technical brief

Customizing Alerts
in HP Web Jetadmin

Overview

HP Web Jetadmin has the ability to send e-mail messages, or alerts, whenever events occur on printers. While HP Web Jetadmin offers any of three different sizes of e-mail messages that can be sent to recipients when particular events occur on printers, the content of these three alert message types can be edited to include any desired parameters in any desired order or format.

NOTE: Editing files in HP Web Jetadmin can cause adverse effects when an attempt is made to upgrade the version of HP Web Jetadmin. File checksums are in place that could cause the upgrade to fail. Therefore, please backup all files before editing so they can be replaced with the originals before performing an HP Web Jetadmin upgrade.

Alert E-mail Format

In HP Web Jetadmin, when alerts are enabled for a printer, e-mail messages are sent to various individuals when events occur on the printer. Different e-mail addresses can be configured to receive alerts for different events on a particular printer. For example, *Toner Low* alerts could be sent to someone in charge of ordering consumables, while *Printer Error* alerts could be dispatched to a helpdesk or service desk. Therefore, it may be desirable to include different details in each of the e-mail messages since the destinations are different.

Mobile

```
From:    wja@hp.com                                  Sent:  Thu 7/24/2003 10:08 AM
To:      undisclosed-recipients
Cc:
Subject: HP Device Alert: Offline (l83dhcp357.boi.hp.com)

Event: "Offline"
Device Name: "l83dhcp357.boi.hp.com"
Detailed Device Information: "http://metzjim:8000/dev/0060B0F827F9"
```

Concise

```
From:    wja@hp.com                                  Sent:  Thu 7/24/2003 10:07 AM
To:      undisclosed-recipients
Cc:
Subject: HP Device Alert: Offline (l83dhcp357.boi.hp.com)

Event
   "Offline"

Front Panel
   "TRAY 3 EMPTY"
   ""
   "OFFLINE"
   ""
   ""
   ""


Device Name: "l83dhcp357.boi.hp.com"

Help Resources
   Detailed Device Information: "http://metzjim:8000/dev/0060B0F827F9"

Contact Information: "jim"
```

Verbose

```
From:    wja@hp.com                                  Sent:  Thu 7/24/2003 9:55 AM
To:      undisclosed-recipients
Cc:
Subject: HP Device Alert: Offline (l83dhcp357.boi.hp.com)

Event
   "Offline"

Front Panel
   "TRAY 3 EMPTY"
   ""
   "OFFLINE"
   ""
   ""
   ""


Device Information
   IP Hostname:          "l83dhcp357.boi.hp.com"
   IP Address:           "15.62.46.191"
   Hardware Address:     "0060B0F827F9"
   IPX Name:             "METZMAN"
   IPX Address:          "00062400.0060B0F827F9"
   Device Model:         "HP LaserJet 4050"
   Serial Number:        "USQX003246"
   Asset Number:         "123456"
   Description:          "metzer"

Help Resources
   Detailed Device Information: "http://metzjim:8000/dev/0060B0F827F9"

Contact Information: "jim"
```

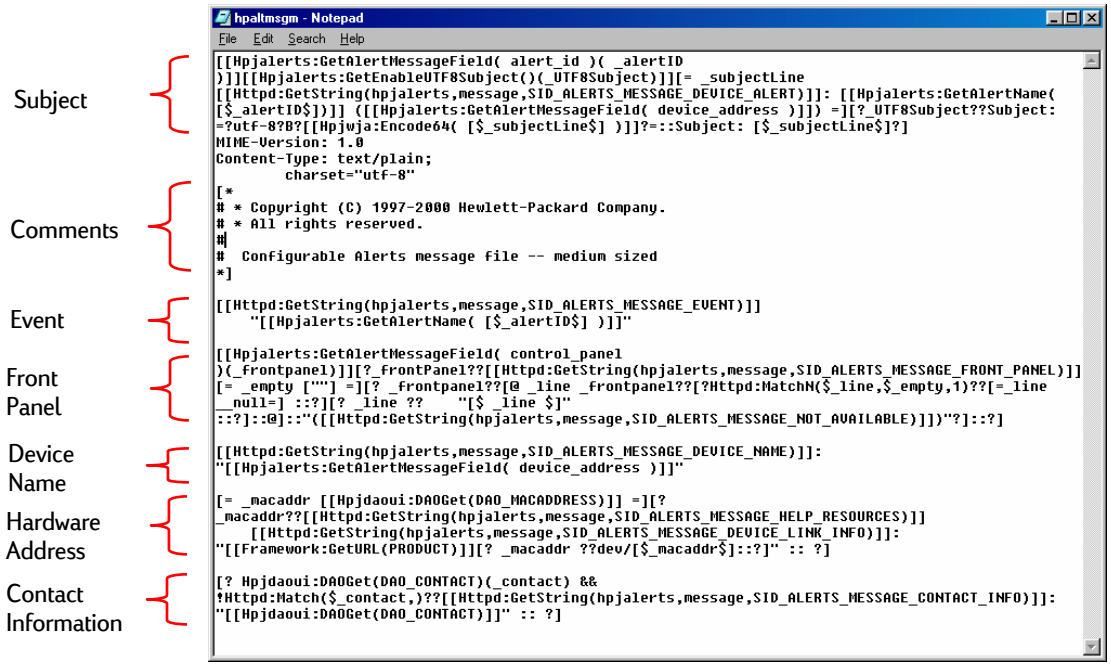

Figure 1

HP Web Jetadmin offers the ability to assign different content lengths of e-mail messages to different types of events. The three different content lengths include:

- Mobile - a brief text message designed for email-enabled mobile devices such as pagers. This message contains the event, the device name, and the URL for browsing to the device's Status page .

- Concise - a brief message that contains the event, the message that appears on the front panel, the device name, a link to the device's Status page, and the name and email address of the person to contact.

- Verbose - a detailed message that contains all of the information in the concise message as well as detailed device information. It also includes a link to the device's Status page. Verbose is the default category that is assigned to alert types.

While each format has its advantages, it may be desirable to create a custom e-mail message with only those parameters that are required for a particular recipient.

Customized Alert Messages

The e-mail messages that are sent via alerts in HP Web Jetadmin can be customized to include any desired content. The three pre-defined alert types (verbose, concise, mobile) are represented by text files under the following subdirectory:

C:\Program Files\HP Web Jetadmin\doc\plugins\hpjalerts

The file names are as such:
Mobile - hpaltmsgs.txt
Concise - hpaltmsgm.txt
Verbose - hpaltmsgl.txt

Any of these three files can be edited in a standard text editor to include any desired information. Once edited, the files can be assigned to any type of event.

NOTE: Editing files in HP Web Jetadmin can cause adverse effects when an attempt is made to upgrade the version of HP Web Jetadmin. File checksums are in place that could cause the upgrade to fail. Therefore, please backup all files before editing so they can be replaced with the originals before performing an HP Web Jetadmin upgrade.

Message Format

The first section of each message defines the subject line of the e-mail message as such:

Subject: HP Device Alert: Event, Device Name

The second section of each file contains optional comments.

The remaining lines in each file will differ, but basically define the e-mail

[[Hpjalerts:GetAlertMessageField(alert_id)(_alertID)]][[Hpjalerts:GetEnableUTF8Subject()(_UTF8Subject)]]|=
_subjectLine [[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_DEVICE_ALERT)]]: [[Hpjalerts:GetAlertName(
[$_alertID$])]] ([[Hpjalerts:GetAlertMessageField(device_address)]]) =|[?_UTF8Subject??Subject: =?utf-
8?B?[[Hpjwja:Encode64([$_subjectLine$])]]?=::Subject: [$_subjectLine$]?

Figure 2

content such as front panel message, hardware address, IPX address, etc. These lines can be rearranged or deleted, as well as new lines can be added. Raw text can also be entered in these files and will appear in the e-mail message as typed.

Subject

The subject that appears in the mail client can be edited to include any desirable information. The example in Figure 2 will indicate (in red) the text in the subject portion of the message file that can be edited:

The first command in [brackets] is a *GetString* command that creates the "Device Alert" string at the beginning of the subject. This entire command can be removed and just replaced with raw text if desired.

The second and third commands, *GetAlertName* and *GetAlertMessageField*, call the current alert name and device name. These can be replaced with any commands found in Table 1.

Content

The content of the e-mail message is defined in the remaining lines of the message. Each parameter that is displayed in the content is typically represented by three segments in the message file:

- Call and display a pre-defined string
- Query a value
- Display the value

The pre-defined strings, which are defined by a *GetString* command, are handy in that they can be displayed in any desired language (localized) by just calling the variable. A list of common strings can be found in table 2. Otherwise, the entire command can be removed or replaced with any raw text string.

The other two commands will query for a variable (*DAOGet*) followed by displaying the variable called in the *DAOGet* command. A list of commands found in Table 1 can be substituted for these pre-defined commands.

Figures 3 and 4 display examples of a modified hpaltmsgs.txt file, and the resulting e-mail message, when the

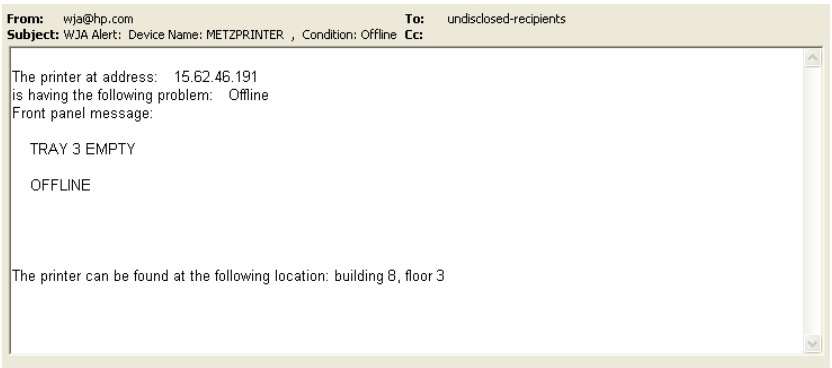

Figure 3 - E-mail message from customized file

Figure 4 - Customized Mobile Text Message (hpaltmsgs.txt)

printer is taken offline. Once the hpaltmsgs.txt file was edited, the mobile message was assigned to the offline event, which in turn produced this message since the mobile message text was modified.

The subject line was modified to include personalized text as well as the description parameter.

The body of the message was modified with personalized text and different parameters such as page count, etc.

Backup of Files

It is extremely important to back up all hpaltmsg.txt files before editing. HP Web Jetadmin performs checksums on files before upgrading the version during an installation. Therefore, the original, unedited hpaltmsg.txt files:

hpaltmsgs.txt for mobile
hpaltmsgm.txt for concise
hpaltmsgl.txt for verbose

should be replaced before any HP Web Jetadmin upgrades are attempted.

Summary

While HP Web Jetadmin contains three different sized e-mail messages from which to assign to events, any of these messages can be customized to include any desired parameters or text. Now administrators can send the exact format and size of e-mail messages that is desired by recipients of proactive alert messages.

Table 1

Device Name	[[Hpjalerts:GetAlertMessageField(device_address)]]
Alert Name	[[Hpjalerts:GetAlertName([$_alertID$])]]
Contact Info	[? Hpjdaoui:DAOGet(DAO_CONTACT)(_contact) ??::?][?!_contact??[=_contact [##]=]::?][$_contact$]
IP Hostname	[? Hpjdaoui:DAOGet(DAO_IPNAME)(_ipname) ??::?][?!_ipname??[=_ipname [##]=]::?][$_ipname$]
IP Address	[? Hpjdaoui:DAOGet(DAO_IPADDRESS)(_ipaddr) ??::?][?!_ipaddr??[=_ipaddr [##]=]::?][$_ipaddr$]
Hardware Address	[? Hpjdaoui:DAOGet(DAO_MACADDRESS)(_hwaddr) ??::?][?!_hwaddr??[=_hwaddr [##]=]::?][$_hwaddr$]
IPX Name	[? Hpjdaoui:DAOGet(DAO_IPXNAME)(_ipxname) ??::?][?!_ipxname??[=_ipxname [##]=]::?][$_ipxname$]
IPX Address	[? Hpjdaoui:DAOGet(DAO_IPXADDRESS)(_ipxaddr) ??::?][?!_ipxaddr??[=_ipxaddr [##]=]::?][$_ipxaddr$]
Device Model	[? Hpjdaoui:DAOGet(DAO_DISPLAY_NAME)(_displayname) ??::?][?!_displayname??[=_displayname [##]=]::?][$_displayname$]
Serial Number	[? Hpjdaoui:DAOGet(DAO_SERIAL_NUMBER)(_serialnum)??::?][?!_serialnum??[=_serialnum [##]=]::?][$_serialnum$]
Asset Number	[? Hpjdaoui:DAOGet(DAO_ASSET_NUMBER)(_assetnum) ??::?][?!_assetnum??[=_assetnum [##]=]::?][$_assetnum$]
Description	[? Hpjdaoui:DAOGet(DAO_DESCRIPTION)(_description) ??::?][?!_description??[=_description [##]=]::?][$_description$]
Port Number (3 port EX)	[? Hpjdaoui:DAOGet(DAO_PORTNUMBER)(_portnum) ??::?][?!_portnum??[=_portnum [##]=]::?][$_portnum$]
System Name	[? Hpjdaoui:DAOGet(DAO_SYSNAME)(_sysname) ??::?][?!_sysname??[=_sysname [##]=]::?][$_sysname$]
Page Count	[? Hpjdaoui:DAOGet(DAO_PAGE_COUNT)(_pagecount) ??::?][?!_pagecount??[=_pagecount [##]=]::?][$_pagecount$]
Help Resources	[= _macaddr [[Hpjdaoui:DAOGet(DAO_MACADDRESS)]] =][? _macaddr??[[Framework:GetURL(PRODUCT)]][? _macaddr ??dev/[$_macaddr$]::?] :: ?]
Front Panel	[[Hpjalerts:GetAlertMessageField(control_panel)(_frontpanel)]][?_frontPanel?? [= _empty [""] =][? _frontpanel??[@ _line _frontpanel??[?Httpd:MatchN($_line,$_empty,1)??[=_line __null=] ::?][? _line ?? "[$_line $]" ::?]::@]::"([[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_NOT_AVAILABLE)]])"?]::?]

From: wja@hp.com **To:** undisclosed-recipients
Subject: HP Device Alert: Offline (l83dhcp357.boi.hp.com) **Cc:**

l83dhcp357.boi.hp.com
Offline
jim
l83dhcp357.boi.hp.com
15.62.46.191
0060B0F827F9
METZMAN
00062400.0060B0F827F9
HP LaserJet 4050
USQX003246
123456
building 8, floor 3
1
METZPRINTER
9300
(null)(null):(null)/dev/0060B0F827F9

TRAY 3 EMPTY

OFFLINE

Example - all lines from Table 1 added to e-mail message

Table 2

Event	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_EVENT)]]
Front Panel	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_FRONT_PANEL)]]
Device Name	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_DEVICE_NAME)]]
Help Resources	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_HELP_RESOURCES)]]
Device Link Info	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_DEVICE_LINK_INFO)]]
Contact Info	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_CONTACT_INFO)]]
Device Information	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_DEVICE_INFO)]]
IP Hostname	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_IP_HOSTNAME)]]
IP Address	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_IP_ADDRESS)]]
Hardware Address	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_HARDWARE_ADDRESS)]]
IPX Name	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_IPX_NAME)]]
IPX Address	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_IPX_ADDRESS)]]
Device Model	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_DEVICE_MODEL)]]
Serial Number	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_SERIAL_NUMBER)]]
Asset Number	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_ASSET_NUMBER)]]
Description	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_DESCRIPTION)]]

Example – all lines from Table 2 added to alert e-mail message

Copyright August, 2003
Microsoft, Windows, and Windows NT are registered trademarks of Microsoft Corporation in the USA, and other countries. All other brand and product names are trademarks or registered trademarks of their respective companies. The information contained in this document is subject to change without notice. HP makes no warranty of any kind with respect to this information. HP specifically disclaims the implied warranty of merchantability and fitness for a particular purpose. HP shall not be liable for any direct, indirect, incidental, consequential, or other damage alleged in conjunction with the furnishing or use of this information.