
Event does not trigger alert

Posted by rhino - 2012/05/29 18:43

Hi,

I've got a couple events in the system that are supposed to alert several days in advance but they don't jump up as an alert.

I've seen this before with this version, but now I've got an example of such. I can send config and calendar files privately to Rainy due to private information in the events.

Lite version

Version 2.9 (b111) 32 bit

Build on Aug 12 2011

OS - Windows 7

Re: Event does not trigger alert

Posted by Jorge_Luis - 2012/05/29 20:03

Did you try before doing anything using the latest beta? maybe your problem was fixed...

http://www.rainlendar.net/cms/index.php?option=com_kunena&Itemid=42&func=view&catid=7&id=17211

Re: Event does not trigger alert

Posted by rhino - 2012/05/30 04:37

No I didn't. I'm not too adventurous with betas but I will try and let you know.

Cheers

Re: Event does not trigger alert

Posted by rhino - 2012/05/30 21:36

Downloaded the beta version but there is no installer, just the directory contents. Is there a document describing how to install beta versions over / in parallel to my current version?

Thanks,

Re: Event does not trigger alert

Posted by Jorge_Luis - 2012/05/31 08:28

Close your running Rainlendar.

Unzip/Unpack the file in a temp folder and run Rainlendar from that folder.

It will use the same user files as the stable version (calendars, windows, etc.) but it won't touch anything except the configuration ini file, maybe.

This only works for 1 time. If you reboot, you will need again to close the stable and open the unpacked. To use this version permanently you will need to replace (or rename the stable folder) the stable files with those downloaded.

Re: Event does not trigger alert

Posted by rhino - 2012/06/03 15:37

Followed your advice and am now running beta version. The problem remains and a new event I created still does not trigger an alert - i set it for 30 June with 30 day notice, but didn't alert me.

I have a feeling the calendar file is corrupted somehow and that certain events are not triggering. I can't prove this though, but i have been using RL for years now and I've added and removed thousands of events so maybe over time something corrupted somewhere?

What's the next step?
Thanks.

Re:Event does not trigger alert

Posted by Jorge_Luis - 2012/06/03 17:00

If you have doubts about the calendar, create a new one called e.g. "test" and create in this new calendar a new event filled with anything with an alarm for 30 days before.

If the alarm window shows, then I would say to move one by one each event from the old calendar to the new (but this won't do anything) or recreate the events with trouble.

If the alarm doesn't show submit here the calendar file with the one event. But again, I don't think that here's the problem.

Are the events old? I mean, did you dismiss or snooze the event at least once?

Or search in the user folder (FAQ) for the .ics file, open it with a text editor, search for the problematic event (BEGIN:VEVENT ... END:VEVENT) and paste here ONLY this event (CHANGE ANY SUBJECT OR DESCRIPTION IF PRIVATE BEFORE). This will show if there's something wrong with the event data.

Re:Event does not trigger alert

Posted by rhino - 2012/06/03 18:14

Here are the two events I complained about earlier:

I created them a while ago and they didn't ever trigger (i never pressed snooze or anything)

```
BEGIN:VEVENT
DTSTAMP:20120529T232734Z
TRANSP:OPAQUE
UID:{61afbe44-616f-2740-985b-40035efa2d80}
SUMMARY:renamed text 1
CLASS:PRIVATE
LAST-MODIFIED:20120529T233136Z
DTSTART:20120606T210000Z
BEGIN:VALARM
ACTION:AUDIO
TRIGGER;VALUE=DURATION:-P4W
END:VALARM
END:VEVENT
```

```
BEGIN:VEVENT
DTSTAMP:20120529T233738Z
TRANSP:OPAQUE
UID:{8aff71c6-df0d-f84a-a225-13000d3d0fde}
SUMMARY:renamed text 2
CLASS:PRIVATE
LAST-MODIFIED:20120603T205046Z
DTSTART:20120606T200000Z
BEGIN:VALARM
ACTION:AUDIO
```

TRIGGER;VALUE=DURATION:-P15D
END:VALARM
END:VEVENT

Also... I did another test this morning after trying your last email advice and created two events:
one triggered, the other didn't:

BEGIN:VEVENT
UID:{eccc4e5e-b5b8-284a-bdb4-6c71ef28e2cd}
SUMMARY:Test
CLASS:PRIVATE
DTSTAMP:20120603T203515Z
DTSTART:20120629T210000Z
TRANSP:OPAQUE
X-RAINLENDAR-LASTALARMACK:20120603T204916Z
X-MOZ-LASTACK:20120603T204916Z
LAST-MODIFIED:20120603T204916Z
BEGIN:VALARM
ACTION:AUDIO
TRIGGER;VALUE=DURATION:-P30D
X-RAINLENDAR-ALARM-TYPE:alert
END:VALARM
END:VEVENT

BEGIN:VEVENT
UID:{f095ccd4-52db-cb47-a99d-3d85474c6644}
SUMMARY:Test1
CLASS:PRIVATE
DTSTAMP:20120603T204941Z
DTSTART:20120628T210000Z
TRANSP:OPAQUE
X-RAINLENDAR-LASTALARMACK:20120603T204945Z
X-MOZ-LASTACK:20120603T204945Z
LAST-MODIFIED:20120603T204945Z
BEGIN:VALARM
ACTION:AUDIO
TRIGGER;VALUE=DURATION:-P30D
END:VALARM
END:VEVENT

I am just about to make 3 events - test3 , test4 , test5 with different notice periods. Again, none of them have been touched apart from initial creation. I'll also backup rainlendar immediately just for evidence

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Re:Event does not trigger alert

Posted by rhino - 2012/06/03 18:22

Ok, as promised, created 3 new events test3 , 4 , 5. They are below.
It's been about 10 minutes and none of them triggered.
I have screenshots of the events 'edit' if you want, and below is the VEVENT for the three.

BEGIN:VEVENT
UID:{b515cd3a-eaae-5b45-be02-56b79a74e541}
SUMMARY:test3
CLASS:PRIVATE
DTSTAMP:20120603T231515Z
LAST-MODIFIED:20120603T231515Z

DTSTART:20120701T233000Z
TRANSP:OPAQUE
BEGIN:VALARM
ACTION:AUDIO
TRIGGER;VALUE=DURATION:-P45D
END:VALARM
END:VEVENT
BEGIN:VEVENT
UID:{e67f5359-2459-a746-bbb8-090f7e4c92d0}
SUMMARY:test4
CLASS:PRIVATE
DTSTAMP:20120603T231533Z
LAST-MODIFIED:20120603T231533Z
DTSTART:20120703T233000Z
TRANSP:OPAQUE
BEGIN:VALARM
ACTION:AUDIO
TRIGGER;VALUE=DURATION:-P60D
END:VALARM
END:VEVENT
BEGIN:VEVENT
UID:{9fcadf46-6e32-814a-bbc5-b2cb2e058810}
SUMMARY:test5
CLASS:PRIVATE
DTSTAMP:20120603T231551Z
LAST-MODIFIED:20120603T231551Z
DTSTART:20120704T233000Z
TRANSP:OPAQUE
BEGIN:VALARM
ACTION:AUDIO
TRIGGER;VALUE=DURATION:-P75D
END:VALARM
END:VEVENT
END:VCALENDAR

anything else I can do?
Thanks.

Re:Event does not trigger alert

Posted by Jorge_Luis - 2012/06/03 20:34

Oh well... I finally found (something) where's the problem and it's a mix between your events and Rainlendar config values.

Right click on a window -> Options... -> Advanced -> Alarm (is the last section) -> Hide from alarm after days

By default, this value is 7 days. test3, 4 and 5 alarm are more days away than this. Same as renamed text 1 and 2.

Edit: Also, you can remove the lines with X-RAINLENDAR-LASTALARMACK and X-MOZ-LASTACK. This will erase all info about previous alarms showed.

Re:Event does not trigger alert

Posted by rhino - 2012/06/05 19:25

Aha!!!
Problem solved, now alarms that 'quietly' disappeared from the calendar are showing up. I took it back 100 days and a few events that timed out past 7 days quietly dropped off the notifier, meaning I didn't know about those tasks after they disappeared.

We'll it's also part my fault because I am using the event as a time driven task, and if I don't do it on time I click snooze for a few days and so on.

But now by putting 100 days there I effective have 3 months worth of 'snooze', right? Also solving, for example events that are 10 days ahead, with 25 days notice, $25-10=15$, so $15>7$, therefore no alert.

Ken.

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