# Administration
## Creating SQL Alerts

## IMPORTANT NOTES

In the case of the death of a person (child, student or adult), One automatically generates a system warning that displays on the person's record. For more information, refer to *RG_Administration_System Alerts*.

A number of predefined alerts are included in the One installation. Predefined alerts are always active and cannot be edited or deleted. For more information, refer to *RG_Administration_System_Alerts*.

## SQL Alerts

Alerts are created to advise or warn users of changes in field values within a record. Alerts are displayed as an email, a popup message or a workflow message on the system administrator's **My Home Page**.

You cannot display SQL alerts as portal messages for portal users.

Alerts can be stored against individual records. This functionality is available by clicking the **Alerts** button at the top of the page in many areas of One.

SQL alerts are created and initiated on the basis of a user enquiry to a particular focus. For example, the user may select an option to view the details of a student. As a result of this enquiry, an SQL statement is run against the database.

A saved alert will not work until it is activated. For more information, see the *Activating an Alert* section.

## Creating an SQL Alert

To create a new SQL alert:

1. Select **Tools | Administration | Alert Definition** to display the **Maintain Alert** page.

2. Click the **New** button to display the **Alert Definition [New Alert Definition]** page.
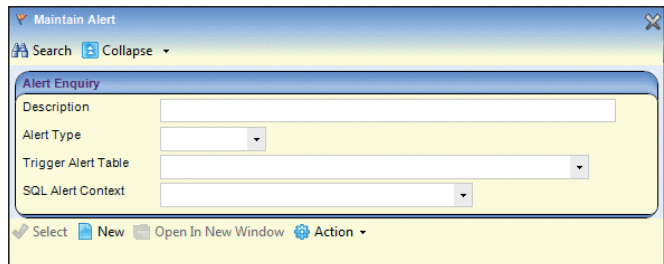
> **NOTE:** The **Alert Definition ID** is a system generated number that cannot be changed.

3. From the **Alert Type** drop-down, select **SQL**.

4. Enter a **Reason for Alert**.

5. Enter a **Description**.

    An alert cannot be made active until it has been saved.

    You cannot create a predefined alert; they are included in the One installation.

6. On the **SQL Alert** panel, select a **Context** for the alert to be based on.

    The number of associated alerts is displayed.

7. Enter the SQL **Query**. You can only use *Select* statements. A number of parameters are available to assist you in writing the query.

8. If required, select the **Include SQL Result** check box to enable repetition of the SQL message in the output.

9. If you want to fire a message regardless of the values returned, select the **Fire Alert if Row Returned** check box.

10. Click the **Save** button.

    The alert cannot be activated until a recipient has been added and an action has been defined.
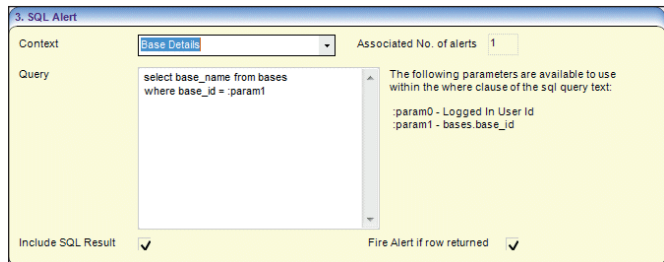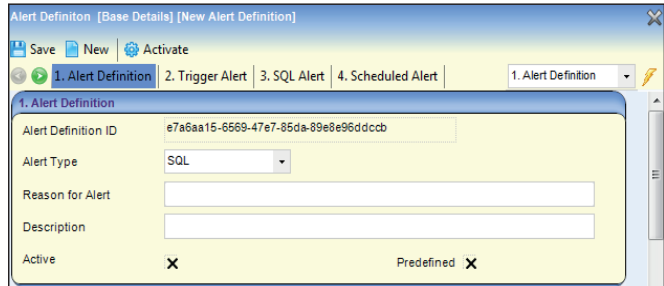
> **WARNING:** Where an SQL script is used in an alert, this should only be carried out by a system administrator, who is fully aware of its implications. Capita cannot accept responsibility for data problems caused as a result of not following this advice.

# Administration
## Creating SQL Alerts

## Adding a Recipient

All alerts require at least one recipient. The recipients and the actions (the way the alert is delivered) are selected in the **Recipient List** panel. The recipient **Type** determines the actions available for selection.

*NOTE: You cannot set up portal messages for SQL alerts.*

To add a recipient:

1. Click the required **Add** button to display the relevant browser or enquiry dialog.

   Clicking the **Add Email** button displays an **Add email address** dialog for you to manually enter email addresses.

2. If required, use the search fields to narrow your search criteria.

3. Highlight a record and click the **Select** button to return to the **Recipient List** panel.

4. On the **Recipient List** panel, select the check boxes to send the alert by **Email, Popup** or **Workflow** message.

## Defining an Action

In the **Action** panel, define all actions selected in the **Recipient List** panel. All alerts require at least one action.

You can preview SQL alerts by selecting an action from the **Preview Action** drop down and clicking the **Preview Message** button.

### Email

To define an **e-mail** action:

1. Enter a **Subject**.

2. Enter a **Message**.

3. Click the **Save** button.

### Popup Message

To define a **Popup Message** action:

1. Enter a **Message**.

2. To restrict the message to users who have the **Popup** action selected in the **Recipient List**, deselect the **Show to all users** check box.

3. Click the **Save** button.

### Workflow Message

Before a workflow message alert can be received, a system administrator must enter the details in the **Workflow Server** tab of the Capita Children's Service Enterprise Server Configuration Utility. For more information, refer to the *Installing and Configuring One v4 Core Components* technical guide available on the One Publications website (www.onepublications.com).

To define a **Workflow Message** action:

1. Enter a **Workflow name**.

2. Enter a **Workflow message**.

3. Select a **Duration**.

4. Click the **Save** button.

# Administration
## Creating SQL Alerts

## Activating an Alert

An SQL alert can be activated when it is created by entering all mandatory information, selecting the required recipients and defining at least one action. Saving the alert displays the following message: *Do you want to activate the alert?* Selecting **Yes** activates the alert immediately and the greyed out **Activate** button at the top of the page changes to **Deactivate**.

To activate an existing SQL alert:

1. Select **Tools | Administration | Alert Definition**, then select a deactivated (Active=False) SQL alert from the **Search** list to display the **Alert Definition** page.

2. Click the **Activate** button; the button status changes to **Deactivate**. The following message displays at the bottom of the page: *Alert activated successfully*.

   You do not need to save the alert again.
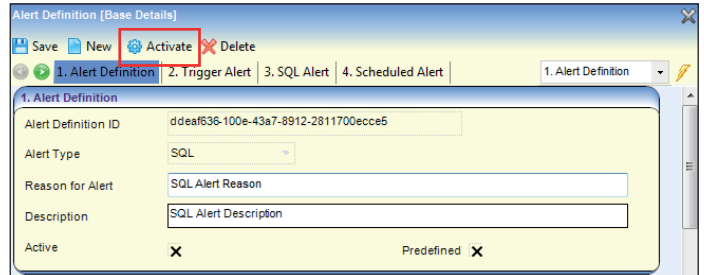


## Deactivating an Alert

Predefined alerts <u>cannot</u> be deactivated. An existing SQL alert can be deactivated using the **Deactivate** button at the top of the page. An SQL alert <u>cannot</u> be changed or deleted until it has been deactivated.

To deactivate an SQL alert:

1. Select **Tools | Administration | Alert Definition**, then select an SQL alert from the browse list to display the **Alert Definition** page.

2. Click the **Deactivate** button; the button status changes to **Activate**. The following message displays at the bottom of the page: *Alert deactivated successfully*.

3. Click the **Save** button.
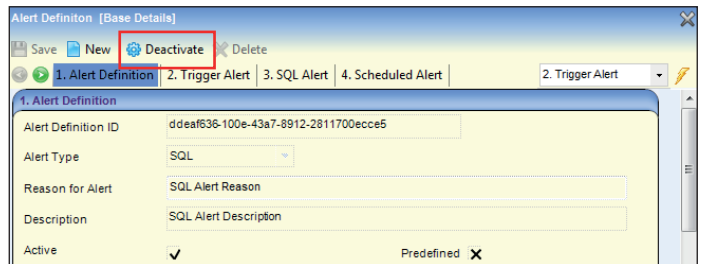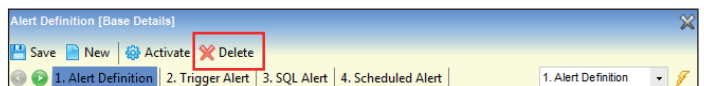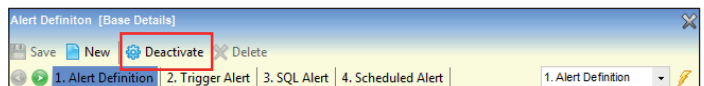


## Deleting an Alert

Predefined alerts <u>cannot</u> be deleted. An SQL alert <u>cannot</u> be deleted until it has been deactivated.

To delete an SQL alert:

1. Select **Tools | Administration | Alert Definition**, then select an SQL alert from the browse list to display the **Alert Definition** page.

2. If required, click the **Deactivate** button; the button status changes to **Activate**. The following message is displayed at the bottom of the page: *Alert deactivated successfully*.

3. Click the **Delete** button; the following message displays: *Are you sure you want to delete this <Alert> for the <Table>?*

4. Click the **Yes** button; the following message is displayed at the bottom of the page: *Alert <Name> for Table <Name> is deleted successfully*.





**Related Reference Guides:**
- RG_Administration_Creating Scheduled Alerts
- RG_Administration_Creating Trigger Alerts
- RG_Administration_System Alerts