



TECHNICAL SUPPORT ARTICLE

TSA 0013 - Relates to: Reminder email notifications not being received.

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Reminder email notifications not being received

Periodic reminders for tasks in Qudos 3 are generated by the separate min-application 'QS3 Notify'. The recommended option is to add a task to the Windows Task Scheduler to run this program at the required frequency. Instructions on installing and configuring QS3Notify are included in the Admin Guide book.

Failure to receive reminder notices from Qudos 3 may be due to a number of causes. The most common are:

QS3Notify application not installed – ensure the application is installed in accordance with the instructions in the Administrators' Guide. The application will normally installed to C:\Program Files (x86)\Qudos\ but may be installed to any location on the server. Current versions of the application are designed to be run using the Windows Task Scheduler.

QS3Notify application not configured – ensure the application is configured in accordance with the instructions in the Administrators' Guide. The most common issue is not correctly setting the connection details to the database. To access the settings in QS3Notify, run the application then go to the settings page. Check the connection string in the web.config file for the main application if you are not sure about the correct settings.

Wrong version of QS3Notify – You must use the version of QS3Notify that matches your main application. Current versions of the programs will not work with older versions. If you have a version mismatch, check the download links in our most recent product update newsletter, or contact Qudos Tech Support.

Windows Task Scheduler task parameters not correctly set – Ensure that the Task Scheduler is set to run the application at the required frequency and the AUTO parameter has been added.

Password changed for the account used to run QS3Notify – The Windows Task Scheduler keeps a note of the account and password that is used to run the application. If the password is changed for the nominated account, the application will no longer run until the password saved with the Task Scheduler is updated.

Email server details not correctly set in the mail application's management console – The email server details are taken from the configuration details for the main application. If these details are not correct, the emails will fail. In this case, event-based emails from main application will also fail.

Invalid email addresses in the People List – The application requires valid email addresses in order to send the notifications. These are taken from the details stored in the People List. Failures from invalid email addresses will show in QS3Notify's log file (open the application, then access the log file using the menu bar).