

Email Notifications Stopped Printing (specifically: Hold Request Related Letters)

- **Product:** Alma
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Question

Hold related letters (e.g., Requests, Cancelations, Hold Slips) stopped printing for one library. The letters are active, the printer is set up for the Circulation Desk (switching it for a personal email also doesn't resolve the issue). What could be the cause?

Answer

In this case, the cause was that the parameters "**email_contact_us**" and "**email_my_account**" were blank.

These 2 settings need either valid email addresses or valid http addresses for web pages/help.

Additional Information

The parameter is configured in: General Configuration Settings > Other Settings. [Click here for the Online Help page.](#)

Support experience is that sometimes the issue is with the printer - restarting it helps.

See also related article: "[Resource Request Hold Shelf Slips are not printed, no error message](#)".

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