Overview

Notifications

Notification objects define the events that cause the system to generate notifications. You can define any number of notification objects based on the needs of your shop.

Email notifications send emails to specified individuals or groups based on the occurrence of specified events. The Archive feature adds history record notifications. History record notifications collect timestamps for job state changes. You can choose which changes to record and under what conditions, such as certain step names or workflows. The Web Services Enablement feature adds web service notifications. Web service notifications call a web service when specific input device, job or printer events occur.

Email notifications

When you create an email notification object, you can specify:

- The event that causes the system to send the notification.
- The subject line and content of the email that is sent, including variable inserts such as the input device name, printer name, job name, or other properties.
- Who should receive the notification, including carbon copies and blind carbon copies.
- The conditions that determine when the notification email is sent. For example, you can set up one notification object to monitor when a printer enters the **Needs attention** state and send a notification email to one group if the printer problem occurs between **8:00** and **12:00**. You can define a different notification object to send the same email to a different user if the printer problem occurs after **12:00**.
- A limit for the number of messages you want to receive within a specified time period.

After you create an email notification object, you can use the **Test** function to check that the correct message was sent to the specified users.

History record notifications

When you create a history record notification object, you can specify:

- Which job states are monitored.
- What changes to those job states trigger the object to write a history record.

When the history records are written, they contain the following information:

- Step - The name of the step the job was in when the record was triggered.
- Event type - One of three values you specified for a state change: **ChangedTo**, **ChangedFrom**, and **Changes**.
- State - The job state that is being tracked.
- Phase - The workflow phase the job was in when the record was triggered.
- Workflow - The workflow processing the job.
- Time event occurred - The time the event occurred (as a timestamp).
- Name - Name of the history record notification object that wrote the record.

You cannot see history records until you store them in an archive. To see the history records, from the Archive tab, specify the job and document properties you used to write the history records in the repository and click **Search**. Click the ID of the result and then click the History tab to see the data in the history records.

Web service notifications

When you create a web service notification object, you can specify:

- The URL of the web service that the notification communicates with.
- The payload the web service passes to the external application.
- The static credential or authentication request required to use the other application.
  When setting a static credential, the authentication request properties are not used. If you need to authenticate before calling the desired web service, use the **Authentication URL** and **Authentication payload** properties.
- If the web service uses a proxy to communicate through.
- The event that causes the system to send the notification.
- The conditions that determine when the notification web service call is executed. For example, you can set up one notification object to monitor when a job completes printing and send a communication over web services to tell the application that submitted the job that it has printed. You can request that the web service call only be sent if the job is from a certain customer or has a specific filename.

Parent topic: System objects