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| Message Notification System Guide |
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# Introduction

This application uses a SSIS Package to send messages to different customers for different purposes.

# Installation

## Prerequisites

This system has been designed to run on the Windows platform and has been tested on Windows Server 2003. It utilizes SQL Server 2008 R2 Integration Services and will not work on lower versions of Integration Services.

## Installation Steps

Installing the systems has two parts:

1. Creating the Database
2. Installing the SSIS package

## Creating The Database

1. In the package folder you will see a file called **JMMB\_CustomerNotification\_1.0.0.0.sql**. Run it against the MSSQL instance you wish to host the database. *Note: It by default will create a database called JMMB\_CustomerNotification. If a database is already there by that name, you can change the script to create another database.*

## Installing The SSIS Package

1. Copy the package files to a folder.
2. Open both package and change the connections settings for connection **SSISConfiguration** in the **Connection Manager** to point to the **JMMB\_CustomerNotification** database. This will allow it to pickup the rest of the configurable configuration for each package.
3. the **JMMB\_CustomerNotification** database has a the **SSIS Configurations** table. This table contains the configuration values for anything in the package that would need configuring in a new environment. Below is a table of the configuration values, the package they belong to and there purpose. Change the Value column to match your environment.

|  |  |  |  |
| --- | --- | --- | --- |
| Package | Configuration | Description | Example |
| JMMBBulkCustomerFileUpdatePackage | \Package.Connections[CustomerDB].Properties[ConnectionString] | Connection String To the database with the CLIENT table containing all the customers information | Data Source=.;Initial Catalog=JMMB\_CustomerNotification;Integrated Security=True;Application Name=SSIS-JMMBCustomerFileUpdatePackage-{9B5AE74D-0478-47E3-B4EA-4D6D70B15696}LocalHost.JMMB\_CustomerNotification; |
| JMMBBulkCustomerFileUpdatePackage | \Package.Connections[JMMBCustomerNotificationPackage.dtsx].Properties[ConnectionString] | Path to the JMMBCustomerNotificationPackage.dtsx Package | C:\SSIS\_BithdayNotification\JMMBCustomerNotificationPackage.dtsx |
| JMMBBulkCustomerFileUpdatePackage | \Package.Connections[NotificationDB].Properties[ConnectionString] | Connection String To the JMMB\_CustomerNotification database | Data Source=.;Initial Catalog=JMMB\_CustomerNotification;Integrated Security=True;Application Name=SSIS-JMMBBulkCustomerFileUpdatePackage-{C31436C9-D856-460B-BCEF-B7FF04B1AABA}LocalHost.JMMB\_CustomerNotification; |
| JMMBBulkCustomerFileUpdatePackage | \Package.Variables[User::MissingInformationFolder].Properties[Value] | Folder Path to store logs of the customers with missing information, must end with backslash | C:\customerfiles\missinginfo\ |
| JMMBCustomerNotificationPackage | \Package.Connections[LocalHost.JMMB\_Notification].Properties[ConnectionString] | Connection String To the JMMB\_CustomerNotification database | Data Source=.;Initial Catalog=JMMB\_CustomerNotification;Integrated Security=True;Persist Security Info=False;Application Name=SSIS-JMMBCustomerNotificationPackage-{3501384A-658D-48EF-A080-3A45CF3BDEF0}LocalHost.JMMB\_Notification; |
| JMMBCustomerNotificationPackage | \Package.Connections[SMSService].Properties[ConnectionString] | Url of the SMS Web Service | http://localhost/AlertService.svc |
| JMMBCustomerNotificationPackage | \Package.Variables[User::ArchivePath].Properties[Value] | Folder Path to store processed files, must end with backslash | c:\customerfiles\archive\ |
| JMMBCustomerNotificationPackage | \Package.Variables[User::JMMBEmailAddress].Properties[Value] | Email to send emails as | DoNotReply@JMMB.com |
| JMMBCustomerNotificationPackage | \Package.Variables[User::SMTPServer].Properties[Value] | SMTP Server Url | mail.server.com |
| JMMBCustomerNotificationPackage | \Package.Variables[User::TemplateEndDelimiter].Properties[Value] | Ending text delimter that will wrap tokens, like Coloum1 | \_} |
| JMMBCustomerNotificationPackage | \Package.Variables[User::TemplateStartingDelimiter].Properties[Value] | Starting text delimter that will wrap tokens, like Coloum1 | {\_ |
| JMMBCustomerNotificationPackage | \Package.Variables[User::WSDLFileLocation].Properties[Value] | File Path | C:\SMSService.wsdl |

# Using The Packages

Under normal execution the **JMMBBulkCustomerFileUpdatePackage** package will be the only package that needs direct execution, it in turn will execute **JMMBCustomerNotificationPackage** package. The **JMMBBulkCustomerFileUpdatePackage** has two purposes:

* Update the Customer files with the latest contact information.
* Log which customers have necessary missing information (e.g. missing telephone numbers while supporting Text channel).

It then executes the **JMMBCustomerNotificationPackage** which:

* Send the notifications based on the template for each notification type and channel.
* Archives the processed files.

The **JMMBCustomerNotificationPackage** package uses the Notifications table to determine which notifications should be sent and the template they should use. Both packages take into consideration an exception list (the Exceptions table) that represent customers desire not to receive notification on a particular channel (or not at all).

## Setting up notifications

Notifications are setup via the Notifications table. The user must specify the name of the notification, the customer file paths (CustomerIdFilePath is optional), the templates and the subject for email templates.

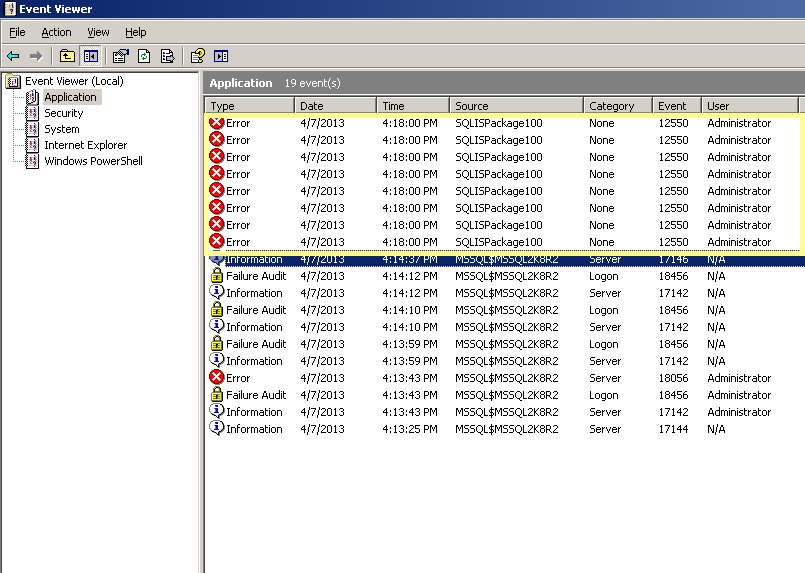
## Exception List

The user can specify that a certain customer should not receive notification on a certain channel and also that certain email address or telephone numbers should not receive notifications.

# Troubleshooting

There is something that you can do to diagnose and fix error.

## Event Log

When errors happen in the package, it is logged to the event. The source is SQLISPackage100.

It normally logs more than one event log because the failure is recorded different failure points. In this situation the package had a problem connecting to the database as seen in the message section of the event.

