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technology

Application Note:

**WEB-BASED MESSAGE
TRACKER FOR IPLP 1.6**

Version 1

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WEB-BASED MESSAGE TRACKER FOR IPLP 1.6

This document provides an overview of the functions of the IP LaunchPad Web-Based Message Tracker, along with instructions for searching for messages and viewing message results.

About This Document

This Application Note contains the following sections:

Get Started *page 4* Instructions for installing and running the Web-Based Message Tracker.

Set Search Criteria *page 5* Instructions for entering search information on the *IPLP Message Tracker Filter* page.

Specify Sort Order Parameters *page 11* Instructions for specifying the sort order for the search results.

Start the Search *page 12* Instructions for starting the search.

View Results *page 13* Descriptions of the data items displayed on the *IPLP Message Tracker Results* page, and instructions for further options presented on this page.

Introduction

This section presents basic information about the Web-Based Message Tracker.

Requirements

The following are required to run the Web-Based Message Tracker:

- Access to a server running IP LaunchPad 1.3 (the Web-Based Message Tracker can be run directly from the IP LaunchPad server that hosts the Velocis database)
- One of the following web browsers:
 - Netscape 4.5
 - Internet Explorer 5
- A 21-inch video monitor (1024x768 resolution)

Overview of the Search Process

The Web-Based Message Tracker enables the System Administrator to retrieve information about one or more messages, or about the messaging activity of one or more Subscribers. To do either, the System Administrator will follow this basic procedure:

1. Enter search criteria in the Quick Search or Advanced Search window.
2. If necessary, change the Max Records value in either panel.
3. Select the sort criterion in the Sort By panel.
4. Start the search by clicking the Start Search button in the Quick Search or Advanced Search window.
5. View the results in the Message Tracking Results screen.

Get Started

Installation

The Web-Based Message Tracker installation is separate from that of the IP LaunchPad server software, and will have to be started after IP LaunchPad has been installed. See the IP LaunchPad Release Notes for more information about the installation kit for the Web-Based Message Tracker.

Starting the Application

IP LaunchPad comes with its own webserver; the browser installed on the IP LaunchPad server points to an internal home page that contains a link to the Web-Based Message Tracker. To access the Web-Based Message Tracker from the server, click on this link.

From another system, access the Web-Based Message Tracker by pointing the browser at:

```
<hostname>:8080//message-tracker
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where *<hostname>* is the name of IP address of the IP LaunchPad server.

Set Search Criteria

The Web-Based Message Tracker provides two methods of searching for message records:

Quick Search Search for all messages associated with a specified Subscriber, or for a specified message.

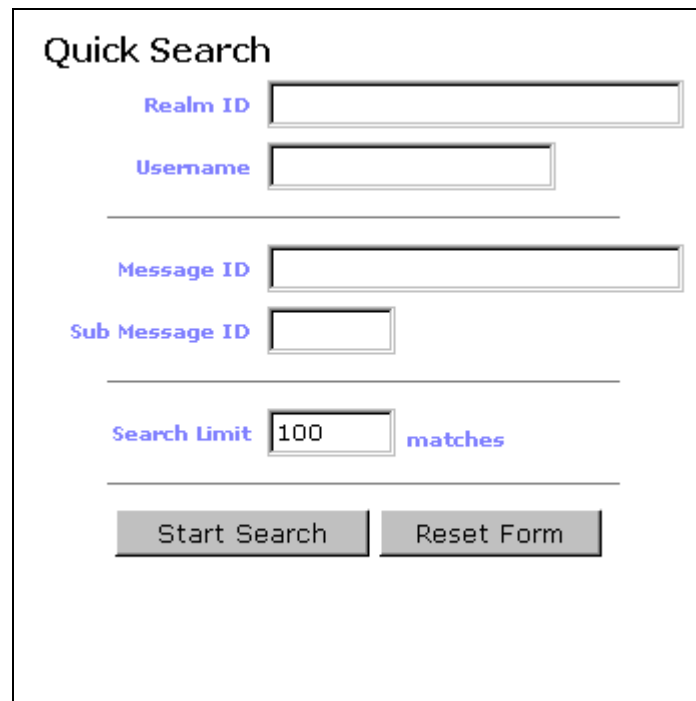
Advanced Search Search by one or more of the following criteria:

- Message status
- Realm/username
- Destination type
- Destination
- Creation date
- Completion date

The following pages contain instructions for both of these methods.

Quick Search

To start a Quick Search, enter information in the *Quick Search* section of the *Message Tracker Filter* page:



The screenshot shows a web form titled "Quick Search". It contains several input fields and buttons. The fields are: "Realm ID" (a long text box), "Username" (a shorter text box), "Message ID" (a long text box), "Sub Message ID" (a shorter text box), and "Search Limit" (a text box containing the number "100" followed by the text "matches"). Below the fields are two buttons: "Start Search" and "Reset Form".

Searching by Sender

To search for records of messages sent by a particular Subscriber:

1. Enter the Subscriber's realm ID in the REALM ID field.
2. Enter the Subscriber's username in the USERNAME field.
3. Go on to *Specify Sort Order Parameters* on page 11 to specify the *Sort By* order for the returned records.

Searching by Message

To search for the records associated with a particular message:

1. Enter the MessageID in the MESSAGE ID field.
2. (Optional) Enter a SubmessageID in the SUB MESSAGE ID field.
3. Go on to *Specify Sort Order Parameters* on page 11 to specify the *Sort By* order for the returned records.

A MessageID is associated with the original message as created by the sender. In addition, the system assigns a unique SubMessageID to each destination specified for that message.

If the MessageID is the only parameter entered, the program will retrieve records for all destinations associated with the original message. If a SubMessageID is specified in addition to the Message ID, the program will retrieve only the records associated with the delivery of that message to that particular location.

Limiting the Number of Returned Records

To place an upper limit on the number of records returned by the query, enter the limiting value in the SEARCH LIMIT field. The default value is 100.

Browser limitations make it inadvisable to set this limit above 150; a much higher value could cause damage to the host system. On the other hand, entering a lower limit is one way to improve performance.

Clearing the Entered Values

To start over with new search criteria, click the RESET FORM button and clear all the fields.

Advanced Search

To start an Advanced Search, enter information in the *Advanced Search* section of the *Message Tracker Filter* window.

Advanced Search

Status Sent In Progress Failed

Realm ID

Username

Destination Type Fax Email Any

Destination

Create Date (UTC) to

Complete Date (UTC) to

Search Limit matches

Entering Search Parameters

Enter criteria for an Advanced Search in any of the fields in this section. Entering more information in these fields will result in a more focused search

Status Select one or more of the following Status types:

- Sent
- In Progress
- Failed

The search will return **ONLY** those records whose "Status" value match one of those checked here.

Realm ID Enter the Realm ID of the sender of the message(s) being tracked.

Username Enter the Username of the sender of the message(s) to search for.

Destination Type Choose a destination type by selecting one of the following:

- Fax
- Email
- Any (either Fax or EMail)

Destination Enter the destination address of the message being tracked.

Create Date Specify a date range by entering the starting time/date in the first field and an ending time/date in the second field. The program will display records of messages that were created between the first date and the second date.

The values entered in each of these fields must conform to the Universal Time Code (UTC) format. The default value for the first field is midnight at the start of the current date. The default value for the second field is the current time and date.

Complete Date Specify a date range by entering the starting time/date in the first field and an ending time/date in the second field. The program will display records of messages that were delivered (or failed) between the first date and the second date.

The values entered in each of these fields must conform to the Universal Time Code (UTC) format. The default value for the first field is midnight at the start of the current date. the default value for the second field is the current time and date.

Limiting the Number of Returned Records

To place an upper limit on the number of records returned by the query, enter the limiting value in the SEARCH LIMIT field. The default value is 100.

Browser limitations make it inadvisable to set this limit above 150; a much higher value could cause damage to the host system. On the other hand, entering a lower limit is one way to improve performance.

Clearing the Entered Values

To start over with new search criteria, click the CLEAR VALUES button and clear all the fields.

Going On to the Next step

To proceed, turn to *Specify Sort Order Parameters* on page 11.

Specify Sort Order Parameters

The settings in the *Sort By* section control the order in which the Web-Based Message Tracker displays the records it retrieves. The retrieved records can be sorted by one or more of the following criteria:

- Realm ID
- Username
- Create Date
- Destination
- Status
- Complete Date

To Use a *Sort By* Parameter

In the column of radio buttons under the name of the parameter you want to use, click one of the following buttons:

- Ascending (Puts the smallest number first, then the next largest number, and so on, followed by the letter closest to the beginning of the alphabet, followed by the next closest, and so on.)
- Descending (Puts the letter closest to the end of the alphabet first, followed by the next closest, and so on, then the largest number, followed by the next largest, and so on.)

To Deselect a *Sort By* Parameter

Click the IGNORE radio button under the name of the parameter.

How the Program Handles Multiple Parameters

If more than one *Sort By* parameter has been selected, the program takes the parameter in the order in which they appear in the *Sort By* section. The program sorts the results by the leftmost parameter, then sorts within that grouping by the next parameter to the right, etc.

Example: if both "Realm ID" and "Username" have been selected in the *Sort By* section, the program sorts the results by Realm ID first. Then, within each group of records with the same Realm ID, the program sorts by Username.

Start the Search

Starting a Quick Search

To start a Quick Search, click the **START SEARCH** button in the *Quick Search* section.

Starting an Advanced Search

To start an Advanced Search, click the **START SEARCH** button in the *Advanced Search* section.

View Results

The results of a search are displayed in the *IPLP Message Tracker Search Results* page.

Realm ID	Create Date	Username	Complete Date	Destination	Status
001	07121999 13:02:52	mbonilla	07121999 13:14:35	13128672050 (fax-phone/e164)	Failed
002	07121999 13:14:37	mbonilla	07121999 13:14:45	mbonilla@openport.com (email/email)	Sent
003	07121999 15:20:07	jcody	07121999 15:20:15	13128675161 (fax-phone/e164)	Sent
004	07121999 15:20:17	jcody	07121999 15:20:26	jcody@openport.com (email/email)	Sent
005	07121999 15:56:26	jcody	07121999 16:10:34	13128672764 (fax-phone/e164)	Failed
006	07121999 16:06:42	jcody	07121999 16:08:00	13128672005 (fax-phone/e164)	Sent
007	07121999 16:08:04	jcody	07121999 16:08:14	jcody@openport.com (email/email)	Sent
008	07121999 16:10:36	jcody	07121999 16:10:46	jcody@openport.com (email/email)	Sent
009	07121999 16:23:38	jcody	07121999 16:39:00	13128672675 (fax-phone/e164)	Failed
010	07121999 16:24:22	jcody	07121999 16:39:34	13128672676 (fax-phone/e164)	Failed
011	07121999 16:24:27	jcody	07121999 16:42:53	13128672676 (fax-phone/e164)	Failed
012	07121999 16:24:32	jcody	07121999 16:41:14	13128672676 (fax-phone/e164)	Failed
013	07121999 16:39:03	jcody	07121999 16:39:13	jcody@openport.com (email/email)	Sent
014	07121999 16:39:37	jcody	07121999 16:39:47	jcody@openport.com (email/email)	Sent

On this page, the System Administrator can:

- View brief entries returned by the search (see page 14).
- View a the details for one entry (seepage 15).
- Delete selected records from the message database (see page 17).
- Print the results (see page 18).
- Export the results (see page 18).
- Update the display by running the same search over again (seepage 19).
- Change the search parameters without closing the *Results* window (see page 19)

Components of Brief Entries

For each message, this page displays the following information:

Realm ID The Realm ID of the message's sender.

Username The Sender's username.

Destination The message's destination address, and the MIME type of the message as delivered to this address.

If a message was sent to more than one destination, there will be a separate entry for each separate destination.

Status The status of the delivery of that message to that destination. The value in this column will be one of:

- Failed
- In Progress
- Sent

As displayed on this page, the records of "Failed" messages appear in red; the records of "In Progress" messages appear in blue; and the records of "Sent" messages appear in green.

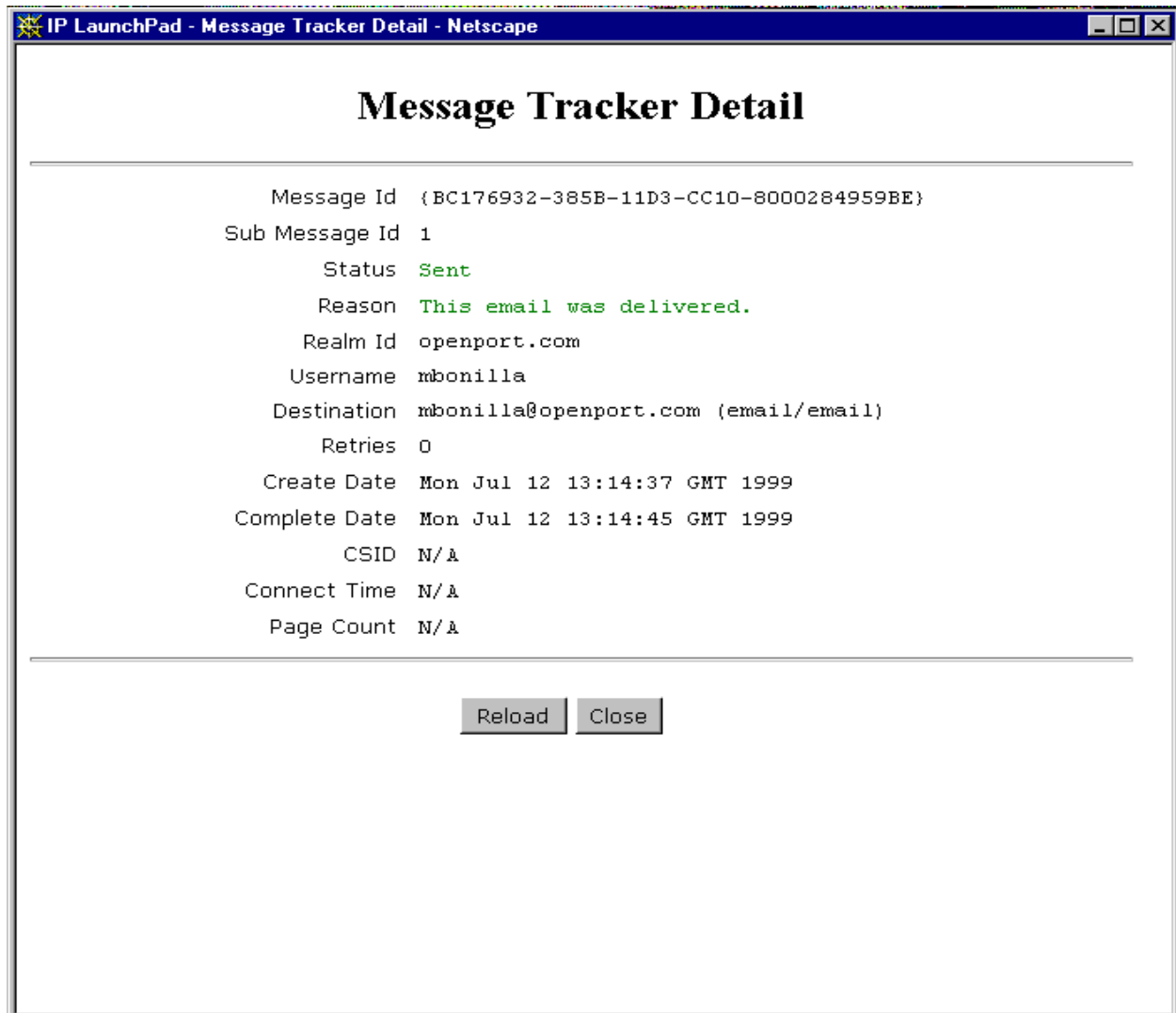
Create Date The date/time stamp at which the message first entered the system.

Complete Date The date/time at which the message was successfully delivered to the destination (or the final attempt failed).

View Record Details

To view further details about one record in the *Message Tracker Search Results* page, click the >>> characters to the left of the Realm ID.

The *Message Tracker Detail* page appears.



The *IPLP Message Tracker Search Results* page displays the following information about one message's delivery to a particular destination:

Message ID The complete Message GUID.

Sub message ID The SubMessage ID associated with the delivery of this message to the destination specified below.

Status The current status of this delivery (Failed, In Progress or Sent.)

Reason A brief message giving more information about the Status.

Realm ID The Realm ID of the message's sender.

Username The Sender's username.

Destination The message's destination address, and the MIME type of the message as delivered to this address.

Retries The number of times this delivery was retried (up to the time of this report).

Create Date The date/time stamp at which the message first entered the system.

Complete Date The date/time at which the message was successfully delivered to the destination (or the final attempt failed).

CSID The Calling Station ID of the destination.

Connect Time The total number of seconds that IP LaunchPad was connected to the destination system while delivering the message.

Page Count For a fax, the total number of pages.

To Update This Detail Page

It is possible that some details about the message may change while the detail record is on the screen. To update the details, click the **RELOAD** button.

To Close This Detail Page

To close this page, click the CLOSE button.

The page disappears; the *IPLP Message Tracker Search Results* page becomes active.

Deleting Selected Records

The Web-Based Message Tracker enables the System Administrator to delete message records from the message database, by following these steps:

1. Enter search information on the *Message Tracker Filter* page.
2. Mark one or more retrieved records on the *Message Tracker Search Results* page.
3. Delete the marked records.

This section provides instructions for these procedures.

Entering Search Information

See *Set Search Criteria* on page 5 for more details.

Marking Retrieved Records

There are two options for marking records for deletion on the *Message Tracker Search Results* page:

Mark an individual record by clicking the check box to the left of the Realm ID (so that a check mark appears in the box).

Mark all records by clicking the MARK ALL MESSAGES button at the bottom of the page (so that a check mark appears in each box).

Records with the "In Progress" status do not have the check boxes described here. This is the program's way of preventing the deletion of an in-progress message.

There are two ways to "unmark" records that have been marked:

Unmark an individual record by clicking the check box to the left of the Realm ID (so that the check mark disappears from the box).

Mark all records by clicking the MARK ALL MESSAGES button at the bottom of the page (so that all the check boxes disappear).

Deleting Records

Delete the marked records by clicking the DELETE MARKED MESSAGES button.

Printing the Results

To convert the data displayed on the *Results* page to an easily printable format:

1. Click the PRINT button.
The program redisplay the data in a new browser window, with appropriate margins and column headings.
2. Print the contents of the new browser window using the standard Print function for your browser. (Example: to Print from Netscape Communicator 4.05, select *Print* from the *File* menu.)

Exporting the Results

To export the data displayed on the *Results* page to a different format:

1. Click the EXPORT button.
The program redisplay the data in a new browser window, as straight comma-delimited text with no column headers.
2. Export the contents of the new browser window to a file, using the standard Export function for your browser. (Example: to export from Netscape Communicator 4.05, select *Save As* from the File menu, then choose a target directory and enter a filename.)
3. Import the text file into another application (such as a spreadsheet or a database application).

Updating the Display

It is possible that some details about the displayed messages may change while the *Message Tracker Search Results* page is on the screen. To update the display, click the RELOAD button.

Changing the Search Parameters

To change the search parameters without closing the *Message Tracker Search Results* page, click the CHANGE FILTER button. The *Message Tracker Filter* page becomes active, but the *Results* page does not close.

Closing the Results Window

To close the Results window, click the CLOSE button.

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View Results
