

FAQ - Notification Server

Are Raley notifications replacing standard Jira/JSM notifications?

No, our notifications system has nothing in common with Jira/JSM notifications. You can use Raley and Jira/JSM notifications at the same time without conflicting.

Raley does not switch off or modify in any way existing Jira Notification Schemes or JSM Customer notifications

What do I need to get started with Raley Notifications?

- Jira version 7+. Earlier Jira versions are not supported
- Jira Admin or Project Admin permission to access and setup our app

We have another add-on that has to do something before Raley should handle the Jira/JSM event. Can you delay your processing?

Yes, check out [this article](#) for more details

How are run-time errors reported?

Each notification configuration might return an error generated at runtime. Examples of this errors are:

- Insufficient privileges in JIRA - for instance, retrieval of related users or projects.
- Errors during template evaluation. Some fields might be missing or in wrong format
- Bad credentials for Email or Slack.
- IO related problems

These errors are reported to user on the list of Raley notifications just below the names of respective notification configuration. When you fix it, assuming that the fix was correct, the error message will disappear next time the notification configuration is successfully run.