

Version 25



Trapeze
Enterprise Asset Management

SLA Snapshot

MAXQueue Module 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.

SLA Snapshot - Configuration Guide

Version 25.x

February 2025

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1. MAXQueue Module Prerequisites

The SLA Snapshot interface requires a base installation of Web Modules.

The SLA Snapshot interface also requires that the Web Reporting module be installed – this provides the ability to review the SLA Snapshot data via a Crystal Report.

Please ensure the Report Module is installed and configured to allow viewing of the SLA Snapshot reports (see the standard reporting documentation).



Please refer to the *Administrator Guides* and related documentation for the installation steps for the above-noted prerequisites.

2. Configuring the Service

By this point, you should already have installed the MAXQueue module for SLA Snapshot package.

To setup and configure this service:

1. Shut down the MAXQueueServer.exe if it is currently running.
2. Open the MAXQueue Designer.
3. Select your instance.
4. If your service is already created, skip to the next step. Otherwise do the following:
 - i. Open the **Select Service Action...** menu and click **Create Service**.
 - ii. Name your service **SLA Snapshot**, or something to that extent.
 - iii. Open the **Select Service Action...** menu and click **Add**.
 - iv. In the upper-left corner, click the **Adapters** menu and select **Service Packages**.
 - v. Find and click the SLA Snapshot option.
 - vi. Open the **Select Service Action...** menu and click **Import Service**.
5. Click the pencil on the far-right corner to open the settings panel.
6. Set the following service variables. Add them if they do not already exist:
 - **vars.FAUser:** The user that will create the snapshots.
 - **vars.FAPassword:** The password for the user.

- **vars.EquipAvailabilityFilters:** Filters for creating the snapshots. Reference the filters section below for configuring this, if you wish to use it.
7. Close the settings panel.
 8. Open the timer adapter's property window and set the time interval to the time you wish this service to execute. Save your settings by clicking **OK**.
 9. Open the **Select Config Action...** menu and click **Commit**.
 10. Ensure this service is selected in the following window, and click **OK**.

3. Filters

The SLA Equipment Availability screen allows you to set the following to use the filter to filter data:

- **Department ID:** The department specified on the SLAs.
- **Availability Location:** The location specified on the SLAs.
- **SLA Equipment Category:** The equipment category specified on the SLAs.
- **Include Additional Requirements:** An option to include the additional requirements in the filter.

These can be set by doing the following:

1. Open the MAXQueue Designer.
2. Select your instance and select the **SLA Snapshot** service.
3. Open the settings panel.
4. In the Service Variable section, there is a variable called vars.EquipAvailabilityFilters. There are two ways you can configure this:
 - i. **Leave it blank:** when left blank, the service will look in all departments, locations and categories, while setting include additional requirements to 'N'.
 - ii. **Enter information based on the following rules:**
 - a. The Equipment Availability filter is looking for text in the format DeptID,AvailLocID,SLAEquipCat,IncludeAddReq.
Example: SLADept,SLALoc,SLAEquipCat,Y
 - b. Any of these fields can be replaced by a % instead of an actual value to treat it as a 'retrieve all' value.
 - c. If you want multiple snapshots created, you can chain these values together by using a | symbol, located above the enter key on your keyboard.
Example: SLADept1,SLALoc1,SLAEquipCat1,Y|
SLADept2,SLALoc2,SLAEquipCat2,N|
SLADept3,SLALoc3,SLAEquipCat3,Y
5. Close the settings panel, open the **Select Config Action...** menu.
6. Click **Commit** and click **OK**.

4. Configuring Multiple Services

Many clients wish to have these snapshots created at different times of day for different filters. For example, creating a snapshot at 12 p.m. for all with a SLA Equipment Category of EveningVehicles and creating a snapshot at 12 a.m. with a SLA Equipment Category of DayVehicles.

To achieve this, create a second service to handle the second time frame. Return to the [Configuring the Service](#) section, create another service (using a different name), create the variables, and save it.