

# Configuring e-mail notifications

Use the **Configuration** tab to set up the e-mail addresses to which notifications of system or job events are sent.

1. In the Administration Client, click the **Configuration** tab.
2. To expand the pane list, click the **E-Mail Notification** triangle.
3. Set up the notification options (see below).
4. Click **Save**.
5. To confirm that the settings are correct, click **Test** and then check the designated Inbox:
  - If an e-mail message arrives at the notification address or addresses that you configured, then the settings are correct.
  - If no e-mail message arrives, check that you typed the notification address or addresses, server host name, user name, and account password correctly.
6. On the **Status** tab, restart the connectors either now or when you finish setting up the **Configuration** tab.
  - If a connector is currently stopped, click **Start**.
  - If the connectors are currently running, click **Stop**, and then click **Start**.
7. Click **Refresh**.

## Destination Addresses

Specify where the notifications are to be sent. If you enter multiple addresses, enter a semicolon between each address.

## Server Host Name

Specify the name of the e-mail server that will send the messages.

## User Name

If the host e-mail server requires a user name before it will automatically send messages, type a valid user name for the account that is used to send messages. Your e-mail server must recognize this name.

## Account Password

If the host e-mail server requires a password before it will automatically send messages, type the e-mail user's password. You cannot use blank spaces.

## Subject Prefix

Type the text that should appear at the start of the e-mail subject line—for example, so that the recipient can set up rules for incoming messages that contain this text.

## System Events Notification Frequency

Specify how often a message will be sent to report a system-related event. System events include:

- The Business Link service was stopped or started manually. You do not lose any data—it is forwarded when the server starts again.
- The Business Link connectors were started or stopped manually using the Administration Client **Status** tab.
- The database backup failed.
- The Business Link license or part of the license is about to expire.
- (for ICS connectivity) The JDFFiles file-share folder is almost full. This folder stores incoming and updated JDF files as they are received from the MIS.

## Job Events Notification Frequency

Specify how often a message will be sent to report a job-related event. Job events include:

- Business Link cannot retrieve an external file that is specified in the JDF job request. You must obtain the file, place it in a folder that is accessible to Workshop, and manually add it to the job.
- An unknown process template was specified in the JDF job request. You must apply a suitable process template in Workshop.
- The JobID or JobPartID in a JDF that was received from the MIS already exists. The job will not be created.
- An imposition import failed. You can complete the imposition manually by opening the JDF file from the location that is specified in the message.
- A queue entry for a job with this JobID already exists. You must cancel the active queue entry before resending the JDF file.
- A job cannot be created on the job volume that is specified in the JDF job request. The job will be created on the volume that is specified in the **Prepress Workflow Connector** pane—typically the primary standard volume.
- Business Link cannot find the template job that is specified in the JDF job request.

## Event notification frequency options

Event notification messages can be sent at any of the following frequencies:

- **Every occurrence:** Sends a message every time an event occurs. This option can result in a large number of messages—for example, if a server is not responding.
- **Every 10 occurrences:** Sends a message the first time an event occurs and for every tenth occurrence after that. The message summarizes each event and lists the time when the events occurred.
- **At most once per hour:** Sends a message the first time that an event occurs and then at hourly intervals. Each message summarizes all the events that occurred in the past hour. No message is sent when no event occurs in a particular hour.
- **At most once per day:** As above, but at daily intervals.