



QAD Adaptive Applications

Installation Guide

QAD Alerts

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QAD Alerts 1.4
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Alerts Installation Guide Change Summary

Product Name Changes

Starting in September 2019, the new name for QAD’s complete portfolio of products is QAD Adaptive Applications. Additionally, QAD Adaptive ERP is the new name for QAD’s flagship ERP solution. QAD Adaptive ERP includes the functionality previously associated with QAD Cloud ERP and QAD Enterprise Applications - Enterprise Edition, plus the QAD Enterprise Platform and Adaptive UX which resulted from the Channel Islands program. Going forward, the terms QAD Enterprise Applications, QAD Cloud ERP, and Channel Islands will be deprecated but will remain in previous documentation and training materials. QAD’s intention is to—as soon as possible—eliminate the use of the deprecated terms going forward.

Change Summary

The following table summarizes significant differences between this document and the previous version.

| Date/Version | Description | Reference |
|-----------------------------|---|-----------|
| November 2022/Alerts 1.4 | Updated throughout to show YAB-only deployment. | --- |
| | Removed obsolete chapters | --- |
| September 2019/Alerts 1.3.3 | Added Chapter - Installing QAD Alerts Using YAB | page 18 |
| March 2015/Alerts 1.3.2 | Numerous editorial changes | --- |
| | Updated Tomcat and Java requirements | page 8 |
| | Revised Install the Tomcat Application Server | page 12 |
| | Revised Clean Up Previous Installations | page 13 |
| | Revised Figure 4.1 | page 18 |
| | Updated Figure 4.5 | page 22 |
| | Updated Figure 4.6 | page 23 |
| | Updated Figure 4.7 | page 27 |
| March 2013/Alerts 1.3.1 | Updated Figure B.1 | page 54 |
| | Added Configure Tomcat section | page 12 |
| | Added Clean Up Previous Installations section | page 13 |
| | Reorganized the QDCS worksheet | page 14 |
| | Reorganized QAD Alerts Installation to reflect GUI organization | page 22 |
| | Reorganized and expanded the list of Default Alerts Installation Parameters | page 48 |
| September 2012/Alerts 1.3 | Added the Load Translated Labels section | page 37 |

| Date/Version | Description | Reference |
|-----------------------------|--|------------------|
| | Added the Check MFG/PRO Character UI section | page 37 |
| | Described the verify Active Maintenance license prerequisite | page 12 |
| | Changed the product name from Workflow Alerts to QAD Alerts | --- |
| | Numerous editorial changes | --- |
| September 2011/Workflow 1.2 | Documented Unclear Error Message known issue | page 46 |

System Overview and Requirements

This section contains basic topics to understand before attempting a QAD Alerts installation.

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Deployment Overview 2

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Prerequisites 3

System Overview

The QAD Alerts framework provides a way to monitor core business data for particular exception conditions and occurrence-based situations. Messages are sent to relevant business owners in response to data activity. They can then act on the messages.

The framework consists of two main components:

- Events represent triggers, or occurrences of data movement/activity. For example, a customer's order is modified.
- Alerts are customized responses/messages to events that are sent to individuals. For example, a line manager receives an alert about an order being added.

For details about configuring and implementing QAD Alerts, refer to *QAD Alerts User Guide*.

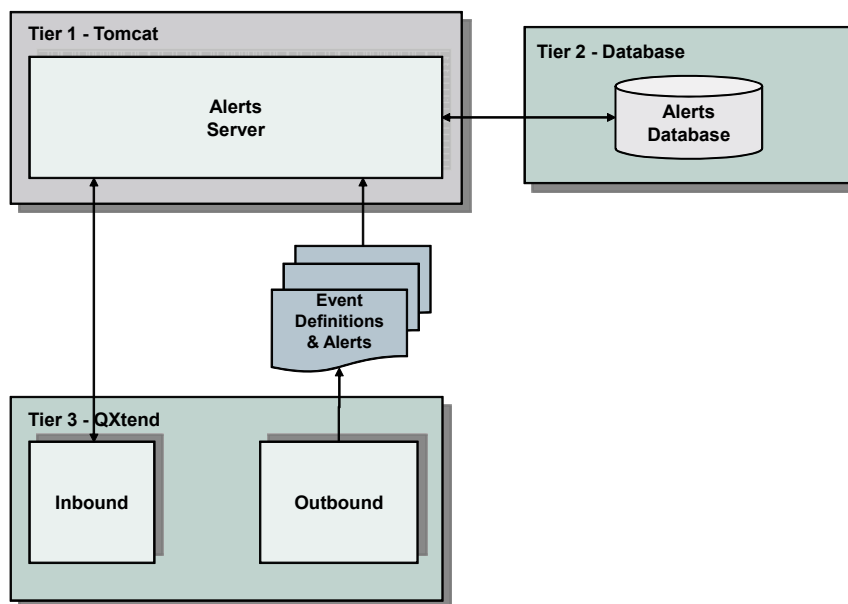
Deployment Overview

The QAD Alerts application consists of several components.

QAD Alerts Deployment Tiers

Figure 1.1 shows the QAD Alerts deployment tiers and their relationships.

Fig. 1.1
QAD Alerts in Deployment Tiers



Note This deployment description uses tiers for explanatory purposes. While the grouping of components is significant, the numbering of the tiers is not.

Tier 1 consists of the Alerts Server and supporting libraries in the Tomcat `lib` directory. The Alerts Server is a web application deployed to a Tomcat Application server. The Alerts Server contains the Alerts Configuration UI and the Alerts Engine that delivers alerts at run time.

Tier 2 consists of the database that stores the configuration for alerts. Alerts are also posted here and then sent out in a separate service to avoid holding up the processing in QXtend.

Tier 3 consists of QXtend, which is a prerequisite and is not installed with the Alerts product. Alerts uses QXtend Inbound for authentication and to get users/groups from the QAD Enterprise Applications database. QXtend Outbound is used to raise event definitions and alerts. The event definitions and alerts are sent to the Alerts system through a web service, although you can configure any system to use the available Alerts Web services. Event definitions are loaded into Alerts when registering an Alerts profile to an alert subscriber in QXtend Outbound. Alerts are sent in response to configured event triggers in QXtend Outbound (see *QAD Alerts User Guide* for more information).

Deployment Options

The current QAD Alerts version can only be deployed to a YAB environment, with various QAD Enterprise Applications.

The YAB environment is a single-host environment—all logical tiers are on the same host and hence can all be run at once.

Software Requirements

The following are software requirements needed to install, configure, and use QAD Alerts.

Server Requirements

- Apache Tomcat Application Server 7.0.53 or higher
- Java 1.8 JRE

Client Requirements

QAD Alerts client systems are browser-based and require only a Google Chrome or Microsoft Edge browser.

Prerequisites

The following tasks are required before QAD Alerts installation.

Verify Active Maintenance License

QAD Alerts requires an Active Maintenance license for QAD Enterprise Applications. Use License Registration (36.16.10.1) to see if an Active Maintenance license is present. If not, add the Active Maintenance license (if you have one) or contact QAD to order one.

Verify YAB Version

QAD Alerts 1.4 requires YAB 1.15.2+ for installation.

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In the YAB environment, run "yab info" to check the version of yab-ee-app. If the YAB version is lower than 1.15.2, then the YAB version needs to be upgraded.



Installing/Upgrading QAD Alerts Using YAB

This section describes how to install QAD Alerts using YAB.

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Overview

QAD Alerts is an add-on product that can be installed into QAD Enterprise Edition. Starting with 2016 EE, you can use YAB to install QAD Alerts. YAB is a deployment and management toolset that covers all products installed into an Enterprise Edition environment.

Installing/Upgrading QAD Alerts using YAB

- 1 Download the QAD Alerts package from QAD Release Fulfillment.
- 2 Move the zip file to a file system that is accessible from the UNIX host where your Enterprise Edition environment is installed.
- 3 Change to the directory where Enterprise Edition is installed.

```
cd [DIRECTORY]
```

- 4 Enter:

```
yab install [ZIP FILE] -install-update:false
```

For example:

```
yab install alerts-bundled-1.4.0.9.zip -install-update:false
```

- 5 Install YAB 1.15.2 or higher YAB package with latest patch. The minimum YAB version that QAD Alerts 1.4 requires is YAB 1.15.2. This ensures that you have the latest version of the installation logic for QAD Alerts.
- 6 Change configurations as needed. See “Modifying the YAB Configuration File” below.
- 7 Run a YAB update to install the add-on product.

```
yab update
```

Note If the installation fails, check the `./build/logs/yab.log` file.

Modifying the YAB Configuration File

This section contains the YAB information specific to the QAD Alerts product.

The only configuration file that you should modify is the `configuration.properties` file, which is used to record changes to the standard configuration defaulted by the system.

To apply your configuration, follow these steps:

- 1 Define your configuration settings in the `configuration.properties` file located in the `build/config/` folder.

This file only contains settings that differ from the base product configuration (`build/config/system`) and can initially be empty. To override a setting, add the setting to this file and adjust the value. If the setting is already defined in the file, you can simply adjust the value.

The following table lists the settings that you can change:



Table 2.1
Configuration Properties

| Key | Default | Usage |
|----------------------------------|---|--|
| alerts.database.admin.username | admin | Name of qadalerts database admin user. |
| alerts.database.admin.password | mfgpro | Password of qadalerts database admin user. |
| alerts.database.username | qadalerts | Name of qadalerts database user. |
| alerts.database.password | qadalerts | Password of qadalerts database user. |
| alerts.delivery.numagents | 2 | Number of agents that can send messages simultaneously. |
| alerts.delivery.pollingfrequency | 30 | Time (in seconds) to wait before checking for new alerts to send. |
| alerts.engine.email.auth | false | Whether SMTP server requires authentication. |
| alerts.engine.email.sender | “QAD Alerts” <alerts@\${host}> | Sender email address. |
| alerts.qxi.receiver | QADERP | Name of the receiver to use for the authentication and directory services. |
| alerts.qxo.publisher | MP1 | Message publisher that publishes the BOs. |
| alerts.qxo.sender | MS1 | Message sender to add the subscriber to. |
| alerts.qxo.subscriber | AlertSub | Name of the subscriber that registers the profiles to the Alerts system. |
| alerts.smtp.host | \${smtp.host} (default to the current hostname) | Hostname of SMTP server. |
| alerts.smtp.port | \${smtp.port} (default to 25) | Port of SMTP Server. |
| alerts.smtp.username | mfg | User name for email authentication. |
| alerts.smtp.password | | Password for email authentication |

Note If you want to change configurations for alerts database, alerts webapp, or SSL that are not listed in the table, please refer to the *QAD Configuration and Administration Guide* or *yab help*.

2 Execute the update command to apply the configuration change:

```
> yab update
```

You can use the update command to apply any change to the system.

The configuration changes, which are limited to updating application configuration files and database settings, can be applied with the quicker reconfigure command.

```
> yab reconfigure
```

Note The reconfigure command does not restart the environment. It might be necessary to restart the environment or specific servers for the application to recognize the change.

Removing QAD Alerts .NET UI Plug-in After Upgrade

If QAD Alerts is upgraded from version 1.3.x to 1.4, the previous .NET UI plug-in still exists, but users cannot use the menu functions in the plug-in except for the Alert Queue Monitor.

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Follow these instructions to remove the .NET UI plug-in:

- 1 Open [TOMCAT_HOME]/webapps/qadhome/configurations/[CONFIGURATION_NAME]/menus/plugin-menu.xml.

Where:

- [TOMCAT_HOME] is the value of YAB configuration 'tomcat.default.base'
 - [CONFIGURATION NAME] is the value of YAB configuration 'netuienvironment.default.id'
- 2 Comment out the part between <ShellMenu key="alerts.menu" menuType="application" label="{Alerts}"> and the corresponding </ShellMenu>.
 - 3 Save the file.
 - 4 Run "yab tomcat-default-restart" to restart Tomcat.
 - 5 Verify that when the user logs in to .NET UI again, the Alerts menus are not displayed.

Verifying the Alerts UI

Once YAB update is completed, check the Alerts UI by accessing the Alerts URL in Chrome or Edge.

To get the Alerts URL, run "yab config webapp.alerts.defaulturl" on the server.

Log in to the QAD Alerts Web UI with the username/password of a QAD Enterprise Applications admin user. Check the menus and verify that you can see QAD shipped alerts in the Alert Maintenance menu.

