# INTERFACE

1. Create the incident/ change/ interaction .
2. Check the notification condition for that particular company and check the conditions for notification type “page” .
3. Make the changes accordingly in the ticket.
4. Go to visual cron
5. Expand the job, run the associated job.
6. Check the notification in eventout (type=page). If it is there then that means job has not run properly there must be some issues. Follow the below troubleshooting steps:
7. Go to the logs (), check what is causing the issue.
8. Make the necessary change in the batch file if required.
9. Run the job again.
10. If the eventout has been deleted from HPSM and a file has been created in the folder(), then that means notification extractor got executed.
11. Check if the ticket

2 types of interfaces

1. Normal
2. End user

Changes need to be done :

1. Batch file(gscConf/bin)
2. Cfg file (gscConf/bin)