



## Actions and Alerts

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### Actions Pane

TES can respond automatically to unusual situations that may arise while running a production schedule. Users can create predefined responses called actions. There are various types of actions ranging from sending an alert to the Tidal Web client to running a specific job when a designated condition occurs.

Certain job or system conditions have been designated by TES as “event triggers.” The occurrence of these conditions can be used to initiate or trigger a job and/or an action a user has defined.

By linking an event trigger to an action or a job, an automatic response called an event is created. When this event is associated with a condition that affects an individual job or all jobs in general, this defined response is known as a job event. If the event is associated with a condition that affects the entire system and not just jobs, this defined response is known as a system event.

Job and/or Action + Event Trigger = Event

Jobs, job events and actions are constructed in dialogs using a three-tier hierarchy. Each job can have any number of job events associated with it, and in turn, each job event can have any number of actions associated with it. A job triggers a job event only when its exception condition becomes true, which then triggers all of its associated actions.

Jobs, job events and actions can all be created separately and linked at any time. The job-job event-action hierarchy can be linked from the **Job Event Definition** dialog and from the **Job Definition** or **Job Group Definition** dialog. In the **Job Event Definition** dialog, you can assign multiple jobs and actions to a single job event. In the **Job Definition** or **Job Group Definition** dialog, you can assign multiple job events to the job or job group, but you cannot assign actions to job events.

### Action Concepts

#### Actions

An *action* is a task or notification that is automatically performed by TES in response to a job event trigger that occurs for a specific job or job group or system event trigger. Actions are customized tasks and messages linked to a job or system event through the **Job Event Definition** and **System Events** dialogs. The job or system event is then associated with a job or job group. For example, an action to send email to the owner of a job that failed can be tied to a **Job Completed Abnormally** job event trigger. Another action that sends an alert message to the console can also be linked to the same job event so that two actions occur simultaneously when the job fails.

**Note**

When multiple actions are defined for a single event, the actions are completed as the conditions to satisfy the event trigger are fulfilled.

## Action Types

From the **Actions** pane, you can view the actions that belong to you or your workgroups.

The types of actions you can choose from are:

- **Email** – Use an email message action to notify users via email that an event occurred.
- **Log** – Use a log message action to post a message to the TES and system logs to record that a specified condition occurred. Each TES log message has a unique numerical identifier. You can view TES logs from the **Logs** pane and view Windows event logs using the Windows Event Viewer.
- **Job** – Use a new job action to add special recovery, pager activation or ad hoc jobs to the production schedule when a job event or system event occurs. For example, you can add a recovery job into the schedule if the underlying job fails.
- **Alert** – Use an alert action to send an alert message to the **Alerts** pane of the Tidal Web client. These alerts generated by the action can be assigned varying levels of severity. Once these alert messages are sent to the Tidal Web client, the Alerts status light turns yellow to notify a user that a condition in the system has generated an alert. The alert must be acknowledged and eventually closed, forcing the TES operator to respond to them. The **Alerts** pane is discussed in more detail later in this chapter at [“Alerts Pane” section on page 6-234](#)
- **SNMP** – Use an SNMP message action to send an SNMP message (trap) to an SNMP manager such as Hewlett Packard’s OpenView application.
- **HP OV Message** – Use a HP OpenView message action to send a message to HP OpenView Operations software application.
- **Variable** – Use a variable action to change a user-defined variable. This action will not affect system, job or job event variables.

## Variables

TES lets you use system, job, job event and user-defined variables in action messages, making them applicable to many jobs. For instance, you could create an action called **Job Stopped Email Notification**, with variables in the message text that will be replaced at runtime with the job name and runtime. When you create a job and want to be notified if it stops during execution, you can associate the action with the job from the **Job Event Definition** dialog. If the job stops during execution, you receive an email referring to the job that triggered the event. You could even include in the message a variable representing the exit code at the time of completion.

## Actions Pane Interface

From the **Navigator** pane, select **Definitions>Actions** to display the **Actions** pane. You must select one of the types of actions to display its pane to create or modify an existing action.

The **Actions** pane contains the following actions:

- **Email** – Create an email message action by displaying the **Action Definition: Email** dialog. For more information about email actions, see [“Action Definition: Email Message Dialog” section on page 6-219](#)

- **Alert** – Create a console alert action by displaying the **Action Definition: Alert** dialog. For more information about alert actions, see [“Action Definition: Alert Dialog” section on page 6-220](#).
- **Job** – Create a new job action by displaying the **Action Definition: Job** dialog. For more information about new job actions, see [“Action Definition: Job Dialog” section on page 6-225](#).
- **SNMP** – Create an SNMP message (also known as an SNMP trap) action by displaying the **Action Definition: SNMP** dialog. For more information about SNMP message actions, see [“Action Definition: SNMP Dialog” section on page 6-221](#).
- **SAP Event** – Create an action that sends a notification to an SAP instance when a designated event occurs in TES by displaying the **Action Definition: SAP Event** dialog. For more information about SAP Event message actions, see [“Action Definition: SAP Dialog” section on page 6-226](#).
- **Log** – Create a log message action by displaying the **Action Definition: Log** dialog. For more information about log message actions, see [“Action Definition: Log Message Dialog” section on page 6-226](#).
- **Variable** – Create a variable update action by displaying the **Action Definition: Variable** dialog. For more information about variable update actions, see [“Action Definition: Variable Dialog” section on page 6-227](#).

## Buttons



### Note

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Buttons are only enabled after a type of action has been selected from the **Actions** pane.

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This pane contains the following buttons:

- **Add Action** – Displays the **Action Definition** dialog for the selected type of action to create a new action.
- **Edit Action** – Displays the **Action Definition** dialog for the selected type of action to edit an action.
- **Copy Action** – Creates a copy of the selected action with the same information as the selected action, except for the name.
- **Delete Action** – Removes the selected action definition from the TES database.
- **Refresh** – Updates the data in the actions pane.
- **Print** – Displays the **Reports** pane to view and print your action definitions. For more information, see [Monitoring Production](#).

## Search Field

Enter text that you want to search for within the columns displayed into this field.



### Note

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This field at the top right of the grids will only search text columns that are not grayed out.

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## Columns

This pane contains the following columns:

- **Name** – The name of the action.

- **Owner** – The owner of the action.
- **Public** – Whether or not the action is public, that is, available to all TES users.
- **Description** – A description of the action. The **Description** field in the **Action Definition** dialogs is optional, so there may not be any data in this column.
- **Modified** – The last time the action was modified.

## Actions Preferences Dialog

Select **Preferences** from the **View** main menu while viewing an **Actions** pane to display the **Actions Preferences** dialog for actions.

From an **Actions Preferences** dialog, you can select which columns are displayed in the pane for the selected type of action and in what order the columns appear.

- A checkmark to the left of a column title indicates that it will be displayed in the pane. No checkmark indicates that it will not be displayed.
- To rearrange the order in which the columns are displayed, select the column and click the up or down arrow.

## Navigator Context Menu

When you right-click in the **Navigator** pane while viewing an **Actions** pane, the **Navigator** context menu displays.

The **Navigator** context menu contains the following options:

- **Add Action** – Displays the **Action Definition** dialog for the selected type of action to create a new action. Has the same function as the **Add Action** button.
- **Refresh** – Updates the data in the current pane.
- **Print** – Displays the **Reports** pane to view and print your connection definitions. Has the same function as the **Print** button on the toolbar. For more information, see [Monitoring Production](#).
- **Export** – Saves the data in the current pane as an ASCII text file. You can then use the file data in other applications.
- **Preferences** – Displays the **Preferences** dialog for the selected type of action.
- **New Root Folder** – Allows you to create a new root folder for the **Navigator** pane.

## Actions Pane Context Menu

After selecting a folder associated with one of the six action types, if you right-click in the **Actions** pane, the **Actions** context menu displays.

The following describes the items in the **Action Types** pane context menu. The same menu appears for each type of action.

- **Add Action** – Creates a new action definition.
- **Edit Action** – Edits the selected action by displaying the its **Action Definition** dialog.
- **Delete Action** – Deletes the selected action definition. The action is removed from any instance where it has been used.

- **Copy Action** – Creates a copy of the selected action with the same information as the selected action, except for the name.
- **Refresh** – Updates the data in the actions pane.
- **Print** – Prints a list of the available actions.
- **Print Selected** – Prints the selected action(s).

## Action Definition: Email Message Dialog

The **Action Definition: Email Message** dialog displays when you add or edit an email message action. An email action sends an email message in response to a job event or system event. You can send email to any individual or group with a valid email address in the mail system you have chosen. A user without a valid email address (provided on the **Other** tab in the **User Definition** dialog) cannot receive notification from an Email action. The individual receiving the email does not have to be a user of TES. For more information about setting up TES for email, see [Getting Started, page 2-29](#), and the *Installation and Configuration Guide*.



### Note

To send email to a TES workgroup, that workgroup (not just the individual members) must have a mailbox, or be defined as a mailing list, in your email system. For help setting up a mailbox or mailing list, see your System or Mail Administrator.

## Common To All Tabs

- **Action Name** – The name of the action (up to 30 characters). The name must be unique.
- **Owner** – The owner of the action. The default owner is the creator.
- **Public flag** – When selected, this option ensures that the action is available to all TES users (within the constraints of their security policy). You can select the default condition for this option from the **System Configuration** dialog.
- **Variable** – When you are in the **Subject** or **Message** fields, this button inserts one or more variables. Appropriate values replace these variables when the action is triggered.



### Note

When creating an email message for a system event about losing your database connection, do not use variables that will not work without a connection to the database, i.e., `<JobName>` or `<JobStatus>`.

## Details Tab

- **From:** – The **From:** field cannot be edited from this dialog.
- **To:** – The recipient(s) of the email. To add and remove recipients in this field, you must use the **Mailing List** dialog, displayed by clicking the **Browse** button. For more information about the **Mailing List** dialog, see [“Mailing List Dialog” section on page 6-220](#).



### Note

The **To:** field can accommodate no more than 1024 characters. If you attempt to enter one or more email addresses whose total characters exceed this limit, your address(es) will be truncated automatically. Your email action will then fail to reach all its intended recipients. The solution is to create a mailing list through the TES **Mailing List** dialog.

- **Subject** – The subject of the email. You can type a combination of text and/or variables in your subject. Use the **Variables** button to select variables from the **Variables** context menu.
- **Message** – The message to send to the recipient. You can type a combination of text and/or variables in your message. Use the **Variables** button to choose variables from the **Variables** context menu.
- **Attachment** – Type a pathname to locate a file on the network to attach to your email. You must type the pathname from the perspective of the master, not from the perspective of the Tidal Web client.

## Description Tab

The **Description** field is a free text field for up to 255 characters.

## Mailing List Dialog

The **Mailing List** dialog displays by clicking the **Browse** button in the **To:** field in the **Action Definition: Email** dialog. You can select one or more addresses for email actions from this dialog. Each recipient of the email action that is selected will be highlighted in the list of available email addresses in each field.



### Note

To select multiple consecutive addresses, click the first email address and while holding down the **SHIFT** key, click the last consecutive address.

To select multiple non-consecutive email addresses in each field, click individual desired addresses while simultaneously holding down the **CTRL** key.

Remove existing recipients in the same way by also clicking their individual addresses while simultaneously holding down the **CTRL** key.

**TES Email Addresses** Use this field to select the email addresses of TES users. In the case that no email address is assigned to a user, their TES user ID appears in the list and is used as a local email address. Email addresses are defined in the **Other** tab of the **User Definition** dialog.

You can also use the following variables in this field:

- **<JobOwner>** – Use the email address of the owner of the job that triggers the job or system event.
- **<JobRunUser>** – Use the email address of the user whose login was used to run the job.
- **<ActionOwner>** – Use email address of the owner of the action. For example, if you are a member of a workgroup that owns a job, you can associate a specific action to the job's event so that email is sent only to you, the owner of the action.
- **<EventOwner>** – Use the email address of the owner of the event. For example, if you are a member of a workgroup that owns a job, you could associate a specific event that sends an email only to you when its event condition occurs.
- **Other Email Addresses** – Use this field to specify the email address(es) of people outside of the TES network.

## Action Definition: Alert Dialog

The **Action Definition: Alert** dialog displays when you add or edit an alert action. An alert action can be assigned one of four severity levels: **Critical**, **Error**, **Warning** and **Information**.

## Common To All Tabs

- **Action Name** – The name of the action (up to 30 characters). The name must be unique.
- **Owner** – The owner of the action. The default owner is the creator.
- **Public** – When selected, the action is available to all TES users (within the constraints of their security policy). You can select the default condition for this option from the **System Configuration** dialog.
- **Variable** – When you are in the **Alert Message** field, this button inserts one or more variables. The values of the variables are substituted when the action is triggered by the job event or system event.

## Details Tab

- **Severity Level** – The severity level of the alert. You can select from four different severity levels—**Critical**, **Error**, **Warning** and **Information**. Console alert colors are configurable from the **Colors** tab of the **Alerts Preferences** dialog.



### Note

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**Critical** level and **Error** level alerts can be associated with an alert sound. However, the computer that receives the alert must have a sound card and speakers for the alert sound to be effective. Alert sounds are configured from the **Sound** tab of the **Alerts Preferences** dialog.

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- **Critical** – Sends the highest priority alert to the **Job Activity** pane when the action is triggered.
- **Error** – Sends a high priority alert to the **Job Activity** pane when the action is triggered.
- **Warning** – Sends a medium priority alert to the **Job Activity** pane when the action is triggered.
- **Information** – Sends the lowest priority alert to the **Job Activity** pane when the action is triggered.
- **Alert Message** – The message the operator receives when viewing the alert message from the **Alert Details** dialog in the **Alerts** pane. You can type a combination of text and/or variables in your message. Use the **Variables** button to choose variables from the **Variables** context menu.

## Description Tab

The **Description** field is a free text field for up to 255 characters.

## Action Definition: SNMP Dialog

The **Action Definition: SNMP** dialog displays when adding or editing an SNMP Message action. An SNMP action sends a message (also known as a trap) to an SNMP manager when the associated job or system event occurs. The computer which hosts the SNMP manager does not need to have TES installed.

## Common To All Tabs

- **Action Name** – The name of the action (up to 30 characters). The name must be unique.
- **Owner** – The owner of the action. The default owner is the creator.

- **Public flag** – When selected, this option ensures that the action is available to all TES users (within the constraints of their security policy). You can select the default condition for this option from the **System Configuration** dialog.
- **Variables** – When you are in the **Message** field, this button inserts one or more variables. The values of the variables are substituted at the time that the action is executed.

## Details Tab

TES uses the SNMP community, port, and host/IP address as set in the Windows **SNMP Properties** dialog.

- **Severity Level** – The severity level of the SNMP message. You can choose **Critical**, **Major**, **Minor**, **Warning** or **Normal**. Severity levels can be used by an SNMP manager to alter the representation color of the alert.
- **Community** – The SNMP community that you want to send the SNMP trap to. This value is case-sensitive so type the name exactly as it is defined.
- **Message** – The message for the SNMP trap. You can type a combination of text and/or variables in your message. Use the Variables button to choose a variable from the Variables context menu. TES is limited to messages of 255 characters or less. Any message text that extends beyond 255 characters is not sent.

## Description Tab

The **Description** field is a free text field for up to 255 characters.

## Configuring SNMP on the Master

By default, the SNMP action sends the trap to just the “public” community but TES can be configured to send SNMP traps to multiple communities and hosts. Older versions of TES used the *Master.Props* file to configuration the use of SNMP traps. The designated recipients of the SNMP traps are now specified in an XML file called *snmpconfig.xml*.

To create the configuration file, the following information must be gathered beforehand:

- A list of the communities that will receive traps from TES
- A list of the hostnames of the machines in each community
- The port number, if a host machine is not using the standard port number (162) for receiving the traps

From the information that you have gathered, you must designate a default community, host machine and port number, in that order.

- The default community is the community that the trap will be sent to when the action definition of the trap is not filled in.
- The default host is the hostname that the trap will be sent to if the default community contains no hosts. The hostname is only used if the default community is unavailable or incorrectly defined.
- The default port is the port number that the trap will use unless the host is specifically configured for a different port. The default port number used in SNMP trapping is 162, though this could have been configured differently in your system.

The information in the *snmpconfig.xml* configuration file is organized as follows, first the default properties and then a listing of the communities and their host members, if any.



The following rules must be followed when creating the *snmpconfig.xml* file:

- The default attributes for community, hostname and port number must be defined.
- There can only be one default designated for each attribute and the defaults must be listed in the correct order.
- The default community and its attributes must be listed first.
- The community name is case-sensitive. Type the community name in the configuration file exactly as it is defined.
- No other community besides the default is necessary in the configuration file but as many communities as needed can be defined after the default.
- Communities cannot nest inside each other. Instead each community should be listed in individual blocks of its attributes.
- Hostnames are optional in the other communities listed, but if used, they must be placed in the community they belong. Note that a host machine can belong to multiple communities. If the same host machine is named twice in a community block, then that host machine will receive two copies of every trap sent to that community.
- Define a port number attribute if the designated host machine is using a port number for its traps that differs from the default port number. Any host machine without a port attribute will receive traps via the designated default port.

An example of an *snmpconfig.xml* file illustrating the proper file formatting and using the rules stipulated above is shown below. In this example, the default community=*public*, the default hostname=*localhost* and the default port number=*162*.

```
<?xml version="1.0" encoding="UTF-8"?>
<snmp_config>
<default_community value="public"/>
<default_host value="localhost"/>
<default_port value="162"/>

<community id="public">
<host hostname="localhost"/>
<host hostname="trapreceiver.mycompany.com" port="362"/>
<host hostname="networkaudit.mycompany.com"/>
</community>
<community id="support">
<host hostname="offsite.techsupport.com"/>
</community>
</snmp_config>
```

## Installing the *snmpconfig.xml* File

Once the configuration file is created, it needs to be placed onto the master.

To install the file:

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- Step 1** Save the configuration file as *snmpconfig.xml*.
  - Step 2** Stop the master.

Place the *snmpconfig.xml* file into the TES master's **config** directory.

If you installed the Windows master in the default location, this directory is at **C:\Program Files\Tidal\Scheduler\master\config**.

If the Unix master was installed in the default location, this directory is at **/opt/Tidal/master/config**.

**Step 3** Restart the master.

After the TES master restarts, it will reconfigure the SNMP settings according to the information in the *snmpconfig.xml* file. If you previously used the *Master.Props* file to configure SNMP, that configuration information is overridden. Examine the log file on the master to verify that the configuration was successful. If the *snmpconfig.xml* file cannot be used, the master will use the configuration specified in the *Master.Props* file.

## Action Definition: HP OpenView Operations Dialog

The **Action Definition: HP OpenView** dialog displays when adding or editing an HP OpenView message action. An HP OpenView message action sends an HP OpenView message to an HP OpenView Operations software management node.

### Common To All Tabs

- **Action Name** – The name of the action (up to 30 characters). The name must be unique.
- **Owner** – The owner of the action. The default owner is the creator.
- **Public flag** – When selected, this option ensures that the action is available to all TES users (within the constraints of their security policy). You can select the default condition for this option from the **System Configuration** dialog.
- **Variables** – When you are in the **Message** field, this button inserts one or more variables. The values of the variables are substituted at the time that the action is executed.

### Details Tab

- **Severity Level** – The severity level of the message. You can choose **Critical**, **Major**, **Minor**, **Warning** or **Normal**. Severity levels alter the representation color of the icons and message indicators in the HP OpenView software.
- **Message** – The text for the HP OpenView message. You can type a combination of text and/or variables in your message. Use the **Variables** button to choose a variable from the **Variables** context menu.



**Note**

If you do not type a message here, there will be no content for the HP OpenView message when viewed from the HP OpenView Message Browser.

### Description Tab

The **Description** field is a free text field for up to 255 characters.

## Action Definition: Job Dialog

The **Action Definition: Job** dialog displays when adding or editing a job action. A job action adds a new job or job group to the production schedule when the associated job or system event occurs.

### Common To All Tabs

- **Action Name** – The name of the action (up to 30 characters). The name must be unique.
- **Owner** – The owner of the action. The default owner is the creator.
- **Public flag** – When selected, this option ensures that the action is available to all TES users (within the constraints of their security policy). You can select the default condition for this option from the **System Configuration** dialog.
- **Variables** – When you are in the **Override** field of the **Parameters** section, click this button to select a defined variable. The values of the variables are substituted when the action is executed.

### Details Tab

- **Job Name** – The name of the job or job group to add to the production schedule. Click the **Browse** button to select a job or job group using the **Job Search** dialog. You cannot type directly into this field, which prevents the typing of non-existent jobs and job groups.
- **Agent** – The agent on which to run the job. If this field is left blank, the agent or agent list specified in the job's definition is used. You can clear an agent you selected by right-clicking the **Agent** field and selecting **Clear Agent** from the context menu or by selecting the agent and using the **DELETE** key on your keyboard.
- **Runtime User** – The user account under which the job runs. If this field is left blank, the runtime user specified in the job's definition is used. If the runtime user is not defined in the job definition, then the job runs under the account of its **Owner**. You can clear the **Runtime User** by right-clicking the **Runtime User** field and selecting **Clear User** from the context menu or by selecting the text and pressing the **DELETE** key on your keyboard.
- **Parameters** – If the job has command parameters assigned to it from the **Job Definition** dialog, the parameters are displayed here. Command parameters are text strings placed after the command when it runs to modify how the command is executed.
- **Default** – Displays the default command parameter(s) from the original job definition.
- **Override** – The command parameter(s) to be passed to the job's command when the job is inserted into the schedule by the action. You can use this column to add or to override the existing values shown in the **Default** field by typing in the new values or variables.

### Description Tab

The **Description** field is a free text field for up to 255 characters.

## Action Definition: Log Message Dialog

The **Action Definition: Log** dialog displays when you add or edit a log message action. A log action posts a message of your choice to the TES log when a job or system event occurs. Optionally, the same message can be recorded to the Unix console if on the Unix platform. The message can be defined as **Error**, **Audit** or **Diagnostic**.

### Common To All Tabs

- **Action Name** – The name of the action (up to 30 characters). The name must be unique.
- **Owner** – The owner of the action. The default owner is the creator.
- **Public flag** – When selected, this option ensures that the action is available to all TES users (within the constraints of their security policy). You can select the default condition for this option from the **System Configuration** dialog.
- **Variables** – When you are in the **Log Message** field, clicking this button accesses predefined variables to incorporate into your message. The values of the variables are determined at the time that the action is executed.

### Details Tab

- **Log Level** – The type of log message. You can filter messages based on their **Log Level** setting: **Error**, **Audit** or **Diagnostic**.
- **Window** – Specifies that instead of just logging the message from the action to the log in TES, that the log message should also be written to the console in Windows. All TES messages are logged under the application, TES. This section contains the following fields:
  - **Log as Windows Event** – Enable this option to log events to the console in Windows.
  - **Event ID** – Assign an event number in Scheduler for the logging of the message to the Windows console.
- **Log Message** – The message you want entered in the TES log. Error and audit level messages are accessible through the TES Logs pane. Diagnostic level messages are recorded into the master's *sadiagsall.txt* file, if diagnostics logging for the Action Manager has been enabled. For more information, see [Monitoring Production](#)

### Description Tab

The **Description** field is a free text field for up to 255 characters.

## Action Definition: SAP Dialog

The **Action Definition: SAP** dialog displays when adding or editing an SAP action. An SAP action sends a notification to the CCMS of a designated SAP instance that a specified event has occurred in TES.

### Common To All Tabs

- **Action Name** – The name of the action (up to 30 characters). The name must be unique.

- **Owner** – The owner of the action. The default owner is the creator.
- **Public flag** – When selected, this option ensures that the action is available to all TES users (within the constraints of their security policy). You can select the default condition for this option from the **System Configuration** dialog.
- **Variables** – When you are in the **Event Parameters** field, click this button to enter a system, job or job event variable. You can use this function to set the value of the variable to the value of another variable. You can also set the variable to a string based on the values of other variables. The values of the variables are substituted at the time that the action is executed.

## Details Tab

- **SAP Instance** – Specifies which SAP instance will receive the event notification.
- **SAP Event ID** – Specifies the name of the event that will initiate this action.
- **Event Parameters** – If necessary, you can define the parameters of the event that triggers this action. You can use defined variables by selecting them from the **Variables** drop-down list.

## Description Tab

The **Description** field is a free text field for up to 255 characters.

## Action Definition: Variable Dialog

The **Action Definition: Variable** dialog displays when adding or editing an update variable action. A variable action updates a user-defined variable when the job or system event occurs.



### Note

Only user-defined variables can be used for variable actions. Therefore, if you have not yet created your own variables, this action will not be available.

## Common To All Tabs

- **Action Name** – The name of the action (up to 30 characters). The name must be unique.
- **Owner** – The owner of the action. The default owner is the creator.
- **Public flag** – When selected, this option ensures that the action is available to all TES users (within the constraints of their security policy). You can select the default condition for this option from the **System Configuration** dialog.
- **Variables** – When you are in the **Value** field, click this button to enter a system, job or job event variable. You can use this function to set the value of the variable to the value of another variable. You can also set the variable to a string based on the values of other variables. The values of the variables are substituted at the time that the action is executed.

## Details Tab

- **Master** – The master that the variable is related to. This is used mostly with intermaster dependencies.

- **Variable Name** – The name of the variable to update. The displayed variable name includes the type of variable it is, i.e., string, number or date. Choose from the drop-down list of user-defined variables.
- **Type of Update** – Use this drop-down menu to choose the type of update for the variable:
  - **Set Variable Value** – Sets the variable's value to the value given in the **Value** field. The value can be either a number, date or string.
  - **Increment Variable Value** – If the variable is a number or date, increments the variable's value. If the variable is a string, appends the new string value to the present string.
  - **Decrement Variable Value** – If the variable is a number or date, decrements the variable's value. If the variable is a string, then this option is unavailable.
- **Value** – The value used for the update. When updating a number type, you can use any real number (including negative numbers). When updating a string type, any set of characters (including numbers) are treated as a string. When updating a date type, the format will conform to the same format as set in the operating system of the master.

For example, a variable can refer to the name of the primary printer being used. If the printer goes down, a job can track it and issue a job event that sends an email message to users explaining that the primary printer has gone down. The variable update can then be issued to change the default printer name.

## Description Tab

The **Description** field is a free text field for up to 255 characters.

## Action Procedures

### Adding an Email Message Action

You can send an email message to anyone with a valid email address in response to a job event or system event by creating an email action. You cannot send email to a workgroup unless that workgroup (not just the individual members) has a mailbox, or is defined as a mailing list, in your email system.




#### Note

When creating an email message for a system event about losing your database connection, do not use variables that will not work without a connection to the database, i.e., `<JobName>` or `<JobStatus>`.

To add an Email Message action:

- Step 1** From the **Navigator** pane, select **Definitions>Actions** to display the **Actions** pane.
- Step 2** Select the **Email** folder.
- Step 3** Click the **Add** button or right-click and select **Add Action** from the context menu to display the **Action Definition: Email** dialog.
- Step 4** In the **Action Name** field, type a name for this action (up to 30 characters). The name must be unique.
- Step 5** To make the action public, select the **Public** option. When an action is public, the action is available to all TES users, within the bounds of their security policy.
- Step 6** Select the desired **Owner** from the drop-down menu in the **Owner** field.

- Step 7** Click the **Details** tab.
- Step 8** In the **To** field, click the **Browse** button to display the **Mailing List** dialog and select the recipients of this email action when it is triggered.
-  **Note** The **From:** field will be the name specified in the **Mail** tab of the **System Configuration** dialog.
- Step 9** In the **Subject** field, type a subject title for your email message. In this field you have the option of inserting one or more TES variables.
- To insert a variable, click where you want to insert the variable, and then click the **Variables** button and select a variable from the variables context menu.
- Step 10** In the **Message** field, type the message to send when this email action is triggered. In this field you have the option of inserting one or more TES variables.
- To insert a variable, click where you want the variable, and then click the **Variables** button and select a variable from the variables context menu.
- Step 11** To enter a description for your email action, click the **Description** tab, and type your description in the **Description** field.
- Step 12** Click **OK** to accept the action.
- The action displays in the **Actions** pane and is available from the **Job Event Definition** and **System Events** dialogs.

## Adding a Console Alert Action

You can send an alert to the **Job Activity** pane in response to a job event by creating an console alert action.

To add a Console Alert action:

- Step 1** From the **Navigator** pane, select **Definitions>Actions** to display the **Actions** pane.
- Step 2** Select the **Alert** folder.
- Step 3** Click the **Add** button or right-click and select **Add Action** from the context menu to display the **Action Definition: Alert** dialog.
- Step 4** In the **Action Name** field, type a name for this action (up to 30 characters). The name must be unique.
- Step 5** If you wish to make the action public, select the **Public** option. When an action is public, the action will be available to all TES users, within the bounds of their security policy.
- Step 6** Select the desired **Owner** from the drop-down menu in the **Owner** field.
- Step 7** Click the **Details** tab.
- Step 8** In the **Severity Level** section, select the severity level for the alert you are defining. Different severity levels can be represented in different ways. For example, Critical and Error level alerts can be made audible. Alerts of different severity levels appear in different colors on the Job Activity pane by default.
- Step 9** In the **Alert Message** section, type the message to send.
- Step 10** In this text field, you have the option of inserting one or more TES variables. Click where you want to insert the variable, and then click **Variables** to choose a variable from the variables menu.

- Step 11** To enter a description for your alert, click the **Description** tab, and type your description in the **Description** field.
  - Step 12** Click **OK** and the action appears in the **Actions** pane and is available from the **Job Event Definition** and **System Events** dialogs.
- 

## Adding an SNMP Action

You can send an SNMP message (trap) to an SNMP manager in response to a job event or system event by creating an SNMP action.

To add an SNMP action:

- Step 1** From the **Navigator** pane, select **Definitions>Actions** to display the **Actions** pane.
  - Step 2** Select the **SNMP** option.
  - Step 3** Click the **Add** button or right-click and select **Add Action** from the context menu to display the **Action Definition: SNMP** dialog.
  - Step 4** In the **Action Name** field, type a name for this action (up to 30 characters). The name must be unique.
  - Step 5** If you wish to make the action public, select the **Public** option. When an action is public, the action will be available to all TES users, within the bounds of their security policy.
  - Step 6** Select the desired **Owner** from the drop-down menu in the **Owner** field.
  - Step 7** Click the **Details** tab.
  - Step 8** In the **Severity Level** field, select the severity level for the SNMP message from the drop-down menu. (Refer to your SNMP manager software documentation for an explanation of how the severity level is interpreted.)
  - Step 9** In the **Message** field, type the SNMP message. In this field you have the option of inserting one or more TES system variables. Click where you want to insert the variable, and then click **Variables** to choose a variable from the **Variables** menu.
  - Step 10** To enter a description for your SNMP action, click the **Description** tab, and type your description in the **Description** field.
  - Step 11** Click **OK** and the action appears in the **Actions** pane and is available from the **Job Event Definition** and **System Events** dialogs.
- 

## Adding a New Job Action

You can submit a new job or job group to the production schedule in response to a job event or system event by creating a new job action. You can specify on which agent it will run, the runtime user, and override the default command parameters in the job or job group that is submitted.

To add a new job action:

- Step 1** From the **Navigator** pane, select **Definitions>Actions** to display the **Actions** pane.
- Step 2** Select the **Job** option.



- Step 3** Click the **Add** button or right-click and select **Add Action** from the context menu to display the **Action Definition: Job** dialog.
- Step 4** In the **Action Name** field, type a name for this action (up to 30 characters). The name must be unique.
- Step 5** If you wish to make the action public, select the **Public** option. When an action is public, the action will be available to all TES users, within the bounds of their security policy.
- Step 6** Select the desired **Owner** from the drop-down menu in the **Owner** field.
- Step 7** Click the **Details** tab.
- Step 8** In the **Job Name** field, click the **Browse** button to display the **Job Search** dialog.
- Step 9** Select the job or job group to add and click **OK**.
- Step 10** Adding a job group submits all the child jobs with one action. To achieve a similar result, you can assign multiple actions, each adding a separate job, to the same job event or system event.
- Step 11** From the **Agent** drop-down menu, select the agent on which to run the added job or job group. If no agent is selected, the job or job group runs on the agent that is defined in the job or job group definition. To clear an agent, right-click the **Agent** field, and select **Clear Agent** from the context menu, or use the **DELETE** key on your keyboard.
- Step 12** From the **Runtime User** drop-down menu, select the runtime user.
- If no user is defined, the runtime user in the job or job group definition is used. If the runtime user is not defined in the job or job group definition, the owner of the job or job group is used.
  - To clear the runtime user, right-click the **Runtime User** field and select **Clear User** from the context menu or use the **DELETE** key on your keyboard.
- Step 13** To override the default values (if any) in the **Default** field, you can enter your own values or assign variables. If an added job contains command parameters, the **Override** field will display them.
- Select the parameter to override from the **Override** field.
  - Type the new value. You can choose from a menu of TES variables using the **Variables** button.




---

**Note** To override the agent used by a job, create a job action for the same job and assign a different agent. You can also use an ordered agent list, which will cause the job to use the next agent in the list if one fails.

---

- Step 14** To enter a description for your job action, click the **Description** tab, and type your description in the **Description** field.
- Step 15** Click **OK** and the action appears in the **Actions** pane and is available from the **Job Event Definition** and **System Events** dialogs.
- 

## Adding a Log Message Action

You can post a log message of your choice to the TES log based on a job or system event. You can configure the log message's text, log level and whether or not it should also be logged in the Windows Event Log.

To add a Log Message action:

- 
- Step 1** From the **Navigator** pane, select **Definitions>Actions** to display the **Actions** pane.
- Step 2** Select the **Log** folder.

- Step 3** Click the **Add** button or right-click and select **Add Action** from the context menu to display the **Action Definition: Log** dialog.
- Step 4** In the **Action Name** field, type a name for this action (up to 30 characters). The name must be unique.
- Step 5** If you wish to make the action public, select the **Public** option. When an action is public, the action is available to all TES users, within the bounds of their security policy.
- Step 6** Select the desired **Owner** from the drop-down menu in the **Owner** field.
- Step 7** Click the **Details** tab.
- Step 8** In the **Log Level** section, select the log level.
- **Error** – Places the log into the error message class. Use this log level when your message explains an error that occurred.
  - **Audit** – Places the log into the audit message class. Use this log level when your message explains normal activity.
  - **Diagnostic** – Places the log into the diagnostic message class. Use this log level when your message contains detailed information, useful for diagnostic purposes.
- Step 9** In the **Windows Event Log** section, select whether you want the message to be logged to the Windows Event Log and assign an event number as an ID for the logging action. You can view these messages using the Windows **Event Viewer** application log.  
(If using an Unix master, this section is called the **Unix Console** and if the **Log to Unix Console** option is selected than events are recorded to a log file using the ID number assigned.)
- Step 10** In the **Log Message** field type the message. In this text field you can insert one or more TES variables. Click in the location where you want to insert the variable and then click the **Variables** button to choose a variable from the variables menu.
- Step 11** To enter a description for your log action, click the **Description** tab and type your description in the **Description** field.
- Step 12** Click **OK** and the action appears in the **Actions** pane and is available from the **Job Event Definition** and **System Events** dialogs.
- 

## Adding a Variable Update Action

You can update a user-defined variable using an action. If the variable is a string, you can update its string value. If it is a number or date variable, you can increment, decrement, or simply change its numerical value. When editing a variable update action, you define which variable to update, the update value, and when to update the variable.

To add a Variable Update action:

- 
- Step 1** From the **Navigator** pane, select **Definitions>Actions** to display the **Actions** pane.
- Step 2** Select the **Variable** folder.
- Step 3** Click the **Add** button or right-click and select **Add Action** from the context menu to display the **Action Definition: Variable** dialog.
- Step 4** In the **Action Name** field, type a name for this action (up to 30 characters). The name must be unique.
- Step 5** If you wish to make the action public, select the **Public** option. When an action is public, the action is available to all TES users, within the bounds of their security policy.
- Step 6** Select the desired owner from the drop-down menu in the **Owner** field.

- Step 7** Click the **Details** tab.
- Step 8** In the **Variable Name** field, select the name of the variable to affect with the action. (The variable must have been previously defined.)
- Step 9** In the **Type of Update** field, select how to update the variable:
- **Set variable value to** – Replaces the existing variable’s value to the value specified in the **Value** field.
  - **Increment variable value by** – If the variable is of the number or date type, increments the variable by the number in the **Value** field. If the variable is a string type, appends the string in the **Value** field to the variable.
  - **Decrement variable value by** – If the variable is of the number or date type, decrements the variable by the number in the **Value** field. If the variable is a string type, replaces the variable by the string in the **Value** field. (For string variables only, the **Set variable to** option and the **Decrement variable value by** option have the same result.)
- Step 10** In the **Value** field, type either a numeric value or a string to use for the update.

**Table 6-1 Variable Update Table**

Type of Update	Set Variable Value to	Increment Variable Value by	Decrement Variable Value by
Number	Any real number	Any real number	Any real number
Date	Date string*	Any integer	Any integer
String	Any string	Any string	Any string

\* The date format corresponds to the format configured in the operating system of the master.

- Step 11** In the **When to Update** field, select when the variable should update, before or after all other actions. If you want to use the variable’s updated value in other actions that are triggered by the same event, select the **before other actions** option. For example, if you wanted to track how many times a job completes normally, you could create a variable called **Comp\_Norm**. Then, you would have a variable update action increment **Comp\_Norm** before other actions. You could then notify users how many times the job completed successfully with an email action that includes the **Comp\_Norm** variable.

## Changing an Action's Ownership

To change an action’s ownership:

- Step 1** From the **Navigator** pane, select **Definitions>Actions** to display the **Actions** pane.
- Step 2** Select the folder for the type of action you want to see: **Email, Alert, SNMP, Job, Log** or **Variable**.
- Step 3** Double-click the action whose properties you want to change, or right-click the action and select **Edit Action** from the context menu or select the action and click the **Edit** button on the TES toolbar.
- Step 4** In the **Owner** drop-down list, select a different owner.

## Deleting an Action

You can delete an action that you no longer need. When you delete an action, it is removed from all associated job events and system events.

To delete an action:

- 
- Step 1** From the **Navigator** pane, select **Definitions>Actions** to display the **Actions** pane.
  - Step 2** Select the folder for the type of action you want to delete: **Email, Alert, SNMP, Job, Log** or **Variable**.
  - Step 3** Right-click the action and select **Delete Action** from the context menu or select the action and click the **Delete** button on the TES toolbar.
  - Step 4** Click **OK** in the confirmation dialog to delete the action.
- 

## Viewing an Action's Properties

To view an action's properties:

- 
- Step 1** From the **Navigator** pane, select **Definitions>Actions** to display the **Actions** pane.
  - Step 2** Select the folder for the type of action you want to see: **Email, Alert, SNMP, Job, Log** or **Variable**.
  - Step 3** Double-click the action whose properties you want to view, or right-click the action and select **Edit Action** from the context menu or select the action and click the **Edit** button on the TES toolbar.
- 

## Alerts Pane

The **Alerts** pane lists the console alerts that were generated by alert actions. Alerts are a special type of action to bring specific conditions to the attention of the TES operator. Alerts can also be used as a diagnostic tool to decipher the cause of the abnormal condition. For more information about alert actions, see [“Action Definition: Alert Dialog” section on page 6-220](#). More information on an alert is available by double-clicking it to display its **Alert Detail** dialog.

The **Alerts** pane displays all console alerts that are present on the system, up to the alert retention history as defined on the **Master** tab in the **System Configuration** dialog.

## Alerts Interface



### Note

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From the **Navigator** pane, select **Operations>Alerts** to display the **Alerts** pane. There cannot be any data in this pane until at least one alert action has been defined and triggered.

---

- **Alerts status light** – This light displays in different colors based on the status of the alerts in the **Alerts** pane.
  - **Red status light** – One or more **Critical** or **Error** alerts have not yet been acknowledged.

- **Yellow status light** – One or more **Warning** alerts have not yet been acknowledged, or one or more **Critical**, **Error** or **Warning** alerts have not yet been closed.
- **Green status light** – There are alerts present, but none need to be closed or there are no alerts present; alert actions may have been defined, but none have been triggered.

## Buttons

- **Filter** – Displays the **Alert Filter** dialog to customize the data that displays in the Alerts pane.
- **Prior Day** – Displays the alerts for the day before the one currently displayed.
- **Select Day** – Displays the alerts for “today” or any other day.
- **Next Day** – Displays the alerts for the day after the one currently displayed.
- **Print** – Displays the **Reports** pane to view and print the contents of the **Alerts** pane. For more information, see [Monitoring Production](#).

## Columns



### Note

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**Time** – The date and time that the job event occurred triggering the alert. Alerts do not display for jobs that have been purged from history.

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- **Status** – The status of the alert. A console alert can have a status of the following:
  - **Open** – The alert is new or has not yet been acknowledged or the status of the alert has been reset to open from an acknowledged or closed state. To reset the status of an alert to open, double-click the alert record to open the **Alert Detail** dialog, then select **Open** from the **Status** field drop-down menu.
  - **Acknowledged** – The alert has been acknowledged. To acknowledge an alert, right-click the alert and select **Acknowledge** from the context menu or double-click the alert record to open the **Alert Detail** dialog, then select **Acknowledge** from the **Status** field drop-down menu. To acknowledge multiple alerts at the same time, hold down the **SHIFT** key or the **CTRL** key on your keyboard while clicking your selections.
  - **Closed** – The alert has been closed. To close an alert, right-click the alert and select **Close** from the context menu or double-click the alert record to open the **Alert Detail** dialog and then select **Closed** from the **Status** field drop-down menu.
- **Job No.** – The job number of the job that issued the alert.
- **Job Name** – The name of the job that issued the alert.
- **Alert Message** – The alert message as defined in the alert action definition.
- **Level** – The severity level of the alert. Possible severity levels are critical, error, warning and information. Severity levels can be used to filter and sort the data in the **Alerts** pane.
- **Response** – The response entered by the operator in the **Alert Detail** dialog. The **Alert Detail** dialog is available by double-clicking the alert in the **Alerts** pane.
- **Response Time** – Displays the time the alert was acknowledged or closed. If the alert is in the open state, this field is blank.

## Alerts Preferences Dialog

If you select **Preferences** from the **View** main menu while viewing the **Alerts** pane, the **Alerts Preferences** dialog displays.

From the **Columns** tab of the **Alerts Preferences** dialog, you can select which columns are displayed in the **Alerts** pane and in what order they appear.

- A checkmark to the left of a column title indicates that it will be displayed in the pane. No checkmark indicates that it will not be displayed.
- To rearrange the order in which the columns are displayed, select the column and click the up or down arrow.

On the **Colors** tab of the **Alerts Preferences** dialog, select the color to be used for alerts of that type from the drop-down menu in the **Critical Alert**, **Error Alert**, **Warning Alert** and **Information Alert** fields.

On the **Sound** tab of the **Alerts Preferences** dialog, specify the following:



### Note

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**Audible Critical/Error Alerts** – Specify if **Critical** and **Error** level alerts should be audible. If several alerts occur in less than 30 seconds apart, the alert will sound only once. You must specify a **.wav** file in the **Wave File** field for the **Audible Critical/Error Alerts** option to take affect. Most Windows installations will include some **.wav** files.

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- **Wave file** – Select the **.wav** sound file to play when the **Critical** or **Error** alert occurs. You can click the **Browse** button to select a file using the **Open** dialog.
- **Duration ... (in seconds)** – Specifies how long the alert sound will play.
- **Test** – Click to play the sound specified in the **Wave file** field.

## Navigator Context Menu

When you right-click in the **Navigator** pane while viewing the **Alerts** pane, the **Navigator** context menu displays.

The **Alerts Navigator** context menu contains the following options:

- **Filter** – Displays the **Alert Filter** dialog to filter the job occurrences whose alerts are displayed. Has the same function as the **Filter** button on the toolbar. You can also custom-sort the alerts. For more information on the alert filter, see [“Alert Filter Dialog” section on page 6-238](#).
- **Prior Day** – Displays the alerts for the day before the one currently displayed. Has the same function as the **Prior Day** button on the toolbar.
- **Next Day** – Displays the alerts for the day after the one currently displayed. Has the same function as the **Next Day** button on the toolbar.
- **Select Day** – Displays a calendar to select the date whose alerts you want to view. Has the same function as the **Select Day** button on the toolbar.
- **Preferences** – Displays the **Preferences** dialog for the **Alerts** pane.
- **Print** – Displays the **Reports** pane to view and print your alerts display. Has the same function as the **Print** button on the toolbar. For more information, see [Monitoring Production](#).
- **Export** – Saves the data in the current pane as an ASCII text file. You can then use the file data in other applications.
- **Refresh** – Updates the data in the current pane.

## Alerts Context Menu

When you right-click in the **Alerts** pane, the **Alerts** context menu displays.

The **Alerts** pane context menu contains the following options:

- **Details** – Displays the **Alert Detail** dialog. This menu option is available only when an alert has been selected.
- **Filter** – Displays the **Alert Filter** dialog. The **Alert Filter** dialog allows you to manipulate the **Alerts** pane display. For more information on the **Alert Filter** dialog, see [“Alert Filter Dialog” section on page 6-238](#).
- **Prior Day** – View the alerts generated the day before the one you are currently viewing.
- **Next Day** – View the alerts generated for the day after the one you are currently viewing.
- **Select Day** – Select a specific date for which to view the generated alerts.
- **Acknowledge** – Sets the status of an alert to **Acknowledged**. This menu option is available only when an alert has been selected.
- **Close** – Sets the status of an alert to **Closed**. This menu option is available only when an alert has been selected.
- **Job Details** (available only for alerts generated by a job or job group) – Displays the details about the job that generated the alert.
- **Insert New Job Instance** (available only for alerts generated by a job or job group) – Inserts a new instance into the schedule of the job or job group that generated the alert.
- **Job Control** (available only for alerts generated by a job or job group) – Displays the same job control context menu available in the **Job Activity** pane for user convenience to perform job control functions on the job or job group that generated the alert. This allows you to override dependencies, release or rerun a job, cancel a job or set the status of a job that generated the alert.
- **Print** – Prints a report of all current alerts to the screen in a **TES Report window**. You can then print this report to a printer, or just close the pane.

## Alert Detail Dialog

The **Alert Detail** dialog displays when you double-click an alert record in the **Alerts** pane. Alerts are generated by alert actions that are associated with job or system events.

This dialog contains the following elements:

- **Time** – The date and time the alert action issued the alert.
- **Level** – The alert’s severity level, as defined in the alert action’s definition.
- **Description** – The text of the alert, as specified in the alert action definition’s **Alert Message** field. (Any variables used in the **Alert** message have been replaced with their values.)
- **Job No.** – The job occurrence number associated with the alert.
- **Job Name** – The name of the job that issued the alert.
- **Status** – The status of the alert: **Open**, **Acknowledged** or **Closed**.
- **Response** – This field, if the alert was generated by a job or job group, displays audit information about any job control actions taken in response to this alert. Any messages, if any, entered at the time of acknowledgement or closure of an alert are also displayed.

## Alert Filter Dialog

The **Alert Filter** dialog displays when you select **Filter** from the **Alerts** pane context menu. Use the **Alert Filter** dialog to limit the alerts that you see according to different parameters.

This dialog contains the following elements:

- **Open** – Shows all alerts that have just been generated or have not yet been acknowledged or closed.
- **Acknowledged** – Shows all alerts that have been acknowledged.
- **Closed** – Shows all alerts that have been responded to and closed.
- **Critical** – Shows all alerts with a severity level set to critical, indicating that the console alert should be responded to immediately.
- **Error** – Shows all alerts with a severity level set to error, indicating that an error occurred on the associated job.
- **Warning** – Shows all alerts with a severity level set to warning, warning the operator of a potentially damaging situation regarding the associated job.
- **Information** – Shows all alerts with a severity level set to information, indicating that the operator should take notice of the information given regarding the job.

**Note**

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If **Critical** and **Error** alerts are filtered out, any associated audible alert will not sound.

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- **Current Day** – Shows all the alerts that have been generated on the current day.
- **Date Range from ... to ...** – Shows all alerts generated during the time period specified.
- **Last ... Day(s) ...Hour(s) ...Minute(s)** – Displays all alerts generated during the specified time period.

## Alerts Procedures

### Acknowledging an Alert

To acknowledge an alert:

- 
- Step 1** From the **Navigator** pane, select **Operations>Alerts** to display the **Alerts** pane.
  - Step 2** Right-click the alert that you want to acknowledge and select **Acknowledge** from the context menu. To acknowledge more than one alert at the same time, hold down the **SHIFT** or the **CTRL** key on your keyboard while clicking your selections.  
–or–  
Double-click the alert to acknowledge to display its **Alert Detail** dialog.
  - Step 3** From the **Status** drop-down menu, select **Acknowledged**. You may also want to type notes in the **Response** field. TES's auditing mechanism will log the change in status of the alert.
  - Step 4** Click **OK** to close the dialog and save the changes.
-



## Closing an Alert

To close an alert:

- 
- Step 1** From the **Navigator** pane, select **Operations>Alerts** to display the **Alerts** pane.
  - Step 2** You can right-click the alert and select **Close** from the context menu or double-click the alert to display the **Alert Detail** dialog and select the **Closed** option.
- 

## Filtering Console Alerts

You can define which alerts the **Alerts** pane displays by using the **Alerts Filter** dialog. You can filter alerts by status and severity level, or include alerts generated on the current day only or from a specified range of days.

To filter console alerts:

- 
- Step 1** From the **Navigator** pane, select **Operations>Alerts** to display the **Alerts** pane.
  - Step 2** Click the **Filter** button on the TES toolbar or right-click and select **Filter** from the context menu to display the **Alerts Filter** dialog with all the available alert types.
    - a. To filter alerts based on status, select **Open**, **Acknowledged** and/or **Closed**.
    - b. To filter alerts based on severity level, select from the following: **Critical**, **Error**, **Warning** or **Information**
    - c. To filter alerts based on date, select from **Current Day** or **Date range from... to...**
  - Step 3** Click **OK**. The **Alerts** pane displays only alerts that fall within the parameters set in the **Alert Filter** dialog.
- 

**Note**

For more information about the **Alert Filter** dialog, see [“Alert Filter Dialog” section on page 6-238](#).

---

## Rearranging Columns in the Alerts Pane

To rearrange columns:

- 
- Step 1** From the **Navigator** pane, select **Operations>Alerts** to display the **Alerts** pane.
  - Step 2** From the **View** main menu, select **Preferences** or right-click the **Alerts** pane and select **Preferences** from the context menu to display the **Alerts Preferences** dialog.
  - Step 3** Click the **Columns** tab.
  - Step 4** Select the column and click the up or down arrows to arrange the titles into the desired order.
-

## Selecting/Deselecting All Alert Filters

To select/deselect all alert filters:

---

**Step 1** Right-click in the **Statuses** or **Levels** section of the **Alert Filter** dialog.

---



**Note**

Select **Check All** or **Uncheck All** from the context menu. Selecting **Check All** or **Uncheck All** does not affect the **Days** section.

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## Sorting Console Alerts

You can sort the alerts displayed in the **Alerts** pane to change the order in which they are listed.

From the **Navigator** pane, select **Operations>Alerts** to display the **Alerts** pane.

- To sort alerts by status, click the **Status** column heading. The alerts are primarily sorted alphabetically by status, and secondarily by time.
- To sort console alerts by severity level, click the **Level** column heading. The alerts are primarily sorted alphabetically by severity level, and secondarily by time.



**Note**

To sort console alerts by job number, click the **Job** column heading. The alerts are sorted numerically in descending order by job occurrence number. Clicking column headings more than once toggles the sort order between ascending and descending.

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