

Troubleshooting Outbound Mail

1) Ensure that the connection to the mail server is working properly

- a. In Console, launch the Mail component from your shortcut bar
- b. Select 'Outbound Mail Server Settings' from the tree and check the credentials are all correct in the panel on the right.
- c. Use the 'Test' icon on the toolbar (pictured below). You should get a message to confirm the test is successful.



If the Mail test is unsuccessful either the credentials you have specified are incorrect or Touchpaper is unable to connect with your mail server. Please check with your network and server administrators to resolve this.

2) Are the services running without errors?

Outbound mail requires two services to be running. Firstly, the Background Processing Service identifies that a notification is to be sent and adds it to the mail queue. Typically the background processing service runs every 60 seconds.

Secondly, the Outbound Mail Service must be running too. This service processes the mail queue and contacts the mail server to generate and send the emails. Outbound mail can either be run as a Windows service or as a System tray application. You should never have it running as both. The default poll period for the mail service is 10 minutes though this can be easily changed in the config file to suit your requirements.

If either of these services is triggering event log errors or can not be stopped and re-started successfully (event logs will confirm this) please send details to Touchpaper Support so we can help identify the cause.

If you have recently changed the SA password you will need to ensure that the service has been updated to reflect this information. You can do this by running the TouchpaperPasswordTool.exe located in the installation root.

3) Ensure that users you are expecting to receive mails have

- a. A valid email address specified
- b. Their notification method set to external

To check these settings, launch the Administration component and select an affected User from the tree, the email address and notification method should both be on the User window for you to check.

If you have a lot of users who need to have their notification method changed please contact Touchpaper Support. We can provide a script to do this.

4) Identify which emails are not being received- can you pin point a particular notification or a particular set of users?

Mails sent out by Touchpaper are normally generated from either the process or the SLA's.

Process notifications are generated by Automatic Assignment or Reminder actions. These occur as a result of a different action such as 'Add Note' or 'Resolve' and inform the assignee, assigned group or raise user that something has happened to the Incident/Problem/Change/Task. SLA notifications are generated by Escalation Actions and are used to inform users of how long an Incident/Problem/Change/Task has been open. They are generated based on how long the clock has been running for the specific process instance they are associated with. In both Process Notifications and SLA Notifications, the most common cause of problems is incorrect placeholders preventing the message from being parsed properly. There are two types that are seen on notifications:-

- a. Runtime values (selected from a list) these include the object name and are parsed when the object is created.
- b. Absolute values (typed in manually) do not include the object name and are parsed by background services when the notification is sent.

Most problems are caused by absolute placeholders because they are hand-typed. When using them there are several key things to remember:

- a. Do not include the object name at the beginning of the string
- b. When separating object and attribute titles, use a forward slash "/"
- c. The parser is case sensitive so copying the exact name of the attribute is very important.

Fortunately, problems caused by incorrect placeholders trigger events in the event log when the background processing service finds that it cannot resolve the placeholder. Touchpaper Support will be able to use this information to help you resolve the issue.

5) Is the problem more related to performance rather than particular notifications?

If performance is a problem then it is likely that the problem is caused by too many entries in the tps_message and tps_user_message tables. When a notification is generated, a row is added to each of these tables. When the Outbound Mail service runs it checks every row in these tables to see if the message has been sent or not, this can cause performance problems so we recommend that these tables are periodically archived

(usually every night). If you don't believe that your message tables are being archived please contact the Support Centre to obtain the scripts.