

Set up error notifications

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Notifications on Jira on-premise

Types of Notifications

1. Email Notifications

Administrator(s) will receive notifications each time there is an error in the synchronization process.

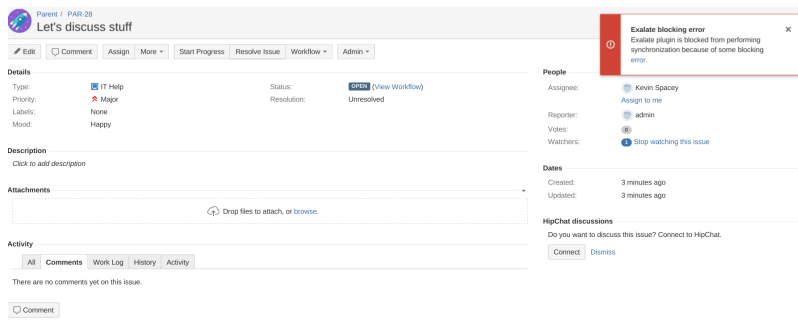
You can choose which users should be informed of an error.

When an error is raised, a notification will be sent out to either the **exalate-administrators** user group (if configured) or to the **jira-administrators** group.

You can configure a new group of **exalate-administrators** with the users who should be notified in case of an error.

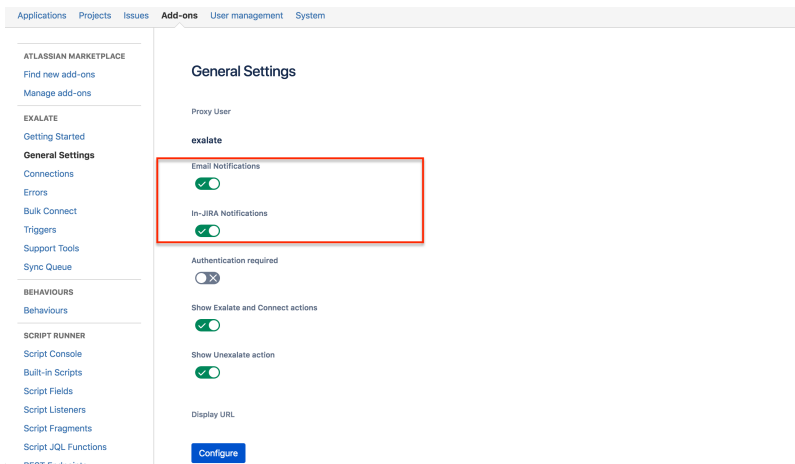
For more information, check out [How to configure error notifications in Jira on-premise](#).

2. **In-JIRA Notifications** will result in a pop-up notification, which would be shown to admins until the error is resolved or the notification is closed.



Configuring Notifications on Jira

Navigate to **Jira > Admin > Add-ons > Exalate > General Settings** and enable desired notification type.

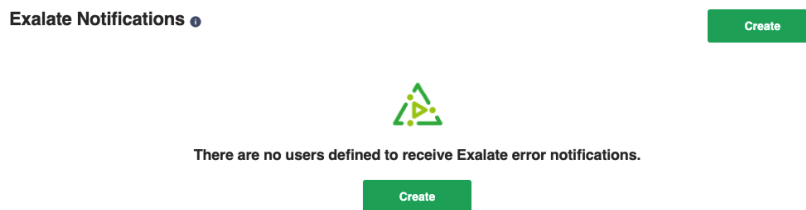


Notifications on Other Platforms

Types of notifications

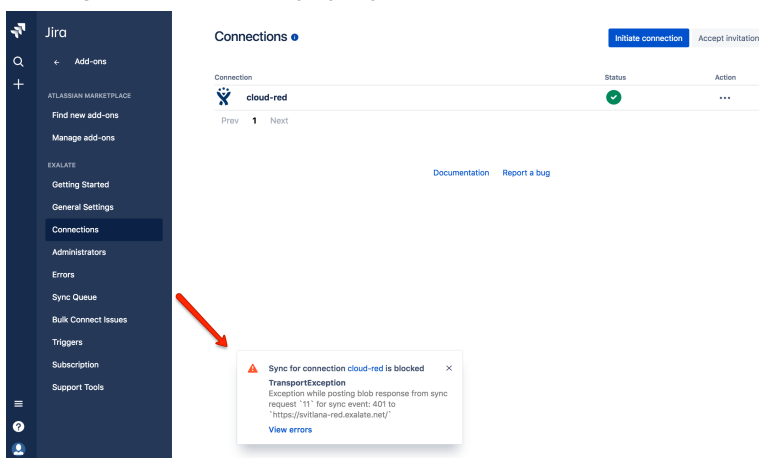
1. Email Notifications

Administrator(s) will receive notifications each time there is an error in the synchronization process. You can add users who should be informed of an error. When an error is raised, a notification will be sent out to the users, specified in the Exalate admin menu under the **Exalate Notifications** tab.



2. **In-App Notifications** will result in a pop-up notification, which would be shown to admins until the error is resolved or the notification is closed.

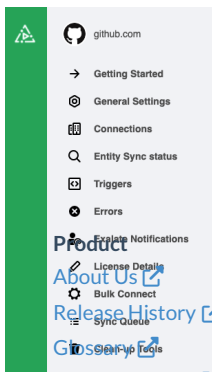
Below you can see the pop-up notification.



Configuring Notifications on Other Platforms

In-app notifications are displayed by default.

Email notifications could be configured in the Exalate admin menu. Navigate to the **Exalate admin menu > Exalate Notifications** and add an administrator to receive email notifications.



The sidebar contains the following items from top to bottom:

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- 🔗 GitHub
- 🔗 Docker

Exalate Notifications

Create

Name and email	Action
Exalate admin - John john_doe@idalko.com	...

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Powered by Exalate v. 5.0.9 (Core v. 5.0.50)

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