

Troubleshooting RecFind 6 Email Issues

If you are not receiving emails from your RecFind 6 system, this paper will guide you through several items that you can check.

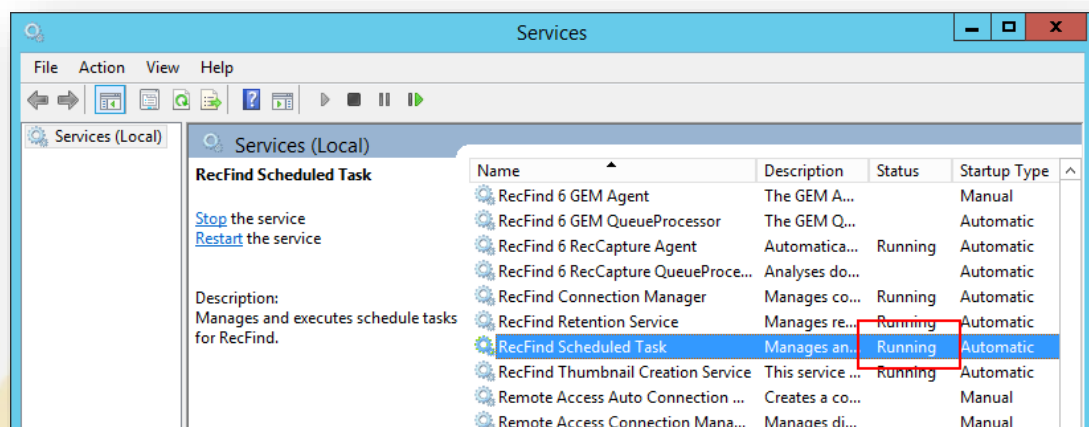
#1: Check your Junk E-mail

The first thing to check is that the email hasn't been put in a Junk E-mail or Spam folder.

If it has, mark the email message as Not Junk and add the sender as a "Safe sender".

#2: Confirm that the RecFind 6 Scheduled Task service is running

On your RecFind 6 application server, check the Windows Service is Running.



If its not running, start it.

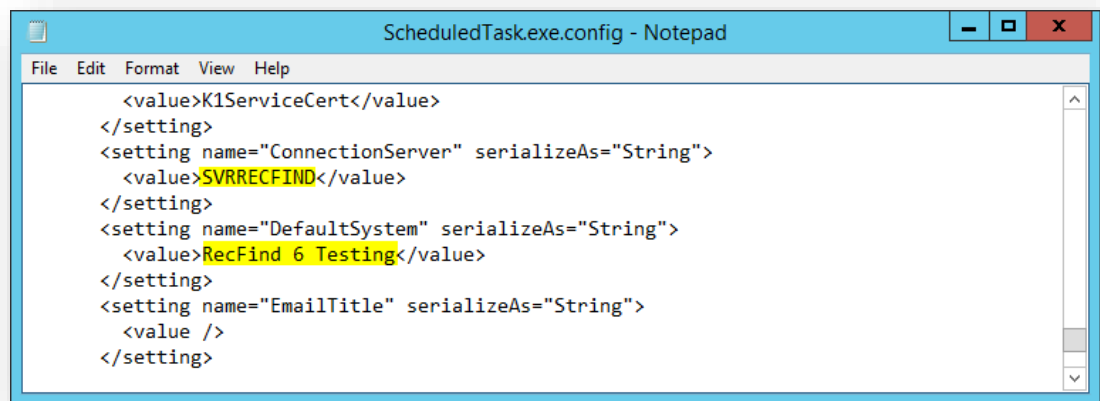
Wait to ensure that it starts correctly (i.e. the Status becomes 'Running')

Also ensure that it remains 'Running' after several minutes. If it does stop again, check the Windows Event log for an error message.

#3: Confirm that the RecFind 6 Scheduled Task Service is connecting to the correct database

Using Notepad (or similar) open the ScheduledTask.exe.config file located in the ScheduledTask service folder on your application server (e.g. C:\Program Files (x86)\Knowledgeone Corporation\RecFind 6\Services\ScheduledTask).

At the base of the file, confirm that the ConnectionServer and DefaultSystem values are correctly specified.



If either are incorrect, update the value, save and then restart the RecFind 6 Scheduled Task service.

This obviously means that emails from the database it was connecting to will no longer be processed.

#4: Confirm the Scheduled Task is "Active"

From within the RecFind 6 DRM, select the 'Configure Scheduled Tasks' open from the main menu.

By default, the normal Scheduled Tasks that send emails are:

- Activity Notification
- Escalation Notification
- EmailAnnouncement Insert
- WorkFlow Due Task Emails
- WorkFlow Overdue Task Emails
- Workflow Event Emails

For the appropriate Scheduled Task, click Modify and confirm that the Active? option is ticked.

Edit Scheduled Task

ExternalID: Workflow Event Emails

Security Code: Basic

Active? ☒

Begin Date: Thursday , 12 May 2011

End Date: ☐ Thursday , 12 October 2017

Time Due: 12:00:00 AM

Period: Minute

Returns Mail List? ☒

Sender's Email: support@knowledgeonecorp.com

SMTP Server: smtp.knowledgeonecorp.com

Email Body: ☐ Plain Text ☒ HTML

Stored Procedure: SPTask_EmailNotificationHTML

SQL:
SELECT [EmailNotificationHTML].[EmailSubject] AS
EMAIL_SUBJECT,
'EmailNotificationHTML' AS CONFIRMATION_TABLE,
NULL AS CONFIRMATION_FIELD,
[EmailNotificationHTML].[ID] AS

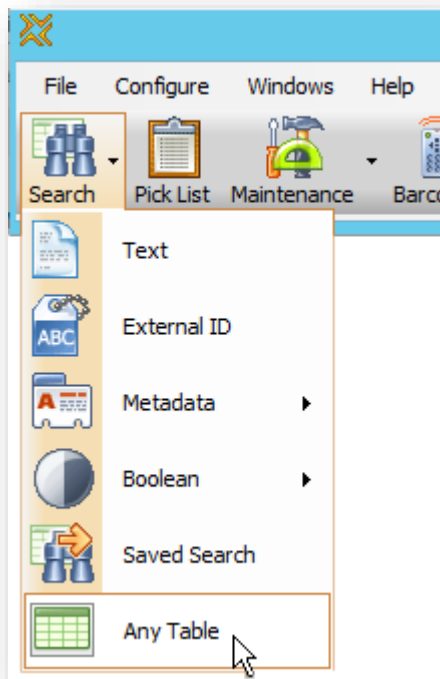
If its not ticked, tick the box and then click on the Save icon.

Please note that it can take up to 5 minutes for the Scheduled Task service to run the task.

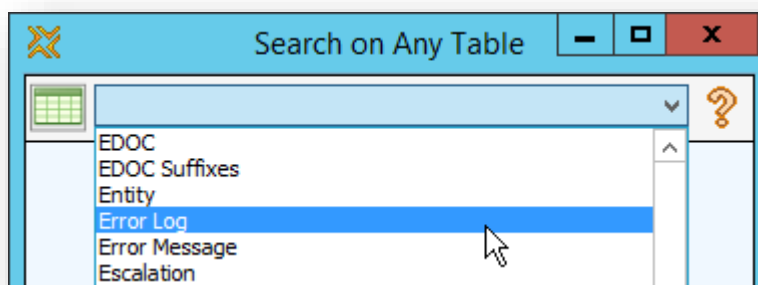
#5: Confirm that the Scheduled Task remains active

If there are problems running a Schedule Task, after a number of attempts the task will automatically become inactive. You will know this is happening if you make a Task active (see above) and it becomes unticked again after a while.
To determine why a task is becoming inactive:

- From the RecFind 6 client, go to Search > Any Table

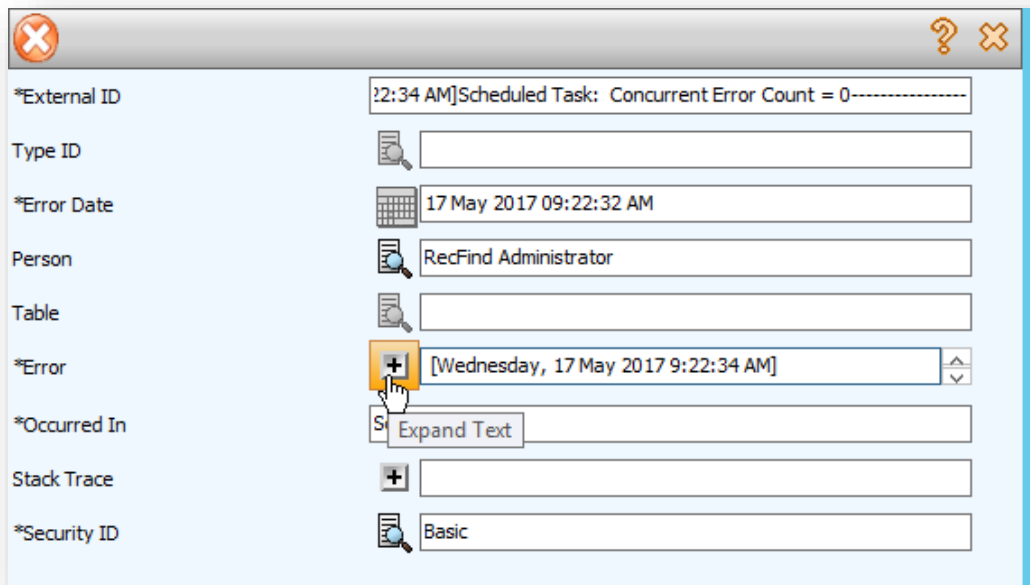


- From the drop-down list at the top of the window, select the Error Log table



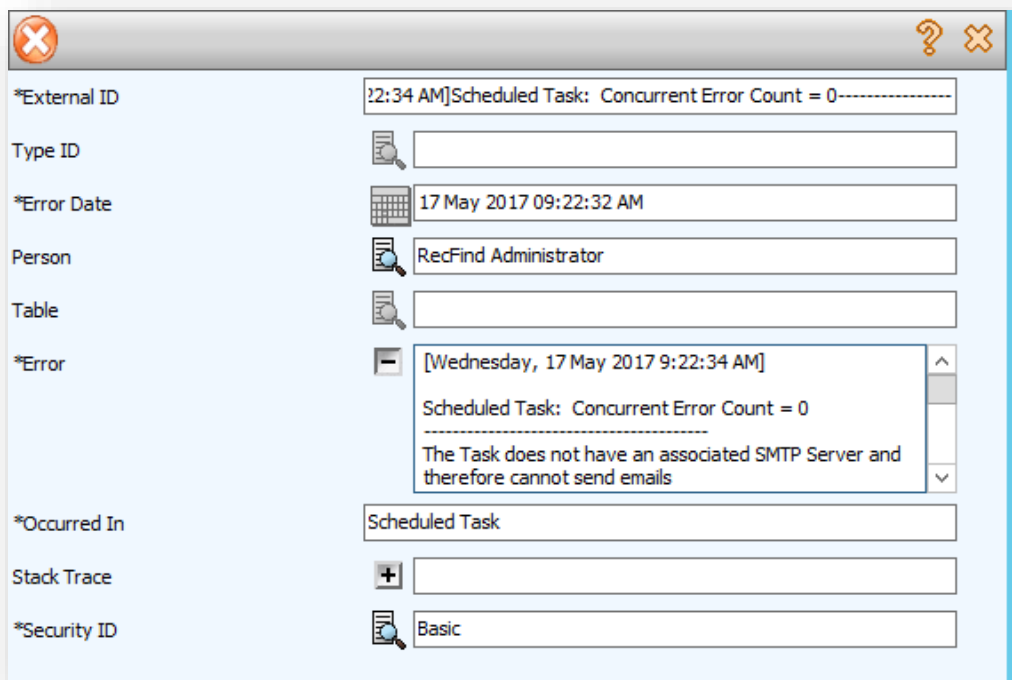
- Click on the Error Date column heading to change the sorting of the table.
- Double-click on the most recent error to view it.

- Click on the [+] icon next to the Error field to display the full field contents



*External ID	12:34 AM]Scheduled Task: Concurrent Error Count = 0-----
Type ID	
*Error Date	17 May 2017 09:22:32 AM
Person	RecFind Administrator
Table	
*Error	[Wednesday, 17 May 2017 9:22:34 AM]
*Occurred In	S Expand Text
Stack Trace	+
*Security ID	Basic

- Review the Error message and address accordingly.



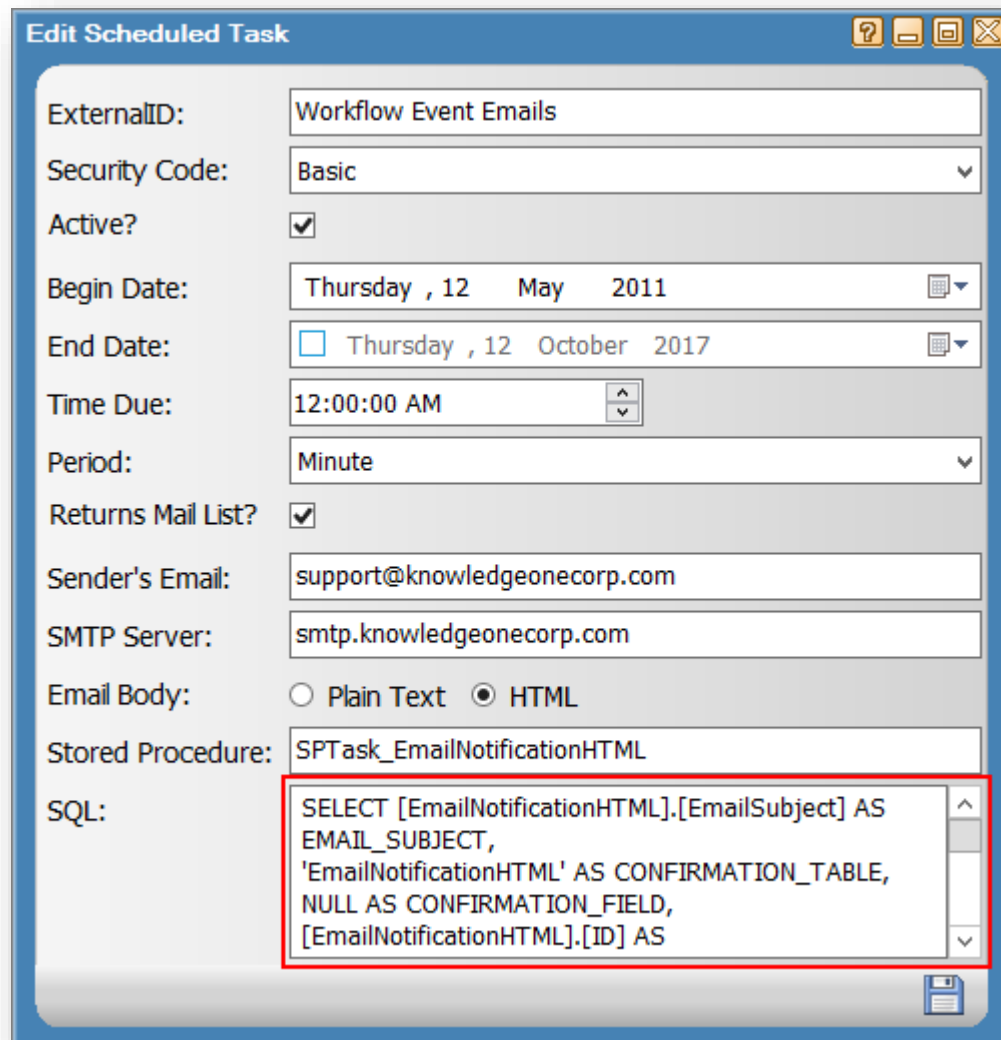
*External ID	12:34 AM]Scheduled Task: Concurrent Error Count = 0-----
Type ID	
*Error Date	17 May 2017 09:22:32 AM
Person	RecFind Administrator
Table	
*Error	<div> [Wednesday, 17 May 2017 9:22:34 AM] </div> <div> Scheduled Task: Concurrent Error Count = 0 ----- The Task does not have an associated SMTP Server and therefore cannot send emails </div>
*Occurred In	Scheduled Task
Stack Trace	+
*Security ID	Basic

Additional details may also be present in the Stack Trace field.

Should you require assistance understanding the error description, please contact the [Knowledgeone Corporation Help Desk](#) with your findings.

#6: Confirm that the Scheduled Task has emails to send

A possible reason for not receiving an email is that there is nothing to send. To confirm, copy the SQL statement from the applicable Scheduled Task to Microsoft SQL Server Management Studio and execute the statement.



The screenshot shows the 'Edit Scheduled Task' dialog box with the following fields and values:

- ExternalID: Workflow Event Emails
- Security Code: Basic
- Active?: ☒
- Begin Date: Thursday, 12 May 2011
- End Date: ☐ Thursday, 12 October 2017
- Time Due: 12:00:00 AM
- Period: Minute
- Returns Mail List?: ☒
- Sender's Email: support@knowledgeonecorp.com
- SMTP Server: smtp.knowledgeonecorp.com
- Email Body: ☐ Plain Text ☒ HTML
- Stored Procedure: SPTask_EmailNotificationHTML
- SQL:

```
SELECT [EmailNotificationHTML].[EmailSubject] AS  
EMAIL_SUBJECT,  
'EmailNotificationHTML' AS CONFIRMATION_TABLE,  
NULL AS CONFIRMATION_FIELD,  
[EmailNotificationHTML].[ID] AS
```

Assuming the Task record is set to "Returns Mail List", the query will not alter any data, simply return a table of data.

If the query returns no results when executed, then nothing is ready to be emailed and you need to review your data to determine why this is the case.

#7: Confirm that the Recipients have an email address

The result of the above step will also allow you to confirm that all records have a value in the EMAIL_ADDRESS column.

If the EMAIL_ADDRESS is blank, it means that the user doesn't have an email address specified on their Person record.

To rectify, from the RecFind 6 client, go to the Person table, modify the appropriate record and specify a valid SMTP email address in the WorkEmail field.

#8: Confirm that the SMTP server name is correct

Each Task has a SMTP Server name specified. You will need to make sure that this is correct.

From within the RecFind 6 DRM, select the 'Configure Scheduled Tasks' open from the main menu.

For the applicable Scheduled Task record, click Modify and confirm that the SMTP server name specified is correct.

Edit Scheduled Task

ExternalID: Workflow Event Emails

Security Code: Basic

Active? ☒

Begin Date: Thursday , 12 May 2011

End Date: ☐ Thursday , 12 October 2017

Time Due: 12:00:00 AM

Period: Minute

Returns Mail List? ☒

Sender's Email: support@knowledgeonecorp.com

SMTP Server: smtp.knowledgeonecorp.com

Email Body: ☐ Plain Text ☒ HTML

Stored Procedure: SPTask_EmailNotificationHTML

SQL: SELECT [EmailNotificationHTML].[EmailSubject] AS EMAIL_SUBJECT,
'EmailNotificationHTML' AS CONFIRMATION_TABLE,
NULL AS CONFIRMATION_FIELD,
[EmailNotificationHTML].[ID] AS

If its not correct, update the value, confirm that the task is active and click on the save icon.

Please note that it can take up to 5 minutes for the Scheduled Task service to run the task.

#9: Check your SMTP server

Using Telnet you can also confirm that your SMTP server will accept connections from your RecFind 6 application server, and send emails to the recipients.

Please note that the Scheduled Task service does not logon to your SMTP server, therefore you will need to allow all connections from your RecFind 6 application server be permitted to send emails.

Sending emails to external parties will also require relaying to be configured appropriately.

If after completing these checks your emails are still not working, please contact the [Knowledgeone Corporation Help Desk](#) for further troubleshooting.

Last Updated: 12 October 2017