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## Why are all my e-mails from Alma sent with empty text?

- **Article Type:** General
  - **Product:** Alma
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### Problem Symptoms:

All e-mails being sent from Alma are not correctly generated: The e-mail message is blank with an attachment of a single logo file.

### Cause:

The ampersand in email\_my\_account was not escaped and this caused the problem.

### Resolution:

The parameter email\_my\_account in customer parameters > email\_my\_account was changed to [http://primo-se1.../primo\\_library/libweb/action/login.do?loginFn=signin&vid=ABC\\_VU1](http://primo-se1.../primo_library/libweb/action/login.do?loginFn=signin&vid=ABC_VU1) (note the &?)

This prevented e-mail from being sent. It was fixed by changing it to [http://primo-se1.../primo\\_library/libweb/action/login.do?loginFn=signin&vid=ABC\\_VU1](http://primo-se1.../primo_library/libweb/action/login.do?loginFn=signin&vid=ABC_VU1) (note the &?) instead of &?)

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