

FAQ/Troubleshooting

Email not sent when exception in rule set occurs

- Make sure that the email address is set up correctly in the rule set variables **DefaultEmailAddress** setting in both the **DSF Job Created** system rule set and the **DSF Extracted XML DSFBucketJob** rule. You will need to stop both rule sets to check the Rule Set Variables.
- Make sure that the **Email Action** setting under **Prinergy Administrator > Tools > Configure RBA** is set up properly to send email.

Job was created but no input files are added into the new job

- Make sure that the **BusinessLinkGroup** setting entered in the **DSF Job Created** Rule Set Variables matches the **Workshop Group** setting in Business Link Administrator.
- Make sure that the **JDFFilesLocation** variables points to the JDF folder share where Business Link is installed.