

Tiger Prism User Guide

Scheduler Module - Release 2018.R2



Table of Contents

Overview	3
All jobs	3
Report Jobs	7
Database Jobs	8
System Health Jobs	8
Widget Jobs	9
Export Jobs	9
Creating or editing a job	10
Batch Scheduling	17
FTP Addresses	18
Locations	19

Scheduler

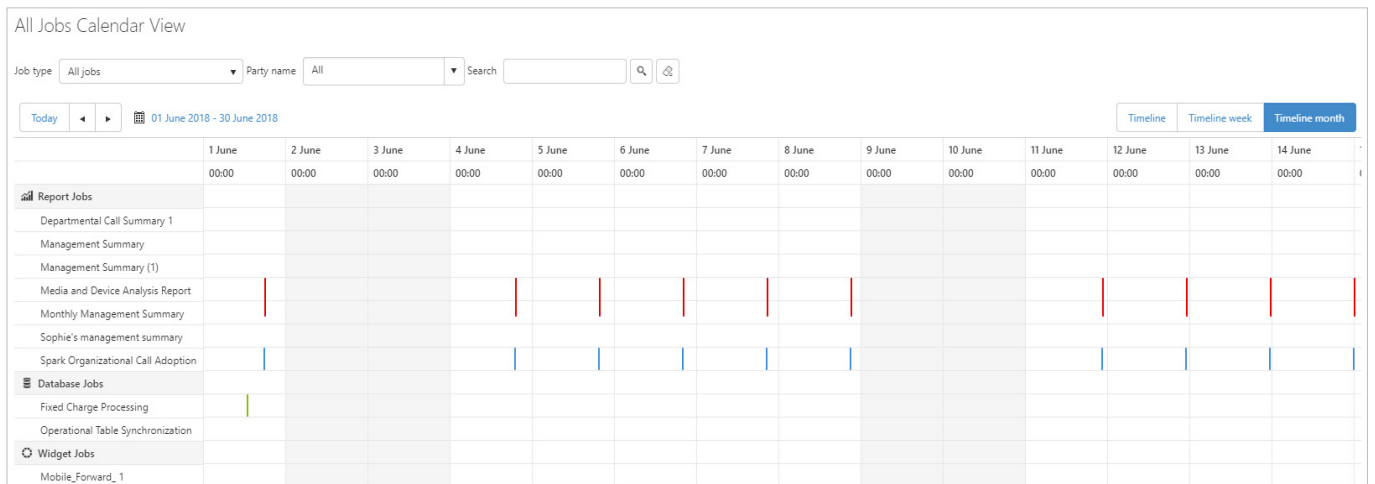
Overview

The Scheduler enables automation of Reports, Jobs and Widgets. You can create, modify, and maintain all jobs within this module.

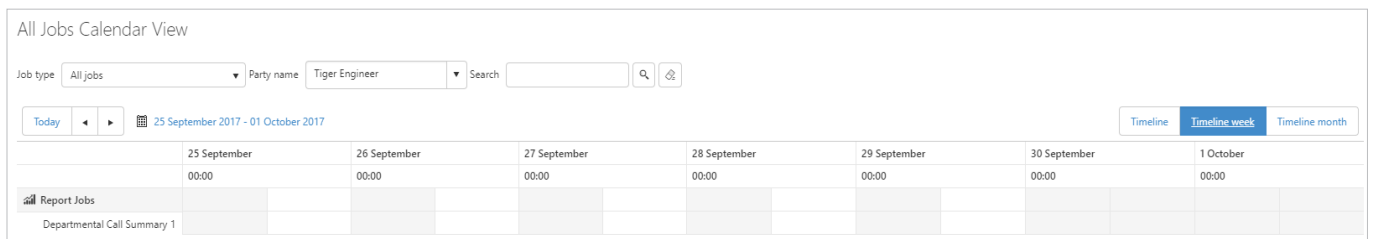
All jobs

All Jobs Calendar View

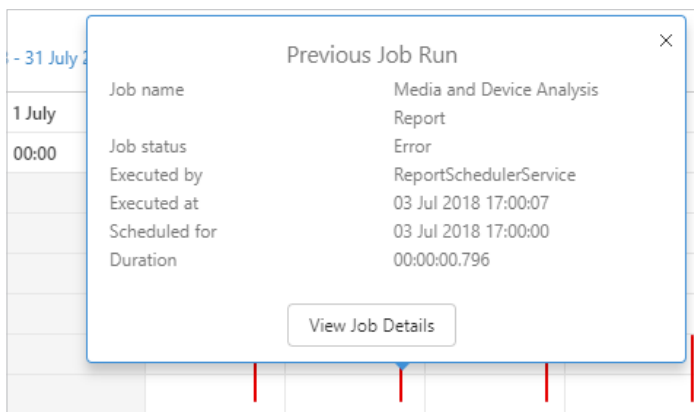
This is an overview of all jobs that are set up in Prism, grouped by type.



Filter the list by Job type or user (Party name), or search for specific jobs by name.



The weight of the line in the chart indicates the estimated run time of the report. Hover over any item to see more details.



Click 'View Job Details' to drill down to the report detail. From here, you can see full report attributes, distribution, and audit information.

The options at the top of the screen allow you to:

- ⏸ Suspend the report job.
- 👆 Execute the report job immediately.
- ✎ Edit the report job.
- 🗑 Delete the report job.
- ✅ Mark as resolved.
- ⏪ Go back to the previous page.

The top of the page confirms the Report name, job priority, and description. The job priority dictates the Report processing order when more than one report is set to run at same time.

► **Emergency Only** – Reports set to this will run in a separate thread, and are therefore unaffected by the priority settings of Low, Medium or High.

A series of tabs confirm the Report job settings, which can be viewed or edited as required.

Alternatively, upon entering the Scheduler module, select the type of job you wish to view from Report Jobs, Database Jobs, System Health Jobs, Widget Jobs, or Export Jobs. You are then presented with the Search, Create, and Restore options, as well as the Calendar view for the specific job type selected. The search and subsequent selection of a job will present the same fields and options as available, via the All Jobs Calendar job detail view.

Search Report Jobs

	Status	Status name	Job priority	Name	Report	Report category	Report format	Is schedu...	Schedule	From (UTC+00:00)
	Ok	Ok	Low	Departmental Call Summary 1	Departmental Call Sum...	Management	PDF	✓	Every Month	07/03/2017 16:29:00
	Executing	Executing	Low	Management Summary	Management Summary	Management	PDF	✓	Every Month	21/02/2017 10:13:00
	Executing	Executing	Low	Management Summary (1)	Management Summary	Management	PDF	✓	Every Month	22/02/2017 15:15:00
	Unresolved Errors	Unresolved Errors	Low	Media and Device Analysis Report	Media and Device Anal...	User Adoption	PDF	✓	Every Day	04/04/2017 17:00:00
	Ok	Ok	Low	Monthly Management Summary	Management Summary	Management	PDF	✓	Every Month	30/06/2016 00:00:00
	Ok	Ok	Low	Sophie's management summary	Management Summary	Management	PDF	✓	Does not repeat	21/02/2017 13:00:00
	Ok	Ok	Low	Spark Organizational Call Adoption	Organizational Call Ado...	Spark	PDF	✓	Every Day	26/09/2017 16:45:00

Executions

With the Delivery Options setting 'File is archived' set to 'Yes', all records will be stored in Executions. The 'Archive Size Limit' defines the number of file attachments to retain. Stored previously executed jobs can be viewed, and the Report output can be opened. Queued jobs are also shown here.

Details Of Report Job: Media and Device Analysis Report

Name:

Job priority:

Description:

Schedule
 Target Data
 Batch
 Parameters
 Success Notification
 Failure Notification
 Delivery Options
 Summary
 Executions
 Audit

	Execution s...	Execution t...	Claimed by	Execution due on (UT...	Execution started on (...	Execution ended on (...	Duration	Created on...	Created by	Resolved on (UTC+00...	Resolved by
	Error	Retry	ReportSchedule...	20/07/2018 17:00:00	20/07/2018 17:00:06	20/07/2018 17:00:07	00:00:00	20/07/2018 17:...	ReportSchedule...		
	Error	Retry	ReportSchedule...	20/07/2018 17:00:00	20/07/2018 17:00:06	20/07/2018 17:00:07	00:00:00	20/07/2018 17:...	ReportSchedule...		
	Error	Scheduled	ReportSchedule...	20/07/2018 17:00:00	20/07/2018 17:00:01	20/07/2018 17:00:02	00:00:00	19/07/2018 17:...	ReportSchedule...		
	Error	Scheduled	ReportSchedule...	20/07/2018 17:00:00	20/07/2018 17:00:01	20/07/2018 17:00:02	00:00:00	19/07/2018 17:...	ReportSchedule...		
	Error	Retry	ReportSchedule...	19/07/2018 17:00:00	19/07/2018 17:00:09	19/07/2018 17:00:10	00:00:00	19/07/2018 17:...	ReportSchedule...		

Click on any row to see details of the job, along with the output that was produced (where relevant).

Media and Device Analysis Report 20/07/2018 17:00:00

Details | Error | Deliveries

Job name:

Job description:

Execution type:

Execution status:

Duration:

Successful delivery count:

Created by:

Claimed by (thread name):

Execution due on (UTC+00:00):

Execution started on (UTC+00:00):

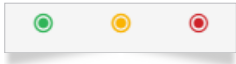
Execution ended on (UTC+00:00):

Failed delivery count:

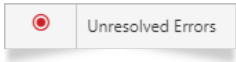
Files:

- [Media and Device Analysis Report.pdf](#)
- [Media and Device Analysis Report.pdf](#)

The status of the job is easily identified by the RAG indicator, where red is a failure, amber is awaiting and green is OK.



When a job fails, the status will be highlighted by a red Status indicator, and the Status Name of 'Unresolved Errors'. Once the problem has been resolved, these errors need to be cleared. Click on the relevant job to see the details, and then click on the 'Handled' icon to acknowledge the error state.



The 'Error' tab will confirm any errors that occurred during the execution of that particular job.

Media and Device Analysis Report 20/07/2018 17:00:00

Details Error Deliveries

Error message

```

Execution Error for execution 177534
System.NullReferenceException: Object reference not set to an instance of an object.
   at Tiger.Prism.Scheduler.Models.DeliveryHelper.Deliver(IEnumerable`1 deliveries, Int32 servicePartyId, ExecutionInfo execution, String messageTable, FileCreate[] attachments)
   at Tiger.Prism.ReportScheduler.Services.ReportSchedulerService.ProcessReport(ExecutionInfo execution, ReportJobAndReport reportJobAndReport, Account currentUser, Settings settings, ExecutionStatusEnum executionStatus)
    
```

Error utc

20/07/2018 17:00:07

The Deliveries tab confirms the delivery details for the job.

Details Error Deliveries

	Delivery status	Address type	Created by	Created on (UTC+00:00)	Sent by	Sent on (UTC+00:00)
	Success	Email address	ReportSchedulerService	07/04/2017 16:29:20	ReportSchedulerService	07/04/2017 16:29:25



The columns within the view can be re-ordered, by dragging and dropping to reposition. The contents within each column can be filtered.



The bottom of the screen confirms the number of items per page to be shown, along with page forward / back first / last page directional arrows.

To the bottom right of the screen are icons, which allow you to clear any filters that have been applied, show and hide columns within the current view, and refresh the view.

See more details for errors and deliveries by clicking the 'Details' button .

		Execution sta...	Execution type	Claimed by	Execution due on (UTC+...	Execution started on (U...	Execution ended on (UT...	Duration	Created on (...)	Created by
▶		Success	Scheduled	ReportSchedulerS...	07/04/2017 16:29:00	07/04/2017 16:29:01	07/04/2017 16:29:25	00:00:23	07/03/2017 16:33...	ReportScheduler...
▶		Success	Scheduled	ReportSchedulerS...	07/03/2017 16:29:00	07/03/2017 16:33:13	07/03/2017 16:33:32	00:00:18	07/03/2017 16:33...	Tiger Engineer

Audit

The Audit tab confirms basic information about who created the report, when it was created (UTC), the last modified date (UTC), and last modified by username.

Created by

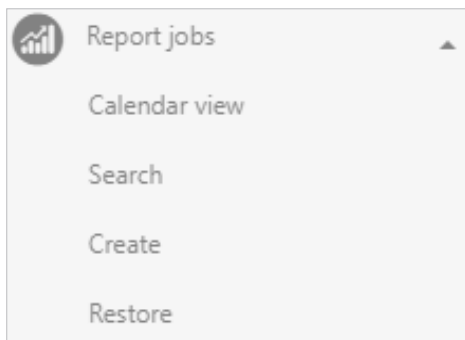
Created on (UTC+00:00)

Modified by

Modified on (UTC+00:00)

Report Jobs

All scheduled report jobs can be viewed within the All Jobs Calendar View, along with all other scheduled jobs. To view Report Jobs in isolation, go to Report Jobs -> Calendar View. View, amend, add, and search for jobs, as per the All Jobs Calendar functionality detailed at the start of this section.

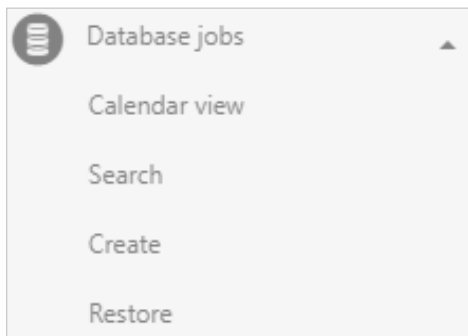


Creating a new Report job uses a wizard to guide you through the set-up of each report job detail tab.

Database Jobs

▲ The Tiger engineer will have set up Db jobs at the time of installing your software. These should not be changed without direct authorisation by Tiger.

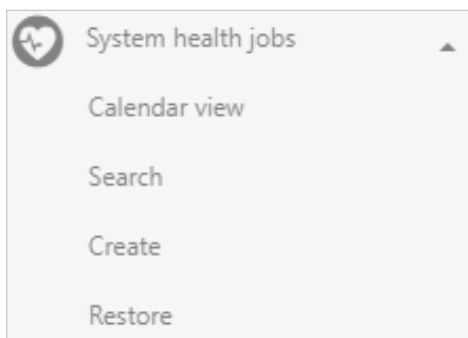
All scheduled database jobs can be viewed within the All Jobs Calendar View, along with all other scheduled jobs. To view Database Jobs in isolation, go to Database Jobs -> Calendar View. View, amend, add, and search for jobs as per the All Jobs Calendar functionality detailed at the start of this section.



Creating a new Database job uses a wizard to guide you through the set-up of each Database job detail tab.

System Health Jobs

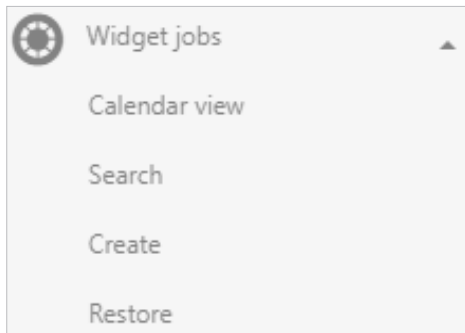
All scheduled System Health jobs can be viewed within the All Jobs Calendar View, along with all other scheduled jobs. To view System Health Jobs in isolation, go to System Health Jobs -> Calendar View. View, amend, add, and search for jobs as per the All Jobs Calendar functionality detailed at the start of this section.



Creating a new System Health job uses a wizard to guide you through the set-up of each System Health job detail tab.

Widget Jobs

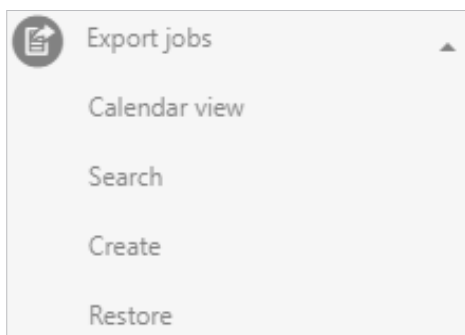
All scheduled Widget jobs can be viewed within the All Jobs Calendar View, along with all other scheduled jobs. To view Widget Jobs in isolation, go to Widget Jobs -> Calendar View. View, amend, add, and search for jobs as per the All Jobs Calendar functionality detailed at the start of this section.



Creating a new Widget job uses a wizard to guide you through the set-up of each Widget job detail tab.

Export Jobs

All scheduled Export jobs can be viewed within the All Jobs Calendar View, along with all other scheduled jobs. To view Export Jobs in isolation, go to Export Jobs -> Calendar View. View, amend, add, and search for jobs as per the All Jobs Calendar functionality detailed at the start of this section.



Creating a new Export job uses a wizard to guide you through the set-up of each Export job detail tab.

Creating or editing a job

The scheduling settings are defined here, allowing you to specify how the job will run. For the example here, a Report job has been chosen. Other types of scheduled job will differ slightly in their parameters.

Either creating or editing a job will bring up the scheduling wizard, although some parameters of jobs are locked after initial creation.

Report/Define

Start by defining the job by choosing the type of report.

Create Report Job

Report | Name | Schedule | Target Data | Parameters | Success Notification | Failure Notification | Delivery Options | Summary

Report category
Management

Report
Management Summary

Name

The next step is to give the report a easily identifiable name, assign it a priority, and add a description if needed.

Create Report Job

Report | Name | Schedule | Target Data | Parameters | Success Notification | Failure Notification | Delivery Options | Summary

Name
Management Summary

Job priority
Low

Description

Schedule

Create Report Job

Report Name Schedule Target Data Parameters Success Notification Failure Notification Delivery Options Summary

Schedule this job to: Run forever

Using this time zone: (UTC+00:00) Dublin, Edinburgh, Lisbon, London

Initial execution: 06/08/2018 15:24

Execute this job every: 1 Month

Day is overridden: No

Sample of next 5 scheduled executions...

Execution Due	Date	Time
Execution Due 1	Mon, 6 Aug 2018	15:24:00
Execution Due 2	Thu, 6 Sep 2018	15:24:00
Execution Due 3	Sat, 6 Oct 2018	15:24:00
Execution Due 4	Tue, 6 Nov 2018	15:24:00
Execution Due 5	Thu, 6 Dec 2018	15:24:00

► Set the job to run forever, once only, a specified number of times, or until a specific date.

Schedule this job to: Run forever

Using this time zone: (UTC+00:00) Dublin, Edinburgh, Lisbon, London

Initial execution: 06/08/2018 15:24

Execute this job every: 1 Month

Day is overridden: No

► Set the time zone, the number of times for the Report to repeat for example only run 3 times.

► Set the start date / time for the schedule to run the Report, and the execution details, e.g. every day, every 30 minutes, every 2 weeks, etc.

► Specify days of the week for the Report to run (optional if running daily).

Schedule this job to: Run forever

Using this time zone: (UTC+00:00) Dublin, Edinburgh, Lisbon, London

Initial execution: 06/08/2018 12:29

Execute this job every: 1 Day

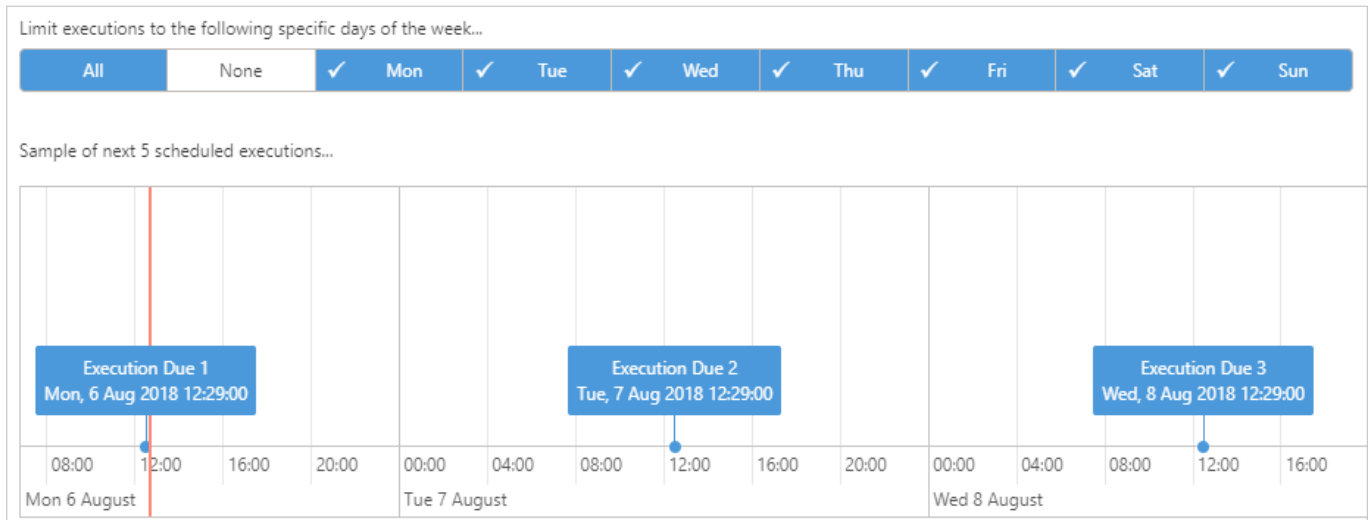
Limit executions to the following specific days of the week...

All None Mon Tue Wed Thu Fri Sat Sun

Sample of next 5 scheduled executions...

Note: The Schedule settings above define when the report should run, and NOT the data to include within it.

The display at the bottom of the screen is an interactive chart, showing a sample of the scheduled executions, based on the settings applied above.



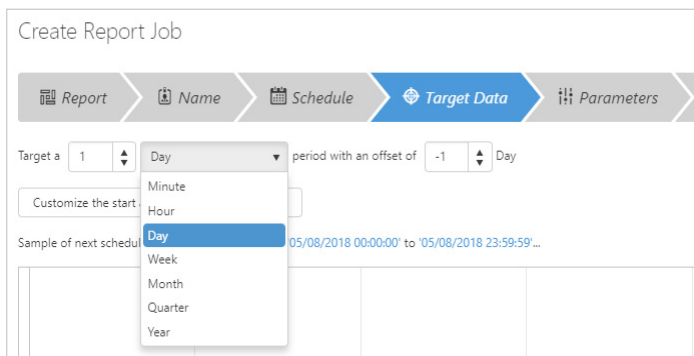
Within this area, you can drag left or right to move back, or forward in the timeline, or use your mouse-wheel to zoom in / out from years, to months, to weeks, days, and hours

Target Data

Next is Target data, specify the period for the report to process, for example, 1 day, where the offset is 0 = yesterday.

Note: The offset setting 0 uses the current time-period as selected for example:

- ▶ Monthly with offset 0 = current month
- ▶ Monthly with offset -1 – previous complete month



Customise the from and to settings to set the reported period. Use the fields that are presented upon clicking 'Customise' the start and end of the (x) period'. A sample of the target data settings is displayed below.

Create Report Job

Report Name Schedule **Target Data** Parameters Success Notification Failure Notification Delivery Options Summary

Target a 1 Day period with an offset of -1 Day

Customize the start and end of the 1 day period

Sample of next scheduled due date and time from '05/08/2018 00:00:00' to '05/08/2018 23:59:59'...

Next Target Period Sun, 5 Aug 2018 00:00:00 to Sun, 5 Aug 2018 23:59:59					Next Execution Due Mon, 6 Aug 2018 12:00:00				
00:00	04:00	08:00	12:00	16:00	20:00	00:00	04:00	08:00	12:00
Sun 5 August					Mon 6 August				

Below is a more complicated target period. A 1 hour period is specified for reporting, where the start time is customised to be 1 minute past the hour, and the end time is set as 3 minutes past the hour. The sample confirmation text shows that the Report will produce data for 2 November 00:01hrs to 2 November 01:02:59hrs

Target a 1 Day period with an offset of -1 Day

Customize the start and end of the 1 day period

Customize Start
10 Hours 10 Mins 4 Secs

Customize End
12 Hours 5 Mins 2 Secs

Sample of next scheduled due date and time from '05/08/2018 10:10:04' to '06/08/2018 12:05:01'...

Parameters

Any parameters appropriate to the job are visible, and can be modified or set here.

Apply other report criteria such as time and date ranges, selection of CDR sources, Directory items, call attributes, etc.

Preview

From
06/08/2018 00:00:00 📅 ⌄

To
06/08/2018 23:59:59 📅 ⌄

Dates

Week Days
No filter applied

Time Zone
(UTC+00:00) Dublin, Edinburgh, Lisbon, London ▼

Time Is Included
Time Between ▼

Time From
00:00:00 ⌄

Time To
23:59:59 ⌄

Top X
10 ▼

CDR Sources
No filter applied

Apply a Week Days filter to specify inclusion of specific, or all days of the week.

Select Week Days

<input type="checkbox"/>	No	Sunday
<input type="checkbox"/>	No	Monday
<input type="checkbox"/>	No	Tuesday
<input type="checkbox"/>	No	Wednesday
<input type="checkbox"/>	No	Thursday
<input type="checkbox"/>	No	Friday
<input type="checkbox"/>	No	Saturday

Select all
OK

Success Notification

This area defines the Report sending details by either Email or FTP. There is a tab for each, enabling view or amendment of settings.

Enter Email recipient addresses, separated with a semi-colon. The importance level for the message is set using the switch control.

Formatting options are available within the tool-bar above the Email body text. Enter the message that will accompany the Report when it is emailed to the recipients.

The screenshot shows the configuration interface for a success notification. It features three tabs: 'Email', 'FTP', and 'File location', with 'Email' selected. Below the tabs are three input fields: 'To...' with the placeholder 'Email subscriber addresses', 'A subject' with the text 'Successfully Generated Report Job: 'Management Summary'', and 'Importance' with a dropdown menu set to 'Low'. Below these fields is a rich text editor toolbar containing icons for bold, italic, underline, bulleted list, numbered list, link, unlink, and insert table. The main body text area is currently empty.

i Note: Email subject and message are mandatory.

i Note: Where no calls are found for the output, a blank report will be sent within the template.

Failure Notification

Set a failure notification to be sent in the event of a technical failure.

The screenshot shows the configuration interface for a failure notification. It features three tabs: 'Email', 'FTP', and 'File location', with 'Email' selected. Below the tabs are three input fields: 'To...' with the placeholder 'Email subscriber addresses', 'A subject' with the text 'Failed To Generate Report Job: 'Management Summary'', and 'Importance' with a dropdown menu set to 'Low'. Below these fields is a rich text editor toolbar containing icons for bold, italic, underline, bulleted list, numbered list, link, unlink, and insert table. The main body text area is currently empty.

Delivery Options

These settings relate to the distribution and archiving of scheduled reports.

The switch option defines whether the report is archived or not. If set to 'Yes', the automated report version is listed in the Executions section, and is available to open and view.

Define the 'Archive size limit'. This will set the number of Reports to retain for access within Executions.

The setting, 'Limit the rows in the message body of an email to a maximum of', shows a preview of a defined number of rows in the body of the email.

'File is emailed' set this switch to attach the Report to the email notification.

Define the naming convention for the File name that will be the email attachment, using the options within the dropdown menu for File Name Template. Access the options, by clicking the 'Elipsis' button ●●● to the right. You can select multiple options to create the required file name. Alternatively, enter free text into this field.

Token	Description
<Report_Name>	Report Name
<Date_Range_Start>	Date Range Start
<Date_Range_End>	Date Range End
<Generated_On_Date>	Generated On Date
<Generated_On_DateTime>	Generated On DateTime
<DateTime_Of_Execution>	DateTime Of Execution
<File_Order_Number>	File Order Number

Finally, set the 'Report Format', using the dropdown list.

Summary

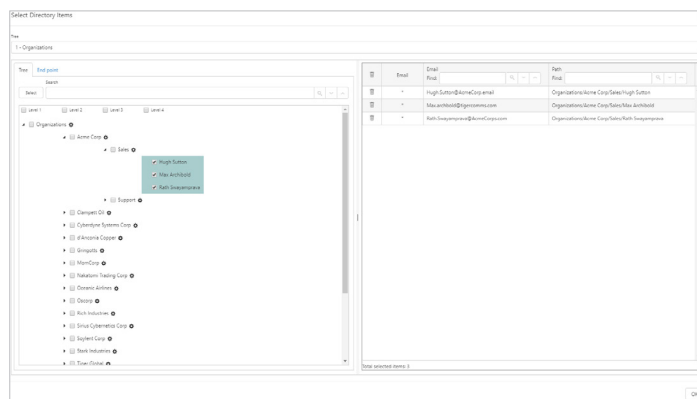
The Summary page presents a single view of the scheduled job, including all settings and definitions.

Selected Report:	Report category	- Management
	Report name	- Management Summary
Name	Management Summary	
Job priority	Low	
Description		
Schedule:	Schedule this job to	- Run forever
	Using this time zone	- (UTC+00:00) Dublin, Edinburgh, Lisbon, London
	Starting from	- 06/08/2018 14:28:00
	Execute this job every	- 1 Month
Target Period:	Target a	- 1 Month period with an offset of -1 month
	Custom end	- Ending the month on day Last day of month plus 0 Hours, 0 Mins, 0 Secs
Delivery Options	File is archived	- Yes
	Archive size limit	- 10
	File is emailed	- No
	Output is formatted	- No
	Write column header record to file(s)	- No
	Output is split over multiple files	- No
	File name template	- <Report_Name>
	Report format	- PDF

Batch Scheduling

This reporting mechanism is available for certain reports only. There is an extra step added to the scheduling wizard to create a batch email template, and to allow selection of the Directory items to be run in the batch report.

If selected, the following parameters step included a selection process for the Directory items that are to have their own Report jobs.



The reports use emails taken from the tree level, or they can be added during Report configuration / editing. Updates to the Directory do not update the reports' email configurations, as these must be updated manually in the Scheduler.

Once the Report has begun to produce outputs, selecting the 'it' in Schedule's search shows the individual split out results under each execution.

FTP Addresses

Where FTP is used as an output delivery mechanism, Administrators can add the details of each FTP server, login credentials, etc. for selection when setting up scheduled jobs. To create an entry, click Create.

- ▶ **Label:** Give the entry an easily identifiable name.
- ▶ **Address:** Enter the FTP server name or IP address.
- ▶ **Port:** Add the port.
- ▶ **Username:** The username needed to log into the FTP server.
- ▶ **Password:** The password needed to log into the FTP server.
- ▶ **Overwrites existing file:** Tick this box if you only wish to keep one copy of the report.
- ▶ **Directory:** Enter the name of the directory path that PRISM will use to place the reports in.

Create FTP Address

Label

FTP address

Port

Username

Password

Confirm password

Overwrites existing file No

Directory

Locations

When a server share is used as an output delivery mechanism, Administrators can add the details of share for selection when setting up scheduled jobs. To create an entry, click Create.

- ▶ **Label:** Give the entry an easily identifiable name.
- ▶ **Path:** Enter the path to the server share. This must be in a UNC format.
- ▶ **Overwrites existing file:** Whether or not Prism will write over a file with the same name, name templates can include dates and times, so this may not be a problem. In some cases however, you may simply want the most recent file in a location. If this is set to No and a file already exists, the file will be left in place, and a delivery error will be raised for the job.

Create File Location Address

Label

Path

Overwrites existing file

 Yes

▶ To find out more about the Tiger Solution go to www.tigercomms.com
