

Sending email notifications to members

This guide details the process to send emails to all the members that will be affected by maintenance work or other tasks that may cause an outage or slow speeds for members. The goal is to notify members ahead of time to ensure they are not caught by surprise during the outage. This also avoids taking up volunteers time chasing support issues that turn out to just be another team of volunteers working on a rooftop.

Getting the list of NN's

There are a few ways to retrieve the list of NN's that need to be notified of an outage. In some situations only one NN will be affected, like it you are taking one building offline. That's easy, one NN to notify.

Otherwise you can use tools like Outage Simulator and Node Explorer to determine which nodes will be affected by an outage.

Generally, it's better to over-notify than under-notify, so we are usually pretty liberal with our notification emails.

Node Explorer OSPF Explorer Outage Simulator (beta) Live 2d95269

Outage Simulator (beta)

Offline Routers

407 ✖

Enter a Network Number or IP Address

Add

Offline Links

None

Enter Two Network Numbers or IP Addresses

Add

If the selected routers and links went offline, the following routers would be affected

Offline (selected for simulation)	Offline (due to the outage)	Rerouted (due to the outage)
407	1384	136
	350	1440
	7016	1971
		216

Retrieving the member emails from MeshDB using [SQL Explorer](#)

MeshDB allows you to retrieve all the emails for individual members with a few simple steps.

Access the [SQL Explorer](https://db.nycmesh.net/explorer/) tool located at <https://db.nycmesh.net/explorer/>.

You'll need a login to Mesh DB, so either request one in [#meshdb](#) on slack or find a friend who has one.

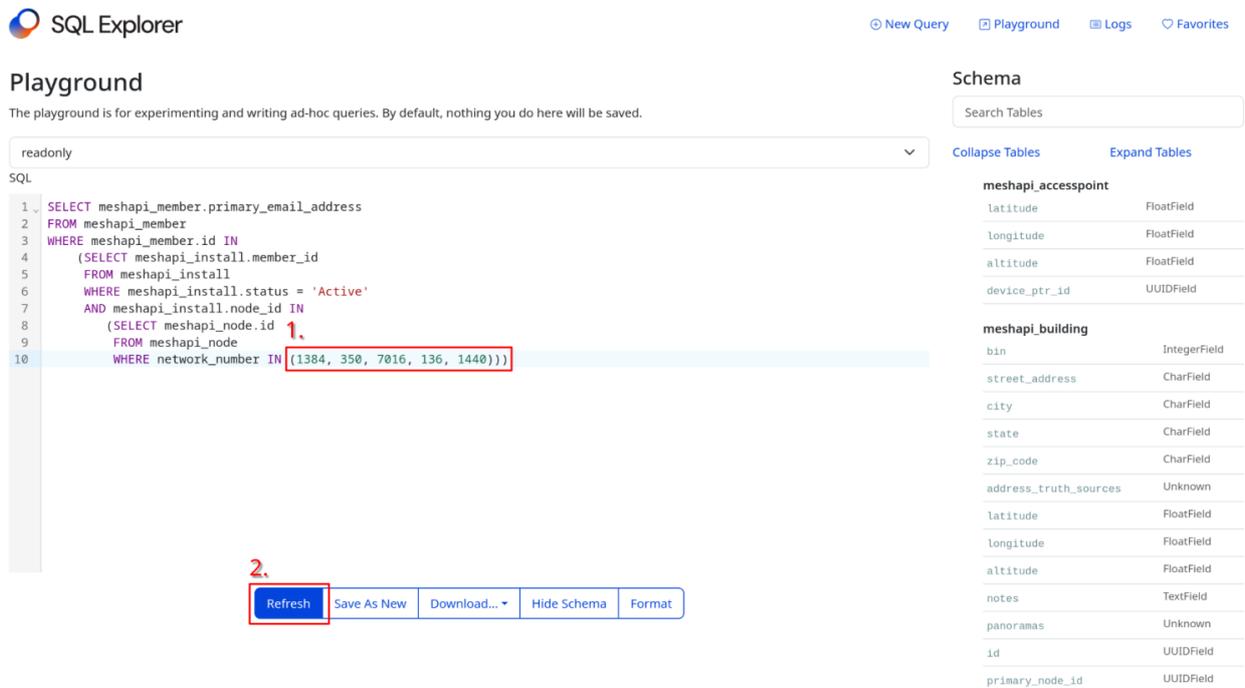
Select the "Email from NN" query and click the Play button. This will open the query in a new window where you can go ahead and make changes.

```
Copy of the query fuction

SELECT meshapi_member.primary_email_address
FROM meshapi_member
WHERE meshapi_member.id IN
  (SELECT meshapi_install.member_id
   FROM meshapi_install
   WHERE meshapi_install.status = 'Active'
   AND meshapi_install.node_id IN
     (SELECT meshapi_node.id
      FROM meshapi_node
      WHERE network_number IN (1384, 350, 7016, 136, 1440)))
```



Edit the numbers in the query to the NN's you need, then click "Refresh" to run the query again.



SQL Explorer

Playground

The playground is for experimenting and writing ad-hoc queries. By default, nothing you do here will be saved.

readonly

```
1 SELECT meshapi_member.primary_email_address
2 FROM meshapi_member
3 WHERE meshapi_member.id IN
4   (SELECT meshapi_install.member_id
5    FROM meshapi_install
6    WHERE meshapi_install.status = 'Active'
7    AND meshapi_install.node_id IN
8      (SELECT meshapi_node.id
9       FROM meshapi_node
10      WHERE network_number IN (1384, 350, 7016, 136, 1440)))
```

2.

Refresh Save As New Download... Hide Schema Format

Schema

Search Tables

Collapse Tables Expand Tables

meshapi_accesspoint

latitude	FloatField
longitude	FloatField
altitude	FloatField
device_ptr_id	UUIDField

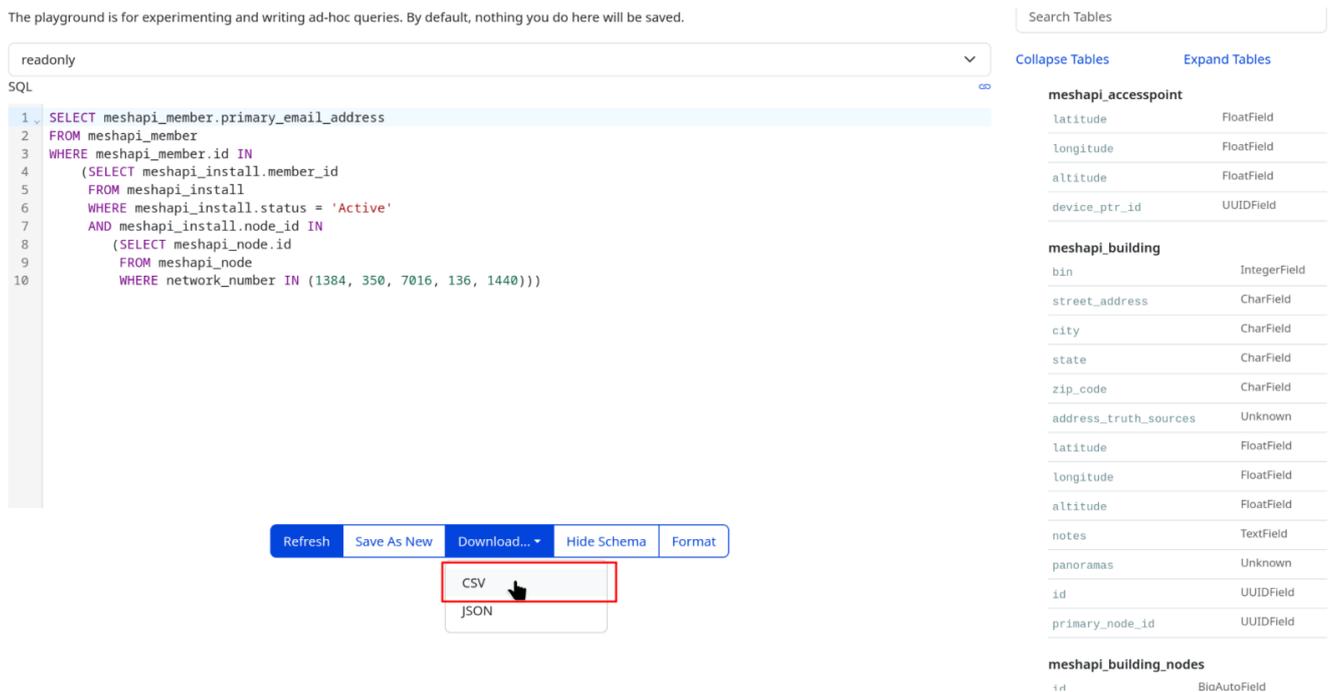
meshapi_building

bin	IntegerField
street_address	CharField
city	CharField
state	CharField
zip_code	CharField
address_truth_sources	Unknown
latitude	FloatField
longitude	FloatField
altitude	FloatField
notes	TextField
panoramas	Unknown
id	UUIDField
primary_node_id	UUIDField

Scroll to the bottom of the page and copy the list of emails.



You can also use the "Download" button to save the output as a .csv or .json for importing into other tools.



Sending the emails

There are several ways to send emails to a group of members. The method we've currently settled on is using a volunteer's @nycmesh email address, CCing support@nycmesh.net and BCC'ing the email's of the affected members.

This method uses an @nycmesh email so the email appears formal, while still coming from the individual volunteer's personal email, so they can respond to any questions or follow up if needed. By CC'ing the support email, we ensure that if a member *Replies-All* to the email (which we usually

mention in the email) then a ticket will be opened in OSTicket for tracking and other volunteers to provide support.

Once you send the email, a ticket will immediately be opened in OSTicket for you (as you CC'd the support email).

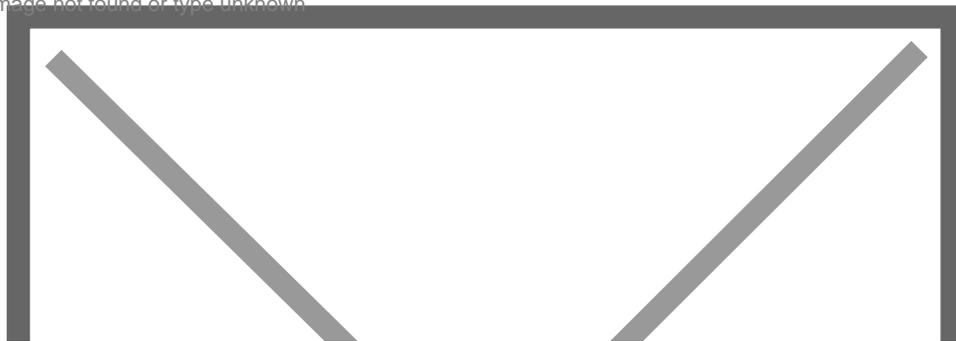
It's helpful to the other volunteers to log in and close this ticket as soon as you can, so no other volunteers get confused and try to respond to you.

At some point we could also consider using MailChimp to send a template email to an uploaded .csv list of emails.

Here are a few previous emails that can be used as templates and modified.

Planned maintenance outage

Image not found or type unknown



Node 552 Planned Maintenance Outage

Hello NYC Mesh Member.

You are receiving this email because you are a mesh member at Node 552.

We are writing to you to inform you of a planned maintenance outage that will occur tomorrow, **September 24th, 2024** between the hours of **10am to 12pm**

You may experience slower speeds and/or your connection may go offline for a short period (expected to last between 5-15 minutes) during this window as our volunteers conduct maintenance and upgrades to your buildings mesh equipment.

This brief interruption will allow us to upgrade your building's core router and install additional equipment required to connect other shareholders in your building to the mesh.

We appreciate your patience while we conduct these upgrades and apologize for any inconvenience.

If you have any questions or issues, please reach out to us by **reply-all** to this email which will open a support ticket. One of our volunteers will be happy to answer any questions you may have.

You can also reach out to us via our normal support channels as well:

Email: support@nycmesh.net - Phone: 833-NYC-MESH (692-6374)

Slack: <https://slack.nycmesh.net> (message us in the #support channel)

Thank You,

Lydon Thorpe
Volunteer Install Technician

Revision #7

Created 10 October 2024 01:37:39 by Lydon Thorpe

Updated 10 October 2024 23:00:07 by Lydon Thorpe