

Sometimes the Gmail Email Monitors in Clarify become unresponsive. Cleo Clarify shows the Email Monitor as started, but it is not actually retrieving files correctly. The only fix is to stop and start the Email Monitor.

In our tech memo we will show Clarify users how to create a Windows BAT file and then call it from a Clarify Business Process.

1 WINDOWS BATCH FILES

Since there is no Clarify Business Process task to stop and start Clarify Email Monitors as there is with File Monitors. Batch files will need to be executed to do this.

1.1 BATCH FILE 1

The first batch file, StopTestEmail.bat will contain:

```
cd C:\EXTOL\EBI_4_Server\utils\  
  
ebi_ctl.bat -stopMonitor com.test.TestGmailMonitorEM
```

1.2 BATCH FILE 2

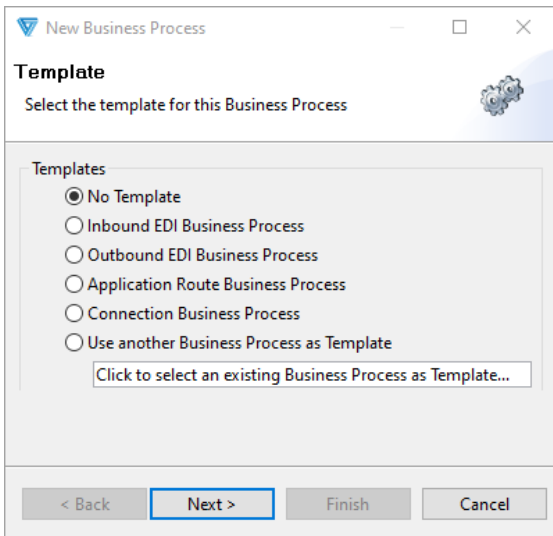
The second batch file, StartTestEmail.bat will contain:

```
cd C:\EXTOL\EBI_4_Server\utils\  
  
ebi_ctl.bat -startMonitor com.test.TestGmailMonitorEM
```

Note: Keep both files together to better handle any future changes.

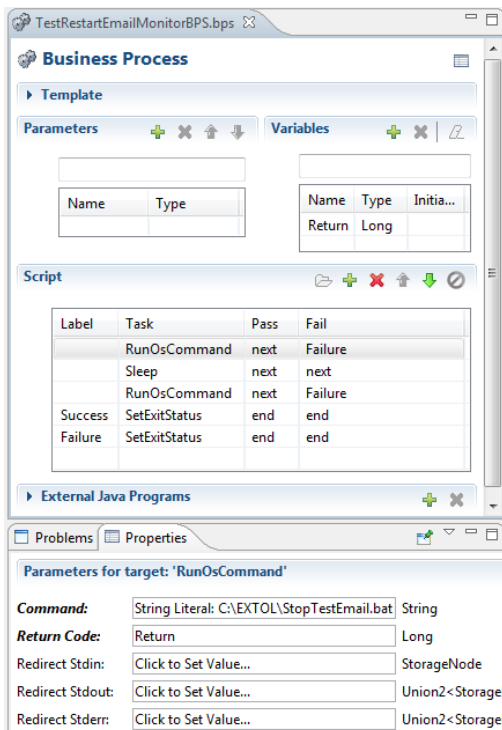
2 BUSINESS PROCESS

After the Windows BAT files have been created, the Clarify user will create a new business process (No Template)



2.1 TASK #1 – RUN OS COMMAND

The first RunOsCommand will call the first batch file.



2.2 TASK #2 - SLEEP

Add a sleep of 5 seconds to make sure the Monitor stops in time for the start or it will not work correctly.

The screenshot shows the Business Process Designer interface for a process named 'TestRestartEmailMonitorBPS.bps'. The 'Script' tab is active, displaying a task flow table. The 'Parameters for target: 'Sleep'' section is expanded, showing the configuration for the 'Sleep' task.

Label	Task	Pass	Fail
	RunOsCommand	next	Failure
	Sleep	next	next
	RunOsCommand	next	Failure
Success	SetExitStatus	end	end
Failure	SetExitStatus	end	end

Parameters for target: 'Sleep'

Unit of Time: UnitOfTime Literal: Second UnitOfTime

Duration/Date: Number Literal: 5 Union2<Long, Date>

2.3 TASK #13- RUN OS COMMAND

Then the last RunOsCommand will call the second batch file.

The screenshot shows the Business Process Designer interface for the same process. The 'Script' tab is active, and the 'Parameters for target: 'RunOsCommand'' section is expanded, showing the configuration for the 'RunOsCommand' task.

Label	Task	Pass	Fail
	RunOsCommand	next	Failure
	Sleep	next	next
	RunOsCommand	next	Failure
Success	SetExitStatus	end	end
Failure	SetExitStatus	end	end

Parameters for target: 'RunOsCommand'

Command: String Literal: C:\EXTOL\StartTestEmail.bat String

Return Code: Return Long

Redirect Stdin: Click to Set Value... StorageNode

Redirect Stdout: Click to Set Value... Union2<Storage

Redirect Stderr: Click to Set Value... Union2<Storage

3 PROCESS SCHEDULER

After the Windows BAT files and Clarify Business Process have been created, we will create a Clarify Process Scheduler. The process scheduler will call the TestRestartEmailMonitorBPS.