

Troubleshooting - Notifications cloud

I haven't received a notification!

- 1) Check out Send Audit if there was an error with your notification configuration. You need to know issue key you're troubleshooting and the name of notification configuration.
- 2) Try previewing the Notification configuration with your issue key.
- 3) Try test sending the Notification configuration.
- 4) There might be a problem with configuration or uptime of your outgoing email server. Try to send with Raley-provided email server instead.
- 5) Nothing helped? File a ticket with our helpdesk here: <https://inversionpoint.atlassian.net/servicedesk/customer/portal/3>. Provide issue key, notification configuration name and approximate time(with timezone) when the notification was supposed to be received.

My custom outgoing SMTP server doesn't work!

- 1) If you're using Gmail or Office365, then switch to OAuth2 authentication unless you haven't done so
- 2) If you're using legacy password SMTP, try sending a test email message. Open your server details and click on button "Send test message".

I've configured a notification but not receiving an email on status transition or resolution

- 1) Make sure that your Jira/JSM project workflow transition(s) that you're tracking have a post-function defined which fires an event that matches the event in your Notification configuration
- 2) If you're not receiving a JSM-related notifications, check out if you have Request Type assigned.