

Error notifications Aren't Sent to the Administrators

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Problem

Exalate administrators don't receive emails with error notifications.

Cause

The administrator is not on the list of users, who receives the notifications or you have problems with SMTP configuration on the server.

Solution

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1. Make sure the Exalate notifications include the correct email address of the administrator that should be notified.

2. Make sure the SMTP is configured on your server, where the Exalate app is installed.