

## Setup failed pipes email alert

- **Product:** Primo
  - **Product Version:** April 2015 Release and above
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### Symptoms

A pipe fails but an email is never received alerting anyone of this issue.

### Cause

1. E-mail configuration has incorrect setup.

OR

2. The FROM address in the email sent by Primo (E-Mail Sender) has a different domain name than the server. Therefore, the receiving party spam filter blocks the message.

### Resolution (1)

1. In the Back Office, go to Advanced Configuration > All Mapping Tables
2. Select Sub System : Back Office
3. Look for Table Name : E-mail Addresses.<sup>1</sup>

This table allows you to configure at the installation and institution levels who will receive the following:

- Email notifications for pipe processes
- Email inquiries from end users if a Front End failure occurs

Here you can configure a list of email addresses per notification type (Pipe or Front End process) by separating addresses with a semicolon.

### Resolution (2)

1. In the Back Office, go to Advanced Configuration > General Configuration Wizard > E-mail and SMS Configuration
2. Change E-Mail Sender to [anything@exlibrisgroup.com](mailto:anything@exlibrisgroup.com) (e.g. [primo@exlibrisgroup.com](mailto:primo@exlibrisgroup.com))

Note: Only installation-level staff users are permitted to update the General Configuration parameters.

### Additional Information

(1) [https://knowledge.exlibrisgroup.com/Primo/Product\\_Documentation/Back\\_Office\\_Guide/130Mapping\\_Tables/120Mapping\\_Table\\_Reference#Back\\_Office\\_Subsystem](https://knowledge.exlibrisgroup.com/Primo/Product_Documentation/Back_Office_Guide/130Mapping_Tables/120Mapping_Table_Reference#Back_Office_Subsystem)

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