

Email Notification

Version 250+

Add More Productivity to your Met/Track® Database

Email Notification is a product from On Time Support that allows users to schedule automatic email deliveries of various metrology activities to customers or other personnel. Email Notification features include:

- ➔ Messages may include notifications that instruments are due for calibration, escalation reports, instruments significantly out of tolerance, instruments due for pickup, or even customer feedback surveys.
- ➔ Messages are automatically sent from a schedule which the user determines by using a simple web-based interface.
- ➔ Utilizes On Time Supports' **METDaemon (TM)** technology, designed to deliver a wide range of new applications.
- ➔ The program is easily installed on the MET/TRACK server and there is no client installation.
- ➔ Send HTML formatted emails that may, or may not, contain data to a list of recipients on a scheduled basis.
- ➔ Recipient lists may include a group of people, be sent to an individual, or sent to both groups and individuals.
- ➔ There is no limit to the number groups, nor is there a limit to the number of groups an individual may be included in.
- ➔ Task Scheduling is very versatile and there are many options.
- ➔ Dynamic Emails can now be addressed to multiple recipients. This can also be used as a method to CC someone else.
- ➔ Support for Read and Delivery Receipts.
- ➔ Secure SSL Email is supported.
- ➔ Updated METDaemon administrative program.

Example Email Report:

Instruments Due					
Asset	Mfg	Model	Description	Serial #	Due Date
VM0241	FLUKE	87	MULTIMETER	64030404	11/21/2011
SAMPLE-5520A	FLUKE	5520A	CALIBRATOR		10/31/2011
SAMPLE-5700	FLUKE	5700	CALIBRATOR	988901	10/26/2011
SAMPLE-GPIB	NATIONAL	GPIB		23131	10/26/2011
SAMPLE-RUSKA	DRUCK	7350	CALIBRATOR	21313	10/24/2011
FC0048	FLUKE	PM6666/016	PROGRAMMABLE TIMER/COUNTER	SM680956	10/23/2011
SAMPLE-5725	Fluke	5725A	BOOST AMPLIFIER	572500001	10/22/2011
VM0257	FLUKE	73 III	MULTIMETER	88780046	10/17/2011
CE0034	ASHCROFT	1305D-50	PORTABLE GAUGE TESTER	11329	10/16/2011
AL0442	BRUEL & KJAER	2238	SOUND LEVEL METER	2231488	10/14/2011
AL0441	BRUEL & KJAER	4188	MICROPHONE	2230908	10/09/2011
DL0063	CAMPBELL SCIENTIFIC	SM716	STORAGE MODULE	5055	10/08/2011
SAMPLE-VM2616	FAIRBANKS	42342334		23142342	10/07/2011
HP44701A	HP	44701A	VOLTMETER PLUG-IN	2919A11120	10/03/2011

New Email Server Configuration

Email Notification has a new Server Configuration:

- Configure SSL communication.
- Mask out the email column on dynamic email.
- Configure a special return email address.
- Configure delivery and read receipts (Email Server must support this feature).

Here is an example return receipt:

----- The following addresses had successful delivery notifications -----
 <dlynde@ontimesupport.com> (successfully delivered to mailbox)
 <jdegroot@ontimesupport.com> (successfully delivered to mailbox)

----- Transcript of session follows -----
 <dlynde@ontimesupport.com>... Successfully delivered
 <jdegroot@ontimesupport.com>... Successfully delivered

Easy to use Email Scheduler:

There are several different schedule types available including recurring schedules.

How Email Notification Works

When you send an email, it must consist of a recipient(s), email subject line, and text in the body of the email. Email notification is one of a family of programs based on the METDaemon Technology. The METDaemon has many capabilities including Email and HTML capabilities.

When an email is scheduled, the METDaemon Scheduler creates a job number and tracks the status of the email. Recurring emails are very common and they can easily be viewed in the METDaemon Administrative program.

Some systems will just send out an email without testing the email server first. If an email is sent and the email server is off-line, the message is lost and never gets delivered. The METDaemon solves this problem and ensures a proper email delivery.

Dynamic Email – A Very Powerful Feature

Since Email Notification was released in 2005, there have been some minor updates and customers have requested new features. When Email Notification was originally released, it became apparent the most used feature is the Dynamic Email. We should define the two types of email:

- **Static** Email – Similar to using Outlook where the user enters the recipients in the METDaemon Email list and the SQL statement must be configured for the specific users.
- **Dynamic** Email – The recipients are stored in the Met/Track Database and associated with the instruments. This could be configured as a Merge Table or Linked Validation List. A single SQL statement is configured that will send out the individual emails to the users with only the instruments pertaining to the recipient(s). The only changes necessary are changing the users/email addresses in Met/Track.

For Dynamic Email to work properly, the Met/Track Database must be configured to associate users with the assets. There are many ways to accomplish this and On Time Support can help.

The picture below shows an example of a Dynamic Email delivered to a specific recipient(s) using a letter format created with the METDaemon Format Configuration Tool. Letters like this are more descriptive and you can add email addresses for replies and special instructions.

Instrument Recall Report

- This calibration due notice is generated from the OTS database for equipment that you are responsible for. Please let us know if you are not in charge of this equipment account and provide the correct person to contact.
- Review the cal due list and determine if items are to remain calibrated or taken out of service and inform OTS of your intention as needed.
- All customers may ship your equipment to OTS via UPS or FedEx addressed to:

On Time Support, Inc.
25132 Oakhurst Dr, Suite 185
Spring, TX 77386

Or ship via Company Courier Mail to OTS, or call to schedule a pick-up by truck if within our delivery area.

If there are any questions, please call 281-296-6066 and ask for one of the following:

- Doug Lynde Lab Supervisor dlynde@ontimesupport.com
- Jason Degroot Customer Service Rep jdegroot@ontimesupport.com

Due Date	ID No	Manufacturer	Serial No.	Description	Company
01/24/2012	OTS08-502	FLUKE	N/A	AUTO-RANGING VOLT IND,C403-3374	ON TIME SUPPORT
01/24/2012	OTS09-766	FLUKE	N/A	AUTO-RANGING VOLT IND,C403-3374	ON TIME SUPPORT
01/24/2012	OTS11-008	FLUKE	N/A	AUTO-RANGING VOLT IND,C403-3374	ON TIME SUPPORT

Total Number of Records for this Report: 3

Dynamic Email allows for the database addresses to be stored in the Met/Track Database, where they are easier to manage. There are application notes and user manuals that describe the use of Dynamic Email. In previous versions, Dynamic Email only allowed one recipient. If you wanted to send a dynamic email to multiple recipients for the same group of instruments, the only solution was to create multiple tasks.

For example, you might have a primary and secondary instrument custodian for a group of instruments. The previous versions would require two separate tasks for the same group of instruments. This new version will send out the Dynamic Email two both recipients in one task. There are multiple capabilities.

On Time Support is available to help you get started, Fast! Let us know how we can help.

Ordering Information

Email Notification
5080 US Customers
5080-EUR Non US Customers

Email Notification w/ 5 Reports and 1 Custom Format
5080-5PKG US Customers
5080-5PKG-EUR Non US Customers

Email Notification w/ 10 Reports and 2 Custom Formats
5080-10PKG US Customers
5080-10PKG-EUR Non US Customers

Email Notification with METDaemon Responder
8116-PKG US Customers
8116-PKG-EUR Non US Customers

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