

# Module 13 Troubleshooting Notifications

**Instructor:**

# Important INSTRUCTOR Notes

## ■ Hidden Slides Have Diagonally Slashed Numbers Box Located On The Left Side, Slide Preview Pane

- **Note:** During Outline Preview  
Numbers Are Not Boxed Or Slashed

## – To HIDE / UNHIDE A Slide

Select From The Preview Pane

(Individually Or In Groups)

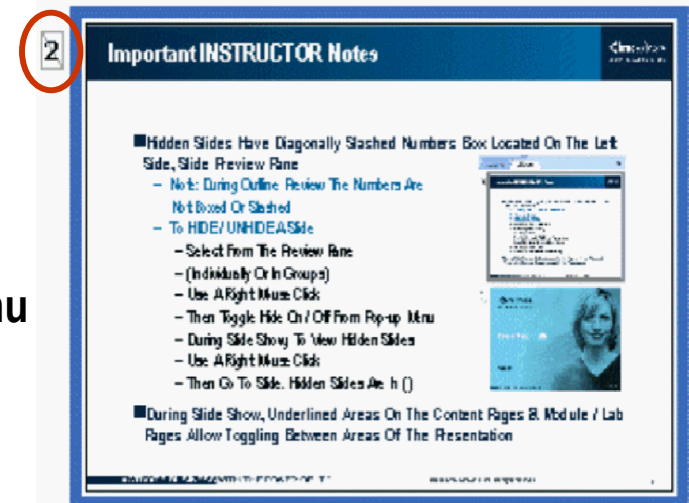
Use A Right Mouse Click

Then Toggle Hide On / Off From Pop-up Menu

During Slide Show, To View Hidden Slides

Use A Right Mouse Click

Then Go To Slide. Hidden Slides Are In (2)




## ■ During Slide Show, Underlined Areas On The Content Pages & Module / Lab Pages Allow Toggling Between Areas Of The Presentation

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# Module 2: Lesson 1

## Lesson 1: Troubleshooting Notifications

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# Underlying Data Structure

## ■ Events

- Incident Assignment
- Change Assignment
- Broadcast Notification
- Resolution Notification

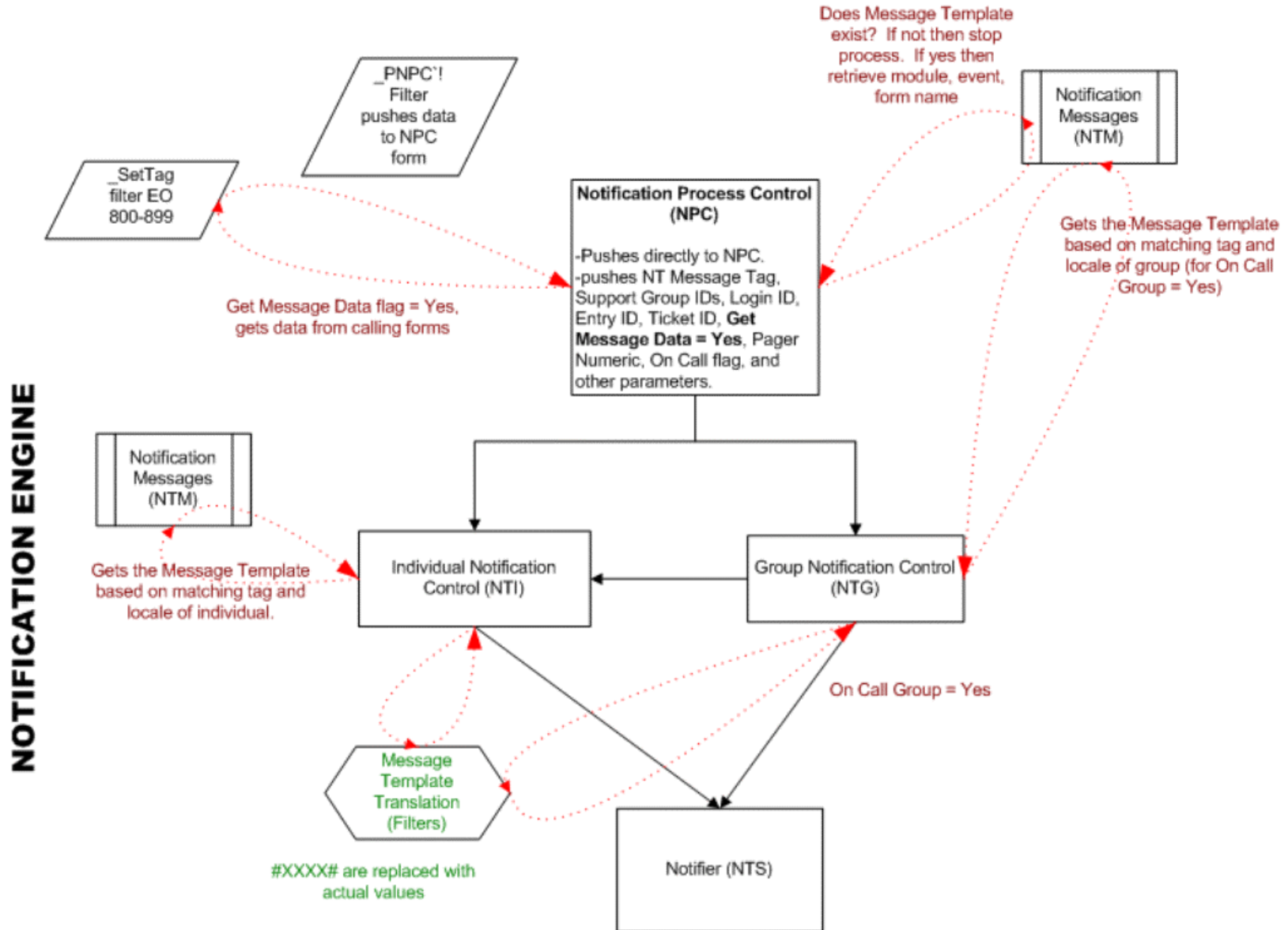
## ■ Architecture Of Notification

# Data Structure

## ■ Forms

- SYS:Notification Messages..... #field reference#
- NTE:SYS-NT Process Control
- NTE:SYS-Individual NT Control
- NTE:SYS-Group NT Control
- NTE:Notifier

# Architecture Of Notification

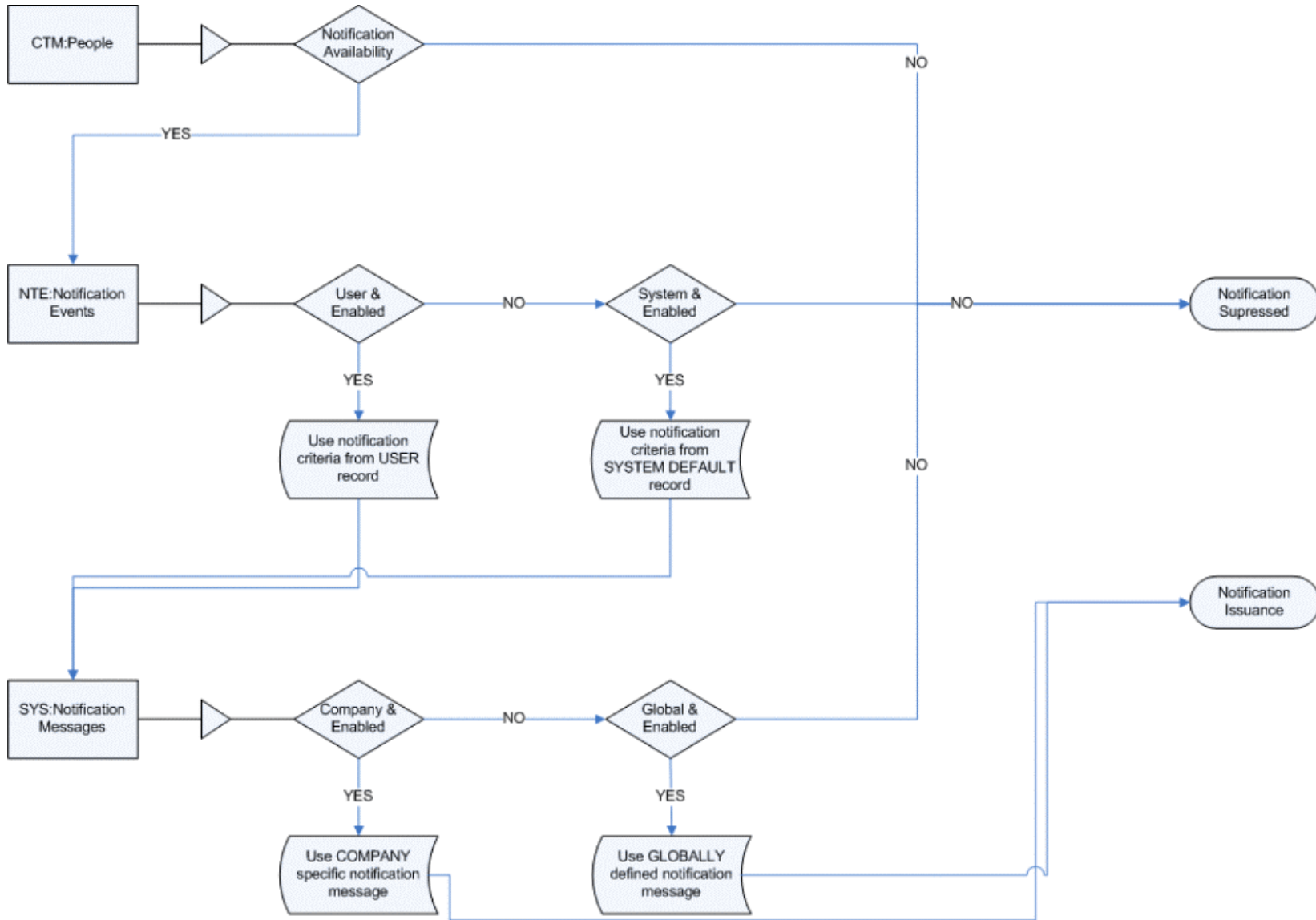




# Troubleshooting Techniques

- **Notification Audit Log**
- **Language Set On People Form**
- **Schema Sort Order - Application Configuration**
- **User Defined Message vs. System Default**

# Troubleshooting Flow



# Filter Log Review (1)

- > **Checking HPD:INC:NTCustConfirm\_851\_SetTag (851)**
- > **--> Passed -- perform actions**
- > **0: Set Fields**
- > **z1D Notification Message Tag (1000003702) = HPD-INC-CustomerReceiptConfirmation**
- > **z1D NT Internet Email (1000003864) =**
- > **z1D Notification Type (1000003751) = 1**
- > **z1D NT On Call Group Flag (1000003714) = No**
- > **z1D NT Remedy Login ID (1000003713) =**
- > **z1D NT Support Group ID (1000003711) =**
- > **z1D NT Pager Message Numeric (1000003717) =**
- > **1: Call Guide**

## Filter Log Review (2)

- > **Checking HPD:INC:NotificationGenerator\_899\_PNPC`! (899)**
- > **--> Passed -- perform actions**
- > **0: Push Fields**
- > **Direct Contact Person ID (1000005791) = PPL000000000006**
- > **Direct Contact Department (1000005787) = Supply Systems - Air Ops -FR**
- > **Direct Contact Company (1000005781) = My Company**
- > **Pager Message Numeric (1000001005) =**
- > **Resolution Category (1000002488) =**
- > **Resolution Target Date (1000002613) =**
- > **Notification Type (1000003148) = 1**
- > **Notification Message Tag (1000003667) = HPD-INC-CustomerReceiptConfirmation**

## Filter Log Review (3)

*Start processing on NTE:SYS-NT Process Control*

> *Checking NTE:NPC:ChkNotificationMsgExist\_015 (15)*

> *--> Passed -- perform actions*

> *0: Set Fields*

> *Form Name01 (1000000101) = HPD:Help Desk*

> *z1D Char01 (1000000058) = NTM000000000754*

> *Notification Event (1000000751) = 10000*

> *Module Name (1000000750) = 14000*

# Filter Log Review (4)

- > *Checking NTE:NPC:GetPreferences\_150\_People-Email (150)*
- > *--> Passed -- perform actions*
- > *0: Set Fields*
- > *Individual Notifications (1000000773) = 0*
- > *Locale (160) = en\_US*
- > *Remedy Login ID (1000000581) = sam\_submitter*
- > *Internet E-mail (1000000048) = sam\_submitter@remedy.com*
- > *1: Set Fields*
- > *Pager Notification (1000000856) = 1*
- > *Use Business Hours (1000000439) = 1*
- > *Use Business Holidays (1000000440) = 1*
- > *Remedy Notification Method (1000000755) = 2*

## Filter Log Review (5)

- > *Checking NTE:NPC:CreateNTRecord\_180\_PNTI (180)*
  - > *--> Passed -- perform actions*
  - > *0: Push Fields*
  - > *<deferred to phase 2>*



# Form Control

## ■ Individual / Group Control Form

- Replace #field references#
- Determine whether or not to use Business Hours
- Push to NTE:Notifier form



# Module 13: Lesson 2

## Lesson 2: Module Summary

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# Module 2: Lesson 2 - Module Summary

## ■ Lesson 1 - Troubleshooting Notifications

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- **Architecture Of Notification**
- **Reviewing Filter Log In The Context Of Notification Engine**
- **Audit Log**

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