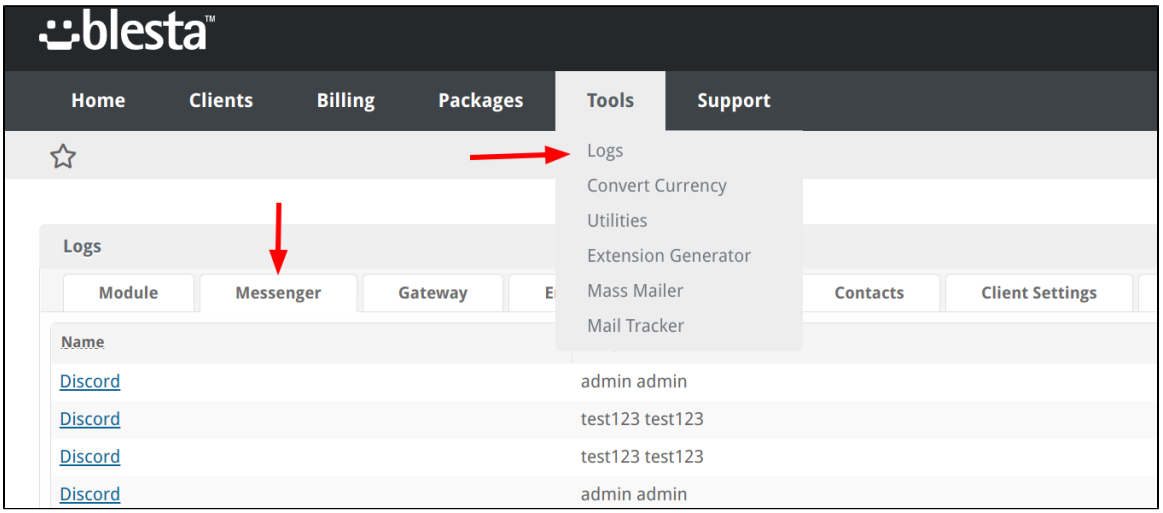
# Troubleshooting

## Issue: I can't receive messages

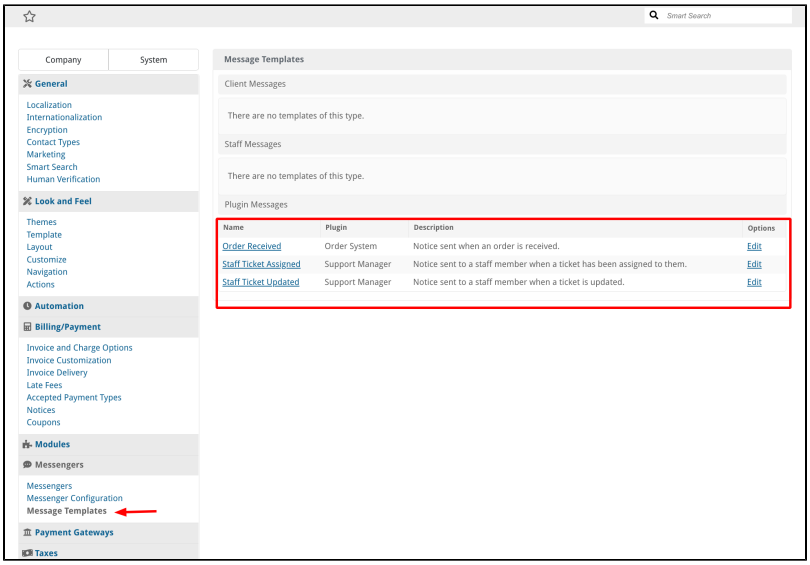
If the sending of a message fails, the cause is recorded in the Blesta logs. You can find the logs in Blesta at Tools  Logs  Messenger:




## Issue: Notifications are not sent

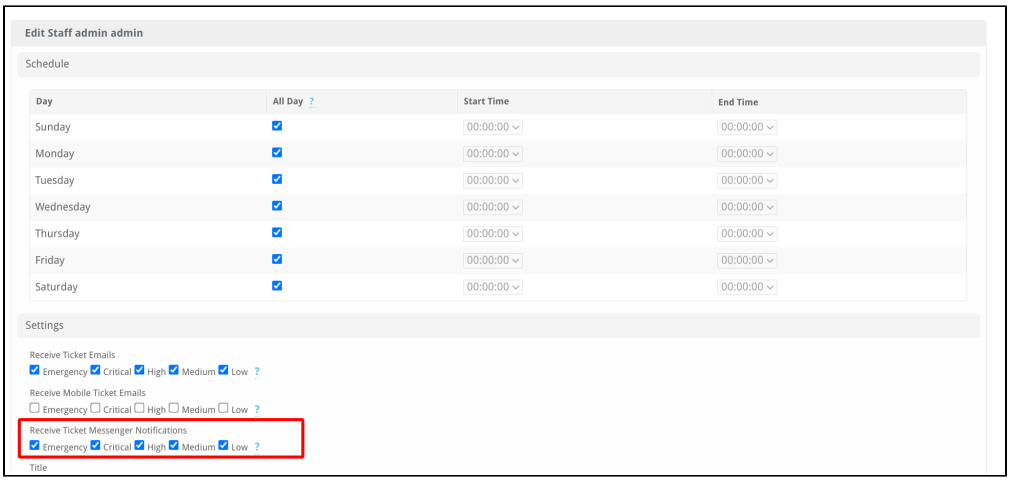
### First step: Make sure that notification templates are enabled

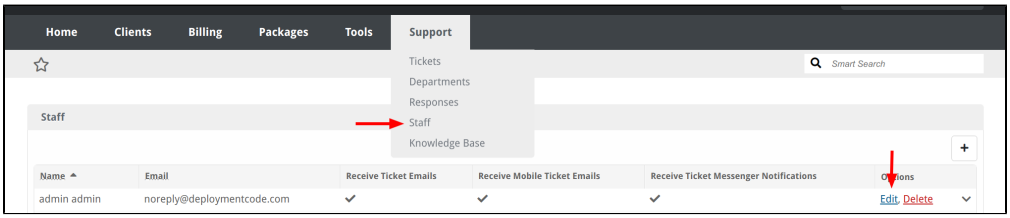
Check if you have enabled the notification template in the system settings:



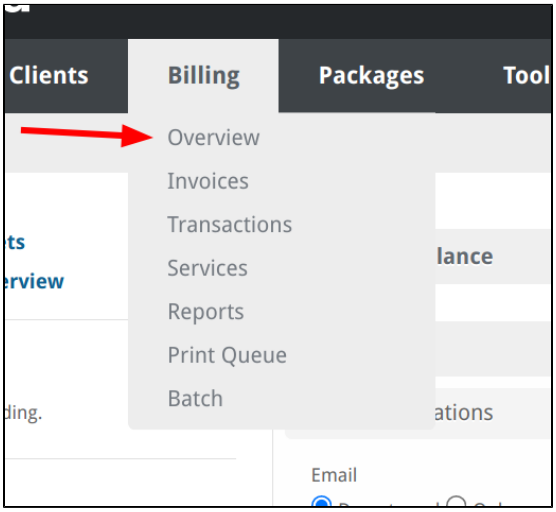

### Second step: Enable the individual notifications

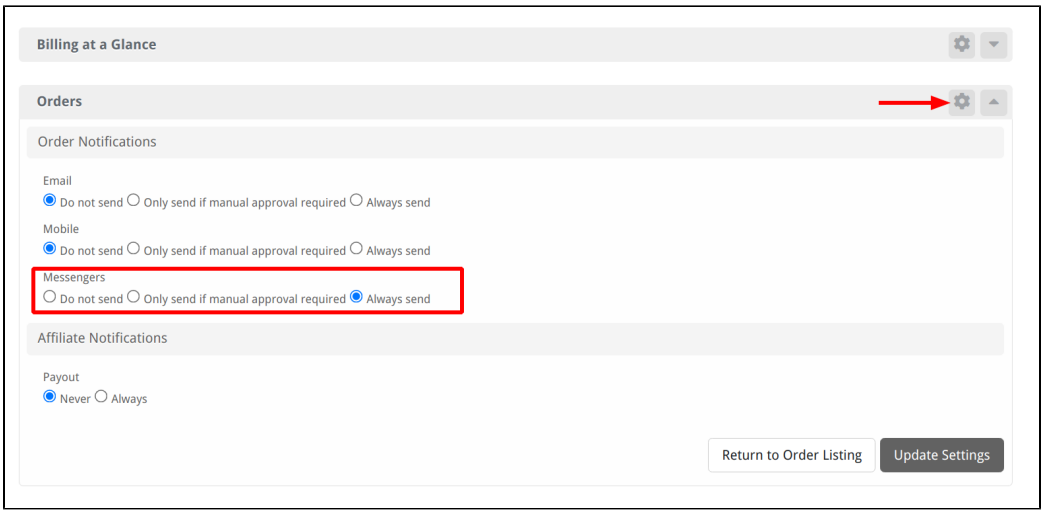
The ticket notifications must be activated under Support  Staff for the respective staff member:




Order notifications must be enabled under Billing  Overview  Orders:




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