

Running Scheduled Monitor Jobs

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This article applies to the following:

Product Version: IssueNet 5.0 and later

Component(s): Architect

Solutions(s): All/who

IssueNet Monitor jobs can be used to send notifications on a scheduled basis based on an IssueNet query and trigger which are defined in the monitor job. This month's TechTip explains how to configure the Monitor Job using an XML file and schedule the Monitor Job using the Windows Scheduler.

Configure the Monitor Job

1. Place an .xml file of the following format on the server on which the monitor job will run.

```
<?culture-name en-US?>
```

```
<els:Job els:objType="Elsinore.Monitor.Job" els:assemblyName="Elsinore.MonitorEngine"
els:name="CustomerResponseNotification" xmlns:els="urn:Elsinore">
```

```
    <els:queryID>0ef6b37a-37a1-48a0-980f-ba4bed6e0eb4</els:queryID>
```

```
    <els:profileID>b517b9b1-fdff-4118-9df6-eb194c63a992</els:profileID>
```

```
    <els:logging>True</els:logging>
```

```
    <els:suspended>False</els:suspended>
```

```
    <els:triggers els:objType="Elsinore.Engine.Collections.ObjectIDArrayList"
els:assemblyName="Elsinore.Engine">
```

```
        <els:ObjectID>a55cff3-60e8-4bc2-ba23-0d2411899e36</els:ObjectID>
```

```
    </els:triggers>
```

```
</els:Job>
```

2. In the .xml file edit the values for the following tags and attributes to specify the behavior of the monitor job:

els:name – A string value which specifies the friendly name of the job which will be used to identify the job in any logging

<els:queryID></els:queryID> - A GUID value which specifies the query the monitor job will use to fetch records the job will process. For example, if you want the job to run a trigger on all open issues, pick or build a query in the Administrator which fetches all new issues, **Select |View** attributes from the menu bar and copy and paste the ObjectID value into the tag.

<els:profileID></els:profileID> - The GUID of the connection profile the monitor job will use to connect to the IssueNet database. Copy the GUID of the desired connection profile from the connections.xml which has the default location: C:\ProgramData\Elsinore Technologies

Note: The connection you choose must be set for automatic logon.

<els:logging></els:logging> - When this value is set to true the monitor job will write activity to a log file located in the default location: C:\ProgramData\Elsinore Technologies.

<els:suspended></els:suspended> - Setting this value to true will suspend the monitor job.

<els:ObjectID></els:ObjectID> - A GUID value which specifies the ID of an asynchronous trigger the monitor job will execute. For example, if you want the job to run a trigger which will send a notification, select or build an asynchronous trigger which executes the notification action action, **Select |View** attributes from the menu bar and copy and paste the ObjectID value into the tag.

Note: The trigger you choose must have its Event value set to 'asynchronous'.

Schedule the Monitor Job

Once the .xml file is configured the monitor job can be run on a schedule using the Windows Scheduler. The job defined in the .xml file is executed by the Elsinore.Monitor.exe which has the default location: C:\Program Files\Elsinore Technologies\IssueNet\Assemblies. The selection of scheduled task options will vary based on the version of Windows you are using. However, the minimum you will need to specify to run a monitor job are the location of the Elsinore.Monitor.exe and the location of the .xml file that defines the job.

For more information on topics not covered by this Tech Tip please review video tutorials and TechTips at www.elsitech.com. If you have questions beyond the scope of this Tech Tip, you may also contact Elsinore Technical Support Services at support@elsitech.com or 866.866.0034, option 2.