



LEARNING MANAGEMENT SERVER

MESSENGER USER GUIDE

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Part No. 030008

Publication date: August 2001

Printed and reproduced in the United States of America

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CHAPTER 1

Introduction

Aspen Learning Management Server (LMS) Messenger automates employee notification in the Aspen learning management workflow. It saves human resource professionals valuable time by automatically delivering training and skills-related e-mail notices to employees enterprise-wide. It acts as a liaison between your Aspen database and corporate e-mail system. Because Aspen LMS Messenger delivers standard text-based e-mail, it functions across virtually all modern and legacy hardware and software systems.

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About Aspen LMS Messenger

Features

Aspen LMS Messenger automatically delivers training and skills-related notices from Aspen to employees and managers via the existing e-mail system. It runs processes that check the Aspen database for status changes that require notifications, and sends e-mail messages such as registration confirmations, event reminders, certification reminders, certification expiration notices, etc. as they become necessary. You can specify how often it checks the database for updated information, the changes that it looks for, and the recipients of the notices it creates.

Message types

Messenger currently supports the following types of messages:

- ◆ Registration confirmation notices
- ◆ Event reminder notices
- ◆ Learning experience certification reminder notices
- ◆ Learning experience certification expiration notices
- ◆ Skill certification reminder notices
- ◆ Skill certification expiration notices
- ◆ Event completion notices
- ◆ Event cancellation notices
- ◆ Employee event registration cancellation notices
- ◆ Registration request approved with logistic problem notices
- ◆ Registration request rejected notices

- ◆ Approval request status notices
- ◆ Approval pending notices
- ◆ No approver assigned notices
- ◆ Event change notices
- ◆ Waiting list notifications
- ◆ Competency assessment announcement notices
- ◆ Competency assessment participation request notices
- ◆ Competency assessment reminder notices
- ◆ Competency assessment closed notices
- ◆ Competency assessment declined confirmation notices to raters
- ◆ Competency assessment notices to target employees that raters declined
- ◆ Competency assessment thank you notices

Click2learn Consulting Services can create custom message plugins for your specific needs.

Delivery options

Messages can be distributed by either e-mail or fax, on an employee-by-employee basis.

Standard e-mail platform support

Messenger supports MAPI and SMTP 32-bit mail systems.

Optional supervisor delivery

E-mail messages can be optionally delivered to an employee's supervisor.

Standard e-mail platform support

Messenger supports MAPI and SMTP 32-bit mail systems.

Extensibility

Message types are implemented with a plug-in architecture so, as new messages become available, they can be installed without impacting the core product.

Support for attachments

Each message can be configured to include an attachment (e.g. directions with map, standard operating procedures, detailed course description, etc.) of any format (e.g. Microsoft Word, Excel, pictures, videos, etc.).

Web enabled

All messages can include a hyperlink to the Aspen Web server, which allows organizations to provide self-directed training and career development for their employees via their corporate intranet or the Internet.

Linked to training

Messages can include hyperlinks to on line content including CBT's.

Customized messages

E-mail text can be customized on a message-by-message basis, to meet your organization's specific needs.

Secure and personalized

Integrated security system is based on the security of your organization's e-mail system. It ensures that only the appropriate users are delivered particular information, while providing each user with a custom interface tailored to their individual training role. No additional setup is required.

Simple setup

Because there is no additional software to install on recipient users' machines, bringing Messenger on line is a very simple process.

Ubiquitous wordsmithing

Wordsmithing changes made using the Aspen Administration Tool (i.e. employees = associates, courses = learning experiences, classes = events, skills = competencies, etc.) are applied to all Messenger messages, so they are consistent with corporate nomenclature.

Scalability

Messenger is capable of delivering thousands of e-mails per day to internal and Internet addresses.

Technical support

You can get technical support from the following sources:

- ◆ Telephone: (800) 388-7332
- ◆ Fax support: (716) 461-1989
- ◆ E-mail: aspensupport@click2learn.com

If you are interested in taking advantage of our technical support services and software updates, contact your Aspen account representative.

About this document

This document is written for Aspen administrators who are very familiar with Aspen, the database software (Microsoft SQL Server or Oracle), and Microsoft Windows functionality and procedures. For more information, see the Aspen user and technical documentation.

Year 2000 statement

Aspen uses Y2K compliant versions of Microsoft SQL Server and Oracle as its data repository. All dates are stored in the database with four digits. Aspen LMS Messenger is designed to allow the year portion of a date to be entered as either a two-digit or four-digit number, depending on the end user's Windows regional settings. When entered as a two-digit number, Aspen treats numbers from "00" to "29" (inclusive) as years in the 21st century (i.e. 2000 to 2029).

To further ease the entry of dates, Aspen LMS Messenger includes date fields with drop-down calendars that allow users to select a date with a mouse click.

CHAPTER 2

Getting started

This chapter describes how to get started with Aspen LMS Messenger. It contains the system installation and configuration instructions.

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14	Installation
19	Configuration

Installation

Use the Aspen LMS Messenger Setup application to install the program from the Aspen CD onto your system. If your mail protocol is MAPI, you must set up a mail profile for Messenger.

Important recommendations

Only one installation of Messenger per Aspen database is recommended.

Messenger should have its own mail account on the computer where it is installed.

System requirements

Before you install Aspen LMS Messenger, your computer needs to meet the following requirements:

Recommended hardware requirements for server

- ◆ IBM-compatible personal computer with an Intel Pentium 500 MHz processor or equivalent
- ◆ 256 MB of RAM (memory)
- ◆ Hard disk with at least 500 Mb free space
- ◆ Mouse or other pointing device
- ◆ VGA or compatible display

Software requirements for server

- ◆ Microsoft Windows NT 4.0 with SP4 or higher, or Windows 2000
- ◆ Connectivity to supported MAPI, or SMTP 32-bit mail system
- ◆ Connectivity to Aspen database server
- ◆ Microsoft Active Data Objects (ADO) 2.5

Software requirements for client

- ◆ Mail client software with connectivity to e-mail server (32-bit e-mail systems only)
- ◆ Aspen user account
- ◆ Optional: E-mail messages often contain hyperlinks to Aspen Web interface (if implemented) and to on-line content. For users to take advantage of this functionality, they must have a fourth-generation Web browser (for example, Microsoft Internet Explorer 4.0 or Netscape Navigator 4.6. Netscape Navigator 6.0 is not supported).

Setup

► To install Aspen LMS Messenger:

- 1 Click **Start** and point to **Programs**.

Point to **Aspen Messenger** and click **Aspen Messenger Processor**.



IMPORTANT Only one installation of Messenger per Aspen database is recommended. Messenger should have its own mail account on the computer where it is installed.

! **IMPORTANT** The Messenger profile should be the default MAPI mail profile on the system where it is installed.

Creating a MAPI mail profile

If your mail protocol is MAPI, you must create a mail profile on the computer where Aspen LMS Messenger is installed. Messenger uses this profile to connect through Microsoft Windows to your mail server.

You can create the mail profile one of the following ways:

► **If the computer has a Microsoft Outlook or Outlook Express icon on the desktop:**

- 1 Right-click the icon and click **Properties**.

The Properties dialog box is displayed.

- 2 Click **Add** on the Services tab.

- 3 In the Add Service to Profile dialog box, click your mail server in the list of available information services and click **OK**.



- 4 Click **Properties** to configure this service with the necessary server name, mail account, and other settings.
- 5 Click **OK** to close this dialog box.
- 6 Click **OK** to close the Outlook properties dialog box.

► **If you don't have an Outlook icon on your desktop:**

1 Click the **Mail** icon in the Control Panel.

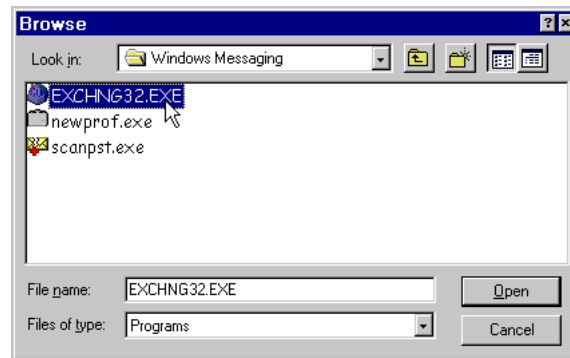
2 Follow steps 2 through 6 above.

► **If you don't have either of the above:**

1 Click the **Start** button on your taskbar, then click **Run**.

2 In the Run dialog box, click **Browse** and select Exchng32.exe.

◆ It is most likely in C:\Program Files\Windows Messaging\.



3 Click **Open**.

4 Select the check box for the mail service you want to set up.

5 Click **Next**.

6 Configure this service with the necessary server name, mail account, and other settings.

Uninstalling

► **To remove Aspen LMS Messenger from your system:**

- 1** Click **Start**, point to **Settings**, and click **Control Panel**.
- 2** In Control Panel, double-click **Add/Remove Programs**.
- 3** Click **Aspen LMS Messenger** in the list of installed programs and remove it.

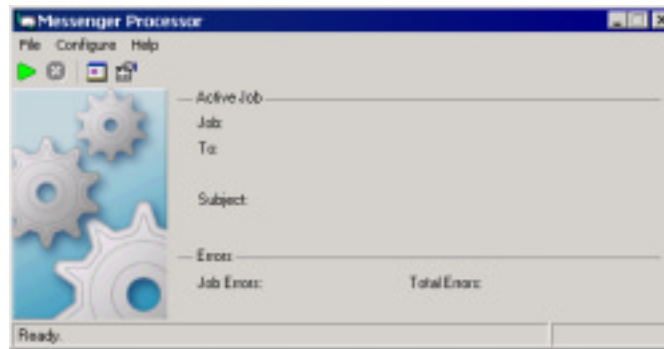
Configuration

Overview


After you install Aspen LMS Messenger, you must configure it by entering essential system information into the Options dialog box.

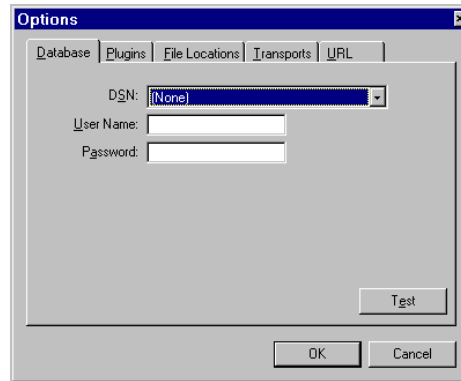
► **To run Aspen LMS Messenger:**

- 1 Click **Start** and point to **Programs**.
- 2 Point to **Aspen LMS Messenger** and click **Aspen LMS Messenger Processor**.

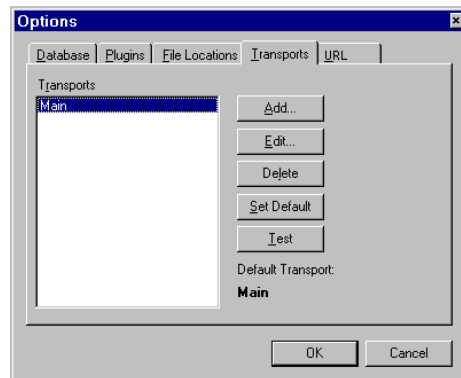


► **To set up Aspen LMS Messenger:**

- 1 In the Messenger Processor window, click the **General Options** in the **Configure** menu or **General Options**  in the toolbar to open the Options dialog box.



- 2 In the Database tab of the Options dialog box, enter the Aspen database login information.
- 3 Add and select a transport option in the Transports tab.




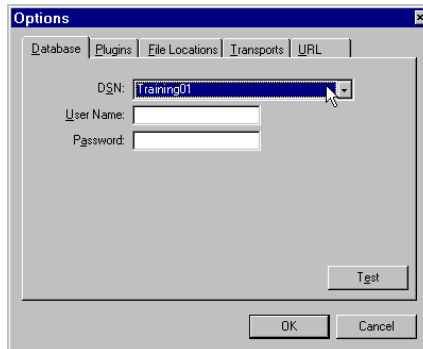
- 4 If necessary, enter the Aspen Web server URL in the URL tab.

Database login information

Aspen LMS Messenger needs a user login for the Aspen database. You must provide an ODBC system data source name (DSN), user name, and password. Only one installation of Messenger per Aspen database is recommended. Messenger should have its own mail account on the computer where it is installed. For Microsoft SQL Server databases, the Messenger user must be aliased to dbo (data-base owner). For Oracle databases, the user must be the schema owner.

► **To enter the database for Aspen LMS Messenger:**

- 1 From the Aspen LMS Messenger Processor window, click **General Options**  in the toolbar to open the Options dialog box.



- 2 In the **DSN** drop-down list box, click the system data source name that you want to use.
- 3 Type a name and password in the **User Name** and **Password** text boxes.
- 4 Click **Test** to confirm that this DSN is valid.




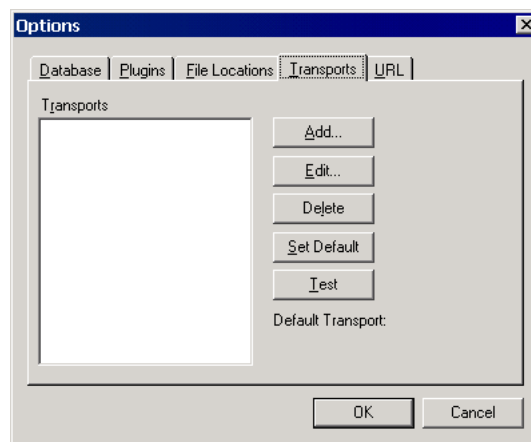
NOTE Aspen data sources for SQL Server databases must be set up to use the TCP/IP network library.

Transports

The Transports tab specifies how Messenger connects to a mail server.

► **To enter a transport:**

- 1 From the Messenger Processor window, click **General Options**  in the toolbar.
- 2 In the Options dialog box, click the **Transports** tab.




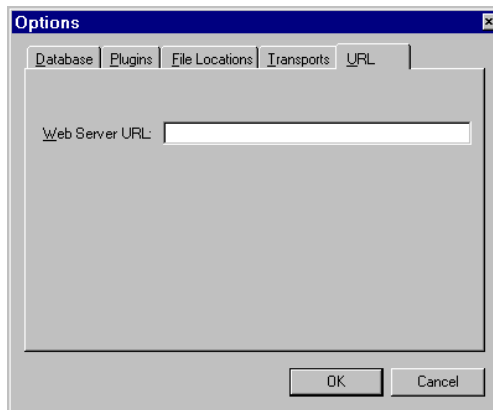
- 3 Click **Add**.
- 4 In the Transport Detail dialog box, enter the name, transport type, post office, and account information.
If your mail protocol is MAPI or Active Messaging, use the settings from the mail profile on the system.
- 5 Click **OK** to close the Transport Detail dialog box.
- 6 Click **Set Default**.
- 7 Click **Test** to send a test message to make sure the transport works.

Aspen Web Server URL

Aspen LMS Messenger e-mail notices can include a link to the Aspen Web server URL.

► **To enter an Aspen Web server URL:**

- 1 From the Messenger Processor window, click **General Options**  from the toolbar.
- 2 In the Options dialog box, click the **URL** tab.



- 3 Type an address into the **Web Server URL** text box.

CHAPTER 3

Using Aspen LMS Messenger

This chapter starts with a basic overview of the processes and components of Messenger. Then it describes the steps that make up a typical use case where you create, configure, and run a job.

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Overview

How does Aspen LMS Messenger work?

Aspen LMS Messenger consists of two separate applications: the Messenger Processor and Messenger Mailer. Generally, they are loaded on the system concurrently and kept running indefinitely in order to perform their tasks at regular intervals as the status of Aspen objects change over time.

The Messenger Processor application runs one or more jobs against the Aspen database at user-specified intervals. A job produces training-related notifications for employees in the Aspen system as they become necessary over time. A single job produces a particular class of notification data. This data is stored in text files in the mail queue.

The Messenger Mailer application periodically checks the mail queue for data, creates e-mail messages, and sends them to the specified recipients.

For example, the Messenger Processor might run a job that checks for employees with expired skill certifications and writes the employee, training, and recipient data to the mail queue. The Mailer takes that data and creates e-mail messages that notify the recipients (employees and/or their managers) of this occurrence.

Jobs and Plugins

Job functionality is determined by plugins. Aspen LMS Messenger is installed with the default plugins in the Plugins folder located in the Aspen LMS Messenger program folder. Jobs are created by selecting and configuring plugins using the Messenger Processor application.

► **To use Aspen LMS Messenger:**

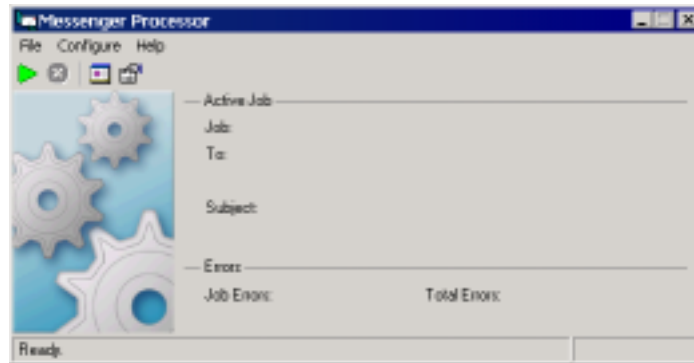
- 1** Start the Messenger Processor.
- 2** If necessary, create new jobs.
- 3** If necessary, configure new or edit existing jobs by setting or modifying the plugin, addressing, and scheduling options.
- 4** Start processing the jobs.
- 5** Start the Messenger Mailer.

Starting the Messenger Processor

► **To start the Aspen LMS Messenger Processor:**

- 1 Click **Start** and point to **Programs**.
- 2 Point to **Aspen Messenger** and click **Aspen Messenger Processor**.

The Messenger Processor window is displayed.

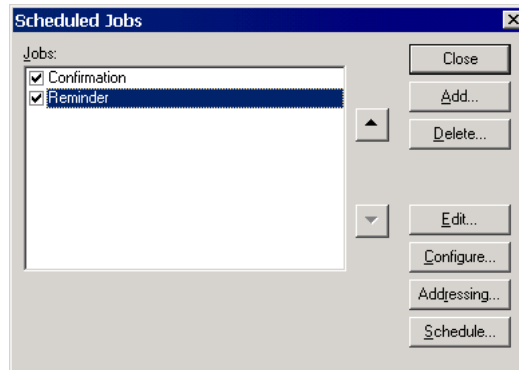


Creating a new job

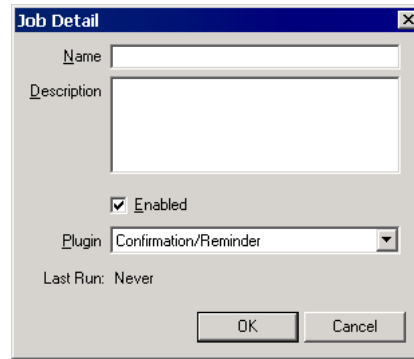
Each process that Aspen LMS Messenger runs is called a job. A job controls a particular class of messages. For example, a job might check the Aspen database twice a day for event registrations and create event confirmation notices as necessary. Messenger can run multiple jobs sequentially, in the order you specify.

► **To create a new job:**

- 1 click **Scheduled Jobs** in the **Configure** menu or **Scheduled Jobs**  in the toolbar.



- 2 In the Scheduled Jobs dialog box, click **Add**.
The Job Detail dialog box is displayed.

A screenshot of a 'Job Detail' dialog box. It has a title bar with 'Job Detail' and a close button. The dialog contains a 'Name' text box, a 'Description' text box, a checked 'Enabled' checkbox, a 'Plugin' drop-down menu with 'Confirmation/Reminder' selected, and a 'Last Run' label with the value 'Never'. At the bottom are 'OK' and 'Cancel' buttons.

Job Detail

Name

Description

☒ Enabled

Plugin

Last Run: Never

OK Cancel

- 3** In the **Name** text box, type a name for the job.
- 4** In the **Description** text box, type a description (optional).
- 5** Make sure the **Enabled** check box is selected.
- 6** In the **Plugin** drop-down list box, click the plugin you want this job to use.
- 7** Click **OK**.

The Configuration dialog box for the selected plugin is displayed.
- 8** Set the plugin options.
- 9** Click **OK** to save the plugin settings and close the Configuration dialog box.

The Scheduled Jobs dialog box displays the new job in the **Jobs** list box.

Configuring plugin information


Plugins determine the functionality of the jobs that are run by the Aspen LMS Messenger Processor. These plugins are installed by default in the Plugins folder in the Messenger program folder and allow you to create jobs that produce the following:

- ◆ Registration confirmation notices
- ◆ Event reminder notices
- ◆ Learning experience certification reminder notices
- ◆ Learning experience certification expiration notices
- ◆ Skill certification reminder notices
- ◆ Skill certification expiration notices
- ◆ Event completion notices
- ◆ Event cancellation notices
- ◆ Employee event registration cancellation notices
- ◆ Registration request approved with logistic problem notices
- ◆ Registration request rejected notices
- ◆ Approval request status notices
- ◆ Approval pending notices
- ◆ No approver assigned notices
- ◆ Event change notices
- ◆ Waiting list notifications
- ◆ Competency assessment announcement notices

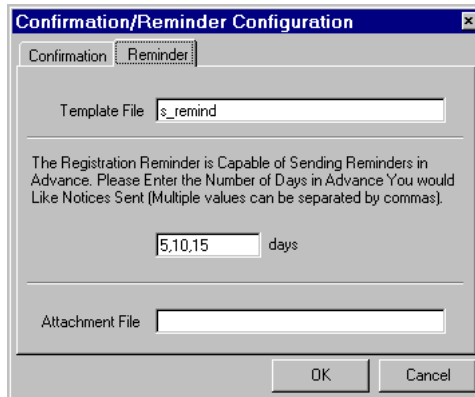
- ◆ Competency assessment participation request notices
- ◆ Competency assessment reminder notices
- ◆ Competency assessment closed notices
- ◆ Competency assessment declined confirmation notices to raters
- ◆ Competency assessment notices to target employees that raters declined
- ◆ Competency assessment thank you notices

More plugins can be added later for additional or custom functionality.

► **To configure a plugin for a job:**

- 1 In the Messenger Processor window, click **Scheduled Jobs**  in the toolbar.
- 2 In the Scheduled Jobs dialog box, click a job name in the **Jobs** box.
- 3 Click **Configure**.

The Configuration dialog box is displayed. This dialog box is different for each plugin and allows you to change the settings specific to the plugin.



- 4 If necessary, enter the full path and filename for any **Attachment File** that will be sent with the message.
- 5 When finished, click **OK** to close the Configuration dialog box.

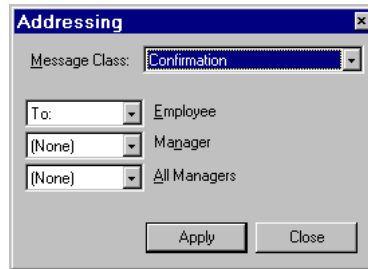
Configuring job addressing

➤ **To set the addresses for the recipients of a job:**

1 In the Scheduled Jobs dialog box, click a job name in the **Jobs** box.

2 Click **Addressing**.

The Addressing dialog box is displayed.



3 Click a message class from the **Message Class** drop-down list box.

4 For the **Employee**, **Manager**, and **All Managers** drop-down list boxes, click the addressing line you want them to be on: **None**, **To**, **Cc**, or **Bcc**.

5 Click **Apply**.

6 Repeat steps 3 through 5 for any other message classes you want to configure.

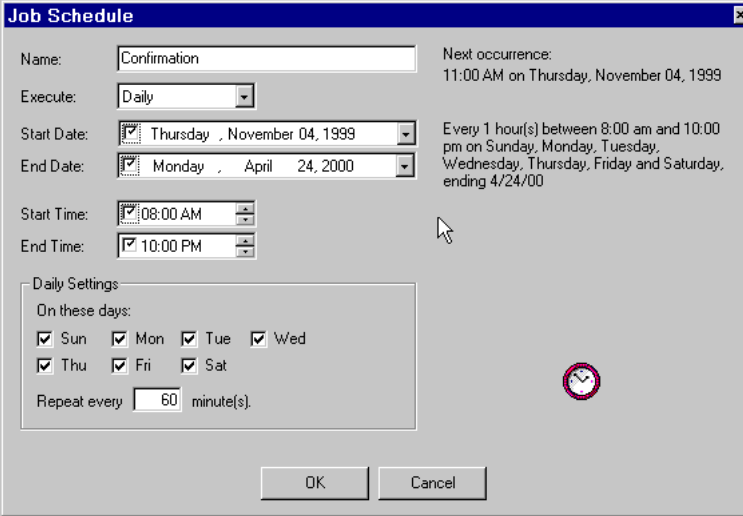
7 When you have finished configuring all message classes, click **Close**.

Configuring job scheduling

Set how often a job runs by entering its processing schedule in the Job Schedule dialog box. For example, you may choose to have the job run at night to keep the processing load off peak hours, or much more frequently if an immediate response to system changes is important.

► **To set the schedule for a job:**

- 1 In the Scheduled Jobs dialog box, click a job name in the Jobs box.
- 2 Click **Schedule**.



The **Job Schedule** dialog box is shown with the following settings:


- Name:** Confirmation
- Execute:** Daily
- Start Date:** Thursday, November 04, 1999
- End Date:** Monday, April 24, 2000
- Start Time:** 08:00 AM
- End Time:** 10:00 PM
- Daily Settings:**
 - On these days: ☒ Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat
 - Repeat every: 60 minute(s).
- Next occurrence:** 11:00 AM on Thursday, November 04, 1999
- Description:** Every 1 hour(s) between 8:00 am and 10:00 pm on Sunday, Monday, Tuesday, Wednesday, Thursday, Friday and Saturday, ending 4/24/00

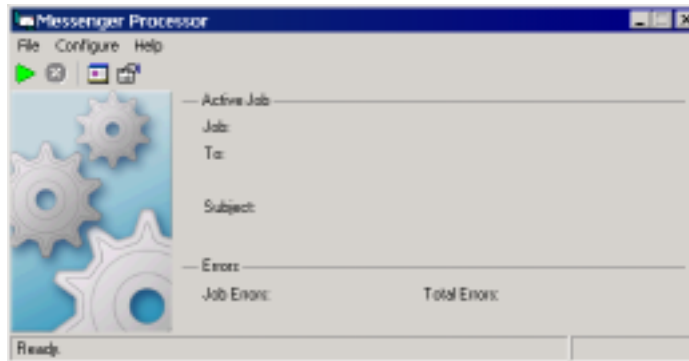
Buttons: OK, Cancel

- 3** In the Job Schedule dialog box, select when and how often you want this job to run.
A description of what you have selected is displayed on the right side of the screen.
- 4** Click **OK** to save changes and return to the Scheduled Jobs dialog box.
- 5** Click **Close** to return to the Messenger Processor window.

Running jobs

Starting jobs

Once you have configured the jobs, activate Messenger by clicking **Start Processing**  in the Messenger Processor toolbar. The Messenger Processor goes into Sleeping mode, waiting for the right time to start running scheduled jobs.



Processing jobs


According to the schedule, the Messenger Processor wakes up and runs jobs against the Aspen database, creating notification data that will be turned into e-mail notices by the Messenger Mailer. When a job produces output, it creates a text file and a folder with the same name in the MailQueue folder (The MailQueue folder default location is in the Aspen LMS Messenger program folder). The text file contains an index of all the files in the folder to be built into e-mail notices by the Messenger Mailer.




NOTE The first time a job is ever run against a database, there may be a large number of notices created because that is usually when the most data that meets the criteria for a job is available. The same potential for a large amount of processing occurs when data is imported into the database.

There are two text files in the folder for each e-mail to be sent out. One has a name like “m000001.txt” (this is the header file) and the other like “m000001_body.txt” (this is the body file). The header file contains the e-mail subject and addressing information. The body file contains the body text of the e-mail. These files are processed by the mailer, which deletes them after the resulting e-mail notice has been sent.

► To stop the Messenger Processor

Click **Stop Processing**  in the Messenger Processor toolbar to stop processing all jobs.

► To stop a single job

- 1 In the Messenger Processor, click **Scheduled Jobs**  in the toolbar.
- 2 In the Scheduled Jobs dialog box, clear the check box for the job you want to stop in the **Jobs** box.
- 3 Click **Edit**.
- 4 In the Job Detail dialog box, clear the **Enabled** check box.
- 5 Click **OK** to close the Job Detail dialog box.
- 6 Click **Close** to close the Scheduled Jobs dialog box.

Restarted jobs

When you restart a job, the Messenger Processor creates all the notifications that it missed while it was stopped. However, if the job is stopped for a long enough time, notifications for events that have passed will never be sent.

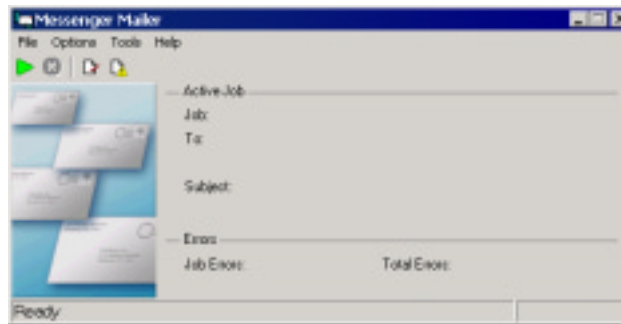
Messenger Mailer


The Messenger Mailer processes the text files in the MailQueue folder, turning them into e-mail messages and sending them to the specified recipients. Usually, both Messenger Processor and Messenger Mailer run concurrently.

► **To start the Messenger Mailer:**

- 1 In the Windows taskbar, click **Start** and point to **Programs**
- 2 Point to **Aspen Messenger** and click **Aspen Mailer**.

The Messenger Mailer window is displayed.



- 3 Click **Start Processing**  in the Mailer toolbar.

The Messenger Mailer immediately sends a test message, checks the mail queue for any existing text files, creates e-mail notices, and sends them off. It deletes each text file after sending the resulting e-mail. When there are no more text files, it goes into sleep mode. Any messages that cannot be e-mailed are sent to the Failed Mail folder in the Aspen LMS Messenger program folder. The Messenger Mailer wakes up periodically and checks for more files left by the Messenger Processor to convert into e-mail notices.


► To stop the Messenger Mailer:

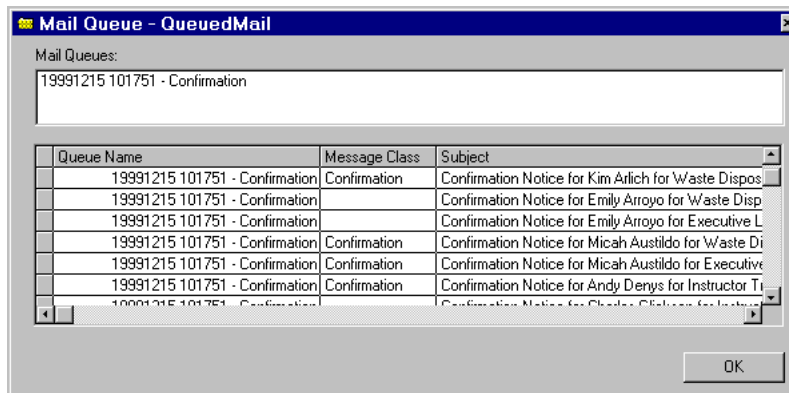
To stop running the Messenger Mailer, click **Stop Processing**  in the Mailer toolbar.

Mailer tools

Use the Tools menu options or the toolbar button to view the current contents of the MailQueue and Failed Mail folders.


► To view the current mail queue:

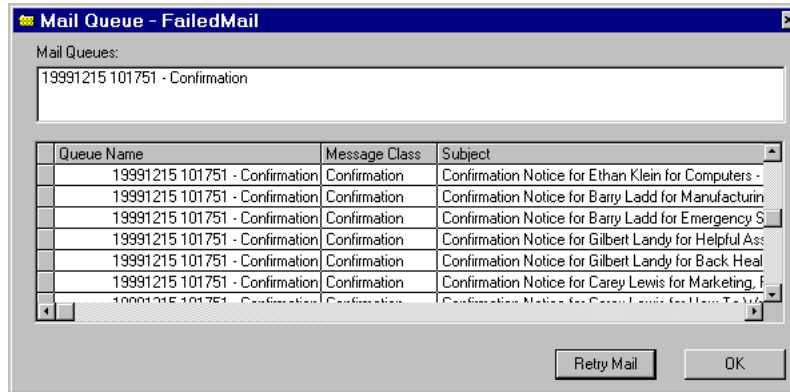
In the Messenger Mailer window, click **Queued Mail Viewer** in the **Tools** menu or **View Mail Queue**  in the Mailer toolbar.



The list of notifications waiting for the Messenger Mailer to turn them into e-mail messages is displayed in the Mail Queue dialog box.

► **To view the messages that failed:**

Click **Failed Mail Viewer** in the **Tools** menu or **View Failed Mail Queue**  in the Mailer toolbar.



The list of messages that could not be sent is displayed in the Mail Queue dialog box.

You may attempt to resend all failed mail messages by clicking **Retry Mail**.

Exiting

➤ **To quit the Aspen LMS Messenger Processor or Mailer:**

Click **Exit** in the **File** menu.

CHAPTER 4

Options

This chapter describes the general application options found in the Aspen LMS Messenger Processor's Configure menu and Messenger Mailer's Options menu.

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Messenger Processor options

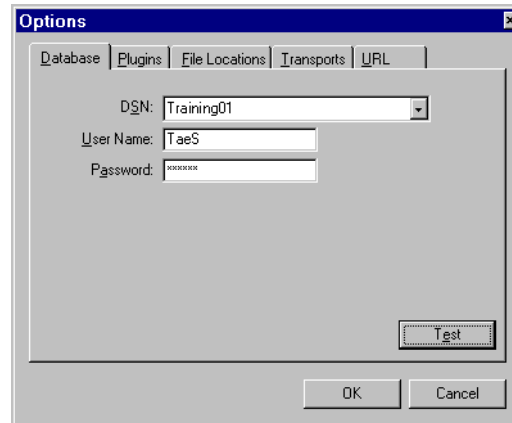
In the Messenger Processor, use the tabs in the Options dialog box to configure the general application options.

► **To open the Options dialog box:**

- 1 From the Messenger Processor window, click **Stop Processing**  to stop the application.

You cannot open the Options dialog box during processing.

- 2 Click **General Options**  in the toolbar or **General Options** in the **Configure** menu.



Options tabs

The Options dialog box consists of the following tabs:

Database - Specifies the Aspen database and a user account to provide access to it.

Plugins - Lists the available plugins.

File Locations - Specifies the folders for the mail queue and templates.

Transports - Specifies the transport type and mail settings.


URL - Specifies a URL for Aspen Web interface users

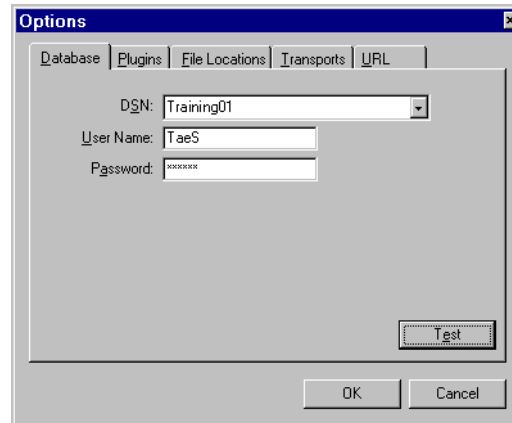
Database tab

Messenger accesses the Aspen database through an ODBC system DSN (data source name). Enter the system DSN and Messenger user name using the Database tab. Keep the following restrictions in mind:

- ◆ For Microsoft SQL Server databases, the Messenger user name must be aliased to dbo (database owner). When you set up Aspen data sources for SQL Server databases, make sure you use the TCP/IP network library.
- ◆ For Oracle databases, the Messenger user name must be the Aspen schema owner.

► **To open the Database tab:**

- 1 From the Messenger Processor window, click **General Options**  from the toolbar.
- 2 In the Options dialog box, click the **Database** tab.



Database tab fields

This tab consists of the following fields:

Field	Description
<i>User Name</i>	Type a valid user name for the selected database in this text box. For Microsoft SQL Server databases, the alias user name must be set to dbo (database owner). For Oracle databases, this field becomes read-only. Since the user name must be the schema owner, it mirrors the text input into the Schema Owner text box.
<i>Password</i>	Type the password for the user name into this text box.
<i>Schema Owner</i>	For Oracle databases only, type the schema owner into this text box.


► Database Test:

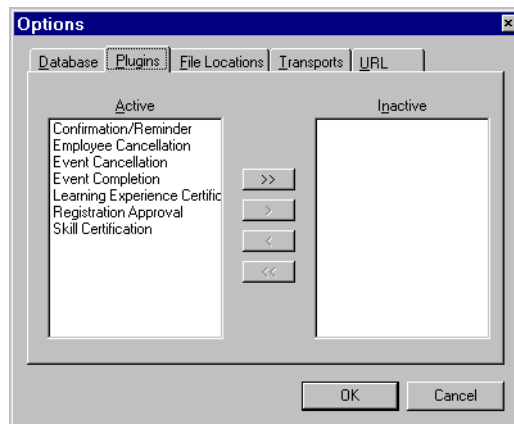
Click **Test** to confirm that the selected system DSN, user name, and password are valid.

Plugins tab

The Messenger plugins provide functionality to the Messenger Processor. Jobs are defined from plugins. The Plugins tab of the Options dialog box lists all the available plugins and allows you to designate them as active or inactive. You can disable all the jobs from a particular plugin by making it inactive.

► To open the Plugins tab:





- 1 From the Messenger Processor window, click **General Options**  from the toolbar.
- 2 In the Options dialog box, click the **Plugins** tab.



Using the Plugins tab

The Plugins tab consists of the **Active** and **Inactive** list boxes that contain all the plugins available to Messenger.


All jobs from plugins in the Inactive list box are not processed by the Messenger Processor, even if they have been enabled in the Job Detail dialog box.

To change the status of a plugin, select it and click  or  to move it into the **Inactive** or **Active** list box. Click  or  to move all the plugins from one list box to the other.

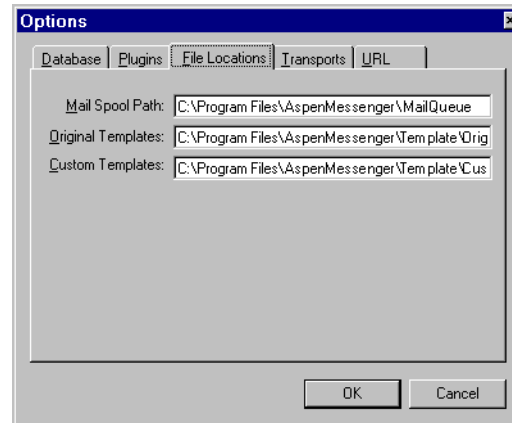
File Locations tab

The File Locations tab of the Options dialog box lets you specify the mail queue and e-mail template folders.

► To open the File Locations tab:

- 1 From the Messenger Processor window, click **General Options**  from the toolbar.

2 In the Options dialog box, click the **File Locations** tab.



File Locations tab fields


This tab has the following text boxes:

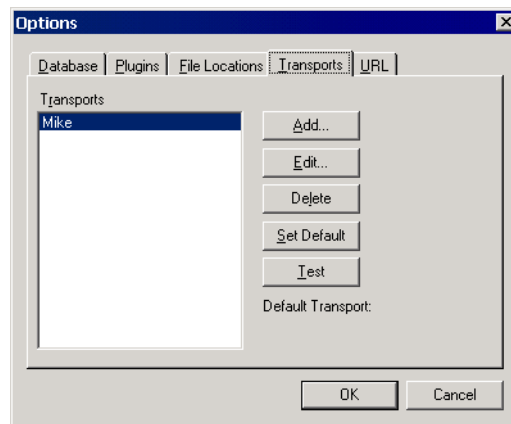
Field	Description
<i>Mail Spool Path</i>	Enter or edit the drive\path of the mail queue folder. The default location is the MailQueue folder in the Aspen LMS Messenger program folder.
<i>Original Templates</i>	Enter or edit the drive\path of the folder containing the original e-mail template files. The default location is Template\Original in the program folder.
<i>Custom Templates</i>	Enter or edit the drive\path of the folder containing the custom e-mail template files. The default location is Template\Custom in the program folder.

Transports tab

Mail connectivity is a fundamental component of Messenger. The Transports tab of the Options dialog box lets you enter e-mail settings.

► To open the Transports tab

- 1 From the Messenger Processor window, Click **General Options**  from the toolbar.
- 2 In the Options dialog box, click the **Transports** tab.



► To change the transport settings

- 1 Click the transport you want in the **Transport** list box.
- 2 Click **Set Default**.
- 3 Click **OK**.
- 4 Exit and restart the Messenger Mailer application, if it is running.

Transports tab fields and controls

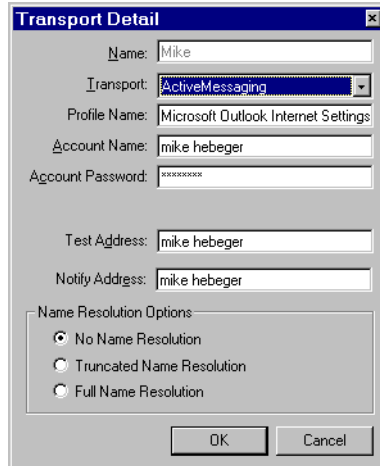
This tab consists of the following items:

Field	Description
<i>Transports</i>	The transports defined are displayed in this list box.
<i>Add</i>	Click this button to open the Transport Detail dialog box and define a new transport.
<i>Edit</i>	Select a transport and click this button to open the Transport Detail dialog box and modify an existing transport. After you edit a transport, exit and restart the Messenger Mailer application, if it is running.
<i>Delete</i>	Select a transport and click this button to remove it.
<i>Set Default</i>	Select a transport and click this button to set the default transport.

Click **OK** to save changes and close the Options dialog box.

Transport Detail dialog box

The Transport Detail dialog box is used to create new or edit existing transports.



It consists of the following fields:

Field	Description
<i>Name</i>	Type a name for this transport into this text box.
<i>Transport</i>	Messenger automatically detects and selects the transport type setting. Use this drop-down list box if you need to change it.
<i>Profile Name</i>	If your mail protocol is MAPI or Active Messaging, it is automatically detected and entered into this text box.
<i>Post Office</i>	If your mail protocol is SMTP, type the server name into this box.

! **WARNING** For MAPI mail systems, the Profile Name and Account Password settings should match the system mail profile. The value for the Post Office is inferred from the profile name. This profile should be the only MAPI mail profile on this system.


Field	Description
<i>Account Name</i>	Type the mail account name into this text box.
<i>Account Password</i>	Type the password for the mail account into this text box.
<i>Reply-to Address</i>	For an SMTP transport, enter the address where replies to messages from this transport are directed. Edit this text box if you want to change the default of "<account name>@<post office>.com".
<i>Test Address</i>	Type the mail address for test messages from Messenger into this text box.
<i>Notify Address</i>	Type the mail address that is sent an error notification message for each failed attempt to send an e-mail message (i.e. for each message in the Failed Mail folder). The text for this notification message is in FailedMail.txt in the original templates folder.
<i>Name Resolution Options</i>	<p>For MAPI and Active Messaging, these options determine the name resolution options for name text entered into the To, Cc, and Bcc fields of an e-mail message.</p> <p>Click No Name Resolution to send the message without checking the entered text in the To, Cc, and Bcc fields.</p> <p>Click Truncated Name Resolution to check the entered text against the mail server address book and expand it to any matching account names (e.g. expand "johns" to "John Smith").</p> <p>Click Full Name Resolution to expand the entered text to the matching account names with specific mail server parameters (e.g., expand "johns" to "John Smith<EX:/o=HRB/ou=WHQ/cn=Recipients/cn=JohnS>").</p>

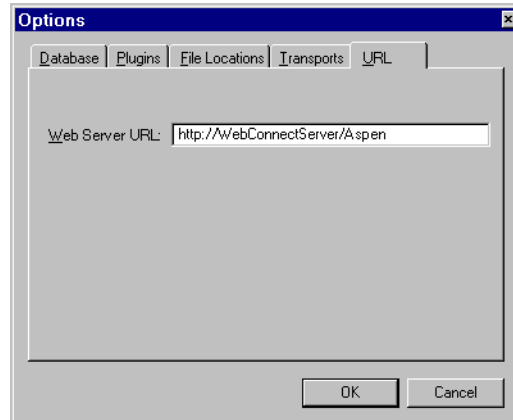
Click **OK** to save changes and close the Transport Detail dialog box and return to the Options dialog box.

URL tab

The URL tab of the Options dialog box is for Aspen Web interface users. If you enter the URL for the Aspen Web server, it is included in the Messenger e-mail notices, so that the recipient can instantly access Aspen.

► **To open the URL tab:**

- 1 From the Messenger Processor window, click **General Options**  from the toolbar.
- 2 In the Options dialog box, click the **URL** tab.

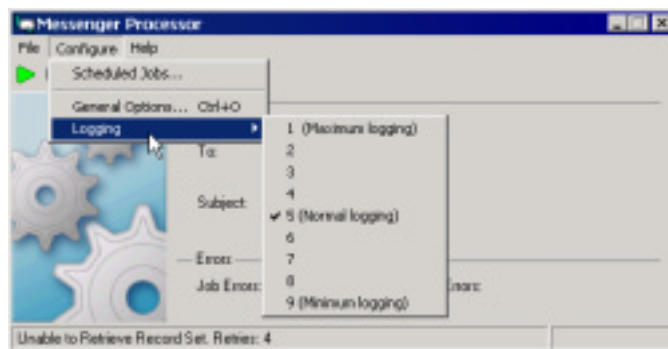


► **To enter the Aspen Web server URL:**

Type an address into the **Web Server URL** text box.

Logging options

You can change the logging reporting level for the log files for the Aspen LMS Messenger Processor or Mailer. The logging levels range from 1 to 9. A level of 1 records the maximum amount of data in the log file. Events, steps completed, and problems are recorded. The default of 5 records only serious errors. A level of 9 denotes no logging.



To set the logging level for the Aspen LMS Messenger Processor, point to **Logging** in the **Configure** menu and click a level number. The log data is written to the file IngMEProcessor.log in the Messenger program folder.

For the Messenger Mailer, the **Logging** command is in the **Options** menu and log data is written to IngMEMailer.log

CHAPTER 5

Job configuration

In this chapter, you will learn how to use the Scheduled Jobs dialog box to edit a job, create a new job, and set addressing and scheduling options.


CONTENTS

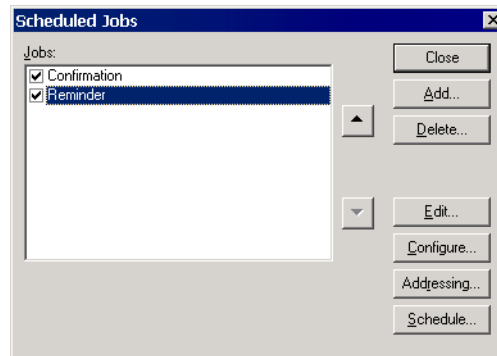
58	Overview
60	Adding a new job
62	Editing a job
64	Setting addressing options
66	Setting scheduling options

Overview

Configure the jobs in Messenger using the Scheduled Jobs dialog box.

► **To open the Scheduled Jobs dialog box:**

In the Messenger Processor window, click **Scheduled Jobs** in the Configure menu or, click **Scheduled Jobs**  in the toolbar.



The Scheduled Jobs dialog box


The Scheduled Jobs dialog box is used to create, edit, and delete jobs. The **Jobs** list box displays the names of all the jobs in the system in the order that they are processed. You can start the following tasks from this dialog box:

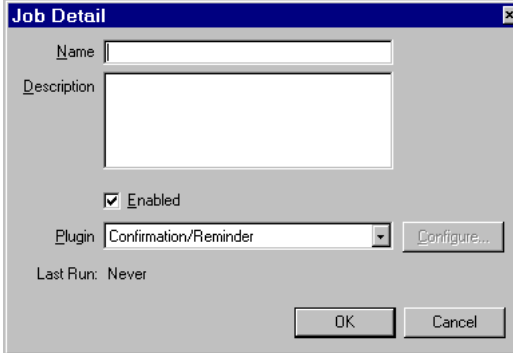
- ◆ To change the order that the jobs are processed, select a name from the **Jobs** list box and click **Up** or **Dn** to move it up or down in the processing order.
- ◆ To add a new job, click **Add** to open the Job Detail dialog box.
- ◆ To remove a job from the system, select a job and click **Delete**.
- ◆ To modify an existing job, select a job name and click **Edit** to open the Job Detail dialog box.
- ◆ To configure a job, select a job and click **Configure** to open the Configuration dialog box.
- ◆ To modify the addressing options of a job, select a job and click **Addressing** to open the Addressing dialog box.
- ◆ To modify the scheduling options of a job, select a job and click **Schedule** to open the Job Schedule dialog box.

Adding a new job

You can create a new job by using the Job Detail dialog box.

► To add a new job

- 1 In the Messenger Processor window, click **Scheduled Jobs**  in the toolbar.
- 2 In the Scheduled Jobs dialog box, click **Add**.
A blank Job Detail dialog box is displayed.



The Job Detail dialog box is a standard Windows-style window with a title bar that says "Job Detail". It contains several fields and controls: a "Name" text box at the top; a "Description" text box below it; a checked "Enabled" checkbox; a "Plugin" dropdown menu currently showing "Confirmation/Reminder"; a "Configure..." button to the right of the dropdown; a "Last Run:" label followed by the text "Never"; and "OK" and "Cancel" buttons at the bottom right.



NOTE You will not be able to change the name of this job after you save it.

- 3 In the **Name** text box, type a job name.
- 4 In the **Description** text box, type some descriptive text.
This description is displayed when this job is selected in the Scheduled Jobs dialog box.
- 5 Select the **Enabled** check box to make this job active.
If you clear this option, the job will not run during processing.

6 In the **Plugin** drop-down list box, click the name of the plugin you want to use.

7 Click **OK** to close the Job Details dialog box, save changes, and return to the Scheduled Jobs dialog box.

The new job is added to the Jobs list.

8 In the **Scheduled Jobs** dialog box, click **Configure** to configure the plugin for this job.

The Configuration dialog box is displayed. This dialog box is different for each plugin and allows you to change the settings specific to this plugin.

9 Click **OK** to close the Configuration dialog box and save changes.

10 Click **Addressing** and set the addressing options.

11 In the **Addressing** dialog box, set the options, click **Apply**, and then click **Close**.

12 Click **Schedule** to set when and how often this job will be run.


13 In the **Schedule** dialog box, set the options and then click **OK**.

14 Click **Close** when you are finished to accept the job changes and close the Scheduled Jobs dialog box.

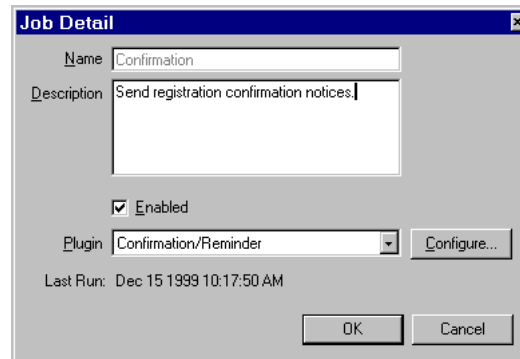
Editing a job

You can edit a job by changing its plugin settings in the Job Detail dialog box.

► To edit the settings for a job

- 1 In the Messenger Processor window, click **Scheduled Jobs**  in the toolbar.
- 2 Click a job name in the **Jobs** box.
- 3 Click **Edit**.

The Job Detail dialog box is displayed.




- ◆ The **Name** text box displays the job name. You cannot change the name of an existing job.
 - ◆ In the **Description** text box, you can edit the description of the selected job displayed in the Scheduled Jobs dialog box.
 - ◆ Select the **Enabled** check box to make this job active.
If you clear this option, the job is not run during processing.
 - ◆ In the **Plugin** drop-down list box, click the name of the plugin you want to use.
 - ◆ Click **Configure** to configure the plugin for this job.
The Configuration dialog box is displayed. This dialog box is different for each plugin and allows you to change the settings specific to this plugin.
- 4** When you are finished, click **OK** to save changes and return to the Scheduled Jobs dialog box.

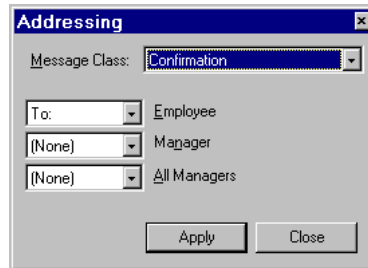
Setting addressing options

The addressing options determine the recipients for the messages from a particular job, and whether the messages are addressed directly to them (To), a carbon copy (Cc), or blind carbon copy (Bcc).

► To set the addressing options for a job

- 1 In the Messenger Processor window, click **Scheduled Jobs**  in the toolbar.
- 2 In the Scheduled Jobs dialog box, click a job name in the **Jobs** box.
- 3 Click **Addressing**.

The Addressing dialog box is opened.



- 4 In the **Message Class** drop-down list box, select a type of message to set options for.

The items in this list box depend on the plugin for the job.

- 5** In the **Employee, Manager, and All Managers** drop-down list boxes, select one of the following addressing options:

Option	Description
<i>(None)</i>	This employee or manager is not a recipient for this message class.
<i>To</i>	The message class is addressed to this employee or manager.
<i>Cc</i>	This message class is carbon copied to this employee or manager.
<i>Bcc</i>	This message class is blind carbon-copied to this employee or manager.




NOTE You cannot have any message classes with *(None)* selected for all three fields even if a message class has been disabled.

- 6** Click **Apply** to accept the settings.
- 7** Repeat steps 4 – 6 for each message class in this job.
- 8** When you are done, click **Close** to close this dialog box and return to the Scheduled Jobs dialog box.

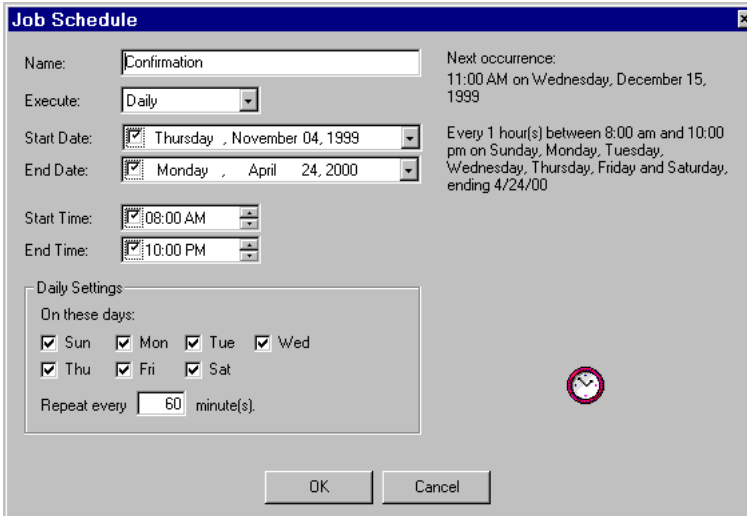
Setting scheduling options

Use the Job Schedule dialog box to set the schedule options for a job. The schedule determines when and how often a job is run.

► To set the scheduling options for a job

- 1 In the Messenger Processor window, click **Scheduled Jobs**  in the toolbar.
- 2 In the Scheduled Jobs dialog box, click a job name in the **Jobs** box.
- 3 Click **Schedule**.

The Job Schedule dialog box is opened.



The Job Schedule dialog box is shown with the following fields and options:

- Name:** Confirmation
- Execute:** Daily
- Start Date:** Thursday, November 04, 1999
- End Date:** Monday, April 24, 2000
- Start Time:** 08:00 AM
- End Time:** 10:00 PM
- Next occurrence:** 11:00 AM on Wednesday, December 15, 1999
- Frequency:** Every 1 hour(s) between 8:00 am and 10:00 pm on Sunday, Monday, Tuesday, Wednesday, Thursday, Friday and Saturday, ending 4/24/00
- Daily Settings:**
 - On these days:
 - ☒ Sun ☒ Mon ☒ Tue ☒ Wed
 - ☒ Thu ☒ Fri ☒ Sat
 - Repeat every 60 minute(s).

Buttons: OK, Cancel

The **Name** box displays the job name. You cannot change the name of an existing job.

- 4** In the **Execute** drop-down list box, click the time interval for the job; select from **Daily**, **Weekly**, or **Monthly**.
- 5** In the **Start** and **End Date** boxes, click the down arrow to use the calendar control to enter start and end dates for the job.

You can disable a start or end date by deselecting its check box (for example, if you want a job to run indefinitely, deselect the **End Date** check box).
- 6** In the **Start** and **End Time** boxes, edit the text box or use the up and down arrows to set the time period within the interval when the job should run.

Disable a start or end time by deselecting its check box.
- 7** Depending on your selection in the **Execute** drop-down list box, enter the settings for the interval for when the job is run.
 - ◆ In the **Daily Settings** box:

Select the check boxes for the days in the week that you want the job to run, and type the number of minutes a job should wait (sleep) before repeating.
 - ◆ In the **Weekly Settings** box:

Type the number of weeks a job should wait before repeating.
 - ◆ In the **Monthly Settings** box:

Select a radio button. Either type a number of the day of the month when the job should run, or pick an ordinal day of the week within the month.
- 8** When you are finished, click **OK** to save changes and return to the Scheduled Jobs dialog box.

CHAPTER 6

Messages and plugins

This chapter describes the plugins that are used to create messages in Aspen LMS Messenger. The email notice, plugin-configuration user interface, message elements, and plugin logic are described for each plugin.

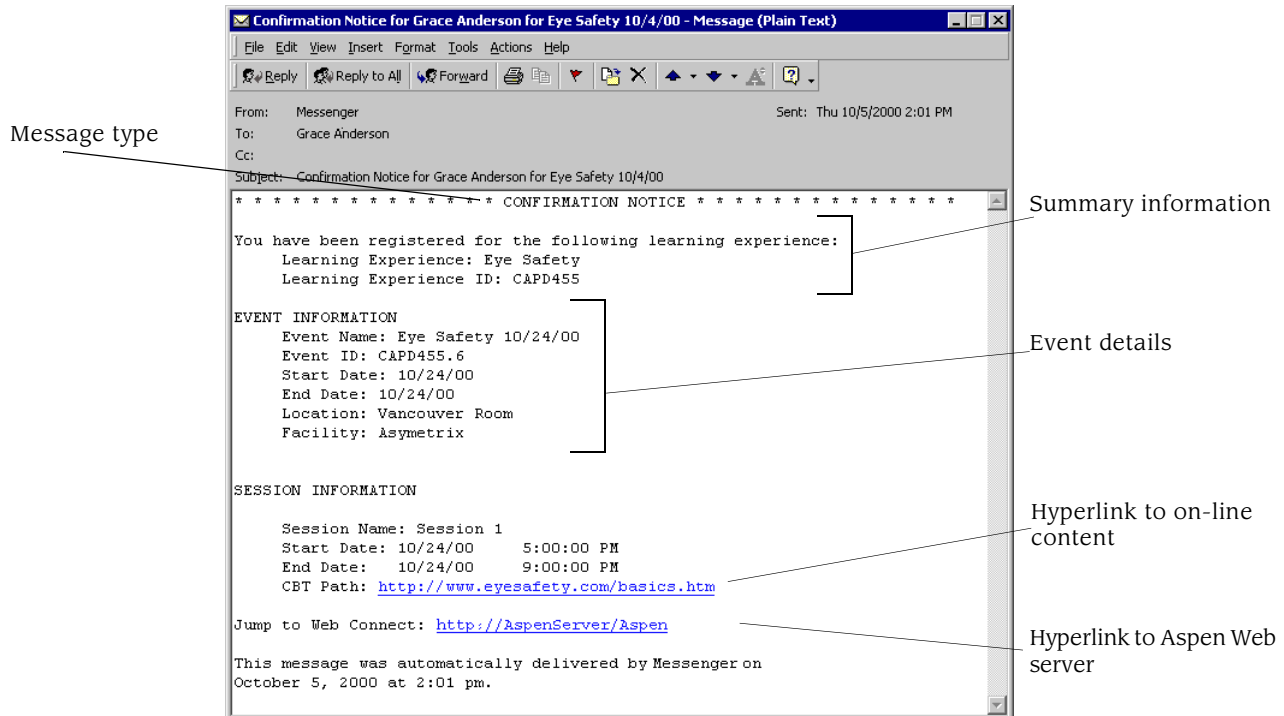
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107	Waiting List Notification Plugin
112	Competency Assessment Notification Plugin

Introduction

Plugins determine the functionality of the jobs in the Aspen LMS Messenger Processor. A job is created by configuring a plugin. Nine plugins are installed with Aspen LMS Messenger, allowing you to create jobs that produce sixteen types of messages. Additionally, the Aspen Implementation Team can build custom plugins for your specific messaging needs. These plugins are DLL files that can be made available to the application by copying them into the Plugins folder in the Aspen LMS Messenger program folder.

Example Message: Event Confirmation Notice



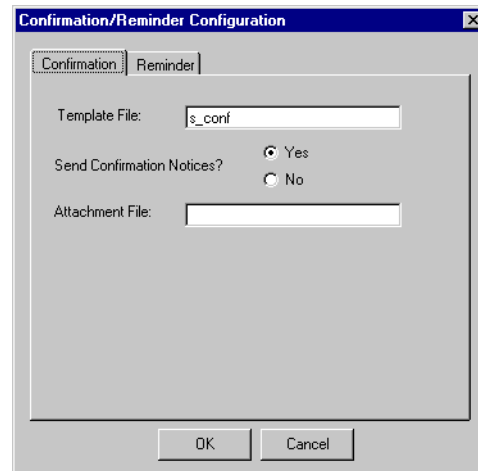
Confirmation Reminder Plugin

The Confirmation/Reminder plugin (MPConfRemind.dll) is used to send both registration confirmation and event reminder notices.

Registration confirmation notice

After every registration to an event roster, an employee (and optionally his/her manager) can receive an event confirmation notice.

The Confirmation tab of the plugin configuration dialog box is used to set the options for registration confirmation notices.



This tab consists of the following fields:

Field	Description
<i>Template File</i>	Specifies the template file for the email message format. You can edit a copy of the default template and select it by entering its name here.
<i>Send Confirmation Notices</i>	Radio buttons provide the option to send or not send confirmation notices. For example, you can click No to have this plugin send only reminders.
<i>Attachment File</i>	Enter the drive/path of a file to attach to the confirmation notice. For example, you could send a course description, curriculum document, or multimedia file along with the notice.

Example Message

```

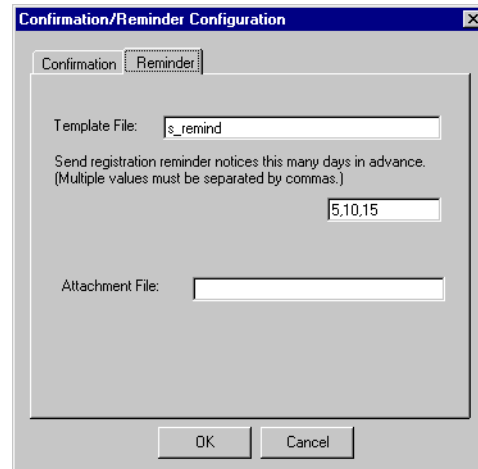
* * * * * CONFIRMATION NOTICE * * * * *
You have been registered for the following learning experience:
    Learning Experience: Eye Safety
    Learning Experience ID: CAPD455
EVENT INFORMATION
    Event Name: Eye Safety 10/4/00
    Event ID: CAPD455.6
    Start Date: 10/4/00
    End Date: 10/4/00
    Location: Vancouver Room
    Facility: Asymetrix
SESSION INFORMATION
    Session Name: Session 1
    Start Date: 10/4/00      5:00:00 PM
    End Date: 10/4/00      9:00:00 PM
This message was automatically delivered by Aspen LMS Messenger on
October 2, 2000 at 11:09 am.

```

Event reminder notice

The registrant (and optionally his/her manager) can receive an event reminder notice at a defined period prior to the start of the scheduled event.

The Reminder tab of the plugin configuration dialog box sets the options for these reminders.



This tab consists of the following fields:

Field	Description
<i>DSN</i>	Use this drop-down list box to select the system data source name for the Aspen database.
<i>Template File</i>	Specifies the template file for the email message format. You can edit a copy of the default template and select it by entering its name here.
<i>Send registration reminder notices.</i>	Type one or more values separated by commas to specify when and how many registration reminders to send. Leave this field blank to disable reminder notices.
<i>Attachment File</i>	Enter the drive/path of a file to attach to the reminder notice. For example, you could send a location map or special announcement document along with the notice

Example Message

```

* * * * * CONFIRMATION NOTICE * * * * *
You have been registered for the following learning experience:
  Learning Experience: Eye Safety
  Learning Experience ID: CAPD455
EVENT INFORMATION
  Event Name: Eye Safety 10/4/00
  Event ID: CAPD455.6
  Start Date: 10/4/00
  End Date: 10/4/00
  Location: Vancouver Room
  Facility: Asymetrix
SESSION INFORMATION
  Session Name: Session 1
  Start Date: 10/4/00      5:00:00 PM
  End Date: 10/4/00      9:00:00 PM
This message was automatically delivered by Aspen LMS Messenger on
October 2, 2000 at 11:09 am.

```

Message Elements

The messages created by this plugin contain information from the following fields:

- ◆ Learning experience name
- ◆ Learning experience ID
- ◆ Event name
- ◆ Event note
- ◆ Start date and time and end date and time of each event session
- ◆ Name of each session
- ◆ Type of session (instructor led, CBT, on-the-job training, etc.)
- ◆ The location of each session
- ◆ A hyperlink for each session (to an Internet/intranet page, or application or document on a LAN/WAN)
- ◆ A note for each session
- ◆ Note to the employee
- ◆ Hyperlink to Web server URL (for users of Aspen Web interface)

Blank fields are omitted from the message.

Plugin Logic

The Confirmation/Reminder plugin returns all employee and event information for each employee event where the start date is defined and is in the future.

If an event or employee registration is cancelled or the employee has a completion date, no confirmation or reminder notice is sent. Notices are sent to employees whose attendance to an event waived

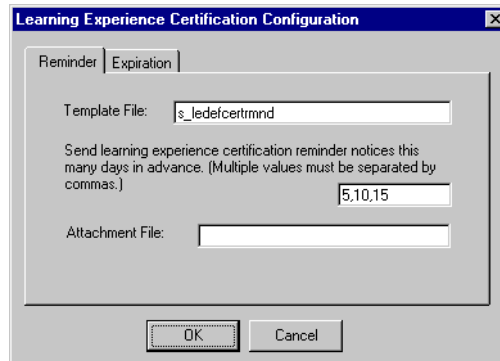
Learning Experience Certification Plugin

The Learning Experience Certification plugin (MPLEDefCert.dll) sends both learning experience certification reminder and expiration notices.

Learning experience certification reminder notice

This plugin sends notification messages to users who have a learning experience certification that is about to expire. Define one or more days before expiration that this message will be delivered.

The Reminder tab of the Learning Experience Certification Configuration dialog box sets the options for reminder notices.



This tab consists of the following fields:

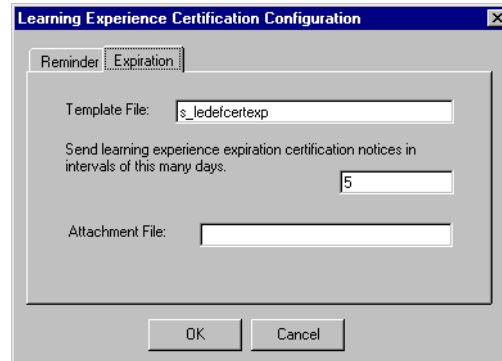
Field	Description
<i>Template File</i>	Specifies the template file for the email message format. You can edit a copy of the default template and select it by entering its name here.
<i>Send learning experience certification...</i>	Type one or more values separated by commas to specify when and how many learning experience certification reminders to send. You can leave this field blank to not send any reminders.
<i>Attachment File</i>	Enter the drive/path of a file to attach to the reminder notice.

Example Message

```
* * * * * CERTIFICATION REMINDER * * * * *
Your certification for the learning experience
    'First Aid'
will expire on 10/4/00.
'First Aid' needs to be certified for the following reason(s):
    OSHA - Every 365 Days
This message was automatically delivered by Aspen LMS Messenger on
October 3, 2000 at 3:21 pm.
```

Learning experience certification expiration notice

Messenger can deliver messages to users when their learning experience certifications expire. The Expiration tab of the Learning Experience Certification Configuration dialog box sets the options for expiration notices.



This tab consists of the following fields:

Field	Description
<i>Template File</i>	Specifies the template file for the email message format. You can edit a copy of the default template and select it by entering its name here.
<i>Send learning experience expiration...</i>	Type a number to specify how often to send learning experience certification expiration notices to send. The default is to send a notice every 5 days. You can leave this field blank to not send any expiration notices.
<i>Attachment File</i>	Enter the drive/path of a file to attach to the expiration notice.

Example Message

```
*****CERTIFICATION EXPIRATION*****  
Your certification for the learning experience  
    'First Aid'  
expired on 9/11/95.  
'First Aid' needs to be certified for the following reason(s):  
    OSHA - Every 540 Days  
This message was automatically delivered by Aspen LMS Messenger on  
October 2, 2000 at 11:09 am.
```

Message Elements

The messages created by this plugin contain the following information:

- ◆ Learning experience name
- ◆ Learning experience description
- ◆ A note to employees
- ◆ Certification reason (i.e. OSHA, ISO, Management, etc.)
- ◆ Certification note
- ◆ Date of expiration
- ◆ Hyperlink to Web server URL (for users of Aspen Web interface)

Blank fields are omitted from the message.

Plugin Logic

The Learning Experience Certification plugin returns all employee, event, and learning experience data for each employee event that has a valid completion date and a learning experience certification reason associated with it.

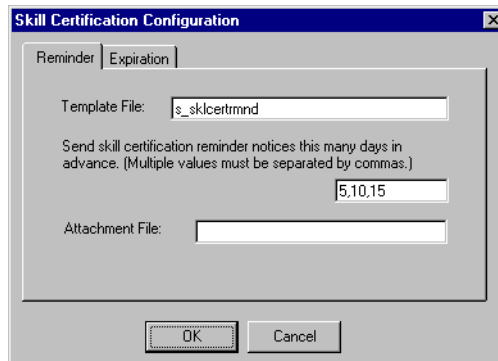
Skill Certification Plugin

The Skill Certification plugin (MPSkillCert.dll) sends both skill certification reminder and expiration notices.

Skill certification reminder notice

This plugin can send reminder notices to users who have a skill certifications that are about to expire. Define the number of days before expiration that this message will be delivered.

The Reminder tab of the Skill Certification Configuration dialog box sets the options for these reminders.



This tab consists of the following fields:

Field	Description
<i>Template File</i>	Specifies the template file for the email message format. You can edit a copy of the default template and select it by entering its name here.
<i>Send skill certification reminder...</i>	Type one or more values separated by commas to specify when and how many skill certification reminders to send. You can leave this field blank to have the job that uses this plugin only send expiration notices.
<i>Attachment File</i>	Enter the drive/path of a file to attach to the reminder notice.

Example Message

```

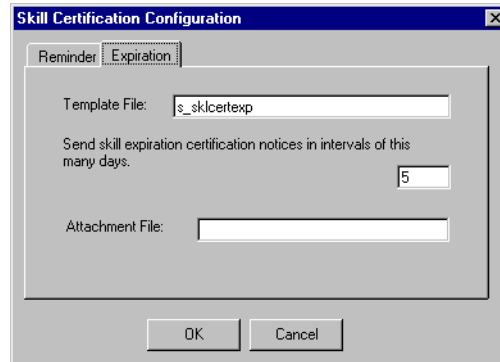
* * * * * CERTIFICATION REMINDER * * * * *
Your certification for the skill
    'CPR'
will expire on 10/9/00.
'CPR' needs to be certified for the following reason(s):
    Federal Regulations - Every 365 Days
    OSHA - Every 365 Days
This message was automatically delivered by Aspen LMS Messenger on
October 3, 2000 at 3:21 pm.

```

Skill certification expiration notice

This plugin can send email messages to users when their skill certifications expire.

The Expiration tab of the Skill Certification Configuration dialog box sets the options for expiration notices.



This tab consists of the following fields:

Field	Description
<i>Template File</i>	Specifies the template file for the email message format. You can edit a copy of the default template and select it by entering its name here.
<i>Send skill expiration certification...</i>	Type a number to specify how often to send skill certification expiration notices to send. The default is to send a notice every 5 days. You can leave this field blank to not send any expiration notices.
<i>Attachment File</i>	Enter the drive/path of a file to attach to the expiration notice.

Example Message

```
* * * * * * * * * * CERTIFICATION EXPIRATION * * * * * * * * * *  
Your certification for the skill  
    'Safety Procedures'  
expired on 10/1/96 7:44:08 PM.  
'Safety Procedures' needs to be certified for the following reason(s):  
    OSHA - Every 365 Days  
This message was automatically delivered by Aspen LMS Messenger on  
October 2, 2000 at 11:09 am.
```

Message Elements

The messages created by this plugin contain the following information:

- ◆ Skill name
- ◆ Skill description
- ◆ Skill category
- ◆ Skill certification reason (i.e. OSHA, ISO, Management, etc.)
- ◆ Date of expiration
- ◆ Hyperlink to Web server URL (for users of Aspen Web interface)

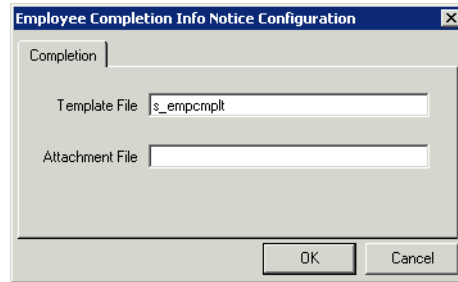
Blank fields are omitted from the message.

Plugin Logic

The Skill Certification plugin gets all acquired skill data for employees for each acquired skill that is associated with a skill certification reason.

Employee Event Completion Plugin

The Employee Event Completion Plugin (MPEmpevtcmplt.dll) sends an event completion notice to the employee, including a summary of sessions attended and skills acquired.



This dialog box consists of the following fields:

Field	Description
Template File	Specifies the template file for the email message format. You can edit a copy of the default template and select it by entering its name here.
Attachment File	Enter the drive/path of a file to attach to the completion notice.

Example Message

```
***** EVENT COMPLETION NOTICE *****
You have completed the following event:
  Learning Experience: Accounting I
  Learning Experience ID: ACC101
  Start Date: 4/23/01

EVENT INFORMATION
  Event Name: Accounting I 4/23/01
  Event ID: ACC101
  Start Date: 4/23/01
  End Date: 6/27/01
  Location:

SESSION INFORMATION
You attended the following sessions:
  Session Name: Session 1
  Start Date: 4/23/01      8:00:00 AM
  End Date:   4/23/01      9:30:00 AM
  Location: West Coast Meeting Room
  Facility: Asymetrix
  Instructor: Cornwall

  Session Name: Session 2
  Start Date: 4/25/01      8:00:00 AM
  End Date:   4/25/01      9:30:00 AM
  Location: West Coast Meeting Room
  Facility: Asymetrix
  Instructor: Cornwall

Grade: B

SKILL INFORMATION
  Skill acquired: Accounting Basics
  Proficiency: Intermediate

This message was automatically delivered by Aspen LMS Messenger on
October 2, 2000 at 11:09 am.
```

Message Elements

The messages created by this plugin contain the following information:

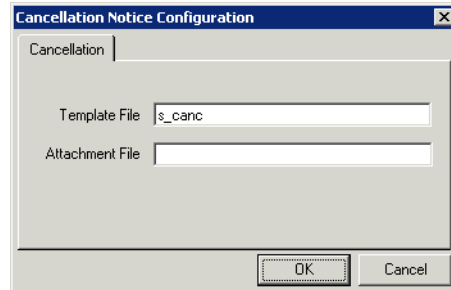
- ◆ Learning experience information
- ◆ Event information
- ◆ Session attendance information
- ◆ Skills acquired information, including proficiencies
- ◆ Grade information

Plugin Logic

The Employee Event Completion plugin returns learning experience, event, session attendance and acquired skill data when an employee completion date is entered in an event.

Event Cancellation Plugin

The Event Cancellation Plugin (MPCancellation.dll) sends notices to all registered employees when an event is cancelled.



This dialog box consists of the following fields:

Field	Description
<i>Template File</i>	Specifies the template file for the email message format. You can edit a copy of the default template and select it by entering its name here.
<i>Attachment File</i>	Enter the drive/path of a file to attach to the cancellation notice.

Example Message

```
* * * * * EVENT CANCELLATION NOTICE * * * * *
The following Event for which you are registered has been canceled:
  Learning Experience: Risk Analysis in Decision Making
  Learning Experience ID: DT583
  Start Date: 6/1/01.
EVENT INFORMATION
  Event Name: Risk Analysis in Decision Making 6/1/01
  Event ID: DT583.7
  Start Date: 6/1/01
  End Date: 6/4/01
  Location: Conference Room 406
  Facility: Center for Professional Development
SESSION INFORMATION
  Session Name: Day 1
  Start Date: 6/1/01      9:00:00 AM
  End Date:   6/1/01      5:00:00 PM
  Location: Room 6B
  Facility: Bodine Productivity Center
  Instructor: Copeland
  Session Name: Day 2
  Start Date: 6/2/01      9:00:00 AM
  End Date:   6/2/01      5:00:00 PM
  Location: Room 6B
  Facility: Bodine Productivity Center
  Instructor: Copeland
This message was automatically delivered by Aspen LMS Messenger on
October 2, 2000 at 11:09 am.
```

Message Elements

The messages created by this plugin contain the following information:

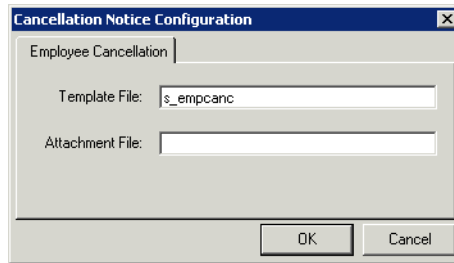
- ◆ Event information
- ◆ Learning Experience information
- ◆ Session information

Plugin Logic

This plugin returns event information when that event is cancelled by checking the cancellation check box for that event.

Employee Event Cancellation Plugin

The Employee Event Cancellation Plugin (MPEmpcancel.dll) sends notices to employees whose registration for an event is cancelled.



This dialog box consists of the following fields:

Field	Description
<i>Template File</i>	Specifies the template file for the email message format. You can edit a copy of the default template and select it by entering its name here.
<i>Attachment File</i>	Enter the drive/path of a file to attach to the cancellation notice.

Example Message

```
* * * * * REGISTRATION CANCELLATION NOTICE * * * * *  
Your registration for the following Event was canceled on 7/26/00:  
  Learning Experience: Accounting I  
  Learning Experience ID: ACC101  
  Start Date: 5/15/01.  
  
EVENT INFORMATION  
  Event Name: Accounting I 5/15/01  
  Event ID: ACC101.4  
  Start Date: 5/15/01  
  End Date: 5/19/01  
  Location: Conf Room 101 Bldg 2 NE  
  Facility: Rochester Technology Institute
```

Message Elements

The messages created by this plugin contain the following information:

- ◆ Cancellation date
- ◆ Event information
- ◆ Learning Experience information
- ◆ Session information

Plugin Logic

This plugin returns event information when an employee's registration for that event is cancelled.

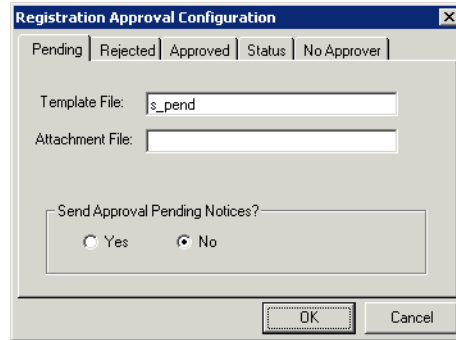
Registration Approval Plugin

The Registration Approval Plugin (MPRegApproval.dll) sends notices relating to the Registration Approval process.

There are five different messages sent by this plugin:

- ◆ Registration Approval Request Pending
- ◆ Registration Approval Request Status
- ◆ Registration Request Approved, but with Logistic Problem
- ◆ Registration Request Rejected
- ◆ No Approver Assigned

Registration Approval Request Pending



This dialog box consists of the following fields:

Field	Description
<i>Template File</i>	Specifies the template file for the email message format. You can edit a copy of the default template and select it by entering its name here.
<i>Attachment File</i>	Enter the drive/path of a file to attach to the pending notice.
<i>Send Pending Notices</i>	Radio buttons provide the option to send or not send pending notices.

Example Message

```
***** APPROVAL PENDING NOTICE *****
Calvin Bystrickey requires your approval for the following Event:
    Event Name: Aspen Training 8/31/00
    Event ID: ASP-101.5
    Start Date: 8/31/00
    End Date: 9/1/00
    Cost: 1795

Please use the Registration Approval tools in Aspen LMS Workstation or
Aspen Web interface to approve or reject this approval request.

This message was automatically delivered by Aspen LMS Messenger on
October 2, 2000 at 11:09 am.
```

Message Elements

The messages created by this plugin contain the following information:

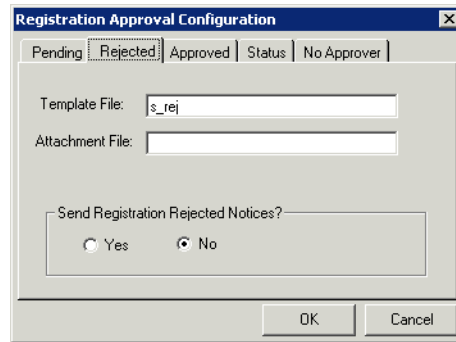
- ◆ Name of employee to be approved
- ◆ Event name, code, start and end dates, and cost of event employee is pending approval for

Plugin Logic

This plugin sends a notice informing an approver that an approval request is pending his approval. This gets sent for each record in tblEmpEvtAppr where:

- ◆ A pending note was not sent on the last pass that the plugin made through the table
- ◆ The PendingInd bit on the record is true
- ◆ The planned approver FK is not null

Registration Request Rejected



This dialog box consists of the following fields:

Field	Description
<i>Template File</i>	Specifies the template file for the email message format. You can edit a copy of the default template and select it by entering its name here.
<i>Attachment File</i>	Enter the drive/path of a file to attach to the rejection notice.
<i>Send Rejection Notices</i>	Radio buttons provide the option to send or not send rejection notices.

Example Message

```
* * * * * EVENT REGISTRATION REQUEST REJECTION NOTICE * * * * *  
  
Your registration request for Analyzing Financial Statements 10/15/01  
has been rejected by the following approvers:  
  
    Gary Bedmer  
  
Please use Aspen LMS Workstation or Aspen Web interface for further  
information.  
  
This message was automatically delivered by Aspen LMS Messenger on  
October 3, 2000 at 3:21 pm.
```

Message Elements

The messages created by this plugin contain the following information:

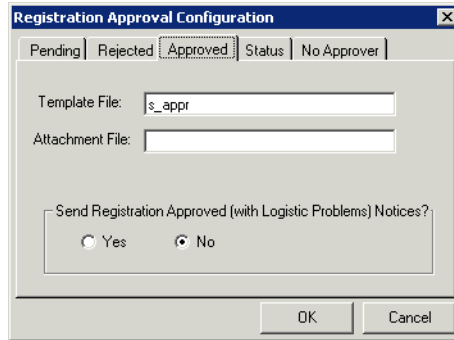
- ◆ Event name
- ◆ List of approvers who rejected the registration request

Plugin Logic

This plugin sends a notice informing a registrant that their registration request has been rejected. This gets sent for each record in tblEvtWait where:

- ◆ A rejection note was not sent on the last pass that the plugin made through the table
- ◆ The value of the ApprStatFK column on the record indicates rejection

Registration Request Approved, but with Logistic Problem



This dialog box consists of the following fields:

Field	Description
<i>Template File</i>	Specifies the template file for the email message format. You can edit a copy of the default template and select it by entering its name here.
<i>Attachment File</i>	Enter the drive/path of a file to attach to the registration approved notice.
<i>Send Registration Approved Notices</i>	Radio buttons provide the option to send or not send registration approved notices.

Example Message

```
* EVENT REGISTRATION REQUEST APPROVED WITH LOGISTIC PROBLEM NOTICE *  
Your registration request for Aspen Training 1/10/00 has been  
approved, but cannot be added to the event roster due to the following  
reasons:  
    Approval Date After Start Date  
This message was automatically delivered by Aspen LMS Messenger on  
October 2, 2000 at 11:09 am.
```

Message Elements

The messages created by this plugin contain the following information:

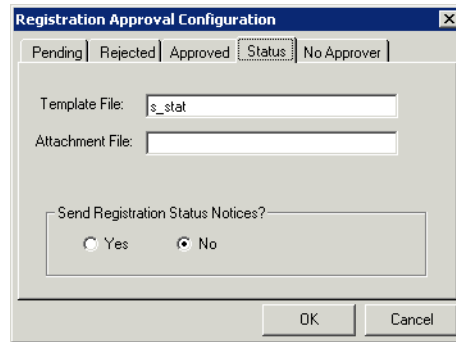
- ◆ Event name
- ◆ Reason for logistic problem

Plugin Logic

This plugin sends a notice informing a registrant that their registration request has been approved, but that a logistic problem is preventing them from being added to the event roster. This gets sent for each record in tblEvtWait where:

- ◆ A registration approved note was not sent on the last pass that the plugin made through the table
- ◆ The value of the ApprStatFK column on the record indicates approval, yet the record still exists in tblEvtWait (instead of being moved to tblEmpEvt, as it would if there were no logistic problem.)

Registration Approval Request Status



This dialog box consists of the following fields:

Field	Description
<i>Template File</i>	Specifies the template file for the email message format. You can edit a copy of the default template and select it by entering its name here.
<i>Attachment File</i>	Enter the drive/path of a file to attach to the pending notice.
<i>Send Registration Status Notices</i>	Radio buttons provide the option to send or not send registration status notices.

Example Message

```
* * * * * EVENT REGISTRATION REQUEST STATUS NOTICE * * * * *  
  
Your approval requests for Aspen Training 8/31/00 have been approved  
by the following approvers:  
  
    Nathan Adams  
    Gary Bedmer  
  
No approvals are pending for this event.  
  
No approvers have rejected your registration for this event.  
  
All approval requests have been approved for this registration  
request. Unless there is a logistic problem with this registration,  
you should receive a confirmation notice for this event.  
  
This message was automatically delivered by Aspen LMS Messenger on  
October 2, 2000 at 11:09 am.
```

Message Elements

The messages created by this plugin contain the following information:

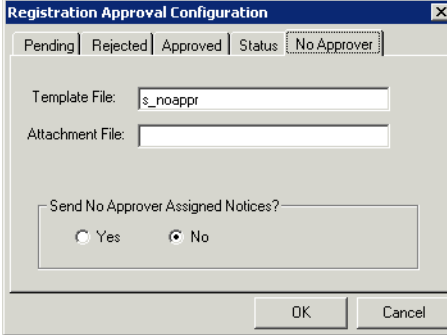
- ◆ Event name
- ◆ List of approvers that have approved
- ◆ List of approvers that are pending
- ◆ List of approvers that have rejected

Plugin Logic

This plugin sends a notice informing a registrant of the status of their approval requests. This gets sent for each record in tblEmpEvtAppr where:

- ◆ A status note was not sent on the last pass that the plugin made through the table
- ◆ The status checksum has changed since the last pass (the checksum is calculated according to this formula: $(\text{ApproverEmpFK1} * \text{ApprovalDate1}) + (\text{ApproverEmpFK2} * \text{ApprovalDate2}) + \dots$)

No Approver Assigned

The image shows a Windows-style dialog box titled "Registration Approval Configuration". It has a tabbed interface with tabs for "Pending", "Rejected", "Approved", "Status", and "No Approver". The "No Approver" tab is currently selected. Inside the dialog, there are two text input fields: "Template File:" with the value "s_noappr" and "Attachment File:" which is empty. Below these fields is a section titled "Send No Approver Assigned Notices?" containing two radio buttons: "Yes" (unselected) and "No" (selected). At the bottom right of the dialog are "OK" and "Cancel" buttons.

This dialog box consists of the following fields:

Field	Description
<i>Template File</i>	<i>Specifies the template file for the email message format. You can edit a copy of the default template and select it by entering its name here</i>
<i>Attachment File</i>	<i>Enter the drive/path of a file to attach to the no approver assigned notice.</i>
<i>Send No Approver Assigned Notices</i>	<i>Radio buttons provide the option to send or not send no approver assigned notices.</i>

Example Message

```
***** NO APPROVER ASSIGNED NOTICE *****  
Your pending approval request for the event Active Listening Workshop  
11/19/00 has no planned approver assigned. Please find a qualified  
approver and have them approve this approval request in Aspen LMS  
Workstation or Aspen Web interface.  
  
This message was automatically delivered by Aspen LMS Messenger on  
October 3, 2000 at 3:21 pm.
```

Message Elements

The messages created by this plugin contain the following information:

- ◆ Event name

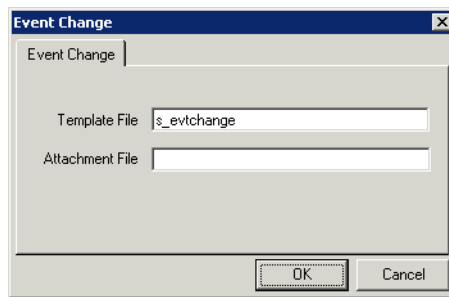
Plugin Logic

This plugin sends a notice informing a registrant that no approver was assigned for an approval record. This gets sent for each record in tblEmpEvtAppr where:

- ◆ A no approver assigned note was not sent on the last pass that the plugin made through the table
- ◆ The PendingInd bit on the record is true
- ◆ The planned approver FK is null

Event Change Notification Plugin

The Event Change Notification plugin (MPEvtChange.dll) is used to notify the employees on an event roster (tblEmpEvt) when there are changes in the logistical information for the event. This plugin only works with databases from Aspen 1.0.



This dialog box consists of the following fields:

Field	Description
<i>Template File</i>	Specifies the template file for the e-mail message format. You can edit a copy of the default template and select it by entering its name here.
<i>Attachment File</i>	Enter the drive/path of a file to attach to the event change notice. For example, you could send a course description along with the notice.

Example Message

```
***** EVENT CHANGE NOTICE *****
There has been a change in Back Health 1/6/01
The new details are as follows:

EVENT INFORMATION
  Event Name: Back Health 1/6/01
  Event ID: MED678.5
  Start Date: 1/6/01
  End Date: 1/7/01
  Location: Room 201
  Facility: Rochester University

SESSION INFORMATION
  Session Name: Session 1
  Start Date: 1/6/01      9:00:00 AM
  End Date: 1/6/01      5:00:00 PM
  Location: Room 201
  Facility: Rochester University

  Session Name: Session 2
  Start Date: 1/7/01      9:00:00 AM
  End Date: 1/7/01      5:00:00 PM
  Location: Room 201
  Facility: Rochester University

This message was automatically delivered by Aspen LMS Messenger on
October 3, 2000 at 11:26 am.
```

Message Elements

The messages created by this plugin contain the following information:

- ◆ Employee Name
- ◆ Event Information
- ◆ Start/End Dates

- ◆ Location and Facility
- ◆ Event Notes
- ◆ Session Information
- ◆ Instructor Information

Blank fields are omitted from the message.

Plugin Logic

In the context of this plugin, there are two types of events: events with sessions and events with no sessions.

If an event has no sessions, the plugin checks for changes in the following event-related information: Evt_StartDt, Evt_EndDt, Evt_DefLocFK. If any of these is changed, an e-mail message is created and sent to all active employees on the roster, that is, Emp's with no Emp_EndDt, or whose Emp_EndDt < Emp_StartDt.

If sessions are added to a previously session-less event, this is flagged as a change, and an e-mail message is created with the new information and sent to the employees under the logic above.

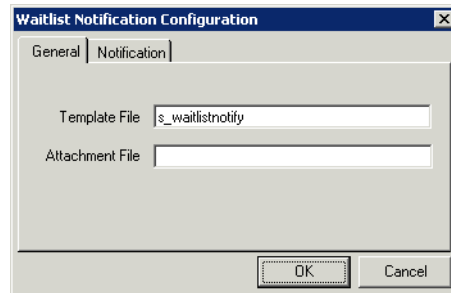
If an event has sessions, the plugin checks for changes in the following session-related information: Ses_StartDt, Ses_StartTm, Ses_EndDt, Ses_EndTm, Ses_Inst (including instructors deleted or added), Ses_Loc (including locations deleted or added), and the number of sessions for an event. Any changes to these result in e-mail message being sent to the employees under the logic enunciated above.

The first time an event is encountered by the plugin (i.e. the event has just been created), no e-mail message should be sent.

Waiting List Notification Plugin

The Waiting List Notification plugin (MPWaitlistNotify.dll) sends e-mail notifications to employees on an event waiting list when openings become available in that event. This dialog box consists of the General and Notification tabs.

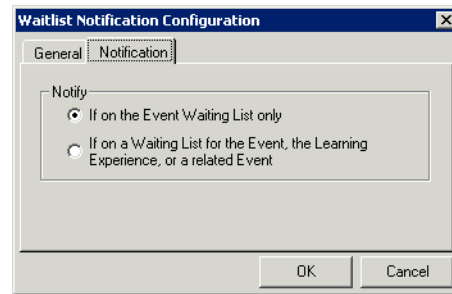
General Tab



The General tab has the following fields:

Field	Description
Template File	Specifies the template file for the e-mail message format. You can edit a copy of the default template and select it by entering its name here.
Attachment File	Enter the drive/path of a file to attach to the notice.

Notification Tab



On the Notification tab, select whether to send notifications if the employee is on the event waiting list or if the employee is on the event waiting list, learning experience waiting list, or related event (i.e. event from the same learning experience).

Example Message

```
* * * * ROSTER OPENING FOR Event: Aspen Training 10/21/00 * * * * *  
This notice is to inform you that there are 8 seats available for  
Aspen Training 10/21/00.  
  
EVENT INFORMATION  
    Event Name: Aspen Training 10/21/00  
    Event ID: ASP-101.3  
    Start Date: 10/21/00  
    End Date: 10/22/00  
    Facility: Asymetrix  
    Location: West Coast Meeting Room  
  
SESSION INFORMATION  
    Session Name: Session 1  
    Start Date: 10/21/00      9:00:00 AM  
    End Date:   10/21/00      5:00:00 PM  
  
    Session Name: Session 2  
    Start Date: 10/22/00      9:00:00 AM  
    End Date:   10/22/00      5:00:00 PM  
  
This message was automatically delivered by Aspen LMS Messenger on  
October 3, 2000 at 11:06 am.
```

Message Elements

The messages created by this plugin contain the following information:

- ◆ Employee Name
- ◆ Event Information
- ◆ Availability Information
- ◆ Number of other employees on the waiting list and related waiting lists

Blank fields are omitted from the message.

Plugin Logic

If an event has a non-null value in the Evt_MaxCap field, the plugin calculates the number of employees on the event roster (tblEmpEvt) who have not been cancelled from the event (tblEmpEvt_CnclDt is null) and who have a null tblEmp.Emp_EndDt or null tblEmp.Emp_EndDt < null tblEmp.Emp_StartDt (some companies terminate and re-hire people but leave the old Emp_EndDt intact).

If this number is less than Evt.Evt_MaxCap, the event is open. Otherwise, it is closed (while, in reality, a closed event might be open for registration, in the context of this plugin the term applies). This status is stored with the event key in the IM_JobData table each time the job is run. The plugin checks the current status against the status the last time the job was run.

If the event is closed, it is noted in IM_JobData and nothing further is done with the event.

If the event is open and this is the first time the event has been encountered, or the event was closed last time and is now open, the plugin gathers information on employees to notify. If on the Event Waiting List only is selected, it will gather the names of all employees on the waiting list (tblEvtWait) for the event, who are not awaiting approval (EvtWait_AwaitApproval = 0) and have not been rejected for the event (EvtWait_ApprStatFK <> -3 OR EvtWait_ApprStatFK is null). Prior to creating the e-mail message, the plugin checks if the employee is already on the event roster and will not create the e-mail message if this is so.

If the other alternative is selected, the same logic applies to employees on the waiting list for the event, the event's learning experience (Evt_LEDefk) and related events (events with the same LEDefk). Additionally, the plugin verifies that the employee has not already

been rejected from the event in question. This prevents an employee who might be approved and on the waiting list for an event from being sent an opening notice for a related event that has already been rejected for.

If the event is open and was open the last time the job was run, the plugin checks for employees added to the waiting list (tblEvtWait) since the last run, or employee's whose approval status has changed from rejected (-3) to any other status. Again, the plugin checks if the employee is already on the event roster and verifies that the employee has not already been rejected from the event in question.

The e-mail message produced will display event\session info for the entire event.

It will also display the number of openings for the event as well as the number of other employees on the waiting list. The wording changes depending on which option is chosen when configuring the job. For example, "There are ## other employees on the waiting list for event name" or "There are ## other employees on related waiting lists." It also changes according to the number of openings or employees. For example, if there is one opening, the text will read: "There is one opening", whereas if there are more than one, it will read "There are ## openings."

Competency Assessment Notification Plugin

The Competency Assessment Notification plugin (MPCmptyAsmt.dll) sends all notifications used in the Aspen competency assessment process.

Competency Assessment Announcement Notice

The Competency Assessment Notification plugin can send announcements to all employees who are asked to rate target employees in an upcoming assessment. The Competency Assessment Announcement Notice is a "pre-announcement" that gives raters some notice and information regarding the assessments they are asked to participate in. The assessment designer specifies the date that the announcements are mailed.

Message Elements

The notices contain the following information:

- ◆ Assessment name
- ◆ Assessment description
- ◆ Basic information regarding the upcoming assessment

Plugin Logic

This plugin sends notices informing participants (raters) that they are part of an upcoming assessment. A notice is sent for each record in SAInstRater where:

- ◆ An assessment owner has indicated that this type of notice be sent by entering a valid Announce Date in the Assessment Announce Date field during the Deploy Phase.
- ◆ SA_AnnounceDt is not null

Competency Assessment Participation Request Notice

The Competency Assessment Notification plugin can send announcements to all employees who are asked to rate target employees in an upcoming assessment. It notifies the rater that the assessment has been deployed and is available to be completed. The notice is generated when the assessment is deployed (on the start date)

Message Elements

The notices contain the following information:

- ◆ Assessment name
- ◆ Assessment description
- ◆ Basic information regarding the upcoming assessment

Plugin Logic

This plugin sends notices informing participants (raters) that they are part of an upcoming assessment. A notice is sent for each record in SAInstRater where:

- ◆ An assessment owner has deployed an assessment.
- ◆ SA_LaunchDt has arrived.

Competency Assessment Reminder Notice

The Competency Assessment Notification plugin can send a reminder to all employees who are asked to rate target employee in an assessment. The assessment designer specifies the date when the reminder is mailed.

Message Elements

The notices contain the following information:

- ◆ Assessment name
- ◆ Assessment description
- ◆ Basic information regarding the upcoming assessment

Plugin Logic

This plugin sends notices informing participants (raters) that they are part of an upcoming assessment. A notice is sent for each record in SAInstRater where:

- ◆ An assessment owner has indicated that this type of notice be sent by entering a valid Reminder Date in the Assessment Reminder Date field during the Deploy Phase.
- ◆ SA_RemindDt is not null
- ◆ Only Raters that have not submitted or declined to complete at least one assessment will be sent a reminder.

Competency Assessment Closed Notice

The Competency Assessment Notification plugin can send an assessment closed notice to all employees that were asked to rate a target employee in an assessment. This notice informs raters that an assessment has closed and that assessment reports are now available. This notice is sent on the day that the assessment owner closes the assessment.

Message Elements

The notices contain the following information:

- ◆ Assessment name
- ◆ Assessment description
- ◆ Basic information regarding the assessment

Plugin Logic

This plugin sends notices informing participants (raters) that the assessment they participated in is now closed and reports are available. A notice is sent for each record in SAInstRater where:

- ◆ An assessment owner has closed the assessment.

Competency Assessment Declined Confirmation Notice to Rater

The Competency Assessment Notification plugin can send confirmation notices to raters who decline participation in an assessment. These notices inform them that their request to decline completing an assessment has been received.

Message Elements

The notices contain the following information:

- ◆ Assessment name
- ◆ Assessment description
- ◆ Basic information regarding the upcoming assessment

Plugin Logic

This plugin sends confirmation notices to the raters that their request to decline completing the assessment was received and that the target and manager have been notified. A notice is sent for each record in SResp where:

- ◆ SResp_Status is 'Declined'

Competency Assessment Notice to Target that Rater Declined

These notices to the assessment target employees and their managers inform them of rater requests to decline participation in the assessment. This notice may prompt the target or manager to find an alternate rater.

Message Elements

The notices contain the following information:

- ◆ Assessment name
- ◆ Assessment description
- ◆ Information about the rater who declined.

Plugin Logic

This plugin sends a notice informing a target employee and manager that a rater assigned to the assessment has declined. A notice is sent for each record in SAREsp where:

- ◆ The SAREsp_Status is 'Declined'

Competency Assessment Thank You Notice

The Competency Assessment Notification plugin sends notices to raters upon submission of completed assessments to confirm that their assessment was received and thank them for participating.

Message Elements

The notices contain the following information:

- ◆ Assessment name
- ◆ Assessment description
- ◆ Basic information regarding the submitted assessment

Plugin Logic

This plugin sends a notice confirming receipt of a completed assessment by a participant (rater). A notice is sent for each record in SResp where:

- ◆ SResp_EndDt is not null
- ◆ SResp_Status is 'Completed'

APPENDIX A

Command line switches

If you want to run the Aspen LMS Messenger application from a command line, you have some options to set how it loads. The executable file for the Messenger is IngME.exe. It loads both the Messenger Processor and Messenger Mailer applications.

Use the following format and switches:

```
Drive:\path\IngME [/RunMode=MessengerMailer][/AutoRun][/NoWelcome]
```

It can be run with one or more switches in the following modes:

Switch	Mode
<no switches>	Loads Messenger Processor
/RunMode=AspenMessengerMailer	Loads Messenger Mailer
/AutoRun	For Messenger Processor, immediately starts processing (no need to click Start Processing) For Messenger Mailer, immediately starts mailing (no need to click Start Mailing)
/NoWelcome	Suppresses splash screen
/Config=configuration name	Create/use an alternate configuration name for the .INI files stored in the Config folder in the Messenger program folder. This switch allows multiple instances of Messenger to be run concurrently so that the Aspen hosting service can have multiple customers sharing the same computer. The name of the Messenger log files for this configuration include this name.

APPENDIX B

Setting up Lotus Notes

To set up Lotus Notes to work with Aspen LMS Messenger, you must make sure to set it up properly if you are using MAPI. You should also make sure that the environment settings include the Lotus Notes directory in the PATH statement.

MAPI and Lotus Notes

If you are using MAPI with Messenger under a 32-bit version of Microsoft Windows, you must create a mail profile. This may be confusing because it gives the impression that you may be using Microsoft Exchange even though your mail system is a MAPI-compliant version of Lotus Notes or cc:Mail. **A mail profile is required for MAPI, even if your mail system is not Microsoft Exchange.** The reason you do not need to create a profile to use the Lotus Notes client software is because it "hides" this step by talking directly to the Lotus Notes server.

Before you begin, you must be logged in as the user that Messenger will be executing under. (Profiles are stored for specific NT users.)

To create a mail profile, open the Mail control panel. (If you don't have a Mail control panel, search the hard drive for a file named Exchng32.exe and launch it.) If you have never created a profile before, it will usually automatically launch a create profile wizard. Otherwise, click the **Show Profiles** button and the **Add** button.

Inside the profile wizard, give the profile a simple name, such as "Messenger". You need to enter this name later, so the simpler to remember, the better. When prompted for the services to add, the only one you need is the Lotus Notes service. The wizard will step you through configuring this service.

Once you have created your profile for Messenger, launch Messenger and set up a transport to use MAPI and enter the PROFILE NAME into the **Account Name** field and leave the **Account Password** field blank. You do not need the account name and password because the "user" is already logged into NT.

Environment Setting

Make sure that the PATH statement is set properly for Lotus Notes in the system environment settings.

To check the setting, open a DOS command prompt window and type path.

If the setting does not include the path for the Lotus Notes directory (e.g. "PATH=C:\winnt\system32;C:\notes"), it must be added by using the System option in the Control Panel.

- ◆ In Windows NT, open the **System** icon in the Control panel and click the **Environment** tab. Edit the value for the Path system variable.
- ◆ In Windows 2000, open the **System** icon in the Control panel and click the **Advanced** tab. Edit the value for the Path system variable.

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