EZ24x7★PLUS

Introduction to EZ24x7[PLUS]

MySQL Table Support – Sharing Address Lists
Standard EZ24x7 uses CSV files allowing access only to address files on your computer. EZ24x7[PLUS] loads lists into MySQL tables available to anyone having access to a common MySQL service. See Appendix A

Local Mail*SERVE Address Service
EZ24x7[PLUS] users avoid using address credits when NCOA[LINK] move update is not required and the site has Mail*SERVE installed. See Appendix B

EZ24x7[PLUS] – First Visual Clues
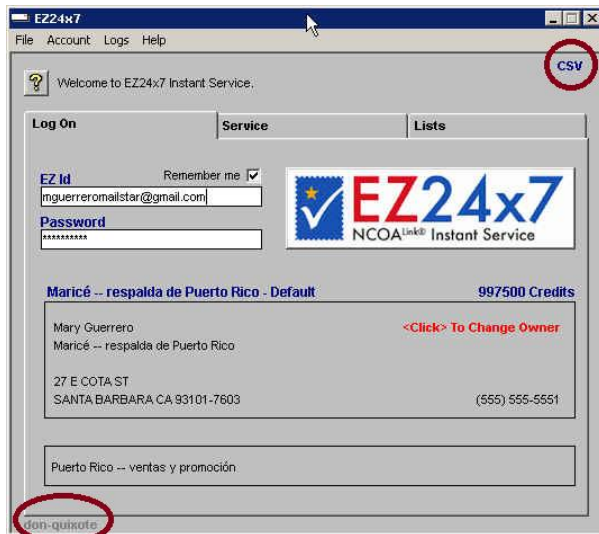
When configured for MySQL, the mode indicator circled in red above and to the right will appear. When the indicator shows "CSV", file mode is active. If the mode shows "SQL", table mode is active.

When configured to use Mail*SERVE as an alternate address service, the Mail*SERVE host name appears in the lower left -- circled in red.

Configuring EZ24x7ᴾᴸᵁˢ

EZ24x7 users will not see changes until MySQL and Mail*SERVE services have been configured.

For initial setup, the EZ24x7^{PLUS} Configuration window is opened with the command <CTRL><SHIFT>A.

The "?" icon tells you what to do.

Start by picking one of the radio-buttons.

- Basic EZ24x7 Service
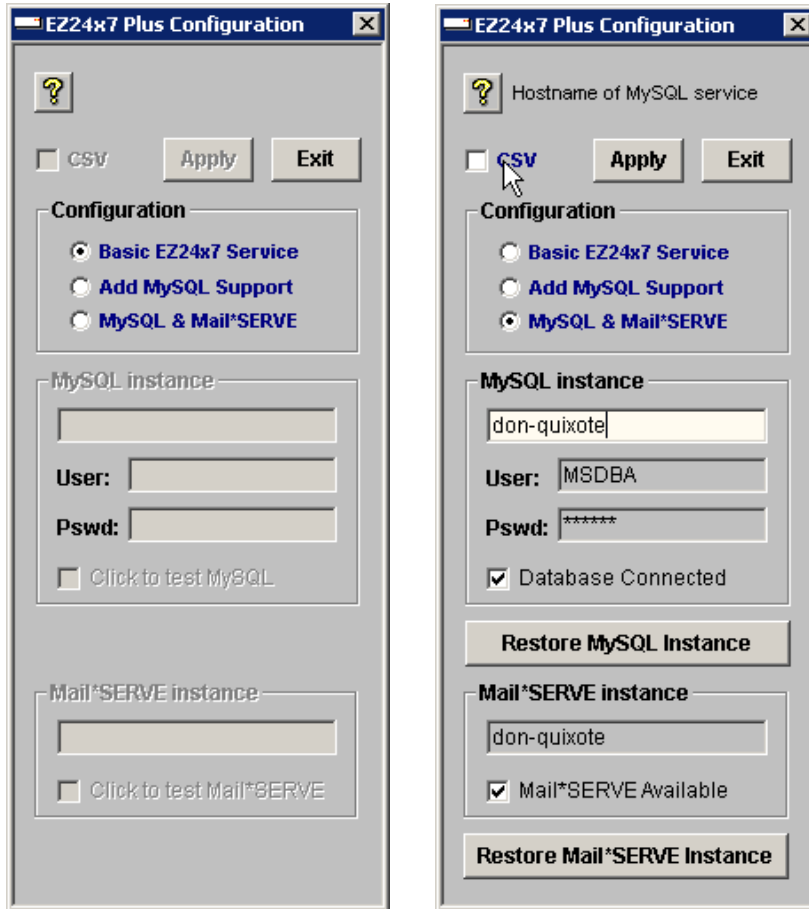- Add MySQL Support
- MySQL & Mail*SERVE

Although MySQL support is available without Mail*SERVE, Mail*SERVE always requires MySQL.

Parameters necessary for connection to services are determined by the configuration radio-button. The post installation MySQL user and password are "MSDBA" and "CHANGE".

The example above and to the right indicates both MySQL and Mail*SERVE. Our test network provides both MySQL and Mail*SERVE from the same server named 'don-quixote'.

Switching Between "CSV" and "SQL" modes

The mode indicator displays "CSV" or "SQL" in the upper right corner of the main EZ24x7^{PLUS} window.

<u>When you need to change modes…</u>
1. Click the mode indicator.
2. Change the checkbox just below the "?" icon.
3. Click "Exit".

<u>Note That…</u>

• Immediately after the transition to EZ24x7^{PLUS}, "CSV" mode is necessary to access preexisting address lists so that they can be loaded into SQL tables.

• Unless "CSV" mode is needed to load a preexisting address list, users should use "SQL" mode.
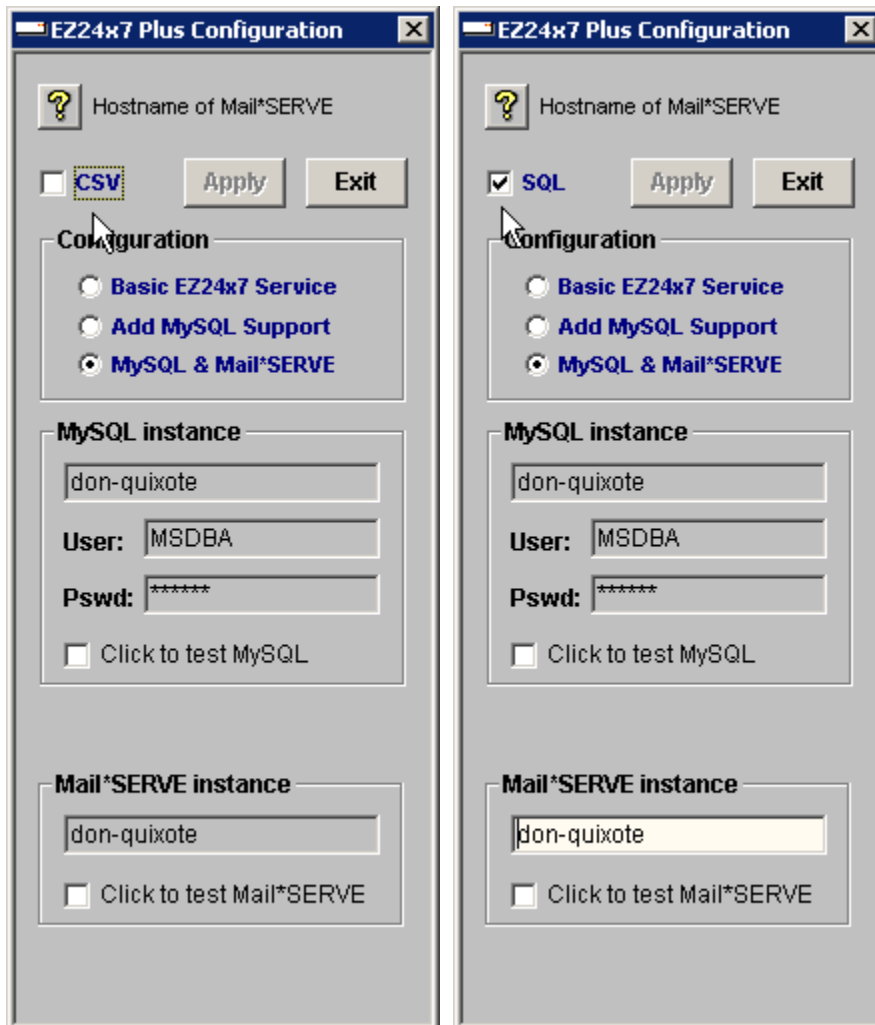
"CSV" Mode – "Lists" Tab

When an address list has been selected, the text of the "Lists" tab changes to "Order #".

Address lists processed in "CSV" mode are not loaded into tables and are therefore available on your computer only. Sharing of address list data is possible loading the CSV data into a MySQL table.

From the "Lists" tab visible in "CSV" mode, click the address list to select it. Right-click of the selected address list will tell you which MySQL table or open a window allowing you to create a MySQL table.
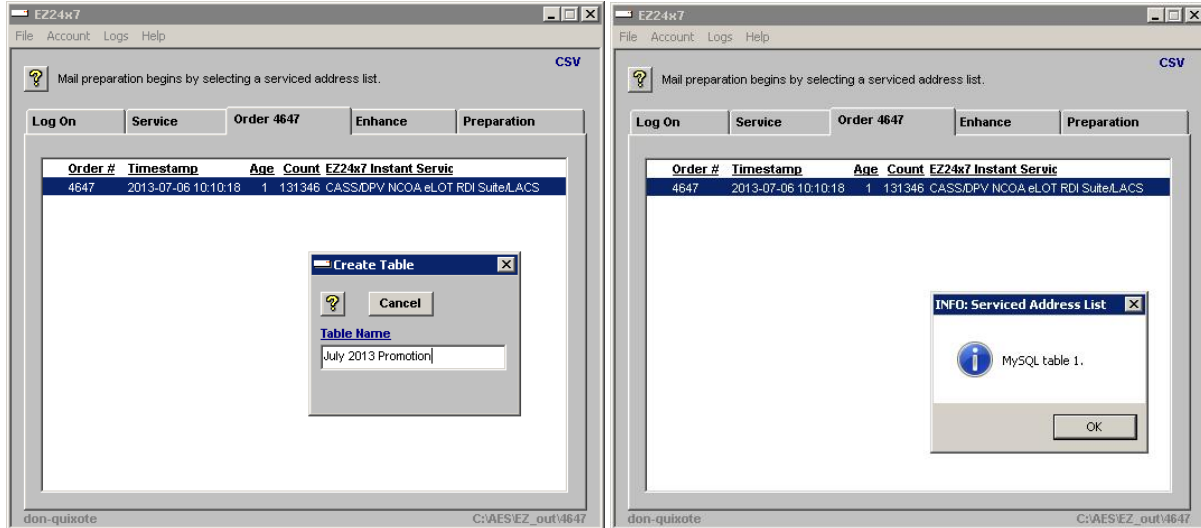
The image to the left shows what happens when the address list has never been loaded into MySQL.

The image to the right shows what happens if the list already exists as a MySQL table.

"SQL" Mode – "SQL" Tab

EZ24x7^{PLUS} users should use "SQL" code unless they need to load a preexisting address list into a table.

When an address table has been selected, the text of the "SQL" tab changes to "Table #".

Click the table you want to work with. The tab's text changes to "Table #".

Refer to the red ellipse in the left-hand image below. This is the path to the folder containing CSV files. Clicking the path opens the folder as seen in the image to the right.
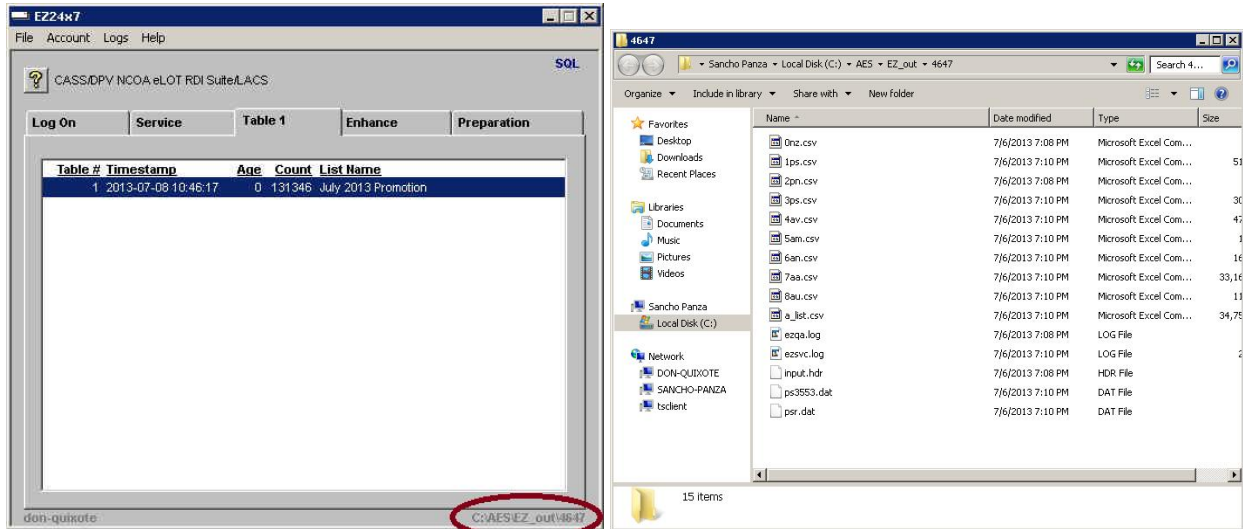
Service Tab – Mail*SERVE

When Mail*SERVE is installed locally and EZ24x7^{PLUS} has been configured to use it, address credits will not be used to service lists not requiring NCOA^{LINK} move update.
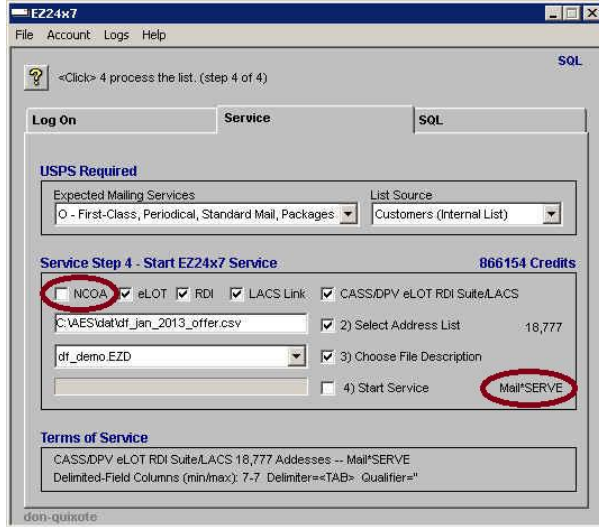

Notice that when NCOA is not checked, the word "Mail*SERVE" appears instead of the word "Credits" or a dollar amount. This indicates that the service will be performed locally using the new multi-threaded burst protocol capable of 100,000 addresses per minute or higher.

SQL Tab – Available from "SQL" mode

There are three operations supported to maintain address list tables. Once you have selected the table with a mouse click, you can double-click the table to open the Table Operations window allowing:

- Rename – simply change the name of the table
- Refresh – recertify the address list
- Drop – eliminate the address list table

REFRESH: The screen below and to the left shows "Refresh" which takes you to a revised "Service" tab without steps 2 and 3 as input file and definition are predetermined by address table refresh.

You are only allowed to select the services and start the certification. Remember that with Mail*SERVE configured, processing the address list is free of charge when not selecting NCOA^LINK move update.
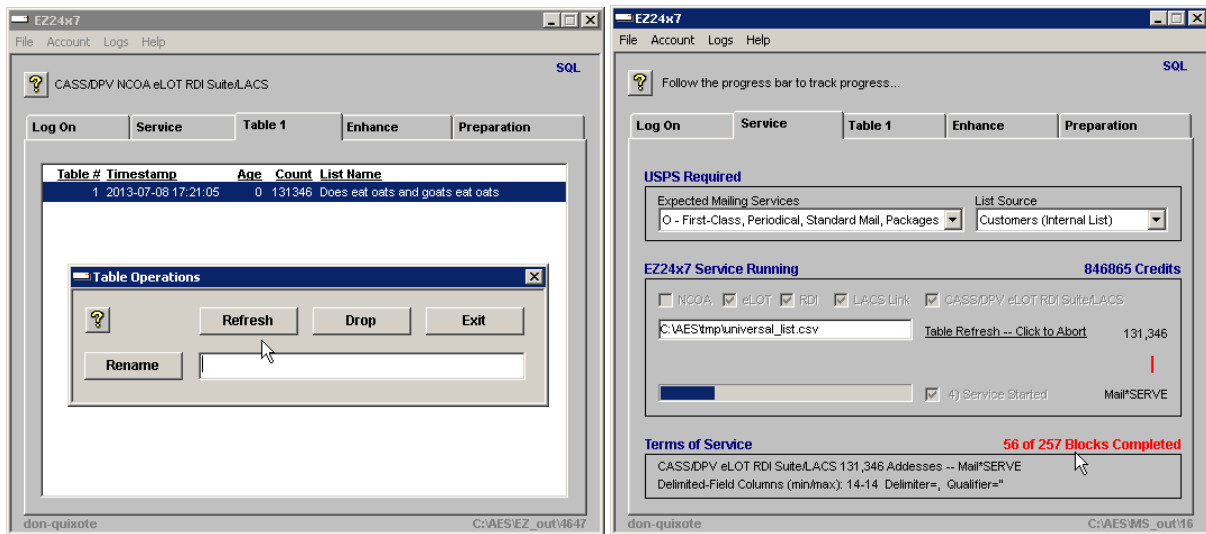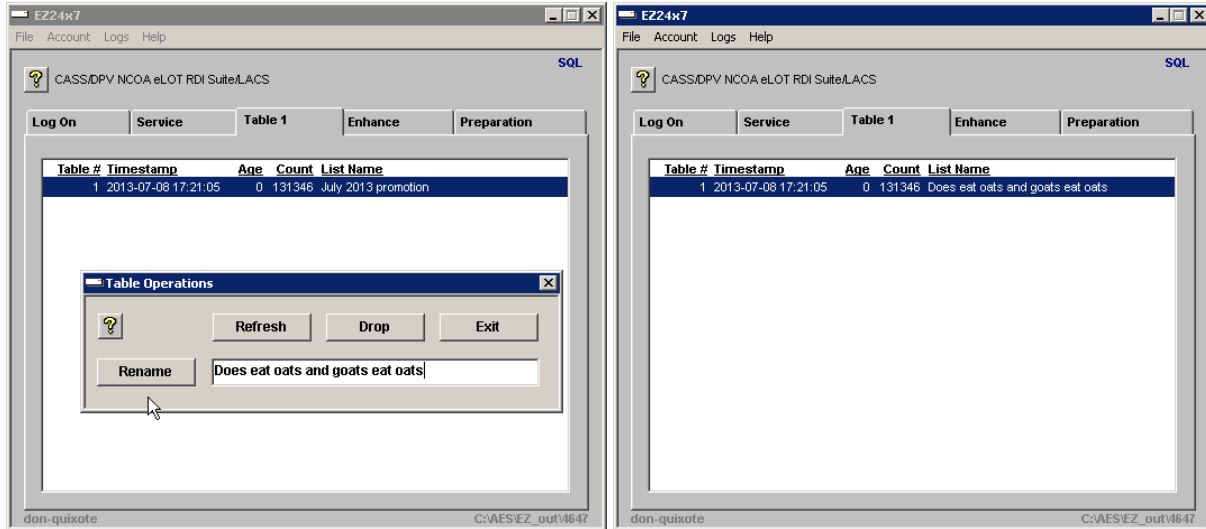

Once finished, return to the "SQL" tab and see the new table having the same name as the table it refreshed while the original input table was renamed indicating it was refreshed by table 16.
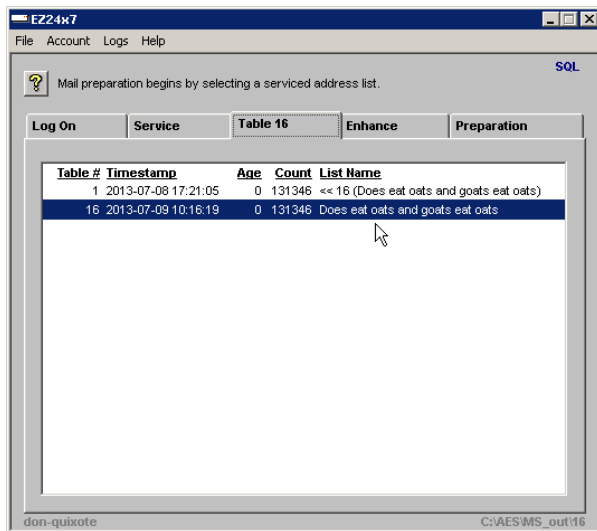
SQL Tab continued…

RENAME: The screen to the left shows renaming the address list -- to the right the final result.

DROP: Eliminate the address list table from the MySQL database.

Enhance Tab – "CSV" and "SQL" mode

Enhance allows you to manually enhance addresses in the list. If Mail*SERVE has been configured, actual address investigation is done locally making it much more responsive.

In "SQL" mode, changes are made to the table. In "CSV" mode changes are made to files.

To prevent confusion and loss of data, Enhance requires that you be in "SQL" mode to work address lists loaded into tables. Below and to the left you see the error message when clicking the "Enhance" tab while in "CSV" mode.

Address lists stored in tables require "SQL" mode to access the Enhance tab -- shown to the right.
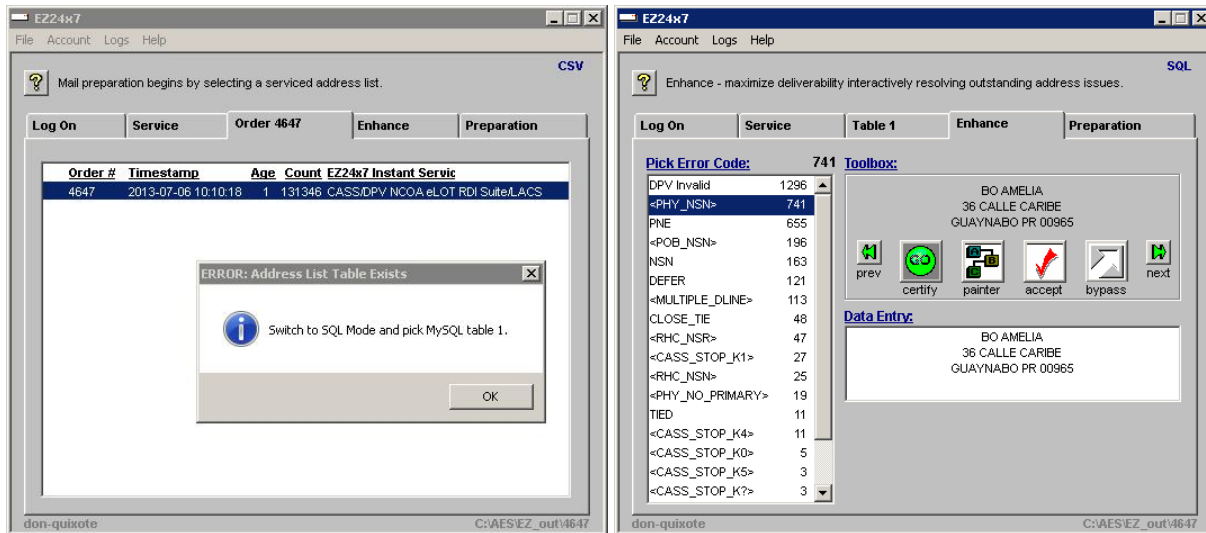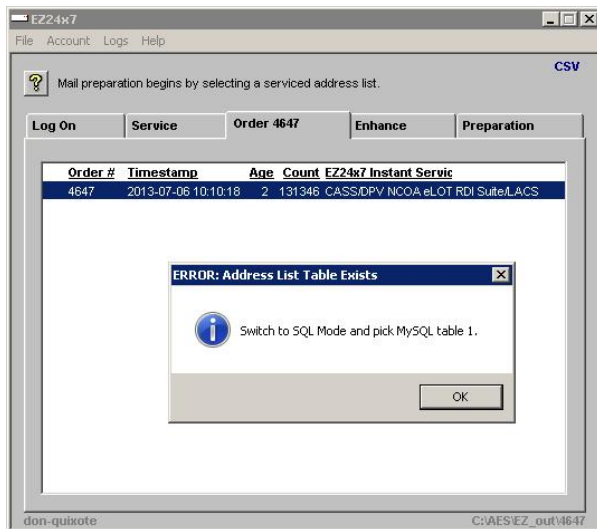
Preparation Tab

In "SQL" mode, mail preparation must consider table data -- in "CSV" mode, the actual files.

To prevent confusion, Preparation requires "SQL" mode to work address lists loaded into tables.

The image below and to the left shows what happens if you attempt to prepare an address list loaded into a table from "CSV" mode.

The image below and to the left has switched to "SQL" mode. When you click "GO" to prepare this mailing, an extra step is introduced. If there were no changes from "Enhance", click "No". If there were changes due to address enhancement, you need to click "Yes" to refresh the CSV files before mail preparation.

De-duplication of addresses is supported when a CSV file refresh occurs after which you are given the choice to de-duplicate the refreshed CSV file as shown below and to the right.
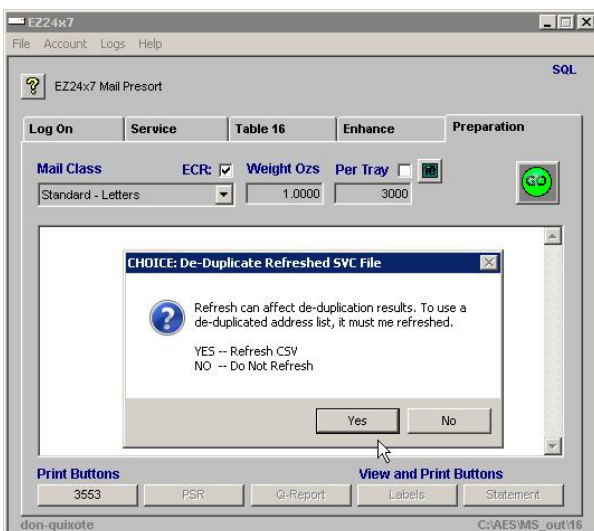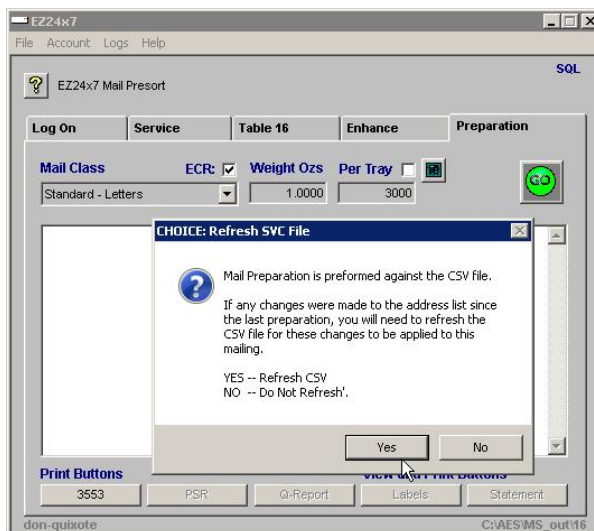
Appendix A – MySQL Server Setup Notes

MySQL support relies on a single MySQL installation for your organization. The choice of which server to use for MySQL should be based on uptime and availability.

AES systems software licensees already having Mail*LIST installed can use their existing MySQL service compatible with EZ24x7^{PLUS}.

EZ24x7 users without AES systems software will need to run the EZ-SQL.msi install file on the server chosen to share EZ24x7 address data. The install file is available at www.ez24x7.com/EZ-SQL .

Unlike EZ24x7 where the client applet is installed on every computer, MySQL service only needs to be installed on a single MySQL server.

Managing the MySQL instance is not generally necessary. For simple database backup procedures refer to Appendix D.

Optionally, a system DBA may want to tweak security and manage backups using a MySQL management tool. DBA management is available using several third part tools -- many of them free. ORACLE MySQL Workbench is free and briefly discussed in Appendix C.

Appendix B – Mail*SERVE Server Setup Notes

Mail*SERVE -- requires AES systems software license and the latest update.

- PER_THREADS are required as well as and the following tuning parameters

      [PROFILE ADDRESS_SERVER]
      POOL_THREADS=3   // minimum 3
      PERS_THREADS=8   // recommended minimum is the number of server threads

      [PROFILE SERVER_TUNING]
   Z4_DPV_CACHE=7
      LOAD_KEYS=-1

- Check C:\AES\log\MS_WIN_SVC.log looking for…

      *** Multi-threaded service activated ***

# Appendix C – SQL Workbench – Security and Backups

EZ24x7 MySQL support does not require a DBA. If you want the added security of managing ID's and passwords, ORACLE provides a free MySQL management tool called MySQL Workbench.

MySQL DBA functions are outside the scope of EZ24x7 support. If you are new to this, we are providing these limited getting started notes.

- Install MySQL Workbench – free from ORACLE

- Create connection to the MySQL server
  - Host – where you installed the MySQL service
  - Port 7502
  - Initial ID and Password "MSDBA" and "CHANGE"

- Server Administration appears to the right of the Workbench startup window.
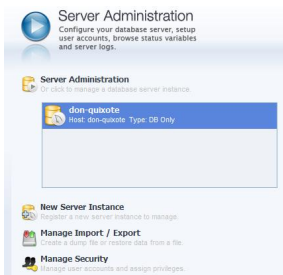
- "Manage Security" will take you to a screen where you can manage accounts.
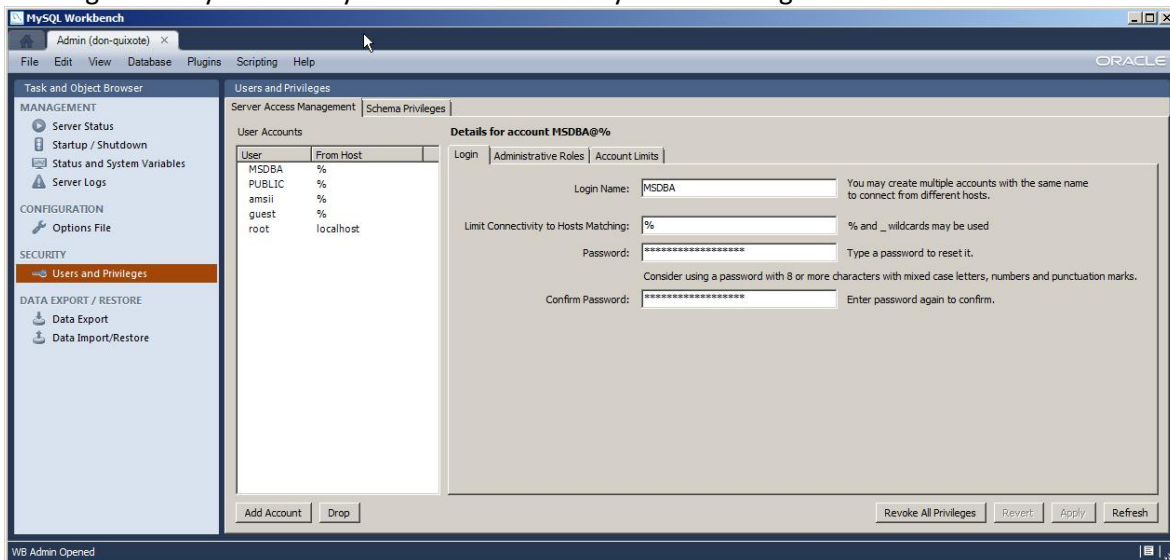
- You will see backup and recovery below managaing ID's. Scheduling automatic backups requires another method. There are dozens of Internet articles searching "Scheduling MySQL Backups".

*** WARNING *** Changing and then forgetting a password is outside the scope of EZ24x7 support.*

# Appendix D – Simple Backup without DBA Management

The need for a backup is rare. But when needed, nothing else will do. Decide on backup frequency. The decision is a compromise between the costs of taking backups vs. the risk and cost of recovery of data between backups. Weekly backups are usually adequate.

The simplest backup method with using a DBA tool is:
o   Stop the Windows service "myprj" running on the EZ24x7 MySQL server.
o   Create a ZIP or RAR compressed file of the C:\AES\myprj\data folder.
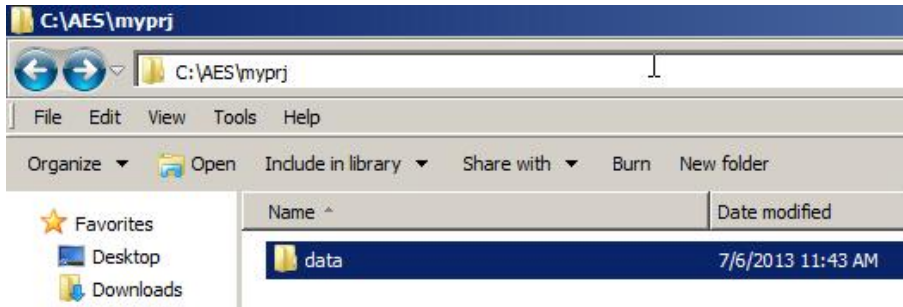
o   The example below using WinRAR shows us using a meaningful name with a date.
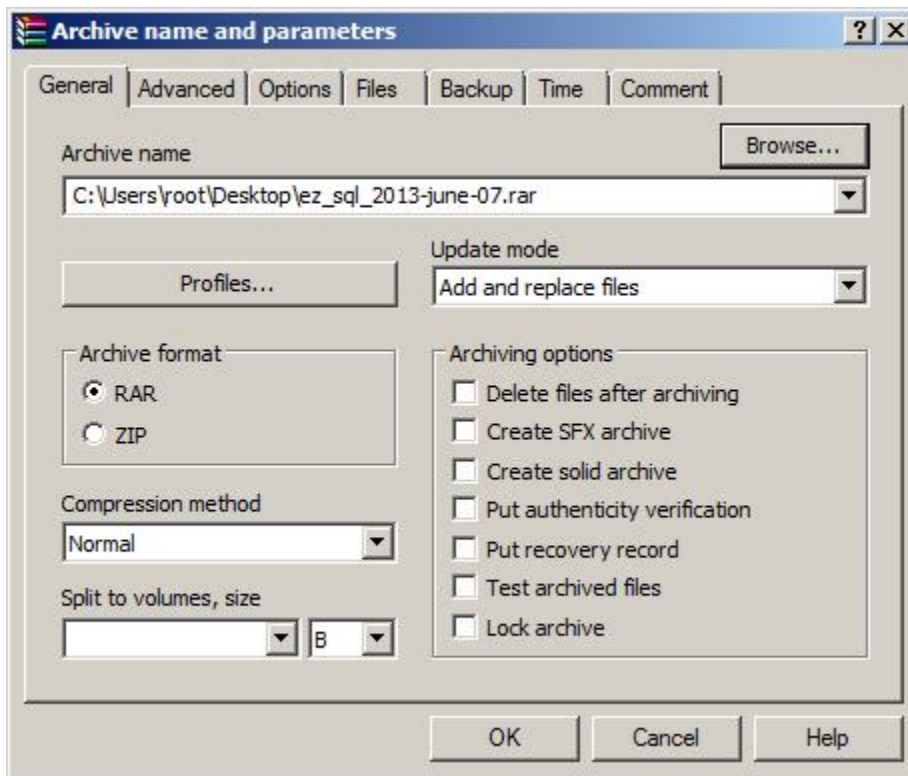
o   Don't forget to move the backup file to another machine.
o   Start Windows service "myprj" to restore service

*** RESTORATION – Same as backup except replace C:\AES\myprj\data with extract of latest backup.

Appendix E – Troubleshooting

Startup fails because of a configuration error.

You will get a message saying which service fails to connect, either MySQL or Mail*SERVE.
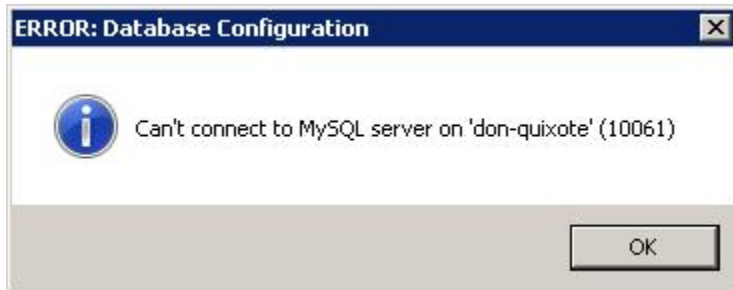
You are given the opportunity to correct…

Depending on the first message, make certain the service is running. Check for firewalls and network access to the server.