Confirm®

Confirm Task Processor - Scheduled Reporting
Version v17.20a.AM
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Confirm Task Processor

The Confirm Task Processor is an individual component within the Confirm release package and is installed as a Windows service through its installer. It supports processing of the Agents that are available within the 'Scheduled Tasks' screen.

In this section

Scheduled Reporting Agent / Dashboard Agent  6
Scheduled Reporting Agent / Dashboard Agent

The Scheduled Reporting Agent and the Dashboard Agent are used to extract information from the Confirm database at regular intervals and publish it. They can be used to drive email alerts, to publish management reports, for interfaces exporting data to other systems, and to provide the data behind Confirm Dashboards.

The processing of Scheduled Reports is shared between the two Agents, in order to prevent time critical Dashboards being delayed by long running Reports or newly created Reports.

The behaviour of the two Agents is essentially identical, except for which Reports they process. The Dashboard Agent will process Scheduled Reports satisfying the following criteria:

- The Scheduled Report is set to ‘output to database’ i.e. it is used to power a Dashboard.
- The last successful run of the Scheduled Report took 60 seconds or less.

The Scheduled Reporting Agent will process all other Scheduled Reports. This includes any that are being run for the first time or where the underlying Data Source has been edited since the last run.

Note: If setting up a new system it is important to configure both Agents, otherwise some Scheduled Reports will not be processed.

Operation

The Agent will process all Scheduled Reports with a ‘Next Run Time’ less than the time at which it runs. It does this in order of Next Run Time, with the Scheduled Report with the earliest Next Run Time being processed first. If a Scheduled Report has ‘Process Backlog’ ticked then its entire backlog will be processed before moving on to the next Scheduled Report.

A Scheduled Report with a blank ‘Next Run Time’ will be ignored by the Agent so clearing the ‘Next Run Time’ in the screen in Confirm can be used as a way to temporarily or permanently disable a particular Scheduled Report.

A Scheduled Report will also be ignored if it has no Recipients and there are no Dashboards dependent on its results. In this case, the Agent will log a warning and then move on to process the next Scheduled Report.

The Agent has some Tolerance checks in place to detect Scheduled Reports that take too many resources, as detailed in the following table.

<table>
<thead>
<tr>
<th>Tolerance</th>
<th>Default Value</th>
<th>Effect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time Warning Tolerance</td>
<td>15 minutes</td>
<td>If the time taken for a Scheduled Report to retrieve its data exceeds this Tolerance, a warning is logged and emailed to the Agent Supervisor.</td>
</tr>
<tr>
<td>Time Error Tolerance</td>
<td>1 hour</td>
<td>If the time taken for a Scheduled Report to retrieve its data exceeds this Tolerance, the Scheduled Report is aborted and the Agent proceeds to the next one.</td>
</tr>
<tr>
<td>Memory Tolerance</td>
<td>1.8 GB</td>
<td>If the total memory allocated to the Task Processor exceeds this value, then the current Scheduled Report is aborted. Note the memory is not necessarily released immediately, so subsequent Scheduled Reports may also be aborted.</td>
</tr>
</tbody>
</table>
Note: The Tolerances may be adjusted from their default values using settings in the database. If the values above are found to be not appropriate, SQL can be obtained from Pitney Bowes to do this.

Configuration

The detailed configuration is done in the Scheduled Reports screen, where the behaviour of each individual Scheduled Report is specified.

Each Scheduled Report has a Data Source determining what results it will retrieve, and a Follow Up determining the frequency at which it will be run.

Each one is also configured as to how its results are published. Any combination of the following can be chosen:

- Results saved to one or more files.
- Results sent via email to one or more Contacts.
- Results saved to the database for use in Confirm Dashboards.