AE Guide for Queue Monitoring Set Up

QUEUE MONITORING ADMIN EMAIL ALERT

NAV/Ceres and Agency Express 3 maintain a bi-directional communication channel. In 2016 and 2017, Ceres and Agency Express were enhanced to provide the food bank with more proactive notification of problems with this bi-directional communication. This document addresses how to set up the Agency Express import error monitoring process. It also provides a list of common errors as an Appendix, that you may wish to provide to the team as a separate document.

When invalid data is sent from Ceres, the import of the files into Agency Express may fail. With this new feature set up in Agency Express, the system will trigger an email notification to a Food Bank admin(s) (or a group email) when an import error occurs. Then the Food Bank Admin can take further actions based on the message in the email to fix the data and manually re-synchronize the impacted data to update Agency Express.

To set up the Queue Monitoring Notification Email:

- Log on in Agency Express as Admin
- Once you are in on Agency Express in the Admin Mode. Choose the Set Up tab.
- Select Configuration Management
- Scroll to the Queue Monitoring Admin Email Alert

The default setting is OFF. And when it is set to OFF, Agency Express doesn't send the email alert. You need to opt in to have this proactive notification.

To turn the feature on – click **On** and **<Submit>.** *See screen shot on next page*.

1. Click on **Add** to add the food bank admin email address or a group email address you established in advance.
2. Click on **Edit** to edit the email address, and you can enter multiple email addresses separated by commas. Click on **Update** after you are done editing.
3. Click on **Delete** to remove the email address.

Each Food Bank has several options to setup the emails for Queue Monitoring Notification.

If you want the queue monitoring notification email to go to the special Admin Agency Shopper email as established in Ceres, please see Option 1.

- **Option 1**: Turn On Admin Email alert **without** adding Admin Email Address on the configuration. In this case, Agency Express sends an email to Admin Shopper as established in Ceres.

Queue Monitoring Admin Email Alert

Email Notification

Admin Email   ◉   ○   **Submit**
                  On Off

Admin Email Address
Enter multiple email addresses separated by commas

Add

Sorry no records found!

If you want the queue monitoring notification email goes to a particular admin or group email address different from your Admin Agency Shopper as established in Ceres, please see Option 2. If you want the queue monitoring notification email to be routed to both the Admin Agency Shopper as established in Ceres and a particular admin email address, please see Option 2 as well.

- **Option 2**: Turn On Admin Email alert and add Admin Email Address on the configuration. You can enter multiple email address separated by commas. *The system sends a notification email to the customized email address on the configuration page.*

Queue Monitoring Admin Email Alert

Email Notification

Admin Email   ◉   ○   **Submit**
                  On Off

Admin Email Address
Enter multiple email addresses separated by commas

		Email Address
Edit	Delete	Jwu@techbridge.org,Jwu@foodbank.org

Appendix: Sample Error Emails from Agency Express

1. Files of any type building up in the OUT folders on the Sync Server. Currently, the system checks the folder every 10 minutes and will send a notification when there is file stuck in OUT folder over 5 minutes.

Fri 9/2/2016 3:42 PM

donotreply@techbridge.org

Sandbox - Outbound File Issue: Sync Server
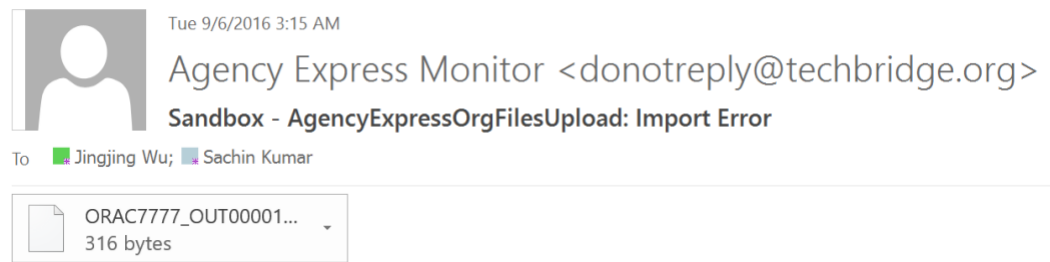
To ▪ Jingjing Wu; ☐ Jwu@foodbank.org

Error Code: 1000

The created date and time of the oldest files in C:\SyncVX\Out folder exceeds the validation duration established for traffic monitoring.

2. Transmitted files from Ceres failed to import in Agency Express
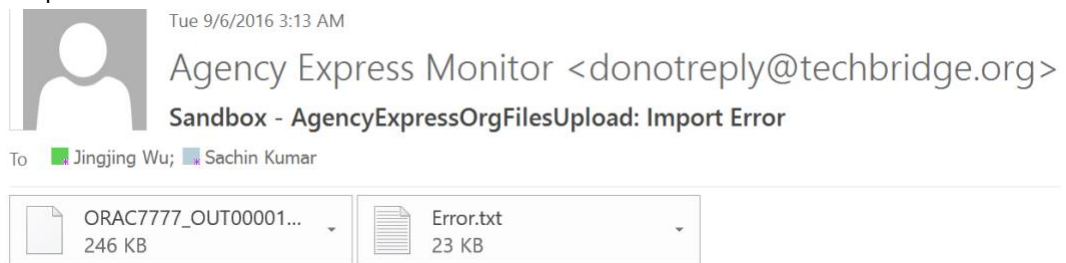   a. Failed Org Type of file due to incomplete data.
      The error will be triggered if there is incomplete data in Org type file on the mandatory fields, such as Shopper's First name, or Shopper's last name or Shopper's email.

Tue 9/6/2016 3:15 AM

Agency Express Monitor <donotreply@techbridge.org>

Sandbox - AgencyExpressOrgFilesUpload: Import Error

To ▪ Jingjing Wu; ▪ Sachin Kumar

ORAC7777_OUT00001...
316 bytes

Error Code: 1001

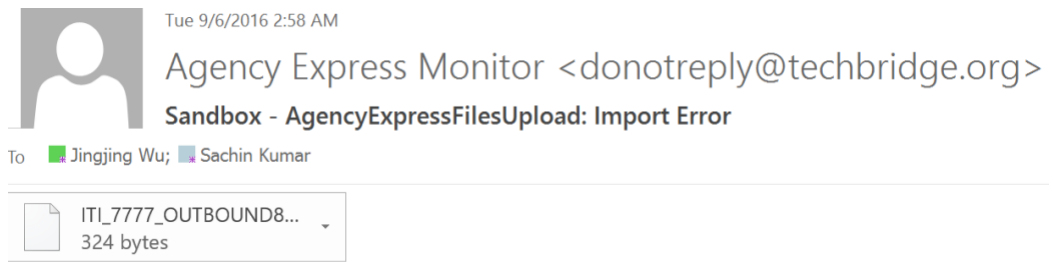The attached file failed to upload into Agency Express due to incomplete data. File Type = ORG

   b. Failed Org Type of file due to incorrect data such as invalid character carried over from copy paste, or special characters & <

Tue 9/6/2016 3:13 AM

Agency Express Monitor <donotreply@techbridge.org>

Sandbox - AgencyExpressOrgFilesUpload: Import Error

To ▪ Jingjing Wu; ▪ Sachin Kumar

ORAC7777_OUT00001...
246 KB

Error.txt
23 KB

Error Code: 1002

The attached file failed to upload into Agency Express due to incorrect data. File Type = ORG
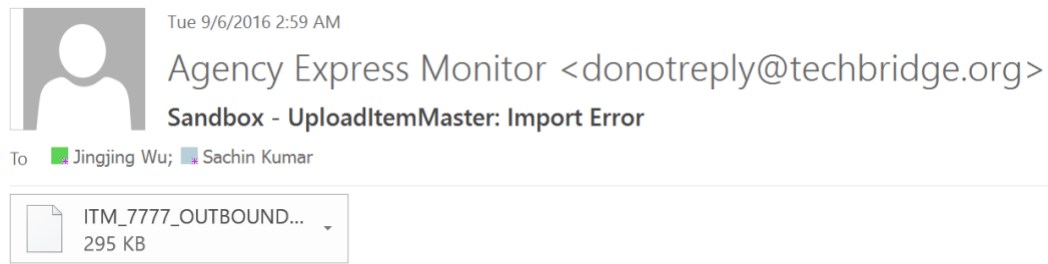
c. Failed ITI file due to incorrect data such as invalid character carried over from copy paste, or special characters & <

Tue 9/6/2016 2:58 AM

Agency Express Monitor <donotreply@techbridge.org>

Sandbox - AgencyExpressFilesUpload: Import Error

To   Jingjing Wu;   Sachin Kumar

ITI_7777_OUTBOUND8...
324 bytes

Error Code: 1003

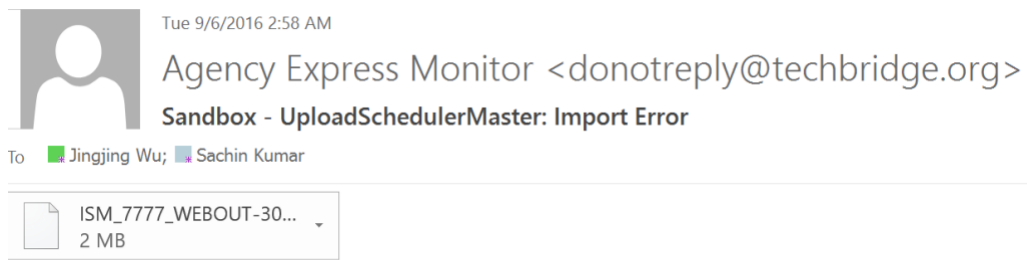The attached file failed to upload into Agency Express due to incorrect data. File Type = ITI.

d. Failed ITM file due to incorrect data such as invalid character carried over from copy paste, or special characters & <

Tue 9/6/2016 2:59 AM

Agency Express Monitor <donotreply@techbridge.org>

Sandbox - UploadItemMaster: Import Error

To   Jingjing Wu;   Sachin Kumar

ITM_7777_OUTBOUND...
295 KB

Error Code: 1004

The attached file failed to upload into Agency Express due to incorrect data. File Type = ITM.

e. Failed ISM file due to incorrect data such as invalid character carried over from copy paste, or special characters & <

Tue 9/6/2016 2:58 AM

Agency Express Monitor <donotreply@techbridge.org>

Sandbox - UploadSchedulerMaster: Import Error

To   Jingjing Wu;   Sachin Kumar

ISM_7777_WEBOUT-30...
2 MB

Error Code: 1005

The attached file failed to upload into Agency Express due to incorrect or missing data. File Type = ISM