**EMAIL ALERTER**

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| Document: | Email Alerter Help Document |
| Version: | Version 0.1 |
| Prepared by: | Ravi Oleti |
| Date Prepared: | 26-October-2012 |

**Version Control**

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| **Version No** | **Release Date** | **Released by** | **Description** |
| 0.1 | 26-October-2012 | Ravi Oleti | Initial Version. |
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**General Instructions:**

Extract the Zip file in to a new folder.

Please keep all the Extracted files in the same folder.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* HOW TO USE Email Alerter \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**Start timer:**

Please click on the Start timer to start the timer for the abends

**Stop timer:**

Click on the End timer to stop the timer

If you press the button, you won’t get the pop-ups from now. Please re-think, while pressing the button.

**Create the Incident ticket:**

1. Select CREATE INCIDENT. The options available are to create Normal ticket and Advanced ticket
2. Normal ticket – Press “YES” to create the Normal ticket. Here no need to enter the time of the abend
3. Advanced ticket – press “NO” to create an advanced ticket. Here we have to give the time of the abend in the MM/DD/YYYY HH:MM:SS either in AM/PM

Note: The tool will take the time entered by you in the advanced ticket, where as in the Normal ticket System time will be considered

**Note**: As soon as the Ticket created, please press the START TIMER to start the timer or you can press the START timer as soon as you open the Email alerter

**Viewing the Incident details:**

Select the option “VIEW INCIDENT DETAILS “to know about the abend job details

Give the job name in the specified field and then press Search

The details will have the abend site, abend type, Subject, Incident status (open/close), priority of the abend and the mail update timings (1st update, 2nd update, 3rd update etc)

**Edit Update time :**

To edit the update time of the abend, we will use this option.

Give the job name , to which you want to change the update time , then press Search .It will show the Job name for , which the time needs to be changed and the Final update time , we can enter in the assigned field and press Update

The changes you can see by viewing the Incident details

**Note:**  you must have to give the Job name and the Final update time, otherwise the tool will throw a Run time error, which leads to Close and Open of the Tool (Excel sheet)

**Update Status:**

Update status is used to change the Status of the abend from Open to close, once the abend is resolved and the same is reflected in the MS-Aceess and you can view the details of the same ticket by Viewing the incident details.

**Update Incident Status:**

Once the abend is resolved, we can send a mail to the respective persons by using this option.

Give the job name and enter status that needs to be send .Then press Update Status , which updates the Status and upon pressing “ Send Mail “ automatically a mail will be generated .

Note: please check the Persons in the CC list; we need to add them manually from the previous update

You must have to give Job Name and Enter Status before Pressing Send mail; otherwise it’ll throw Runtime Error

Normally the Pop-up will come automatically at the time of the update, if it’s not came, we can use this option as an alternative to generate the automated mail

**Delete Incidents:**

There are two options to delete the Jobs from the MS-Access (database).

Delete: Deletes the Job name, which is entered in the field

Delete All: Deletes all the jobs in the Database (MS-access)

For more help, please contact the below persons

**Contact details**

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