

Parameters - Notifications

Notifications Troubleshooting



There may be various reasons as to why Notifications are not being sent or received. This checklist may be used to troubleshoot.

Note: It is always best to start with restarting the Scheduler Services. That being said, you can start with any of the points below.

1. Restart the Scheduler Services

[Click here](#) for detailed instructions.

2. A test mail can be sent to the relevant administrator to ensure the Notifications have been set up correctly

On the Navigation Pane:

Expand

Parameters

Expand

Notifications

Double Click on

Mail Definition

The screenshot shows the 'Mail Definition' application window. The left navigation pane is expanded to 'Mail Definition'. The main area displays a list of notification codes, with 'ESSPAYSLIP - Ess Payslip' selected. The right pane shows the configuration for this code, including fields for Code, Short Description, Long Description, Comment, Default From, Subject, Sub Type, and Body. The 'Body' field contains HTML code for a notification template. At the bottom, there is a 'Test To:' field with the email address 'admin@payroll.co.za' and a 'Test' button.

3. Ensure the status of the Notification template is Active and linked to a Sub Type

Expand

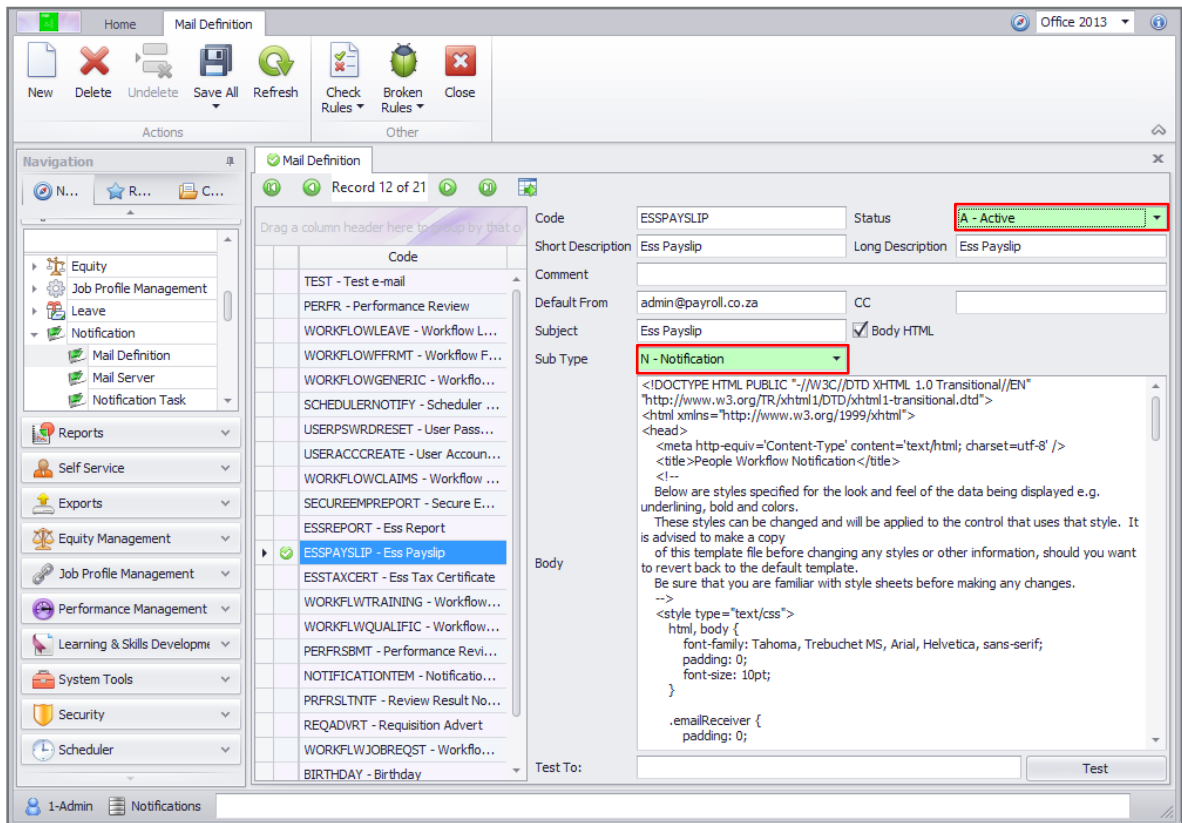
Expand

Double Click on

Parameters

Notifications

Mail Definition



4. Ensure the status of the Notification Trigger is Active and linked to a Mail Definition Type

On the Navigation Pane:

Expand

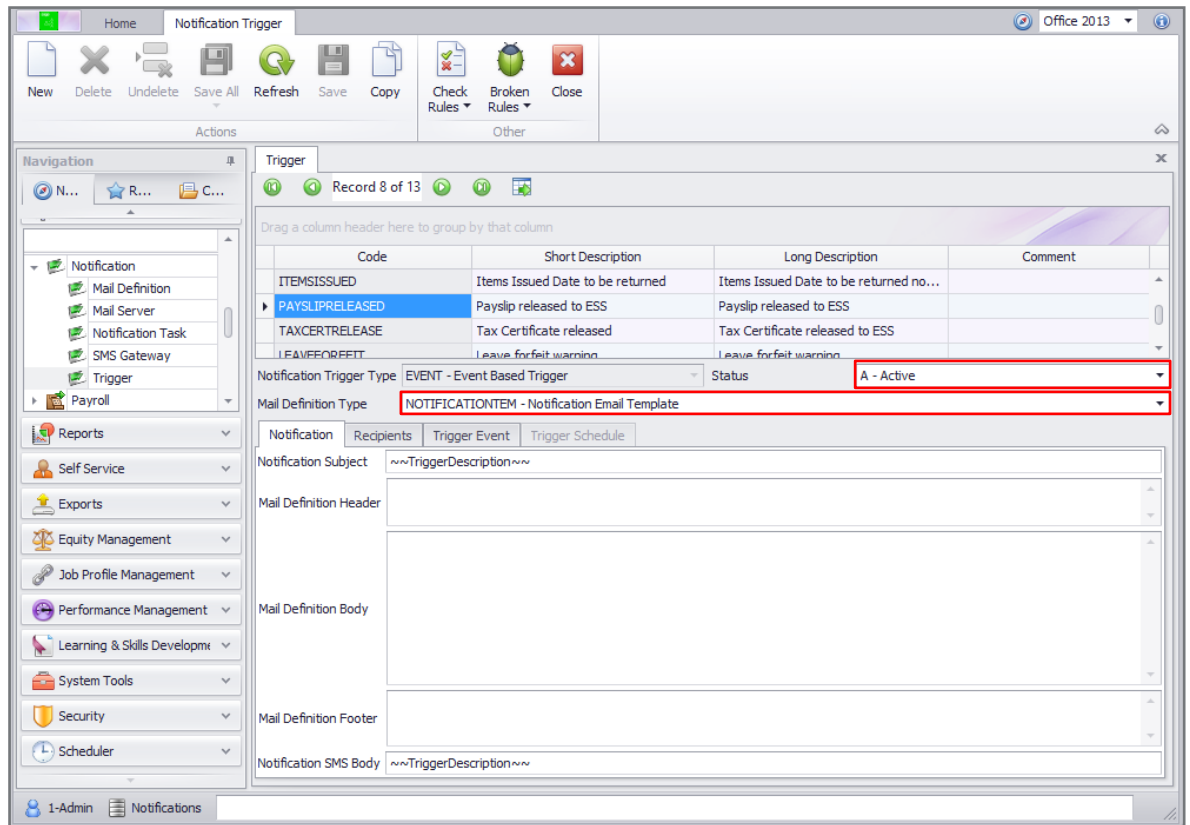
Expand

Double click on

Parameters

Notifications

Trigger

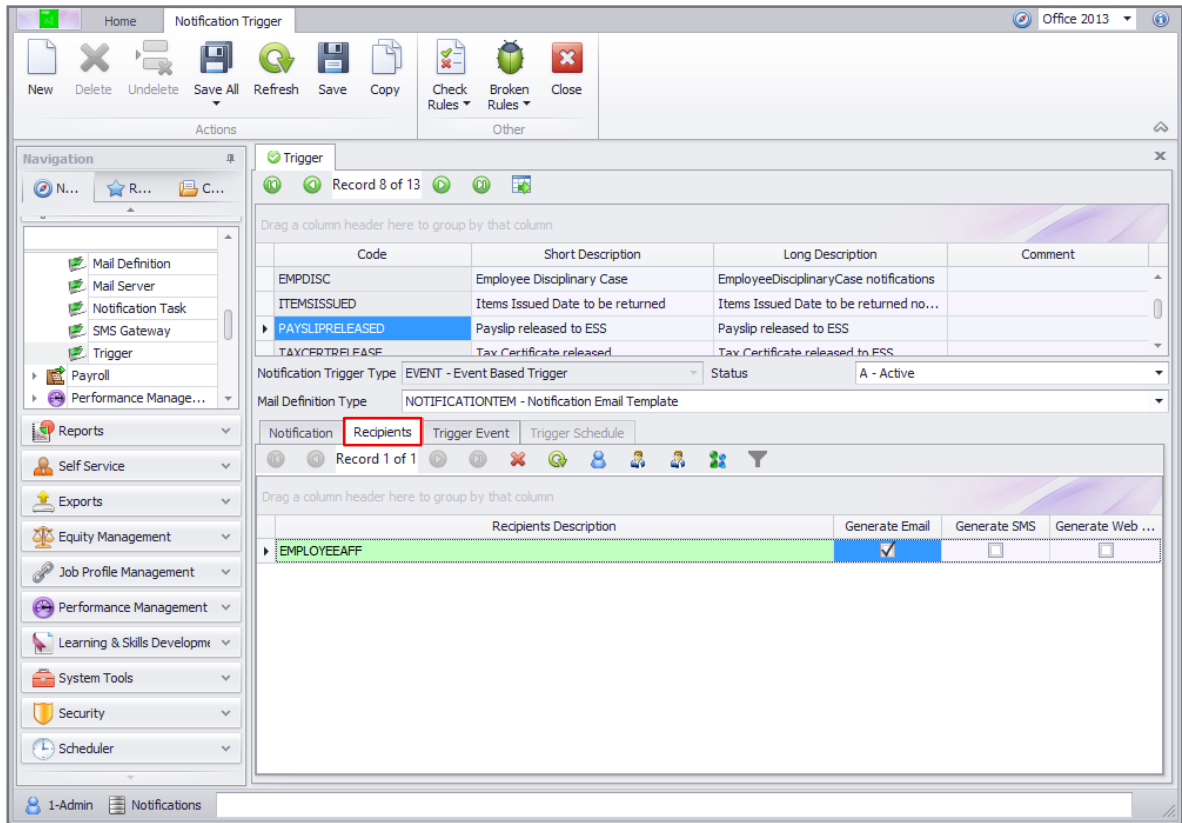


5. Verify the Recipients selected to receive the Notifications

On the Navigation Pane:

Expand **Parameters**
 Expand **Notifications**
 Double click on **Trigger**
 Click on **Recipients**

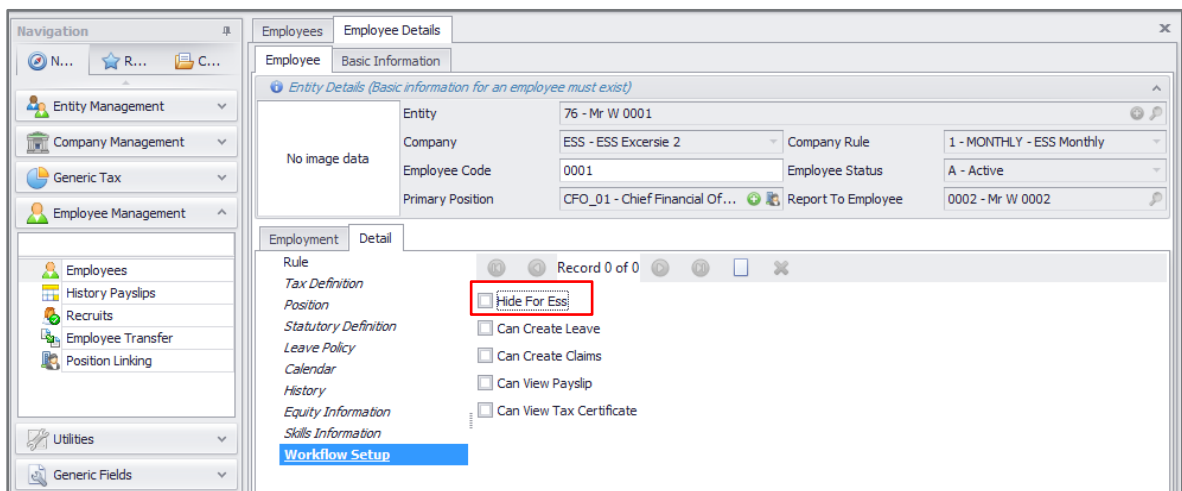
- If the recipient selected is one person, verify this person's email address on the Employee Detail screen> Basic Information> Contacts
- Is this person receiving any other mails?



6. If a Notification is set to go out once Payslips are released to Web SS and the Hide for ESS box is checked on the employee, the employee will not receive a payslip notification.

On the Navigation Pane:

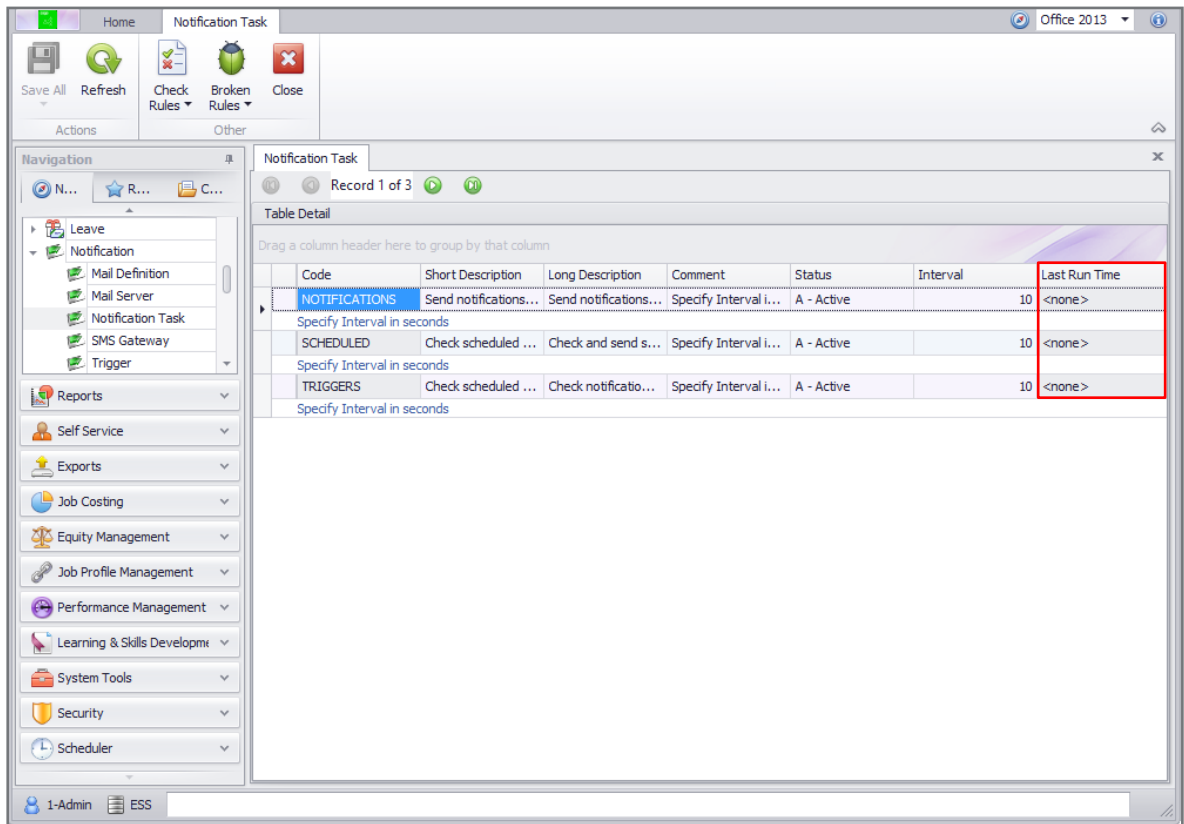
- Expand **Employee Management**
- Double click on **Employees**
- Select the **Employee**
- Click on **Employee Detail**
- Click on **Detail**
- Click on **Workflow Setup**



7. You can check when the last time a Notification was sent

On the Navigation Pane:

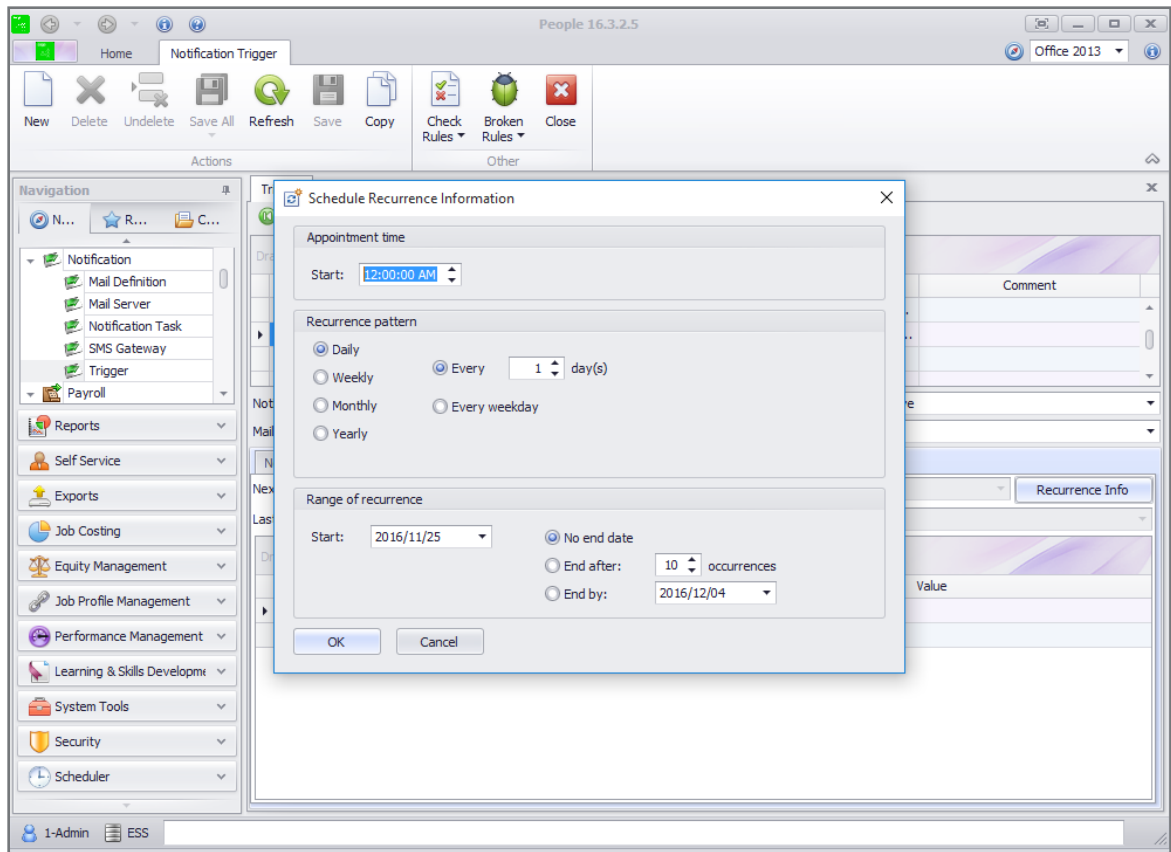
- Expand **Parameters**
- Expand **Notifications**
- Double click on **Notification Task**



8. Verify the time and details specified on the Recurrence Info tab

On the Navigation Pane:

- Expand **Parameters**
- Expand **Notifications**
- Double click on **Trigger**
- Click on **Trigger Schedule**
- Click on **Recurrence Info**



Note: Should the Interval Seconds on the Notification Task be more than the Recurrence Trigger specified then the Notification will only be sent when the specified interval has been reached.

9. Verify who is selected to receive Notifications on the Notification Manager screen

On the Navigation Pane:

- Expand **Self Service**
- Expand **Setup**
- Double click on **Notification Manager**

Office 2013

Home Notification Manager

Save All Refresh Check Rules Broken Rules Close

Actions Other

Navigation

- Entity Management
- Company Management
- Generic Tax
- Employee Management
- Utilities
- Generic Fields
- Parameters
- Reports
- Self Service
- Bulk Approval
 - Setup
 - Web Settings
 - Company Rule Setup
 - Notification Manager
 - Process Definition
 - Process Definition ...
- Exports

Notification Manager

Record 1 of 15

Drag a column header here to group by that column

	Workflow Status	Workflow Notification User Type List	Notify By Email Address
APP - Approved		04 - Current Assigned Approver(s), 11 - No...	
NEW - New		<input type="checkbox"/> Select/Deselect All <input type="checkbox"/> 00 - None <input type="checkbox"/> 01 - Actioned Approver(s) <input type="checkbox"/> 02 - Administrator <input type="checkbox"/> 03 - Applicant <input checked="" type="checkbox"/> 04 - Current Assigned Approver(s) <input type="checkbox"/> 09 - First Assigned Approver(s)	
PARK - Parked			
DEC - Declined			
CAN - Cancelled			
ESC - Escalated			
PROC - Processed			
AUTOAPPR - Auto Approved			
AUTODECL - Auto Declined		04 - Current Assigned Approver(s), 08 - All Pre...	
REASSIG - Reassigned		04 - Current Assigned Approver(s), 13 - Reassi...	
PARKDATEEXP - Parking Date Expired		04 - Current Assigned Approver(s), 15 - Submi...	
RESUBMITTED - Resubmitted		01 - Actioned Approver(s), 04 - Current Assign...	
APPRPENPROC - Approved, Pending Process		00 - None	
ENDED - Process Ended		03 - Applicant, 07 - All Previous Actioned Appr...	
PROCERROR - Process Error		02 - Administrator	