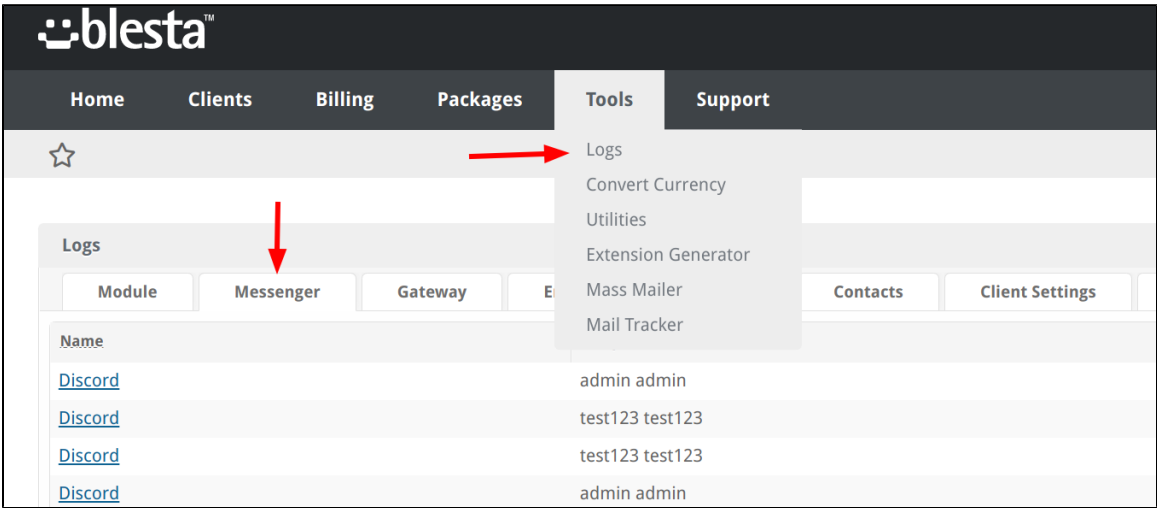


# Troubleshooting

## Issue: I can't receive messages

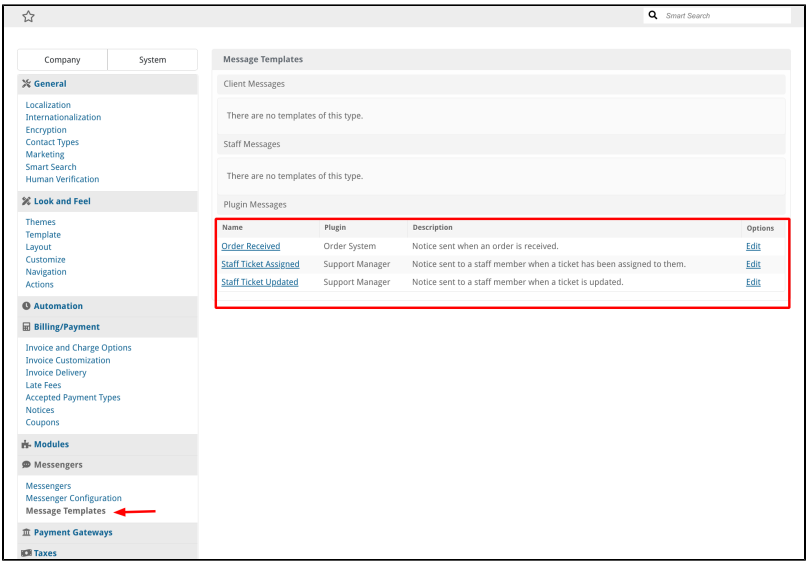
If the sending of a message fails, the cause is recorded in the Blesta logs. You can find the logs in Blesta at Tools > Logs > Messenger:



## 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

HomeClientsBillingPackagesToolsSupport

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	✓	✓	✓	<div>EditDelete</div>

Order notifications must be enabled under Billing Overview Orders:

ClientsBillingPackagesTool

Overview

Invoices

Transactions

Services

Reports

Print Queue

Batch

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