

News from ON TIME SUPPORT, INC.®

We had some good meetings at the NCSL Conference in Washington DC. We showed off some new products and received some positive feedback from our customers regarding future products. At right is a picture of our booth at NCSL. From left to right are Daniel Fillpot and Jason DeGroot.



In this newsletter we are going to talk about E-Mail Notification for the Fluke MET/TRACK (Ver 7.x) database. We have received many questions regarding this product, so we decided to provide some answers in this newsletter.

This newsletter may be a little on the technical side. We would like to hear what you think about the format and would welcome suggestions on future topics. You can contact us at inquiries@ontimesupport.com.

What is E-Mail Notification?

E-Mail Notification (sold by OTS and Fluke) is software, which allows you to schedule delivery of email to your customers or other personnel. Messages may include notifications of various metrology activities such as the notification that instruments are due for calibration, escalation reports, instruments significantly out of tolerance, instruments due for pickup, and customer feedback surveys. These messages are automatically sent via a schedule which you determine using a simple web-based interface.

While Metrology Xplorer allows customers to access metrology data (pulls the data from the database), from the network using a web browser, E-Mail Notification sends (pushes) the data to the customer via email on a preset schedule. E-Mail Notification uses SMTP (Simple Mail Transfer Protocol) to deliver messages. The message is not sent as an attachment, so there is no need for any other software. Administration is done using a web browser, so there are no client components to install. E-Mail Notification components are installed on the MET/CAL server. Installation is easy and there is no need to reboot the server.

From: dlynde@ontimesupport.com
 To: dlynde@ontimesupport.com
 Subject: Instrument Assigned by User
 Date: Sat, 16 Oct 2004 20:03:22 -0500 (CDT)

Instruments Assigned to Users

Sorted by Due Date

Asset #	Mfg	Model	Description	Serial Number	Due Date	Overdue	Checked Out To
LT344L	LECROY	344	DIGITAL SCOPE	43242	03/11/2004	*	JOE TECHNICIAN
HON-12334224	FLUKE	11	DMM	341242354	06/04/2004	*	JOE TECHNICIAN
SAMPLE-5500	FLUKE	5500A	CALIBRATOR	4820000	06/04/2004	*	JOE TECHNICIAN
SAMPLE-732	FLUKE	732	DC REFERENCE STD	732000001	07/21/2004	*	JOE TECHNICIAN
1001	LECROY	8842	CALIBRATOR	88575	11/11/2004		JOE TECHNICIAN
31	FLUKE	87	DMM	232131	11/28/2004		JOE TECHNICIAN
SAMPLE-1949	FLUKE	87	DMM	432342	11/28/2004		JOE TECHNICIAN
SAMPLE-5725	FLUKE	5725A	BOOST AMPLIFIER	572500001	12/17/2004		JOE TECHNICIAN
SAMPLE-5700	FLUKE	5700A	CALIBRATOR	57000001	12/17/2004		JOE TECHNICIAN
SAMPLE-87	FLUKE	87	DMM	87001001	02/25/2005		JOE TECHNICIAN
SAMPLE-21	FLUKE	21	DMM	1231	03/03/2005		JOE TECHNICIAN
SAMPLE-742-1	FLUKE	742-1	1 OHM RESISTANCE STD	742010001	03/09/2005		JOE TECHNICIAN
1002	AGILENT	34401	DIGITAL MULTIMETER	GF45353	03/11/2005		JOE TECHNICIAN
100	FLUKE	45	DMM	2342432	03/18/2005		JOE TECHNICIAN
SAMPLE-11	FLUKE	11	DIGITAL MULTIMETER	1100110001	04/15/2005		JOE TECHNICIAN
SAMPLE-8842	FLUKE	8842	DMM	884200987	04/19/2005		JOE TECHNICIAN
SAMPLE-10	FLUKE	10	DIGITAL MULTIMETER	1010101010	04/19/2005		JOE TECHNICIAN
SAMPLE-12	FLUKE	12	DMM	23131	04/19/2005		JOE TECHNICIAN
SAMPLE-77	FLUKE	77-1	DMM	23131	06/16/2005		JOE TECHNICIAN

Total Number of Records for this Report: 19

E-Mail Notification Reporting

One question that always seem to come up is “How do I set up my database with the email contact information?”. First, we will look at the report requirement:

- Create a single overdue instrument recall report that will send out emails to several recipients at one time without sending the same data to each recipient. In other words, we need the report to only send data that is pertinent to that particular contact, but we have several contacts and only want to create one report for all the contacts.

This sounds like a challenge. The basic configuration of the E-Mail Notification system is to store the email addresses in the email admin program, which creates a separate report and schedule for each contact or group of contacts. There may be times when you may want to do this, but for our example, this is too time consuming.

Dynamic Addressing – The Easy Way

In this example we are going to create a single report that does all the work and will execute every Monday at 8 AM. Dynamic addressing can be used to do this.

There are many ways to implement dynamic addressing. The easiest way is to use a merge table that is created in MET/TRACK. A merge table can be customized for a variety of needs. In our example we are going to add a field to the inventory screen on our MET/TRACK database and then configure field I4247 as a merge field. We are also going to validate field I4247 with the contact names.

We have selected Bob Smith as the equipment custodian for asset 100. We also have created a merge table with Bob Smith’s email address, bsmith@ots.com. Additional information can be configured using a merge table, but for now all we need is Bob’s email address. This field could also be in the location record instead of the inventory screen. An inventory field can be easier to work with, since there is no historical data. So we will assume that Bob has several instruments assigned to him. Next we will work with the E-Mail Notification admin program.

Configuring the Report

You will now run the email admin program using a web browser and create a report and set a schedule. First you have to create a new report. From within the admin program you need to give the report a title and a description. There are red stars on the admin screen that define required fields. You must create an SQL query first. It is easier if you test the query using the Sybase ISQL program. You can also test it in the admin program.

Here is the SQL query for this example:

```
select dateformat(c2303,'mm-dd-yyyy') Due_Date, i4201 Asset#, i4204 Description, i4202 Manufacturer, i4203 Model, i4225 Status,merge Equip_Custodian, E_MAIL email from mt.inventory, mt.calibration, mt.mrg4247 where mt.inventory.mtag=mt.calibration.mtag and i4247=merge and c2339=1 and c2303 < today(*);
```

This query will format the report to list the due date, asset number, description, manufacturer, model, status, equipment custodian and the email address. In this example we have used the merge table for inventory field i4247. We had to link the calibration table to the inventory table using MTAG. We also used field C2339 (most recent calibration flag) to only return the most recent calibration record and to report instruments that are overdue. This report will create an internal file and then send out individual emails to each recipient that has equipment. If an asset does not have an Equipment Custodian and an email address associated with it, the instrument will not be selected. Next you must save the report in the admin program.

Setting a Schedule

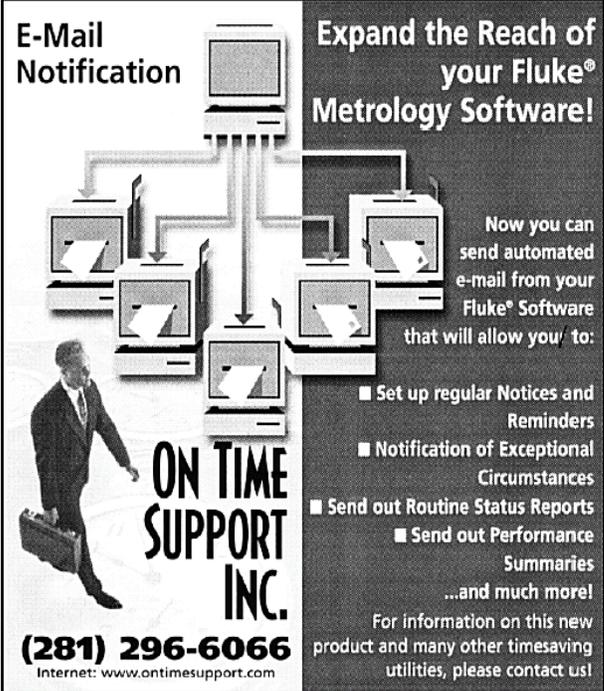
Next is the easy part, setting the schedule for the email to go out. For this example set up the schedule to send out the email every Monday at 8:00 AM. We have now completed the example email using dynamic addressing. The system will automatically send the report.

Take a look at what's new from On Time Support!

Look inside to find out more about E-Mail Notification for MET/TRACK.

Are you on the METLIST?

Be sure to join the On Time Support **METLIST**. It is a great source of information regarding calibration software issues. The best experts, our customers, are available to answer questions in an open forum. Once you have joined the metlist, you can send a message to metlist@ontimesupport.com. All the metlist recipients will receive your message. If someone has an answer, then they can respond to you on the metlist. Fluke and OTS engineers are also on the metlist to help answer questions. Best of all, its free and we will keep your name and email address confidential. You can unsubscribe at any time. Check it out today!



E-Mail Notification

Expand the Reach of your Fluke® Metrology Software!

Now you can send automated e-mail from your Fluke® Software that will allow you to:

- Set up regular Notices and Reminders
- Notification of Exceptional Circumstances
- Send out Routine Status Reports
- Send out Performance Summaries

...and much more!

For information on this new product and many other timesaving utilities, please contact us!

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