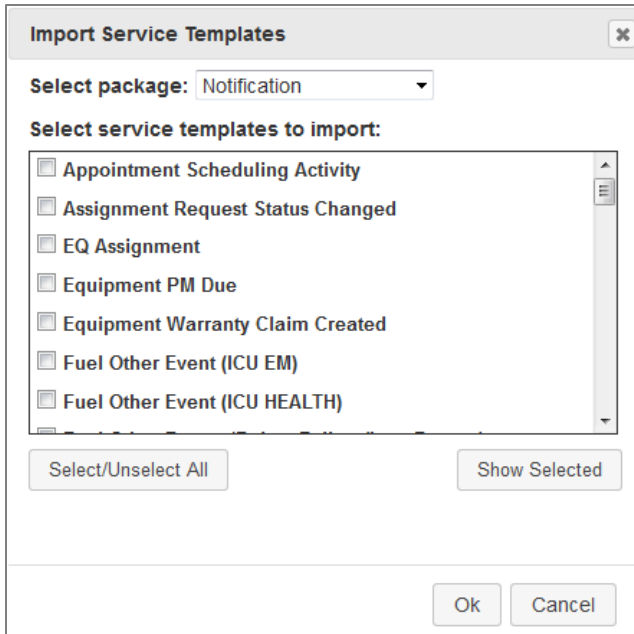
Creating and enabling notifications requires following the steps listed below. Repeat these steps for each notification your organization will use.

To create a notification:

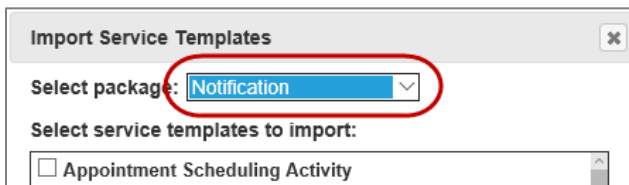
1. Open the MAXQueue Designer and select the appropriate **Instance** and latest **Configuration**.
2. Click the **Select Config Action...** drop-down list, and select **Import Service Templates**.



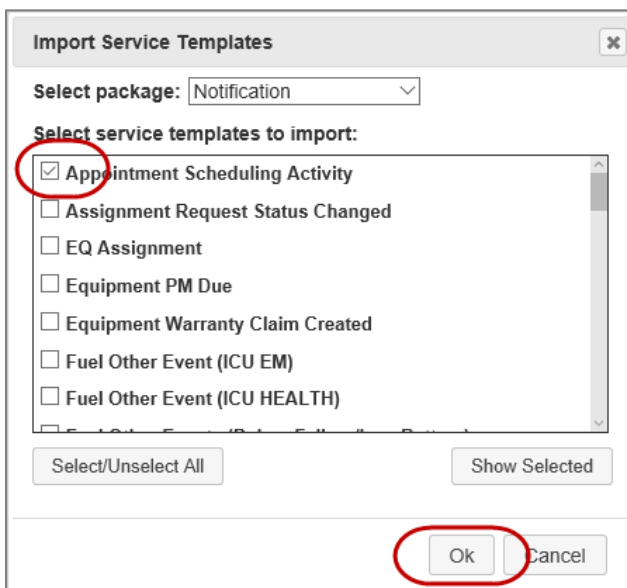
The Import Service Templates pop-in displays.



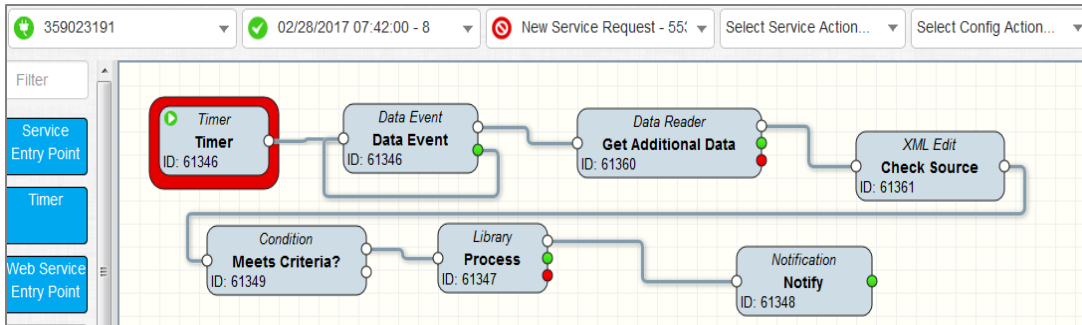
3. In the **Select package:** drop-down list, select **Notification**.



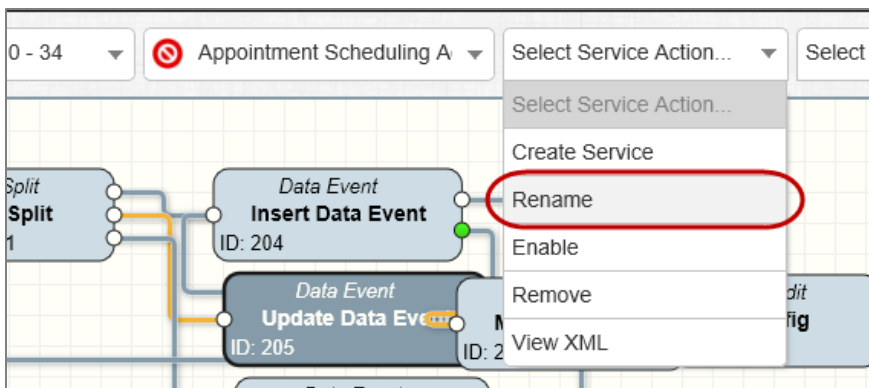
4. Check the box next to the notification to install or enable and click **Ok**.



Under the services drop-down menu you should now see the service you created as part of the list. You should now see the following if you select the New Service Request notification:

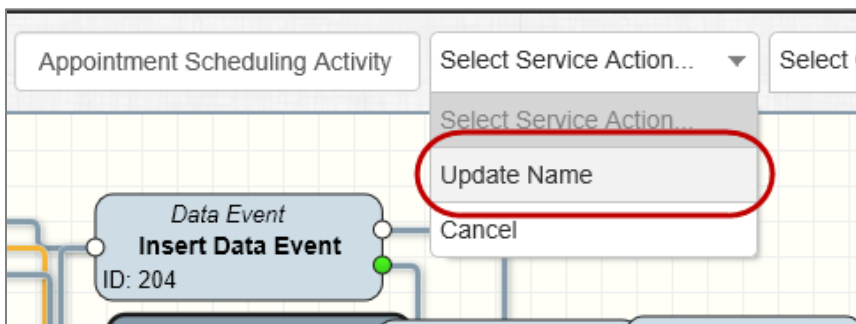


5. By default, all notifications are imported in a disabled status. If you have no plans to implement the notification at this point and just want to configure it, skip the next step. Otherwise, continue.
6. If you want to rename the service, select the **Select Service Action...** drop-down list and select **Rename**.

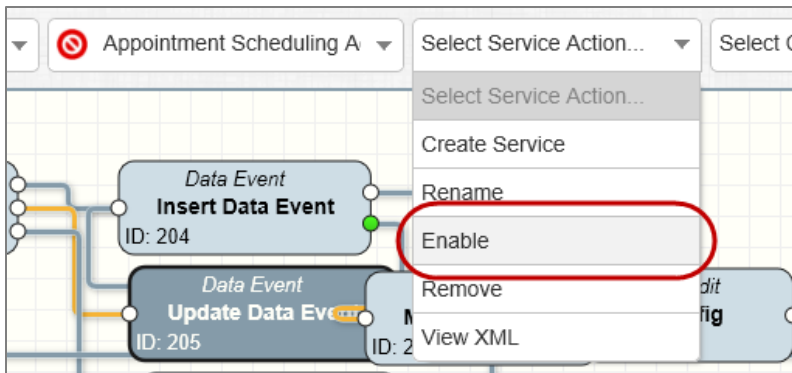


This sets the service name field as editable text.

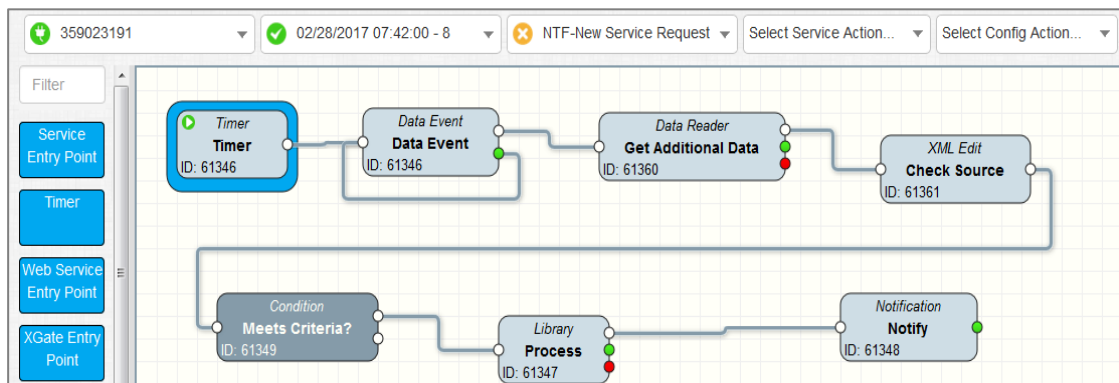
7. Click the **Select Service Action...** drop-down and select **Update Name** after renaming your service.



8. To enable the notification service, click the **Select Service Action...** drop-down list and click **Enable**.



The background of the first adapter in the service turns from red to blue. Blue signifies that the notification is enabled.



9. You can use the notification criteria defaults (if any exists) or change them as you choose.
 - i. Click an adapter to change the default values.

The following timer settings window displays when selecting the Timer adapter.

Timer

☐ Requires Review

Description:

Properties

Execution Type:

Process Every:

Comments

- ii. Click the edit pencil to change **Service Variable** settings.

*The following **Service Variables** settings are displayed when clicking the Edit button.*

Instance Configuration

☐ Requires Review

Description:

Instance Variables:

Variable	Value	Encrypt	Description
vars.DBType	MSSQL		
vars.FAUser		✓	
vars.FAPassword		✓	

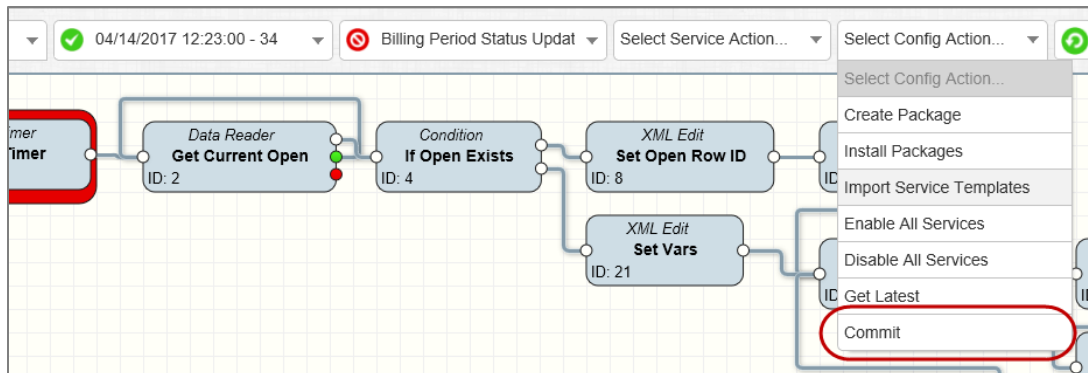
Service Variables:

Variable	Value	Encrypt	Description

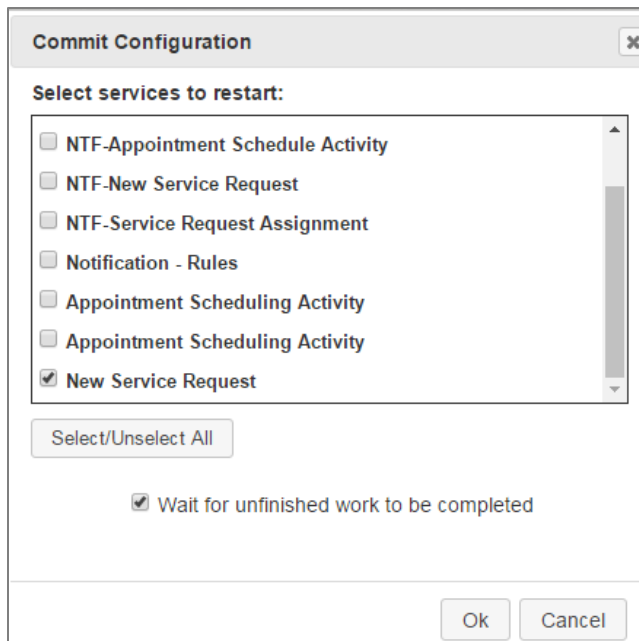


Note: Notification default configurations are unique to each notification. Please see the associated subsection within the *Directory of Notifications, Section 2. Notification Scenarios* for details about how to configure each notification. You can edit configurations in adapters by clicking each adapter to open the property panel. Service level configurations are edited by clicking the **Edit pencil**.

10. Once all the settings are in place, click the **Select Config Action...** drop-down list and select **Commit**.



11. In the new view that is displayed, select the checkbox for the notification service that you are working on, and click **Ok**. The notification is now enabled. Please proceed to the next section for instructions on how to trigger the notification.



Triggering Notifications

After following the steps above, the notification is enabled. The next step in the process is to trigger the notification. Triggering a notification can be done with either a Notification data event definition (trigger) or with a timer.

Enabling Data Events

Starting with version 17.0 and forward, all data events are managed by the MAXQueue Server, and users do not need to enable or disable data events in the MAXQueue Designer. When a service is disabled, all associated subscribers and data events are removed from the database.

Setting Timer Adapter

This section explains how to trigger notifications based on a Timer. The Timer adapter dictates whether a notification is executed based on a schedule or a frequency. All notifications have to have a timer adapter configured according to your business needs.

The screenshot shows the 'Timer' adapter configuration window. At the top, there is a title bar with the word 'Timer' and a small icon. Below the title bar, there is a checkbox labeled 'Requires Review'. Underneath, there is a 'Description:' label followed by a text box containing the word 'Timer'. A horizontal line separates the description from the 'Properties' section. In the 'Properties' section, there is an 'Execution Type:' label followed by a dropdown menu. The dropdown menu is open, showing three options: 'Schedule', 'Frequency' (which is highlighted in blue), and 'Schedule'. Below the dropdown, there is a 'Schedule Process:' label followed by another dropdown menu. The 'Execution Time:' label is followed by a text box containing '4:02 PM' and a clock icon. At the bottom of the window, there is a 'Comments' section with a large text area. Below the text area, there are two buttons: 'Save' and 'Revert'.

To run a notification on a schedule:

1. Click the Timer adapter.

The Timer adapter settings display on the right side of the page.

The screenshot shows the 'Timer' configuration form. At the top, there is a 'Timer' title with a clock icon. Below it is a checkbox labeled 'Requires Review'. The 'Description' field contains the text 'Timer'. The 'Properties' section includes a dropdown for 'Execution Type' set to 'Schedule', a dropdown for 'Schedule Process' set to 'Weekly', and a time selection for 'Execution Time' set to '4:02 PM' on 'Sunday'. There is a 'Comments' text area at the bottom, and 'Save' and 'Revert' buttons.

2. Select **Schedule** from the **Execution Type** drop-down list.
3. Select the appropriate **Schedule Process**.
4. Set the appropriate **Execution Time**.
5. Once all required fields have been set, click the **Save** button.

To run a notification on a frequency:

1. Click the Timer adapter.

The Timer adapter settings display on the right side of the page.

This screenshot shows the 'Timer' configuration form with the 'Execution Type' dropdown set to 'Frequency'. The 'Process Every' field is set to '3'. A dropdown menu is open next to the 'Process Every' field, showing options for 'Seconds', 'Minutes', and 'Hours', with 'Seconds' currently selected. The 'Description' field is 'Timer', and the 'Comments' section is empty. 'Save' and 'Revert' buttons are at the bottom.

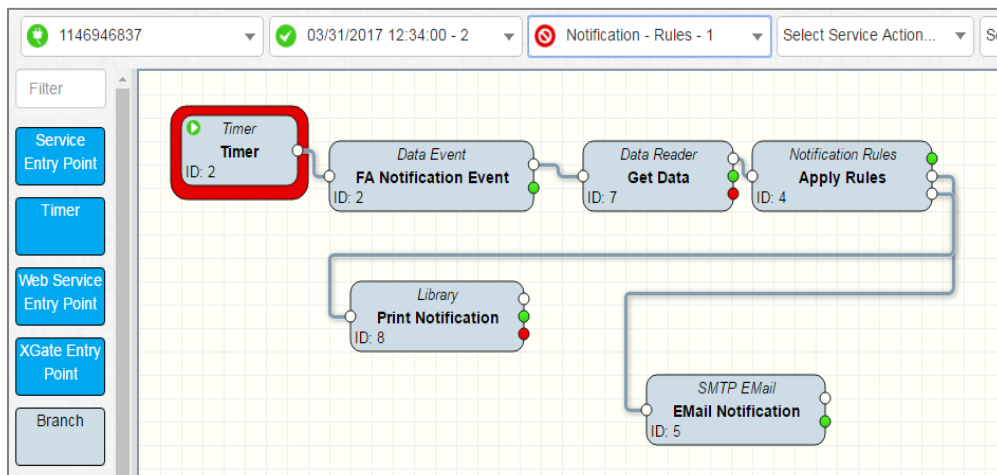
2. Select **Frequency** from the **Execution Type** drop-down list.
3. Input a value for the **Process Every** free form field and from the drop-down list choose to run by Seconds, Minutes, or Hours.
4. Click the **Save** button once all required fields have been set.

6. Enable Email and Printer Functionality

Enabling and configuring just the notifications will send a message to the user, it will not send an email or the message to a printer. An additional service is required to enable email and printing.

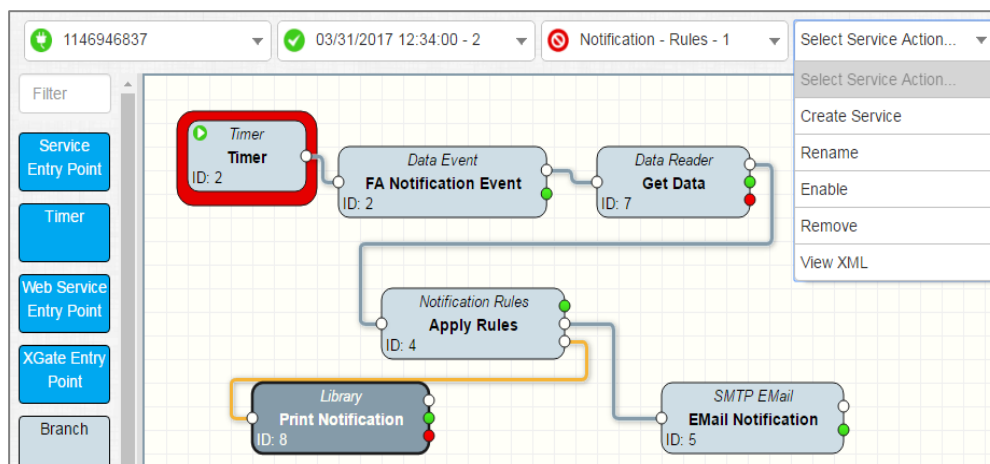
To enable the Notification – Rules service:

1. After installing Notifications, in the MAXQueue designer, select the Notification – Rules service.

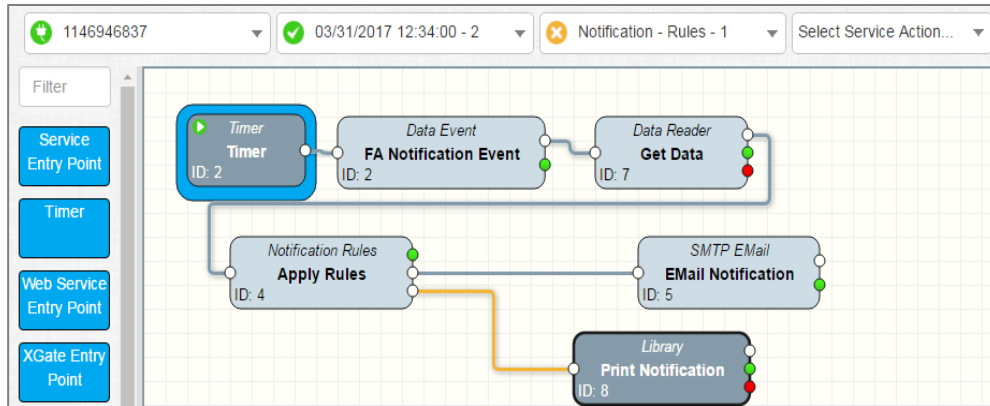


*By default, all notifications are imported in a disabled status. If you have no plans to implement the **Notification Rules** at this time and just need to configure it, skip to step 4 below. Otherwise, continue to the next step to enable the Notification Rules service.*

2. To enable the **Notification Rules** service select the **Select Service Action...** drop-down list and click **Enable**.



3. The first adapter in the service turns from red to blue. This signifies that the **Notifications Rules** service is now enabled.



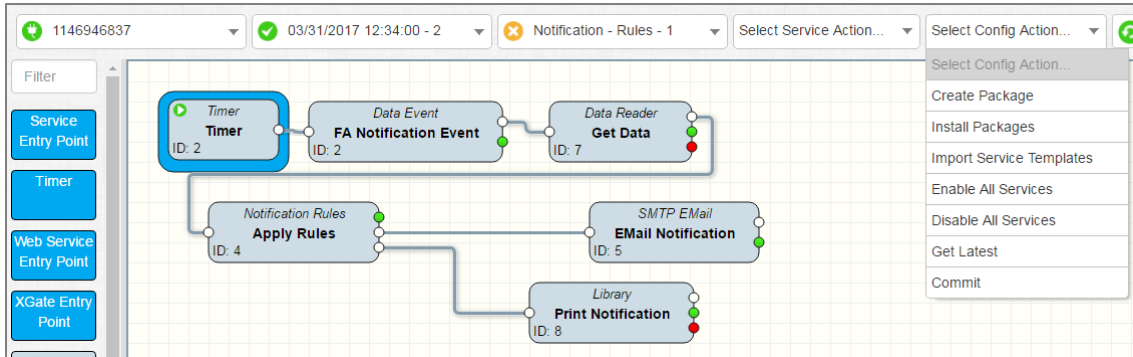
4. Click on the **Email Notification** adapter.

The SMTP EMail window displays on the right side of the screen.

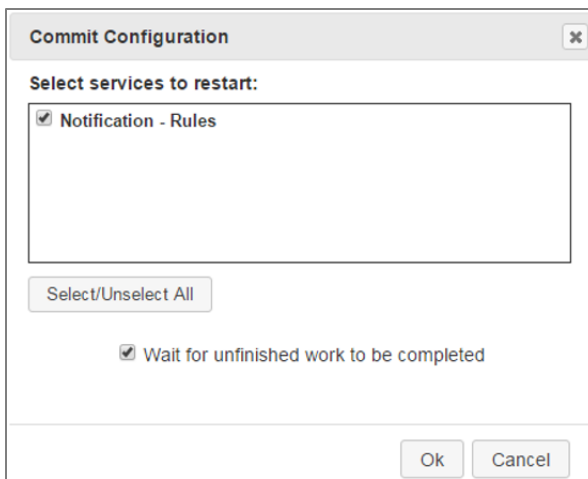
5. In the **Name/Address** field, enter the IP or DNS name to your email server and click **Save**.

 For notifications to be sent through your email server, your email server must allow a defined user ID and password, as well as anonymous access.

- Once all your changes are completed, in the **Select Config Action...** drop-down list select **Commit**.



- In the **Commit Configuration** window that appears, check **Notification – Rules** and click **Ok**.



- You can now use notifications via email and printer.

 **Note:** Printing does not need any extra steps to enable. When choosing a destination when creating a new notification rule, choose **Printer** to send the notification to a printer.

