Communication Generation FAQs (Frequently Asked Questions)
(for more see: Comm Gen Tips & Tricks and Troubleshooting)

Q **Data Source Max Nbr:** I've set up a comm gen process to work using a query as a data source, but I noticed that the results were only pulling in the first row for each id. My Max Nbr field was set to 1, so I tried blanking it out and then increasing it, but neither worked to pull in the extra rows. How should the Max Nbr field be set to retrieve all the rows?

A (1) You can blank out the Max Nbr field.
(2) Or you can use a very large number like 99.

Q **Associating Letter Code with Report Definition:** I am currently trying to attach Report Definitions to some Letter Codes (at Campus Community > Communications > Set Up Communications > Standard Letter Table CS,) and while I have done this many times without any problems, some letters, when I try to save them, give me the following error message: “No valid queries found in the first 300 items evaluated. Enter search criteria for better results. (14100,875)”

A Under Report Definition, Template, take a look at your "Channels" drop-down box. Make sure it's not empty. Select a value for it: Select Printer for a letter or Email for an email.

Q **Associating Letter Code with Report Definition:** I am trying to link an XML publisher Report Definition to a Standard Letter definition, but the Define Comm Gen Parameters checkbox is grayed out. What do I need to have in place for that checkbox to become available?

A Set the Letter Type to Softcopy rather than Hardcopy.


A Be sure that the Data Source Type in the Report Definition setup is XMLDoc Object.

Q **Data Source - Query Name Not Appearing:** Why can’t I see a list of my queries from the Query Name dropdown under the Custom Extract Data section on the Communication Data Source page? I need to bring additional merge fields into my data source for my letters which are coming out of the Communication Generation process.

A1 In Query Manager, search for the table VAR_DATA_XXXX where XXXX is the admin function you’re working with. This will give you a list of fields which your query must: (1) Contain, and (2) Have prompts for. They must be sourced from the tables you're using, NOT the VAR_DATA table. Once you include these prompts, you should be able to find your query. CommGen validates all queries against the Administrative Function before allowing you to use them.

A2 For a Communication Data Source, you actually need to include appropriate prompts, depending on the communication. Essentially, CommGen is going to run your query for each
communication that it is generating. When it runs your query, it will use the prompts to pull data for the person/communication for which it is generating. For a person communication, you must include at least one prompt called PERSON_ID. When you create the prompt, you name it PERSON_ID by placing PERSON_ID in the "Unique Prompt Name" field. Now, create a criterion using the prompt.

A3 The search for this area is restricted to Queries that have the correct prompts set up for the administrative function of the data source.

Q **Preventing creation of Communication when Custom Query returns no rows:** We are looking into setting up Communication Generation generated emails. The emails would contain both Generic Process Data and a Custom Query to create the Data Source which would contain fields from both the Generic Process and Custom Query Data. The difficulty I recall having before is that when the custom query does not return any rows, Communication Generation still creates an email, however, sections of the template are blank because no data was returned to populate the Data Source from the Custom Query.

*Is there a way to prevent the creation of a Comm Gen email or letter when the custom query does not return any rows? We are aware of the ability to set parts of the Generic Process Data as ‘critical data’ and looking for something similar to apply to the Custom Query.*

A You can include logic in your 3C process’s **pop select query** by adding a “does not exist” condition **subquery**. The subquery should select student with not data.

Q **Multiple Rows:** If multiple rows are being pulled in for one id, does that mean the rtf template file has to somehow take that into account?

A Yes, you need to have a loop in your template. [example?]

Q **Comm Gen Unsuccessful/ 3C Engine Successful:** I ran a 3C engine process that created 290 records for the letter code but when I ran Communication Generation, it created no communications. Looking at the table PS_COMMUNICATION, I noticed that the value for UNSUCCESSFUL was “Y” for every record but the 3C Engine process was successful with no error messages. Any suggestions for troubleshooting?

A1 One common reason for unsuccessful results is invalid required information, for example, sending emails but the email address type didn’t exist.

A2 As well as UNSUCCESSFUL = ‘Y’, if the OUTCOME_REASON is ‘C’ it means Missing Critical Data as defined on your Data Source. It is usually a missing active address or email address for the person.

Q **Previewing Communication:** Is there any way to view the generated communication before it is completed (completed_comm='N')? Now we are able to see the communication throw the link “View Generated Communication” on the “Communication Management” page only for the completed communications.
Q  Run Control - Job Processed? We ran a batch of online previews to verify our email contents - worked like a charm - generated 10 "live" emails (communications were not completed). When we re-ran with the same parameters, same run control, we get the message "Total number of communications processed = 0 " and, no matter WHAT we do, we cannot get the communications to generate!

A commgen job was cancelled between our runs and the run control deleted - we're thinking that something didn't get reset - but when we run "Reset Communications" it will not accept any run control id's - is there some way we can clear out the tables and reset things? Is this, indeed, the problem? (We are in 9.0 PT 8.50)

A1 I think the problem will be that you deleted the run control that you cancelled which is why the Reset Process won't pick it up. If you view the Communications individually, is there a value in the Process Instance field at the bottom of the page? If so, this is what's stopping the process running successfully. There are then a few options:

1) Go into each of the Communications and check and uncheck the Communication Completed flag - this will clear the Process Instance on each job
2) Delete all the communications using 3C Delete, and then use the 3C Engine to put them back on
3) Get your technical people to run some SQL to clear the Process Instance on-batch

A2 The most common reason could be that the communication date does not match the date the 3C Engine was run. The second possibility is that the communication data query is not returning any rows.