

Customizing Alerts

in HP Web Jetadmin



Table of Contents:

Overview	1
Alerts.....	2
Selecting Alert E-mail Content	2
Customizing Alert Messages.....	3
Additional Customization of Alert Messages.....	4
Summary	6
Table 1 – E-mail Headers	7
Table 2 – E-mail Data	9

Overview

HP Web Jetadmin has the ability to send e-mail messages, or alerts, whenever events occur on printers. It is often desirable to send e-mails containing unique content to different individuals depending on the event. Three pre-defined email templates of different sizes can be sent to recipients when particular events occur on printers. Also, the content of the e-mail message can be customized to include any desired parameters in any desired order or format.

Alerts

Alerts allow administrators to receive proactive, real-time warnings via e-mail for events that occur on networked printers. Receiving early notification of printer events allows administrators to correct the problems before they impact end user productivity, saving time for both the administrator and the end user.

Helpdesks might use alerts to proactively troubleshoot issues with printers before end users detect them. Individuals responsible for ordering consumables, such as toner cartridges, might enable toner low alerts so they can be warned of toner low conditions in order to proactively order toner before it runs out. Printer error or service error alerts could be delivered to a service desk to dispatch a service individual to fix the printer. In some cases, administrators opt to forward alerts into ticketing systems to generate helpdesk tickets.

For any reason, it may be desired to control the content of the e-mail message to cater to the individuals receiving the e-mail messages. This is especially important when forwarding alerts into ticketing systems, where precise e-mail content is expected in order to generate a proper ticket.

Selecting Alert E-mail Content

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



Mobile



Concise



Verbose

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.

Customizing Alert Messages

The content of the alert message can be customized to include any desired parameters in any desired order or format. Parameters can be added, removed, or rearranged to suit the needs of the e-mail recipients.

To define a customized template, select *Notification Settings* under the *Alerts* folder in the *Navigation* tree (see Figure 1). A template can be created, edited, and deleted. Multiple custom templates can be created and assigned to various users.

When creating or editing a template, a list of available fields will be displayed from which to select to add to the template (see Figure 2). Available fields can be placed in any order, and multiple custom templates can be created.

Each field will be preceded with labels describing the data when added to the e-mail content. For example, the IP address field will be preceded with the label *IP Address*. These labels will be localized into the language selected for the email.

The subject line can be customized with static text and/or dynamic variables. This can be a combination of free-form text (not localized) and alert fields (no field headers).

It is also possible to add one string of free form text to the message body. This text field will not be localized into the language selected for the email, but will instead be inserted verbatim into the message. Once *Free-Form Text* is selected, the text itself can be entered in the *Free Form Text Value* box below.

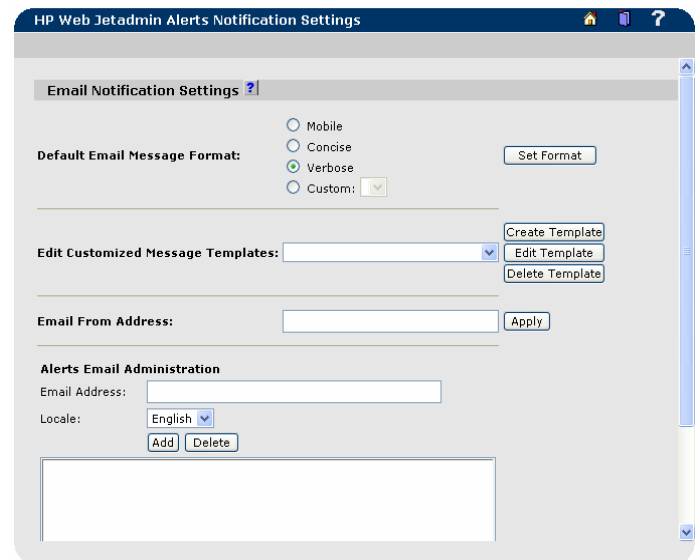


Figure 1 – Customized E-mail Templates

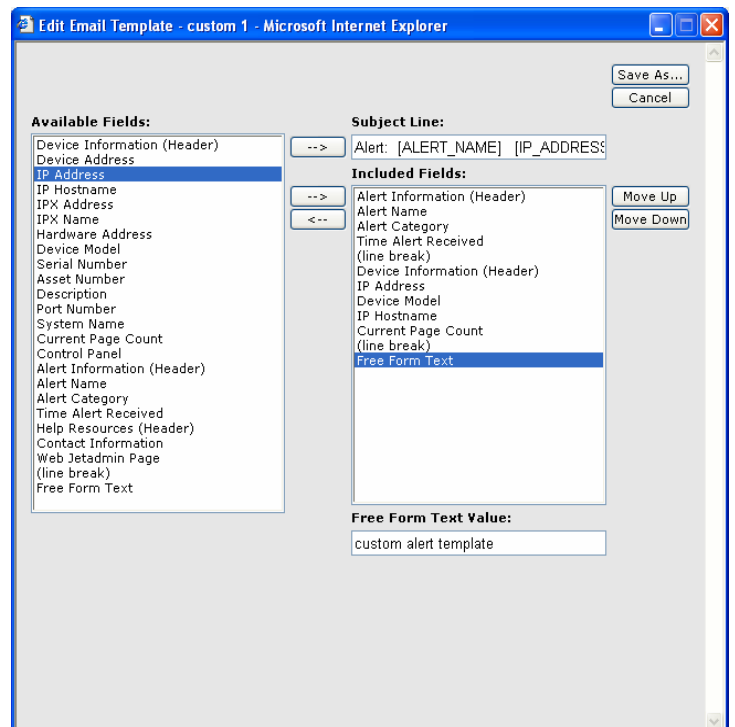
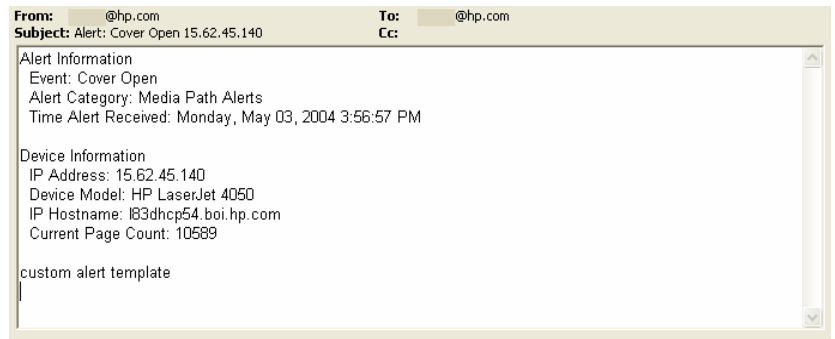


Figure 2 – Creating E-mail Templates

The *Included Fields* column displays all of the fields that will be in the formatted e-mail message. They are listed in the order they will be displayed in the e-mail, which can be changed using the *Move Up* and *Move Down* buttons. Fields can be added or deleted using the copy buttons (-> or <-).



Custom

As with the other three default formats (*Mobile*, *Concise* and *Verbose*), the user can set the default message by selecting the *Custom* radio button and highlighting the desired template in the *Template Name* drop-down box.

Additional Customization of Alert Messages

Perhaps the customization of alerts offered in the HP Web Jetadmin user interface is not sufficient. There may be cases where it is desired to remove the headers and only include the data, perhaps on a single line separated by commas to easily feed into a ticketing system. Fortunately, precise control of e-mail content is available in HP Web Jetadmin.

If additional customization is desired, it is possible to edit the templates that represent the three pre-defined alert types (*verbose*, *concise*, *mobile*). These pre-defined templates are represented by text files under the following subdirectory:

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

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

Any of the hpaltmsg files that represent the pre-defined e-mail templates can be broken into sections as such (see Figure 3):

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 content such as front panel message, hardware address, IPX address, etc. These lines can be rearranged or deleted, as well as

```

[[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?[[Hpjwia:Encode64( [$_subjectLine$ )]]?=-::Subject: [$_subjectLine$]?]
MIME-Version: 1.0
Content-Type: text/plain;
charset="utf-8"

[*
# * Copyright (C) 1997-2000 Hewlett-Packard Company.
# * All rights reserved.
#]
# Configurable Alerts message file -- medium sized
*]

[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_EVENT)]]
"[[Hpjalerts:GetAlertName( [$_alertID$ )]]]"

[[Hpjalerts:GetAlertMessageField( control_panel
)(_frontpanel)]]?[?_frontpanel?][Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_FRONT_PANEL)]]
[=_empty [""] =][? _frontpanel?][@_line _frontpanel?][Httpd:MatchN($_line,$_empty,1)?][?_line
_null=] :?][? _line ?? "[$_line $]"
::?]:@]::"([Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_NOT_AVAILABLE)]]""?]:?]]

[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_DEVICE_NAME)]]:
"[[Hpjalerts:GetAlertMessageField( device_address )]]"

[=_macaddr [[Hpjdaoui:DAOGet(DAO_MACADDRESS)]] =][?
_macaddr?][Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_HELP_RESOURCES)]]
[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_DEVICE_LINK_INFO)]]:
"[[Framework:GetURL(PRODUCT)]]][? _macaddr ??dev/[$_macaddr$]:?" : ?]

[? Hpjdaoui:DAOGet(DAO_CONTACT)(_contact) &&
?Httpd:Match($_contact,)?][Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_CONTACT_INFO)]]:
"[[Hpjdaoui:DAOGet(DAO_CONTACT)]]" : ?]

```

Figure 3 – sample hpaltmsg file

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 4 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.

```

[[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 )]])

```

Figure 4 – editing the Subject field

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 (header)
- Query a value
- Display the value (data)

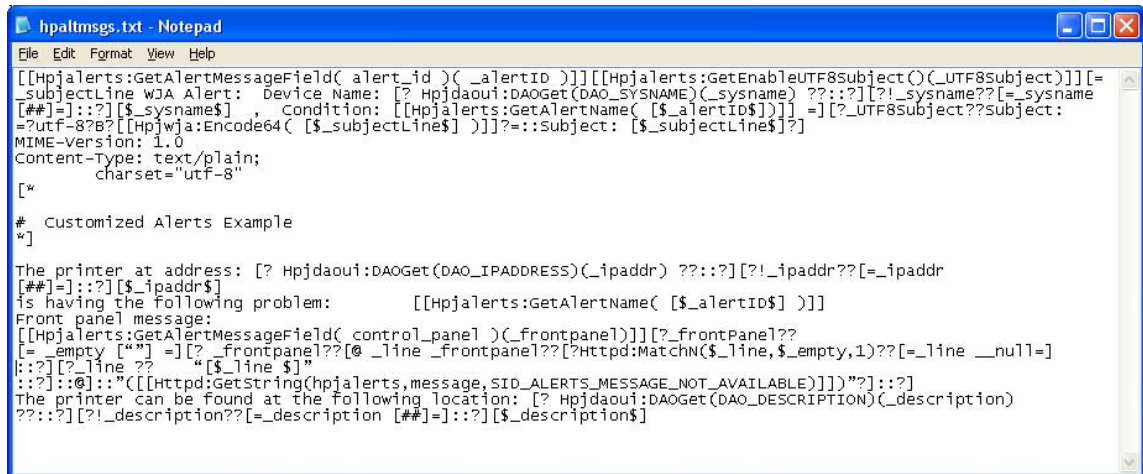
The headers, which are defined by a *GetString* command, are handy in that they can be displayed in any desired language (localized) by just calling the variable. A list of common headers can be found in Table 1. Otherwise, the entire command can be removed or replaced with any raw text string.

The other two commands will query for a variable (*DAOGet*) followed by displaying the variable called in the *DAOGet* command. This provides the data to match the header. A list of data commands can be found in Table 2.

Figures 5 and 6 provide an example of a modified *hpaltmsgs.txt* file and the resulting e-mail message when the 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.



```

[[Hp]alerts:GetAlertMessageField( alert_id )( _alertID )][[Hp]alerts:GetEnableUTF8Subject()(_UTF8subject)]] [=
_sub]ectLine WJA Alert: Device Name: [? Hp]daoui:DAOGet(DAO_SYSNAME)(_sysname) ??::?][?!_sysname??[_sysname
[##]=]::?)[$_sysname$] , Condition: [[Hp]alerts:GetAlertName( [$_alertID$] )] =][?_UTF8Subject??subject:
=?utf-8?B?[[Hp]wja:Encode64( [$_subjectLine$] )]]?:::Subject: [$_subjectLine$]?
MIME-Version: 1.0
Content-Type: text/plain;
charset="utf-8"
[*
# Customized Alerts Example
*]
The printer at address: [? Hp]daoui:DAOGet(DAO_IPADDRESS)(_ipaddr) ??::?][?!_ipaddr??[_ipaddr
[##]=]::?)[$_ipaddr$]
is having the following problem: [[Hp]alerts:GetAlertName( [$_alertID$] )]
Front panel message:
[[Hp]alerts:GetAlertMessageField( control_panel )(_frontpanel)]] [?!_frontPanel??
[= _empty ["*"] =][? _frontpanel??[@ _line _frontpanel??[?Httpd:MatchN($_line, $_empty,1)??[_line __null=]
:~?][?_line ?? "[$_line $]"
:~?::@]::"([Httpd:GetString(hp]alerts,message,SID_ALERTS_MESSAGE_NOT_AVAILABLE))]]"?:::?)
The printer can be found at the following location: [? Hp]daoui:DAOGet(DAO_DESCRIPTION)(_description)
??::?][?!_description??[_description [##]=]::?)[$_description$]

```

Figure 5 - Customized Mobile Text Message (hpaltmsgs.txt)

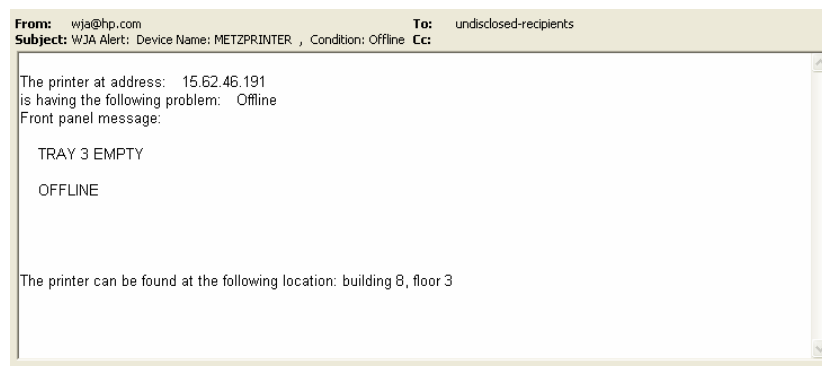


Figure 6 - E-mail message from customized file

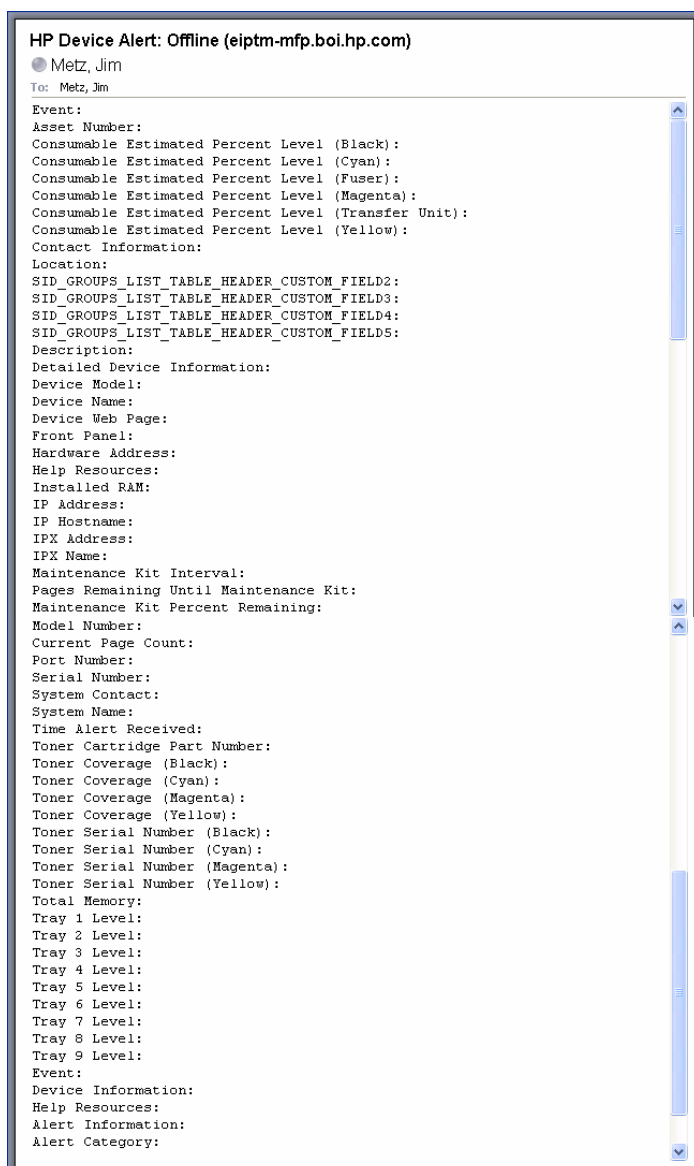
Summary

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 – E-mail Headers

Alert Name	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_EVENT)]]:
Asset Number	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_ASSET_NUMBER)]]:
Consumable Percent Level (black)	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_LEVEL_PERCENT_BLACK)]]:
Consumable Percent Level (cyan)	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_LEVEL_PERCENT_CYAN)]]:
Consumable Percent Level (fuser)	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_LEVEL_PERCENT_FUSER)]]:
Consumable Percent Level (magenta)	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_LEVEL_PERCENT_MAGENTA)]]:
Consumable % Level (transfer unit)	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_LEVEL_PERCENT_TRANSFER_UNIT)]]:
Consumable Percent Level (yellow)	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_LEVEL_PERCENT_YELLOW)]]:
Contact Info	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_CONTACT_INFO)]]:
Custom Field 1	[[httpd:GetProfile(customdataheaders,customfield1,,\$_hpjwja_ini)]]:
Custom Field 2	[[httpd:GetProfile(customdataheaders,customfield2,,\$_hpjwja_ini)]]:
Custom Field 3	[[httpd:GetProfile(customdataheaders,customfield3,,\$_hpjwja_ini)]]:
Custom Field 4	[[httpd:GetProfile(customdataheaders,customfield4,,\$_hpjwja_ini)]]:
Custom Field 5	[[httpd:GetProfile(customdataheaders,customfield5,,\$_hpjwja_ini)]]:
Description	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_DESCRIPTION)]]:
Device Link Info	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_DEVICE_LINK_INFO)]]:
Device Model	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_DEVICE_MODEL)]]:
Device Name	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_DEVICE_NAME)]]:
EWS Page Link	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_EWS_PAGE_LINK)]]:
Front Panel	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_FRONT_PANEL)]]:
Hardware Address	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_HARDWARE_ADDRESS)]]:
Help Resources	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_HELP_RESOURCES)]]:
Installed RAM	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_INSTALLED_RAM)]]:
IP Address	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_IP_ADDRESS)]]:
IP Hostname	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_IP_HOSTNAME)]]:
IPX Address	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_IPX_ADDRESS)]]:
IPX Name	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_IPX_NAME)]]:
Maintenance Kit Interval	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_MAINTENANCE_INTERVAL)]]:
Maintenance Kit Pages Remaining	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_MAINTENANCE_PAGES_REMAINING)]]:
Maintenance Kit Percent Remaining	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_MAINTENANCE_PERCENT_REMAINING)]]:
Model Number	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_MODEL_NUMBER)]]:
Page Count	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_PAGE_COUNT)]]:
Port Number	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_PORT_NUMBER)]]:
Serial Number	[[Httpd:GetString(hpjalerts,message,SID_ALERTS_MESSAGE_SERIAL_NUMBER)]]:
System Contact	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_SYSTEM_CONTACT)]]:
System Name	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_SYSTEM_NAME)]]:
Time Received	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_TIME_RECEIVED)]]:
Toner Cartridge Part Number	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_TONER_SUPPLY_DESCRIPTION)]]:
Toner Coverage (black)	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_TONER_COVERAGE_BLACK)]]:
Toner Coverage (cyan)	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_TONER_COVERAGE_CYAN)]]:
Toner Coverage (magenta)	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_TONER_COVERAGE_MAGENTA)]]:
Toner Coverage (yellow)	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_TONER_COVERAGE_YELLOW)]]:
Toner Serial # (black)	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_SERIAL_NUMBER_BLACK)]]:
Toner Serial # (cyan)	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_SERIAL_NUMBER_CYAN)]]:
Toner Serial # (magenta)	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_SERIAL_NUMBER_MAGENTA)]]:
Toner Serial # (yellow)	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_SERIAL_NUMBER_YELLOW)]]:
Total Memory	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_TOTAL_MEMORY)]]:
Tray 1 Level	[[Hpjalerts:GetModuleString(hpjalertnotemail,template_field_names,SID_FIELD_TRAY_LEVEL_1)]]:

Tray 2 Level [[Hjpalerts:GetModuleString(hjpalertnotemail,template_field_names,SID_FIELD_TRAY_LEVEL_2)]]:
 Tray 3 Level [[Hjpalerts:GetModuleString(hjpalertnotemail,template_field_names,SID_FIELD_TRAY_LEVEL_3)]]:
 Tray 4 Level [[Hjpalerts:GetModuleString(hjpalertnotemail,template_field_names,SID_FIELD_TRAY_LEVEL_4)]]:
 Tray 5 Level [[Hjpalerts:GetModuleString(hjpalertnotemail,template_field_names,SID_FIELD_TRAY_LEVEL_5)]]:
 Tray 6 Level [[Hjpalerts:GetModuleString(hjpalertnotemail,template_field_names,SID_FIELD_TRAY_LEVEL_6)]]:
 Tray 7 Level [[Hjpalerts:GetModuleString(hjpalertnotemail,template_field_names,SID_FIELD_TRAY_LEVEL_7)]]:
 Tray 8 Level [[Hjpalerts:GetModuleString(hjpalertnotemail,template_field_names,SID_FIELD_TRAY_LEVEL_8)]]:
 Tray 9 Level [[Hjpalerts:GetModuleString(hjpalertnotemail,template_field_names,SID_FIELD_TRAY_LEVEL_9)]]:
 Event [[Httpd:GetString(hjpalerts,message,SID_ALERTS_MESSAGE_EVENT)]]:
 Device Information [[Httpd:GetString(hjpalerts,message,SID_ALERTS_MESSAGE_DEVICE_INFO)]]:
 Help Resources (Header) [[Httpd:GetString(hjpalerts,message,SID_ALERTS_MESSAGE_HELP_RESOURCES)]]:
 Alert Information (Header) [[Httpd:GetString(hjpalerts,message,SID_ALERTS_MESSAGE_ALERT_INFORMATION)]]:
 Alert Category [[Hjpalerts:GetModuleString(hjpalertnotemail,template_field_names,SID_FIELD_ALERT_CATEGORY)]]:



All lines from Table 1 (headers) added to e-mail message

Table 2 – E-mail Data

Alert Name	[[Hpjalerts:GetAlertName([_alertID\$])]]
Asset Number	[? Hpjdaoui:DAOGet(DAO_ASSET_NUMBER)(_assetnum) ???:[?!_assetnum??[_assetnum [##]=]::][\$_assetnum\$]
Consumable Estimated Percent Level (black)	[?Hpjdaoui:DAOGet (DAO_MARKERSUPPLIES_LEVEL_PERCENT_BLK) (_level_percent_black) ???:?) [?!_level_percent_black??[_level_percent_black [##]=]::][\$_level_percent_black\$]
Consumable Percent Level (cyan)	[?Hpjdaoui:DAOGet (DAO_MARKERSUPPLIES_LEVEL_PERCENT_CYAN) (_level_percent_cyan) ???:?) [?!_level_percent_cyan??[_level_percent_cyan [##]=]::][\$_level_percent_cyan\$]
Consumable Percent Level (fuser)	[?Hpjdaoui:DAOGet (DAO_MARKERSUPPLIES_LEVEL_PERCENT_FUSER) (_level_percent_fuser) ???:?) [?!_level_percent_fuser??[_level_percent_fuser [##]=]::][\$_level_percent_fuser\$]
Consumable Percent Level (magenta)	[?Hpjdaoui:DAOGet (DAO_MARKERSUPPLIES_LEVEL_PERCENT_MAGENTA) (level_percent_magenta) ???:?) [?!_level_percent_magenta??[_level_percent_magenta [##]=]::][\$_level_percent_magenta\$]
Consumable % Level (transfer unit)	[?Hpjdaoui:DAOGet (DAO_MARKERSUPPLIES_LEVEL_PERCENT_TRANSFER_UNIT) (_level_percent_transfer_unit) ???:?) [?!_level_percent_transfer_unit??[_level_percent_transfer_unit [##]=]::][\$_level_percent_transfer_unit\$]
Consumable Percent Level (yellow)	[?Hpjdaoui:DAOGet (DAO_MARKERSUPPLIES_LEVEL_PERCENT_YELLOW) (_level_percent_yellow) ???:?) [?!_level_percent_yellow??[_level_percent_yellow [##]=]::][\$_level_percent_yellow\$]
Contact Info	[? Hpjdaoui:DAOGet(DAO_CONTACT)(_contact) ???:[?!_contact??[_contact [##]=]::][\$_contact\$]
Custom Field 1	[[httpd:GetProfile (customfield1, \$daoinfo, , \$_hpjwja_ini)]]
Custom Field 2	[[httpd:GetProfile (customfield2, \$daoinfo, , \$_hpjwja_ini)]]
Custom Field 3	[[httpd:GetProfile (customfield3, \$daoinfo, , \$_hpjwja_ini)]]
Custom Field 4	[[httpd:GetProfile (customfield4, \$daoinfo, , \$_hpjwja_ini)]]
Custom Field 5	[[httpd:GetProfile (customfield5, \$daoinfo, , \$_hpjwja_ini)]]
Description	[? Hpjdaoui:DAOGet(DAO_DESCRIPTION)(_description) ???:[?!_description??[_description [##]=]::][\$_description\$]
Device Link Info	[[Hpjdaoui:DAOGet(DAO_MACADDRESS)(_macaddr)]] [[Hpjalerts:GetServerURL()]] [? _macaddr ??dev[/_macaddr\$]::]
Device Model	[[Hpjalerts:GetAlertMessageField(device_address)]]
Device Name	[?Hpjdaoui:DAOGet(DAO_DISPLAY_NAME)(_displayname) ???:[?!_displayname??[_displayname [##]=]::][\$_displayname\$]
Front Panel	[[Hpjalerts:GetAlertMessageField(control_panel) (_frontpanel)]] [? _frontpanel??[_empty [""] =] [? _frontpanel??[_line _frontpanel??[?Httpd:MatchN(\$ _line, \$ _empty, 1)??[_line __null=] ::] [? _line ?? "[\$ _line \$]
Hardware Address	[? Hpjdaoui:DAOGet(DAO_MACADDRESS)(_hwaddr) ???:[?!_hwaddr??[_hwaddr [##]=]::][\$_hwaddr\$]
Installed RAM	[?Hpjdaoui:DAOGet(CAP_INSTALLED_RAM)(_installed_ram) ???:[?!_installed_ram??[_installed_ram [##]=]::][\$_installed_ram\$]
IP Address	[? Hpjdaoui:DAOGet(DAO_IPADDRESS)(_ipaddr) ???:[?!_ipaddr??[_ipaddr [##]=]::][\$_ipaddr\$]
IP Hostname	[? Hpjdaoui:DAOGet(DAO_IPNAME)(_ipname) ???:[?!_ipname??[_ipname [##]=]::][\$_ipname\$]
IPX Address	[? Hpjdaoui:DAOGet (DAO_IPXADDRESS) (_ipxaddr) ???:[?!_ipxaddr??[_ipxaddr [##]=]::][\$_ipxaddr\$]
IPX Name	[? Hpjdaoui:DAOGet(DAO_IPXNAME)(_ipxname) ???:[?!_ipxname??[_ipxname [##]=]::][\$_ipxname\$]
Maintenance Kit Interval	[?Hpjdaoui:DAOGet(DAO_CONSUMABLE_STATUS_MAINTENANCE_INTERVAL)(_maintenance_interval) ???:?) [?!_maintenance_interval??[_maintenance_interval [##]=]::][\$_maintenance_interval\$]
Maintenance Kit Pages Remaining	[?Hpjdaoui:DAOGet(DAO_CONSUMABLE_STATUS_MAINTENANCE_PAGES_REMAINING)(_maintenance_pages_remaining) ???:?) [?!_maintenance_pages_remaining??[_maintenance_pages_remaining [##]=]::][\$_maintenance_pages_remaining\$]
Maintenance Kit Percent Remaining	[?Hpjdaoui:DAOGet(DAO_CONSUMABLE_STATUS_MAINTENANCE_PERCENT_REMAINING)(_maintenance_percent_remaining) ???:?) [?!_maintenance_percent_remaining??[_maintenance_percent_remaining [##]=]::][\$_maintenance_percent_remaining\$]
Model Number	[?Hpjdaoui:DAOGet (DAO_MODEL_NUMBER) (_model_number) ???:[?!_model_number??[_model_number [##]=]::][\$_model_number\$]
Page Count	[? Hpjdaoui:DAOGet (DAO_PAGE_COUNT) (_pagecount) ???:[?!_pagecount??[_pagecount [##]=]::][\$_pagecount\$]
Port Number	[?Hpjdaoui:DAOGet (DAO_PORTNUMBER) (_portnum) ???:[?!_portnum??[_portnum [##]=]::][\$_portnum\$]
Serial Number	[? Hpjdaoui:DAOGet (DAO_SERIAL_NUMBER) (_serialnum) ???:[?!_serialnum??[_serialnum [##]=]::][\$_serialnum\$]
System Contact	[?Hpjdaoui:DAOGet(DAO_CONTACT)(_system_contact) ???:[?!_system_contact??[_system_contact [##]=]::][\$_system_contact\$]
System Name	[? Hpjdaoui:DAOGet (DAO_SYSNAME) (_sysname) ???:[?!_sysname??[_sysname [##]=]::][\$_sysname\$]
Time Received	[[Hpjalerts:GetAlertMessageField(time_received)]]
Toner Cartridge Part Number	[[Hpjdaoui:DAOGet (DAO_MARKERSUPPLIES_DESCRIPTION_BLK)]] [?Hpjdaoui:DAOGet (CAP_COLOR) ??[#, #] [[Hpjdaoui:DAOGet (DAO_MARKERSUPPLIES_DESCRIPTION_CYAN)]] [#, #] [[Hpjdaoui:DAOGet (DAO_MARKERSUPPLIES_DESCRIPTION_MAGENTA)]] [#, #] [[Hpjdaoui:DAOGet (DAO_MARKERSUPPLIES_DESCRIPTION_YELLOW)]] ::]
Toner Coverage (black)	[?Hpjdaoui:DAOGet(DAO_USAGE_AVERAGE_BLACK_COVERAGE)(_toner_coverage_black) ???:?) [?!_toner_coverage_black??[_toner_coverage_black [##]=]::][\$_toner_coverage_black\$]

```

Toner Coverage (cyan)      [?Hpjdaoui:DAOGet(DAO_USAGE_AVERAGE_CYAN_COVERAGE) (_toner_coverage_cyan)
??::?) [?!_toner_coverage_cyan??[=_toner_coverage_cyan [##]=]::?)[$_toner_coverage_cyan$]

Toner Coverage (magenta)  [?Hpjdaoui:DAOGet(DAO_USAGE_AVERAGE_MAGENTA_COVERAGE) (_toner_coverage_magenta)
??::?) [?!_toner_coverage_magenta??[=_toner_coverage_magenta [##]=]::?)[$_toner_coverage_magenta$]

Toner Coverage (yellow)   [?Hpjdaoui:DAOGet(DAO_USAGE_AVERAGE_YELLOW_COVERAGE) (_toner_coverage_yellow)
??::?) [?!_toner_coverage_yellow??[=_toner_coverage_yellow [##]=]::?)[$_toner_coverage_yellow$]

Toner Serial # (black)    [?Hpjdaoui:DAOGet(DAO_DEVICE_TONER_SERIAL_NUMBER_BLK) (_serial_number_black)
??::?) [?!_serial_number_black??[=_serial_number_black [##]=]::?)[$_serial_number_black$]

Toner Serial # (cyan)     [?Hpjdaoui:DAOGet(DAO_DEVICE_TONER_SERIAL_NUMBER_CYAN) (_serial_number_cyan)
??::?) [?!_serial_number_cyan??[=_serial_number_cyan [##]=]::?)[$_serial_number_cyan$]

Toner Serial # (magenta)  [?Hpjdaoui:DAOGet(DAO_DEVICE_TONER_SERIAL_NUMBER_MAGENTA) (_serial_number_magenta)
??::?) [?!_serial_number_magenta??[=_serial_number_magenta [##]=]::?)[$_serial_number_magenta$]

Toner Serial # (yellow)   [?Hpjdaoui:DAOGet(DAO_DEVICE_TONER_SERIAL_NUMBER_YELLOW) (_serial_number_yellow)
??::?) [?!_serial_number_yellow??[=_serial_number_yellow [##]=]::?)[$_serial_number_yellow$]

Total Memory              [?Hpjdaoui:DAOGet(CAP_TOTAL_MEMORY) (_total_memory) ??::?) [?!_total_memory??[=_total_memory
[##]=]::?)[$_total_memory$]

Tray 1 Level              [?Hpjdaoui:DAOGet(DAO_SUPPLY_LEVELS_STATUS_TRAY1) (_tray_level_1)
??::?) [?!_tray_level_1??[=_tray_level_1 [##]=]::?)[$_tray_level_1$]

Tray 2 Level              [?Hpjdaoui:DAOGet(DAO_SUPPLY_LEVELS_STATUS_TRAY2) (_tray_level_2)
??::?) [?!_tray_level_2??[=_tray_level_2 [##]=]::?)[$_tray_level_2$]

Tray 3 Level              [?Hpjdaoui:DAOGet(DAO_SUPPLY_LEVELS_STATUS_TRAY3) (_tray_level_3)
??::?) [?!_tray_level_3??[=_tray_level_3 [##]=]::?)[$_tray_level_3$]

Tray 4 Level              [?Hpjdaoui:DAOGet(DAO_SUPPLY_LEVELS_STATUS_TRAY4) (_tray_level_4)
??::?) [?!_tray_level_4??[=_tray_level_4 [##]=]::?)[$_tray_level_4$]

Tray 5 Level              [?Hpjdaoui:DAOGet(DAO_SUPPLY_LEVELS_STATUS_TRAY5) (_tray_level_5)
??::?) [?!_tray_level_4??[=_tray_level_4 [##]=]::?)[$_tray_level_4$]

Tray 6 Level              [?Hpjdaoui:DAOGet(DAO_SUPPLY_LEVELS_STATUS_TRAY6) (_tray_level_6)
??::?) [?!_tray_level_6??[=_tray_level_6 [##]=]::?)[$_tray_level_6$]

Tray 7 Level              [?Hpjdaoui:DAOGet(DAO_SUPPLY_LEVELS_STATUS_TRAY7) (_tray_level_7)
??::?) [?!_tray_level_7??[=_tray_level_7 [##]=]::?)[$_tray_level_7$]

Tray 8 Level              [?Hpjdaoui:DAOGet(DAO_SUPPLY_LEVELS_STATUS_TRAY8) (_tray_level_8)
??::?) [?!_tray_level_8??[=_tray_level_8 [##]=]::?)[$_tray_level_8$]

Tray 9 Level              [?Hpjdaoui:DAOGet(DAO_SUPPLY_LEVELS_STATUS_TRAY9) (_tray_level_9)
??::?) [?!_tray_level_9??[=_tray_level_9 [##]=]::?)[$_tray_level_9$]

Alert Category            [[Hpjalerts:GetAlertMessageField(category_id) (_categoryID)]] [[Hpjalerts:GetAlertCategoryName($_cat
egoryID$)]]]

```



All lines from Table 2 (data) added to alert e-mail message