

Using embedded URL for email notifications

If you are using Visual Intercept Web as a part of your incident management solution, you can embed a URL in Visual Intercept e-mail notifications which links directly to the incident the notification is about. This type of URL is one of the more useful ways you can customize the content of e-mail notifications. The URL will be added to the incident e-mail template in the isnotesv.tpl file. This file is a text file located in the Visual Intercept installation directory on the computer running the Visual Intercept Notification Service. To have the URL placed in each notification you will need to add a URL with the following format to the incident template in this file:

```
http://<web server computer name or I.P. address>/<web application name>/default.asp?  
type=incident&name=$ID
```

For example, the URL for a Visual Intercept Web site named VIWebDev on a computer with the I.P. address 192.168.1.1 would be:

```
http://192.168.1.1/VIWebDev/default.asp?type=incident&name=$ID
```

Once the user clicks on the URL she will be taken to the Visual Intercept Web site and prompted to logon unless the Quiet Logon option has been turned on. Once users has pass the logon screen they will be taken directly to the web page for that Incident. Additional information on customizing Visual Intercept notifications is contained in the isnotesv.tpl