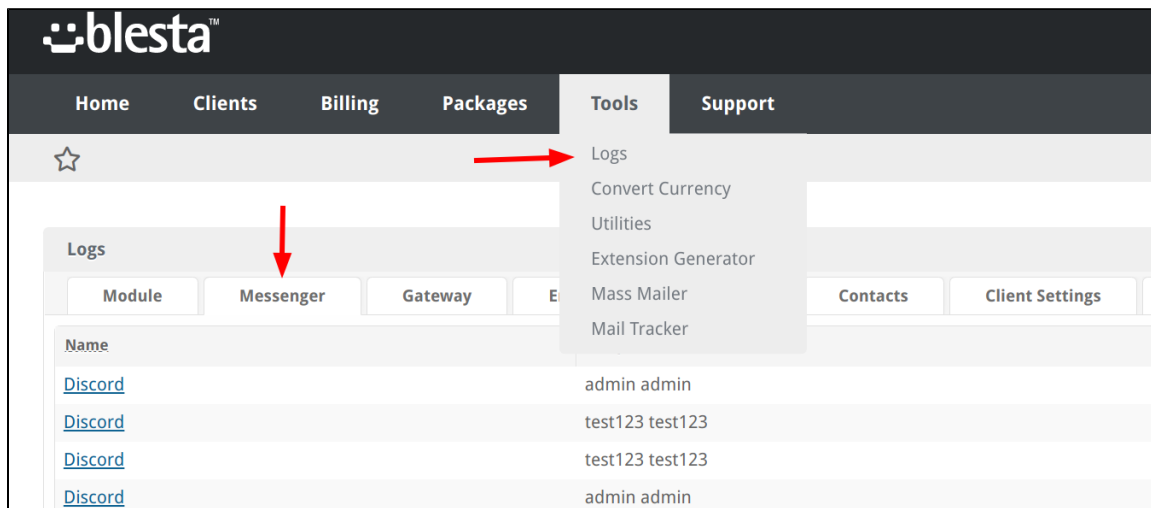


Troubleshooting

Issue: I can't receive messages

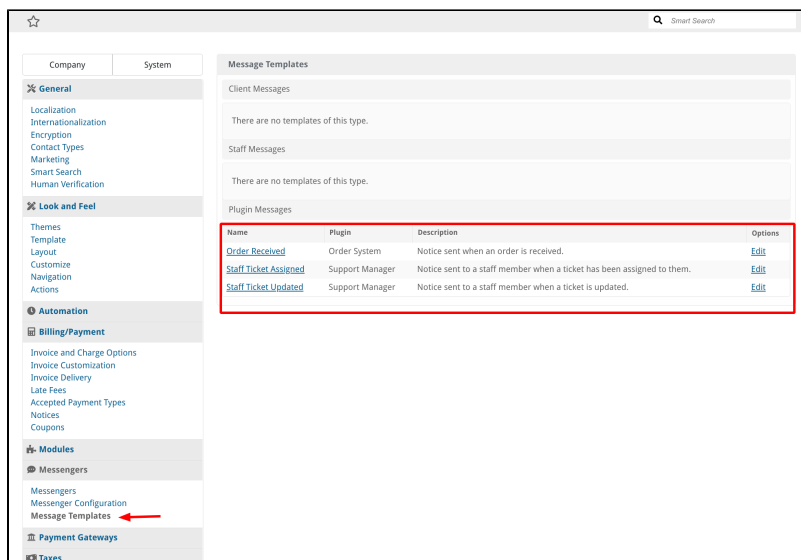
If the sending of a message fails, the cause is recorded in the Blesta logs. You can find the logs in Blesta at Tools > Logs > Messenger:



Issue: Notifications are not sent

First step: Make sure that notification templates are enabled

Check if you have enabled the notification template in the system settings:



Second step: Enable the individual notifications

The ticket notifications must be activated under Support > Staff for the respective staff member:

Edit Staff admin admin

Schedule

Day	All Day ?	Start Time	End Time
Sunday	<input checked="" type="checkbox"/>	00:00:00	00:00:00
Monday	<input checked="" type="checkbox"/>	00:00:00	00:00:00
Tuesday	<input checked="" type="checkbox"/>	00:00:00	00:00:00
Wednesday	<input checked="" type="checkbox"/>	00:00:00	00:00:00
Thursday	<input checked="" type="checkbox"/>	00:00:00	00:00:00
Friday	<input checked="" type="checkbox"/>	00:00:00	00:00:00
Saturday	<input checked="" type="checkbox"/>	00:00:00	00:00:00

Settings

Receive Ticket Emails
 Emergency Critical High Medium Low ?

Receive Mobile Ticket Emails
 Emergency Critical High Medium Low ?

Receive Ticket Messenger Notifications
 Emergency Critical High Medium Low ?

Title

Home Clients Billing Packages Tools Support

Tickets
Departments
Responses
Staff
Knowledge Base

Smart Search

Name	Email	Receive Ticket Emails	Receive Mobile Ticket Emails	Receive Ticket Messenger Notifications	Options
admin admin	noreply@deploymentcode.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Options Edit Delete

Order notifications must be enabled under Billing Overview Orders:

Clients Billing Packages Tool

Overview
Invoices
Transactions
Services
Reports
Print Queue
Batch

ding.

Email

Billing at a Glance



Orders



Order Notifications

Email
 Do not send Only send if manual approval required Always send

Mobile
 Do not send Only send if manual approval required Always send

Messengers
 Do not send Only send if manual approval required Always send

Affiliate Notifications

Payout
 Never Always

[Return to Order Listing](#)

[Update Settings](#)