
User's Guide

Using GAGEmail®

Version 9.0

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Contents

Welcome	1
About PQ Systems	2
How to contact PQ Systems	3
Technical support	4
Maintenance support agreement	4
PQ Systems End-User License Agreement	5
Request for new features	7
Training and consulting services	8
Introduction	9
Installation	9
Configuring GAGEmail	10
Using GAGEmail	17
Technical information	19

CHAPTER 1

Welcome

GAGEpack includes a variety of options for sending e-mails when gages are due for calibration, R&R, and maintenance and these have proven very popular with users. However, more challenging requirements – such as alerting gage owners to friendly warnings as gages become due – require GAGEpack to divide its time between managing the database and organizing the e-mails. As a result, the user could find access to GAGEpack not possible while GAGEpack is polling the database or sending e-mail.

GAGEmail is a separate program that can be used to manage e-mail on behalf of GAGEpack which is then free to do what it does best – organize your gages.

NOTE: GAGEpack no longer will automatically send e-mail. The e-mail option is available on the Tasks tab only. Therefore, until the E-mail button is selected, GAGEpack is in normal operating mode and no e-mail is sent. When the E-mail button is selected, the e-mail is sent based on the configuration of the To do list and the customization of the Send To do list e-mails window.

In this chapter

About PQ Systems	2
How to contact PQ Systems	3
Technical support	4
Maintenance support agreement	4
PQ Systems End-User License Agreement.....	5
Request for new features	7
Training and consulting services	8

About PQ Systems

For more than 25 years, PQ Systems, Inc. has been dedicated to helping customers continuously improve their organizations. We are a full service quality management firm offering a comprehensive network of products and services designed to help all industries improve quality and comply with standards. PQ Systems provides the expertise, training, and software tools necessary to assist organizations through every step of the quality process. Our highly-regarded products have made us a leader in the industry, but our commitment to customer service and support keeps customers coming back.

Software

SQCpack[®] combines powerful statistical process control techniques such as variables, attributes, and Pareto charting with flexibility and ease of use.

GAGEpack[®] builds a complete database of an unlimited number of measurement devices, instruments, and gages from which users can generate a variety of reports. It supports ISO 9000, QS-9000, ISO/TS 16949-2002, ISO/IEC 17025, and other standards.

CHARrunner[®] draws SPC charts and performs statistical analysis using data that resides in other applications such as Microsoft Excel and Access.

DOEpack[®] is easy-to-use software that guides you through a logical, step-by-step process for planning, designing, implementing, and interpreting effective experimental designs.

Quality Workbench helps organizations keep day-to-day control over their quality systems in order to comply with ISO 9000 and other standards. It features document control, audits, nonconformities, customer care, and internet viewing modules.

Training and consulting

PQ Systems' consultants and trainers have extensive knowledge and experience in the areas of SPC, continuous improvement, ISO 9000, QS-9000, and trainer and leadership development in a wide variety of industries and organizations. In addition to customized in-house training, we offer public seminars.

Training tools

SPC Workout is an interactive multimedia training course on CD-ROM that provides effective step-by-step instruction on how to implement and apply SPC.

Six Sigma Start-Up is an interactive multimedia course on CD-ROM that provides an introductory course on the principles and practices of Six Sigma.

Gage Mentor is an interactive multimedia training course on CD-ROM that provides effective metrology training for operators, engineers, and quality personnel.

FMEA Investigator is a step-by-step interactive multimedia training course on CD-ROM that provides effective instructions on how to conduct both design and process FMEAs.

Total Quality Transformation® (TQT®) offers step-by-step help in facilitating quality improvement in organizations. Materials include "Practical Tools for Continuous Improvement", "Practical Tools for Healthcare Quality", "Foundations for Leaders", "Foundations of Quality", "Team Skills", "System Alignment Guide", "System Improvement Guide", and "Strategic Quality Planning Guide". TQT is part of the Transformation of American Industry training project, which has been used in a variety of manufacturing and service organizations since 1984.

How to contact PQ Systems

PQ Systems invites your questions and comments about our products and services.

Sales phone: 1-800-777-3020 or 937-885-2255

Sales e-mail: sales@pqsystems.com

PQ Systems, Inc.

210 B East Spring Valley Road

Dayton, OH 45458

Call sales for:

- General information to help you decide to purchase or evaluate the software
- To place an order or check the status of an order

You can send a fax to either Sales or Technical support at 937-885-2252. To ensure that your fax is delivered quickly to the right department, please send it to Attn: Sales or Attn: Technical support.

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Technical support

Phone: 1-800-777-5060 or 937-885-2255

E-mail: support@pqsystems.com

Call PQ Systems' experienced technical support team. Our experts can answer questions about software problems, data analysis, and applications.

Before you call, please follow these steps to help our technical advisors answer your questions quickly:

1. Have your license/serial number ready. It is listed in the About dialog box. You can access this dialog box by selecting Help > About from the menu.
2. Be at your computer, if possible.
3. Review the topic for which you have a question in the User Guide and On-line Help.

Maintenance support agreement

The product comes with an initial year of maintenance. After that, you must renew your product maintenance in order to ensure your continued access to the following great benefits:

1. Free software updates via download or CDROM - The product continues to evolve with suggestions from customers like you. Renewing your maintenance plan gives you access to 12 months of updates that include new features, improved usability, and compliance with the latest regulations from ISO 9000, JCAHO, FDA, and other regulatory bodies. <http://www.pqsystems.com/support/SoftwareUpdates.php>
2. Access to our legendary technical support - Our legendary support has kept customers coming back for more than 25 years. Renewing your maintenance plan will provide you access to our professional support staff. You have access to software and statistical application help via the phone, and in North America the number is toll-free.
3. Free subscription to Quality eLine - **Quality eLine** is our highly-acclaimed monthly electronic newsletter offering tips and techniques to enhance your software use and make your day-to-day work easier. **Quality eLine** includes Professor Cleary's renowned and always entertaining Quality Quiz. Renewing product maintenance will ensure that you do not miss a monthly issue. <http://www.pqsystems.com/eline/>
4. Peace of mind - If your team depends on the product for its improvement charting, having a guaranteed direct line of contact to a committed support team offers priceless peace of mind, especially during an audit or survey. Renewing your maintenance support agreement ensures that the privileges of product maintenance continue uninterrupted.

Contact PQ Systems to renew your maintenance support agreement.

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Concurrent-User License Model - Under the concurrent-user license model, PQ Systems grants to you a nonexclusive right to install the Software on multiple networked computers that are owned or controlled by you, and to concurrently use the Software, such that at any time, the total number of concurrent users of the Software is equal to or less than the number of concurrent users purchased by you. You agree to run a single instance of the PQ Systems' License Manager software within your network in order to limit usage of the Software such that no more than the purchased number of users can concurrently run the Software. You may install the PQ Systems' License Manager software on a backup computer to use only in the event that the primary computer fails. Any attempt to concurrently run more than one instance of the PQ Systems' License Manager software, or by any other means to concurrently run more than the purchased number of users, is in violation of this license and may result in termination of this license agreement.

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Unregistered use of the Software after the evaluation period is in violation of U.S. and international copyright laws.

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Training and consulting services

Training and consulting services are offered by PQ Systems for companies at all stages of their quality management programs. A staff of highly-qualified consultants brings practical experience from both industrial and academic environments. Seminars and on-site training programs are available to help companies implement successful quality management programs.

For more information, visit:

<http://www.pqsystems.com/training/OnSiteTraining/CustomizedOnSiteTraining.php>

CHAPTER 2

Introduction

GAGEpack includes a variety of options for sending e-mails when gages are due for calibration, R&R, and maintenance and these have proven very popular with users. However, more challenging requirements – such as alerting gage owners to friendly warnings as gages become due – require GAGEpack to divide its time between managing the database and organizing the e-mails. As a result, the user could find access to GAGEpack not possible while GAGEpack is polling the database or sending e-mail.

GAGEmail is a separate program that can be used to manage e-mail on behalf of GAGEpack which is then free to do what it does best – organize your gages.

NOTE: GAGEpack no longer will automatically send e-mail. The e-mail option is available on the Tasks tab only. Therefore, until the E-mail button is selected, GAGEpack is in normal operating mode and no e-mail is sent. When the E-mail button is selected, the e-mail is sent based on the configuration of the To do list and the customization of the Send To do list e-mails window.

In this chapter

Installation	9
Configuring GAGEmail	10

Installation

GAGEmail is an automated program pointed at one or more GAGEpack gage databases. It is best deployed "near to" the GAGEpack database it is monitoring. For single users, this means a local computer, but where the database is on a server, it should be installed on an 'admin' computer that has full access to the database. If the monitoring process is to be continuous, GAGEmail and the GAGEpack database to which it is attached need to be available 24/7. If the user just wants the increased capability to send e-mail and take this load off of GAGEpack (make it external), then GAGEmail and the GAGEpack database can be located on an individual computer that is not turned on all of the time.

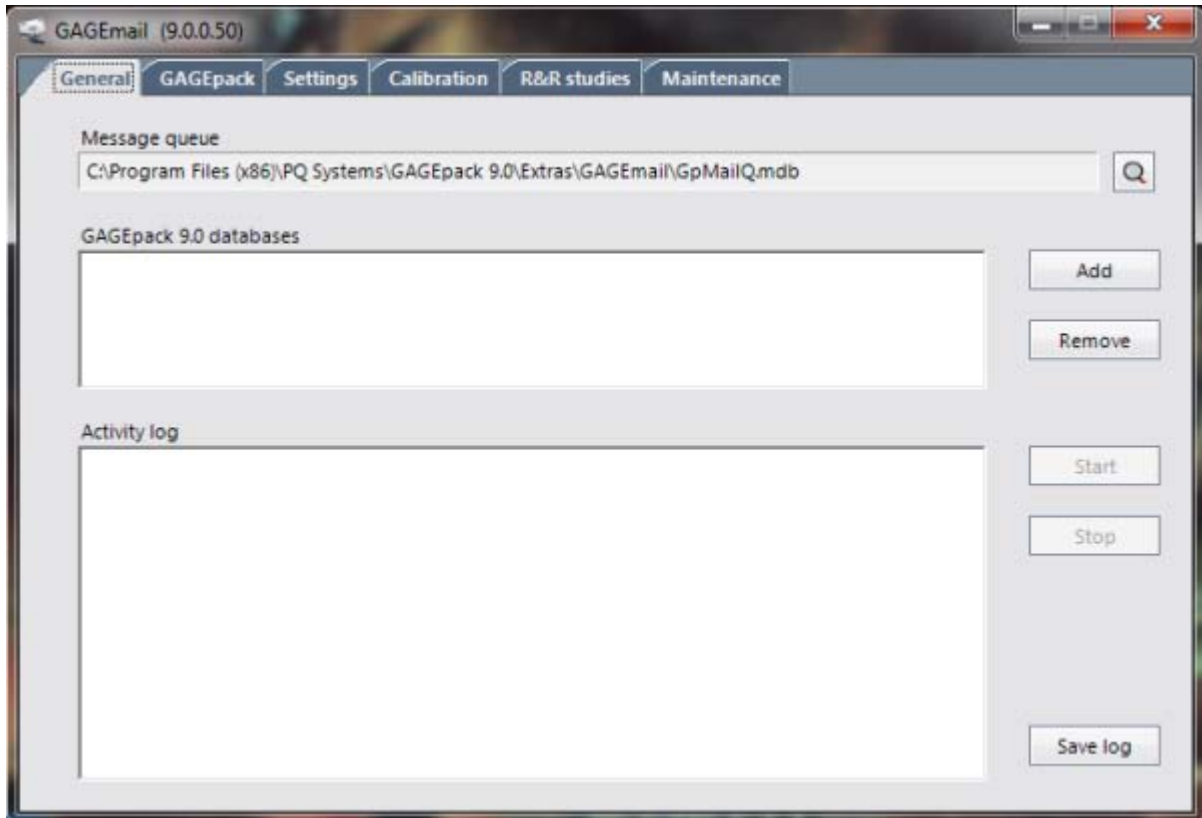
When GAGEmail is installed it will ask if you want an icon placed on the desk top. If you choose not to place an icon on the desk top, then GAGEmail can be run from the Start/Programs menu.

NOTE: GAGEmail will run independently of GAGEpack and once it is started, it may be left running continuously. Under these circumstances (where a system is in action 24 hours a day), it should be stopped every now and then for housekeeping.

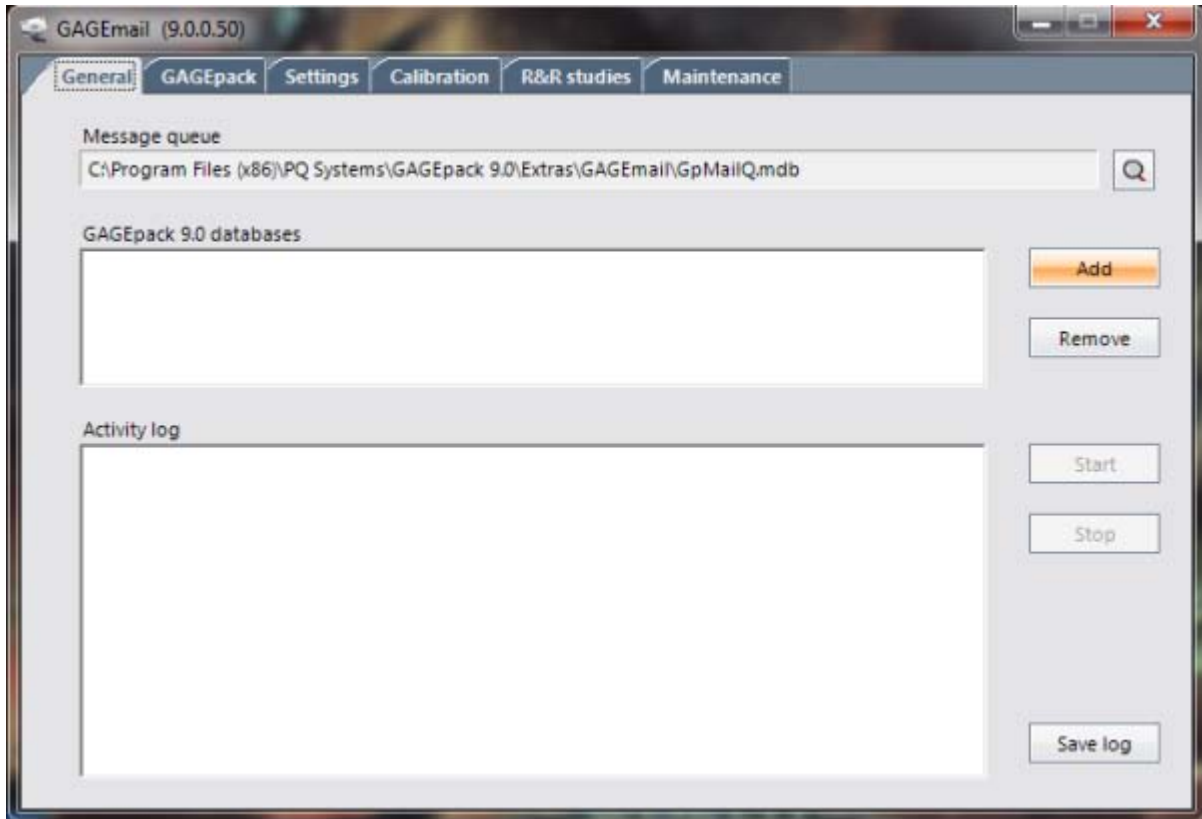
Configuring GAGEmail

If you intend to manage your GAGEpack e-mails with GAGEmail, you need to decide if you want to use the E-mail to setting specified for each gage in the GAGEpack database. If you desire to use the per-gage E-mail to setting, the E-mail to field must be specified for all the appropriate gages. In addition, all of the due date information must be entered for calibration, R&R, and/or maintenance depending on the purpose for which you want to send e-mail. The information below assumes that all of the desired information has been entered into the GAGEpack gage database(s).

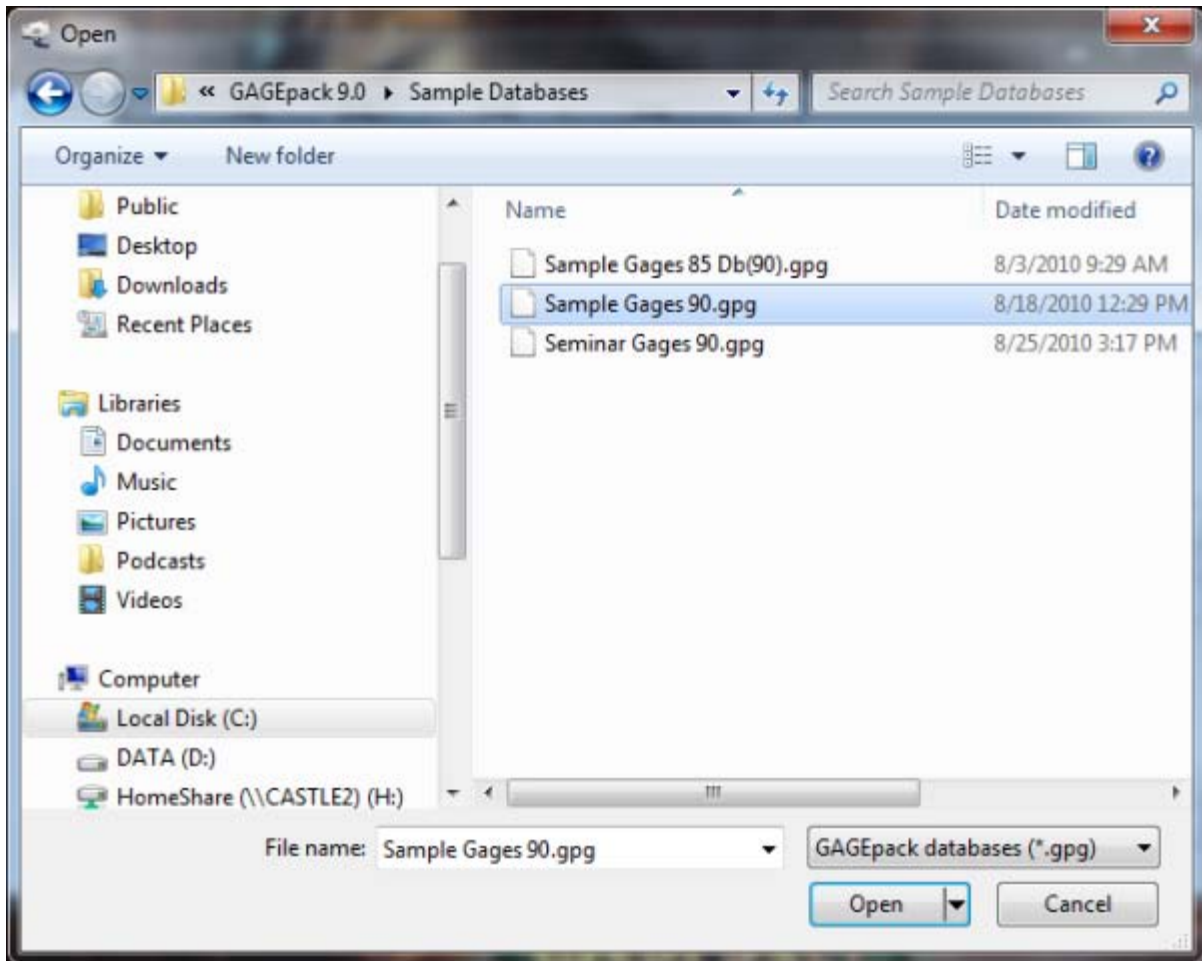
1. Click on the GAGEmail icon and GAGEmail will open on the General tab.



2. If there is not a default Message queue showing, you will need to enter a message queue database name and path. The normal default database is GpMailQ.mdb located under the GAGEmail directory.

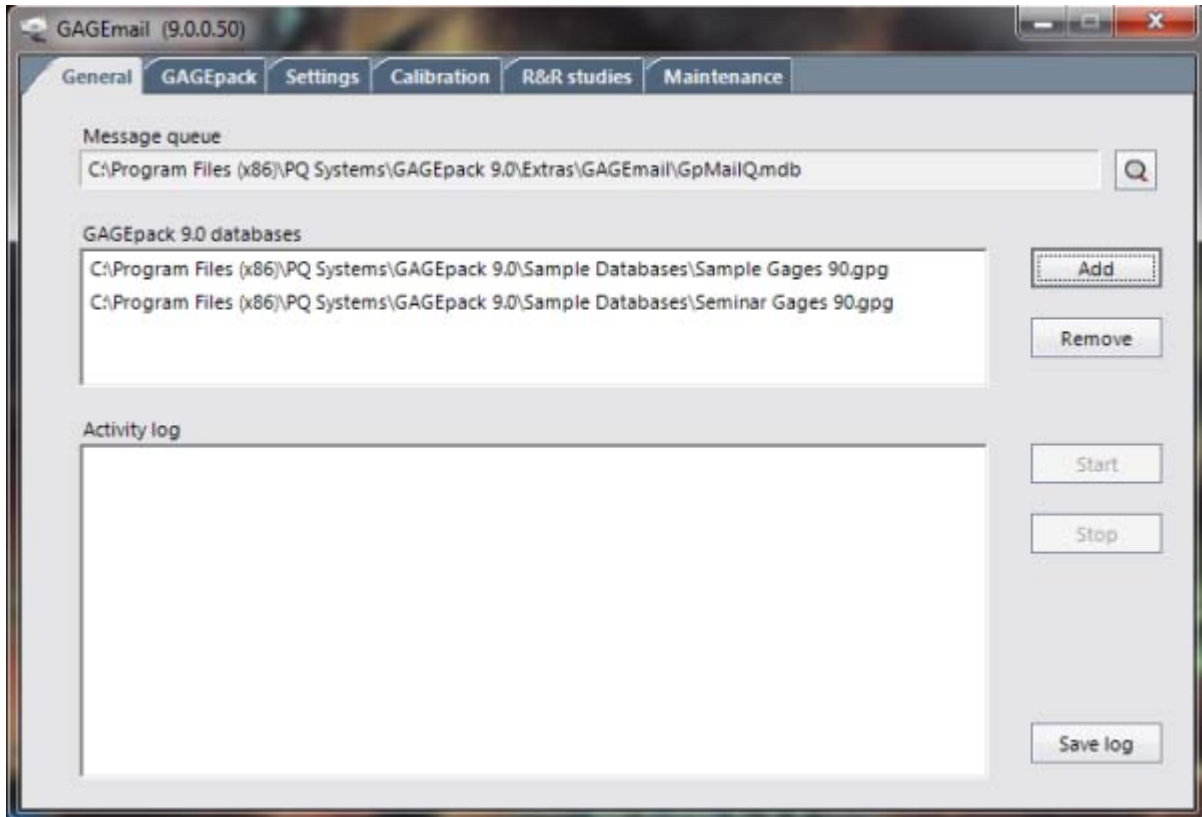


3. To attach the desired database(s) to GAGEmail, select Add and the file Open window will appear.

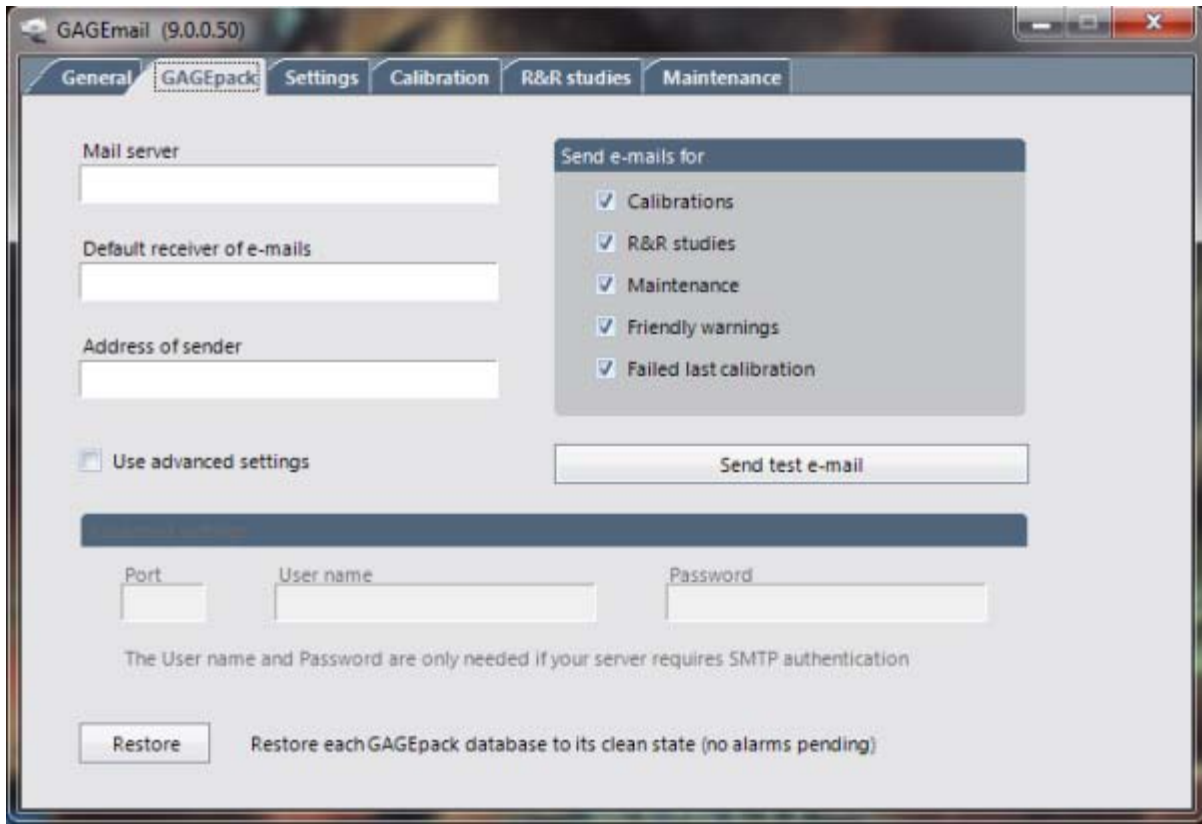


4. Browse to the location of the GAGepack database you want GAGEmail to monitor. Select the database file and click Open.

NOTE: Each database must be available to GAGEmail all of the time GAGEmail is running (potentially 24/7).

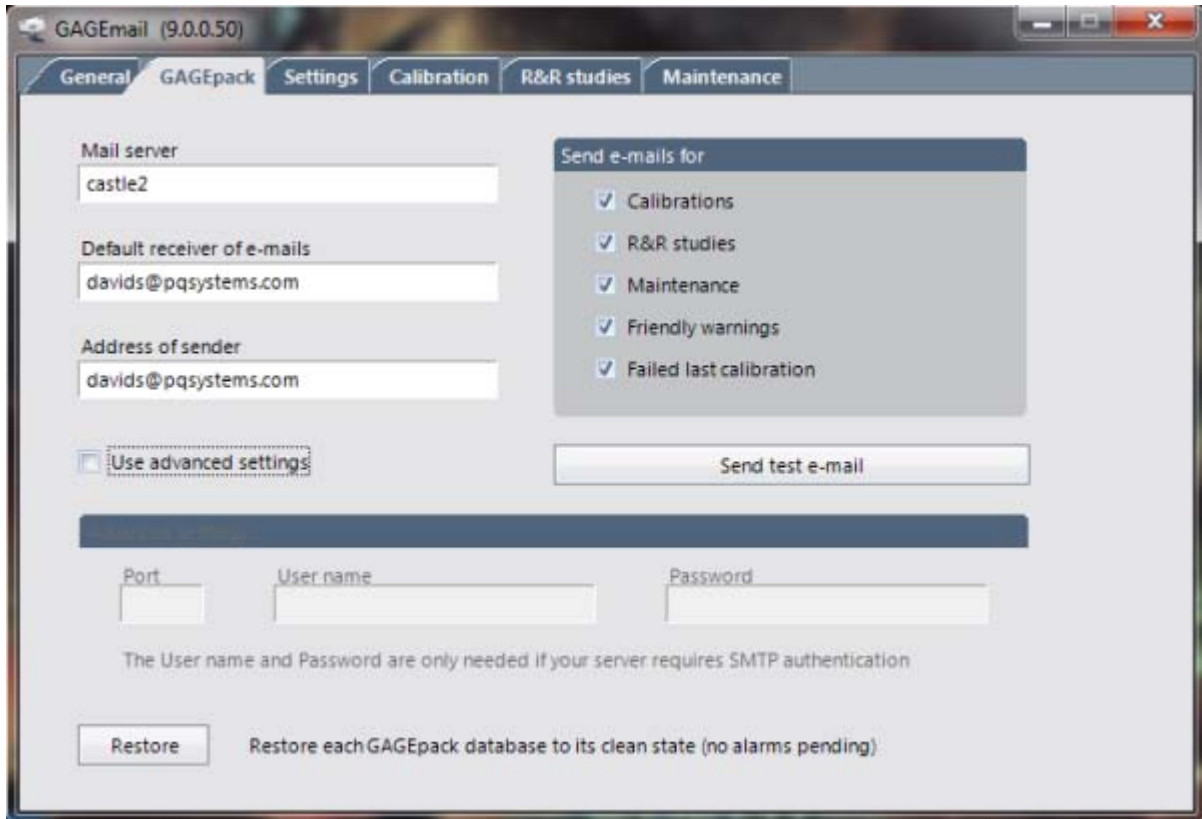


- Repeat the Add operation until all the databases you want GAGEmail to monitor are listed.

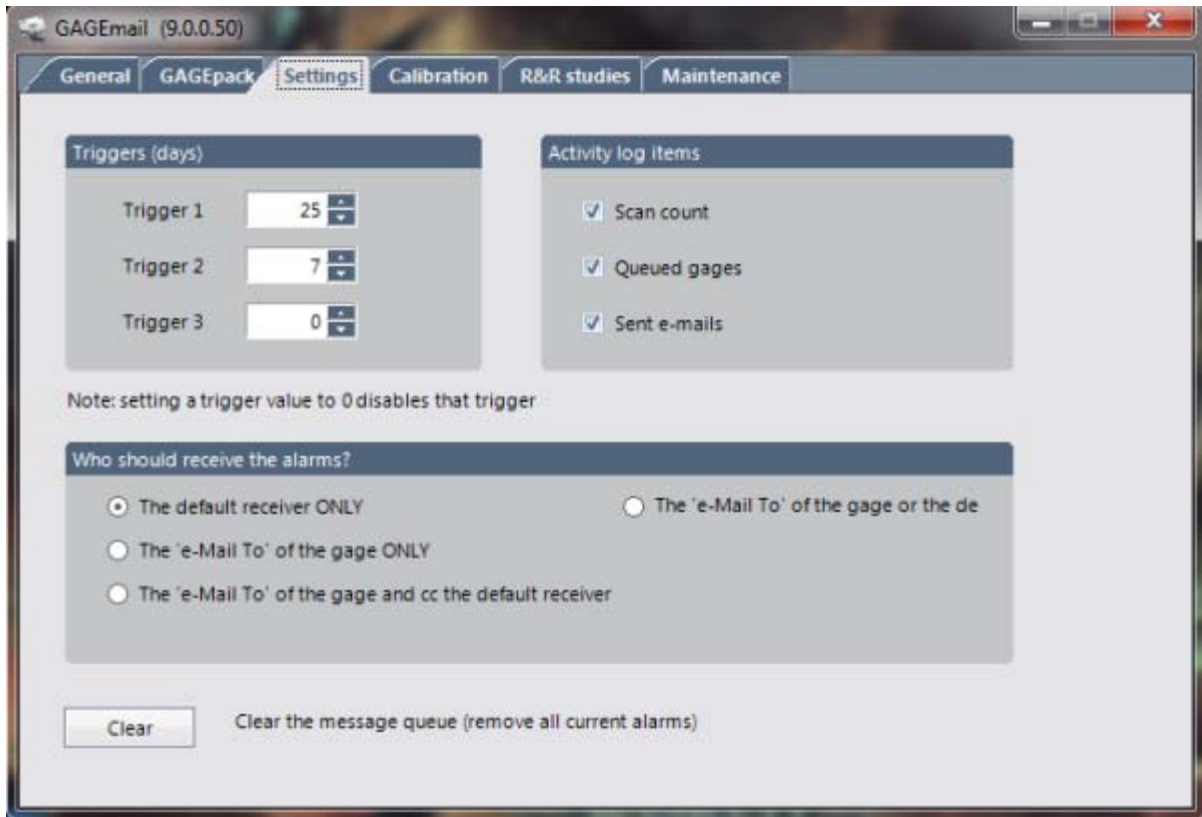


- Select the GAGEpack tab.
- Enter the name for your Mail server. The same Mail server will be used to send all e-mails from GAGEmail. (Technical note: The name you enter for the Mail server must resolve to the IP address of an SMTP mail server that will allow GAGEmail to send e-mail messages.)
- Enter the Default receiver of e-mails. Enter the e-mail Address of sender.
- Click on the Send test e-mail button to determine if the e-mail connection is working.
- The results of the test will appear in a pop up window.

11. Click on the X to close the pop up window and select the desired Send e-mails for settings by clicking the check boxes on or off.



12. Select the Settings tab.



13. If the Friendly warning period is filled in where appropriate on the gages and Friendly warnings is checked on the GAGEpack tab, e-mail will be sent as specified. If the user desires some additional warnings, there are three additional triggers that may be set. The triggers are days in front of the due date that an e-mail will be sent with a user supplied message. Trigger 1 must be the longest time, Trigger 2 the next longest, and Trigger 3 the shortest. Put zero in for disabling a trigger starting with Trigger 3.
14. Under the Activity log items select the items you want to be recorded in the log file.
15. Under Who should receive the alarms? select the desired recipient(s).
16. The next tabs are associated with specifying the messages for the three triggers and the over due gages. The only tabs that have any impact are those checked on the GAGEpack tab. Most of the items in the gages table can be sent in the e-mail message by using the appropriate @sign.
17. GAGEmail can now be started by selecting the General tab and clicking on Start.
18. Once GAGEmail has been started, it can be stopped by closing it or clicking on the Stop button on the General tab. Once GAGEmail is stopped, the user can select the GAGEpack tab and click on Restore which will remove all alarms pending for all databases.

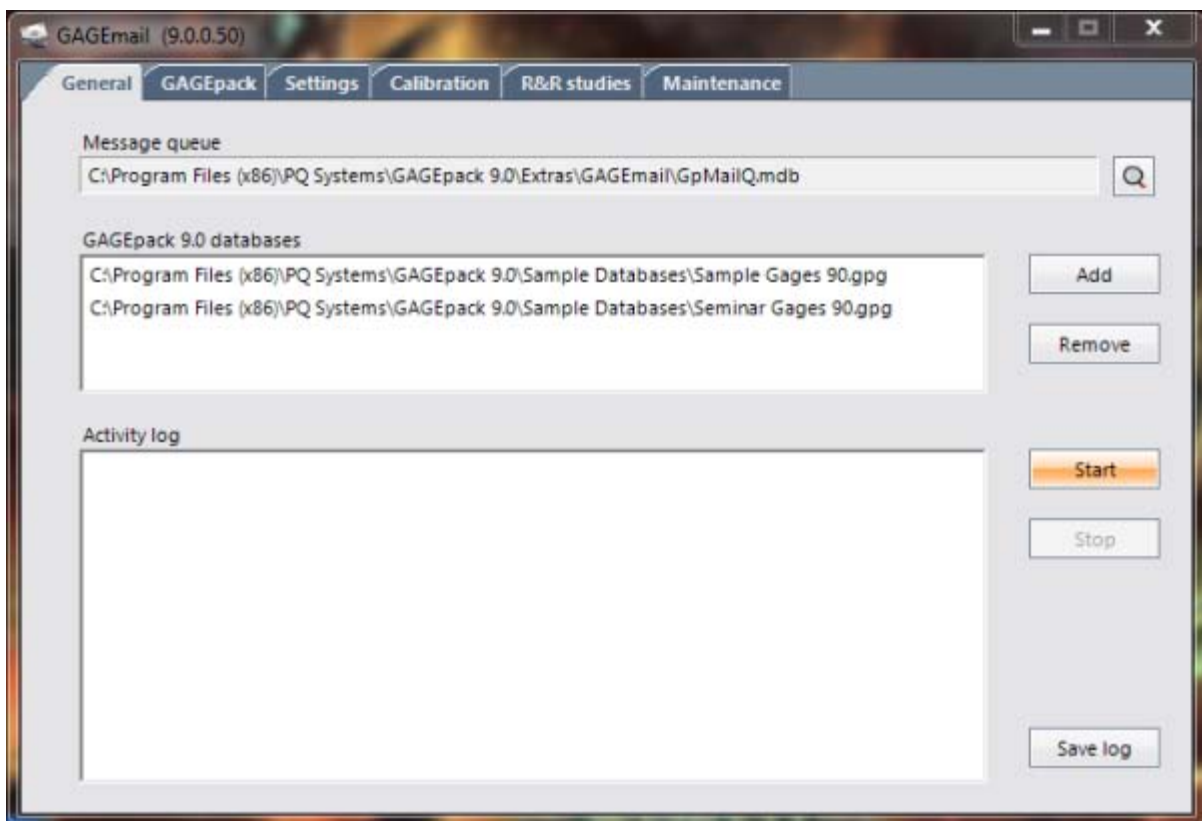
CHAPTER 3

Using GAGEmail

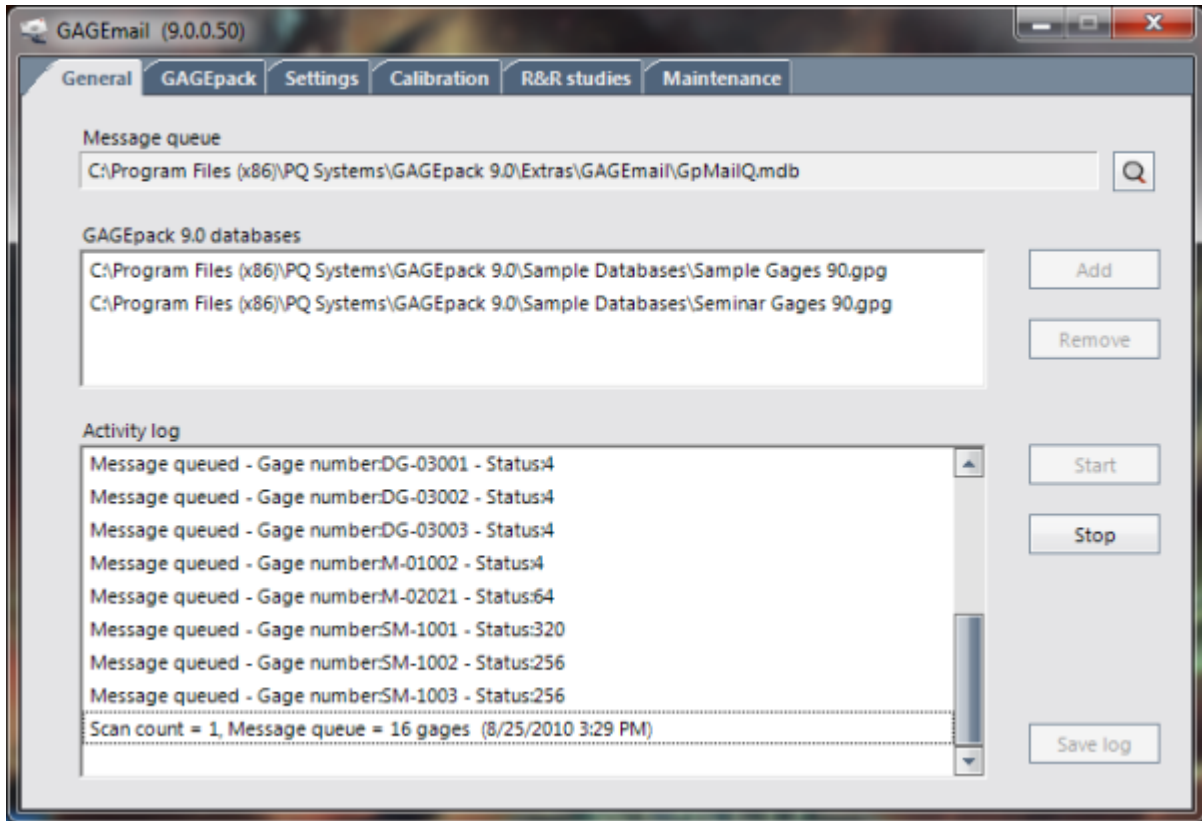
Once the program has been configured, it can be started by clicking Start on the General tab. It should run without any further user intervention and may be minimized to the task bar.

To start GAGEmail:

1. Click on the GAGEmail icon to start the program or click on Start => Programs => GAGEmail and GAGEmail will open on the General tab. If you have not configured GAGEmail, see [Configuring GAGEmail](#).



- Click on Start and GAGEmail will start to scan the first database. The e-mail will show queued in the Activity log on the General tab. The start date and the finish date and time will be shown.



- Stop the program by clicking Stop on the General tab. GAGEmail remembers its status and will resume from where it left off – even if this is days after its last use. To force GAGEmail to start over with a particular database, use the Restore on the GAGEpack tab.

NOTE: You cannot access any of the other tabs when GAGEmail is running as a result of clicking the Start button.

CHAPTER 4

Technical information

GAGEmail periodically scans the GAGEpack database for changes to the status of each gage. If any e-mail alarms need to be sent the alarm information is stored in a queue. Periodically GAGEmail scans the queue for unsent alarms and sends them as e-mails in batches of up to 50 at a time. As a result, GAGEmail is in hibernation a lot of the time and there may be no activity displayed for minutes, hours, or even days. This does not mean that it is not working – simply that it has nothing to do.

Assuming that the e-mail connection is good, the worst-case delivery time for any activity (while GAGEmail is actually running) should be 1 hour.

GAGEmail can be setup to automatically start when Windows starts using the Scheduled Tasks option in the Windows Control panel. Also, you can have all the gage alarms due for an individual be sent in one e-mail (as opposed to sending multiple e-mails). For more information, contact Technical support.
