

# Task Notifications are not firing when...

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Vidyamba 19 posts since

Sep 9, 2008

Hi all,

Ideally when the assignee field is NULL, the notification should be send to Assignee group. But it is not actually happening so.

I would be grateful if some one help me out in this.

Regards,

Vidyamba.J



carl\_wilson 642 posts since

Oct 11, 2007 1. **Re: Task Notifications are not firing when the assignee field is NULL** Dec 4, 2008 6:24 AM

Would need a little more information on this.

Are you talking about OOB notifications or a custom notification that has been made using a Filter etc?



carl\_wilson 642 posts since

Oct 11, 2007 2. **Re: Task Notifications are not firing when the assignee field is NULL** Dec 4, 2008 6:26 AM



Vidyamba 19 posts since

Sep 9, 2008 3. **Re: Task Notifications are not firing when the assignee field is NULL** Dec 4, 2008 6:38 AM

👤 in response to: carl\_wilson

Task Notifications are not firing when...

Carl,

"TMS:TAS:NotificationGenerator\_899\_ModifyNotificationProcessControl" is the corresponding filter which need to be fired for Task Group notification[when assignee is NULL]. But one of the criteria in its Run-if condition was 'TR.Status' = "Assigned", which can never be satisfied when assignee is NULL. Hence the same is modified as 'Status' = "Pending" and made it as a OOB filter by changing its name to retain the changes upon the any future patch/upgrades. And also the earlier filter was disabled.

I have enabled the log to understand the flow. Let me know if u need the same for any understandings.

Thanks for the response.

Thanks & Regards,

Vidyamba.J

Application Management Team

Home Retail Group - IS (Homebase)

Task Notifications are not firing when...

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[carl\\_wilson](#) 642 posts since

Oct 11, 2007 4. Re: **Task Notifications are not firing when the assignee field is NULL** Dec 5, 2008 3:24 AM

 in response to: [Vidyamba](#)

This is the qualification for the

**TMS:TAS:NotificationGenerator\_899\_ModifyNotificationProcessControl`!** Filter OOB:

*( 'z1D Notification Message Tag' != \$NULL\$ ) AND ( 'Task ID' != \$NULL\$ ) AND (( 'z1D NT Support Group ID' != \$NULL\$ ) OR ( 'Assigned To' != \$NULL\$ ))*

With this Filter, it will fire when called by either the Group Notification or the Individual Notification when the **TMS:TAS:NotifyProcess Guide** is called.

In the Group Notification case, the 'z1D NT Support Group ID' field gets set by this Filter **TMS:TAS:Notification\_AssignedToGroup\_CallGUIDE** as Action 1 (Set Fields) which sets this field to \$Assignee Group ID\$.

I am not seeing the "TR.Status = Assigned" in the qualification.

The above is the filter is on my system which has the TMS patch applied to it. I would try the above qualification and see if this resolves your issues.

Task Notifications are not firing when...



[Vidyamba](#) 19 posts since

Sep 9, 2008 5. **Re: Task Notifications are not firing when the assignee field is NULL** Dec 5, 2008 3:54 AM

in response to: [carl\\_wilson](#)

Carl,

We carry the same qualification for the filter  
TMS:TAS:NotificationGenerator\_899\_ModifyNotificationProcessControl`! as u have mentioned.

I am sorry to wrongly name the filter in earlier communication. We have changed the filter  
TMS:TAS:Notification\_AssignedToGroup\_CallGUIDE qualification as below

( 'DB.Status' != 'TR.Status') AND ( 'Status' = "Pending") AND ( 'StatusReasonSelection' = "Assignment") AND ( 'Assignee Group' != NULL ) AND

( 'Assigned To' = NULL )

When I checked the attached logging [which is enabled while the task previous to the task with Assignee NULL](#), the corresponding filter has fired. In spite of which the notifications are not generating.

Thanks & Regards,

Vidyamba.J



[carl\\_wilson](#) 642 posts since

Oct 11, 2007 6. **Re: Task Notifications are not firing when the assignee field is NULL** Dec 5, 2008 4:18 AM

in response to: [Vidyamba](#)

Task Notifications are not firing when...

If the Filters are firing on the form, then you will need to look at the log files to see what is happening with the Notification Engine forms.

Is there an entry in the NTE:Notifier Log for the Notification?

If not, you need to have a look at what is going wrong through the logs making sure all the values are being pushed through and translated correctly.

The other thing is to check that the Notification is actually enabled in the SYS:Notification form (Notification Message Tag = TMS\_TAS\_Assigned\_Group).

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Here is an excerpt from a White Paper put together by Cindy McCririe from BMC.

Notification Transaction ? Putting it all Together

1. The NTE:-SYS-NT Process Control form is the center of the Notification Engine. All notifications must be pushed to this form first and depending on what parameters are included, it will determine if it is a group notification or an individual notification. Calling applications pass this information to the NTE:SYS:NT Process Control form. This information includes details such as the application, who the notification should go to, and information about the parent record. The workflow process determines if the notification is for a group or an individual.
2. An escalation will run every minute to process the pending notification events.
3. If the notification event is for a group, a transaction record will be created in the NTE:SYS-Group NT Control form. Otherwise, a record will be created in the Individual NT Control form. Individual processing gets the user's notification preferences, ticket information and message from the Notification Messages catalog. Group processing expands the group list to individuals, and then runs the same individual process as described previously.

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4. The NTE:Notifier sends the notification using the appropriate method (email, pager, or alert). If the notification is through email, NTE:Notifier workflow will create a record in the AR System Email Messages form which will be processed by the BMC Remedy Email Engine.