

Why Am I Not Getting Email Notifications?

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Problem

You have set up the Exalate notifications in your node, but no notifications are sent.

Cause

Currently, Mimecast (and maybe other mail servers) are bouncing emails from mail.com due to an unknown reason.

Please make sure that emails from exalate.com are not being bounced.

Solution

[About Us](#) 

[Configure the 'permitted senders' option on your mail server.](#)

In the [case](#) of Mimecast - check the following document

<https://help.exalate.com/s/article/Configuring-Permitted-Senders-Policies-1067720131>

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