

# Set up error notifications

Last Modified on 06/04/2025 11:24 am EDT

## 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.

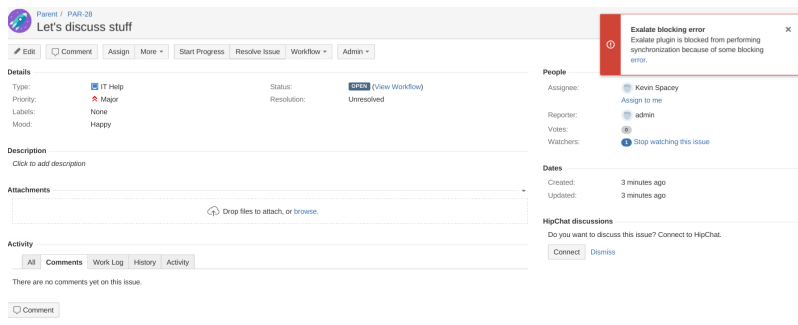
You can choose which users should be informed of an error.

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.

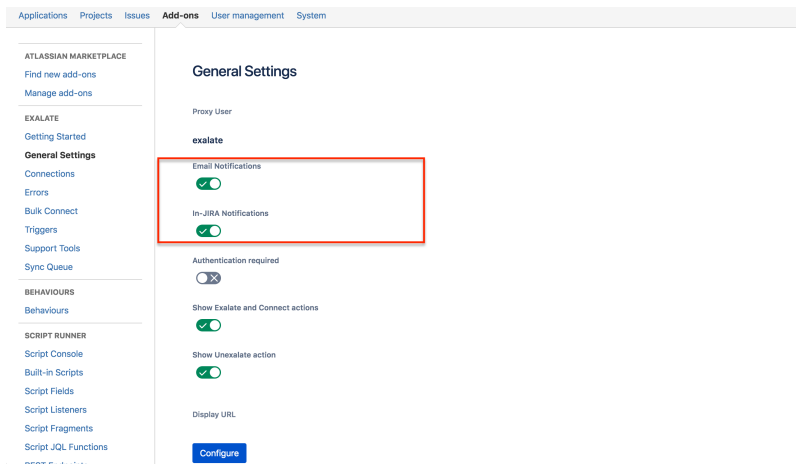
For more information, check out [How to configure error notifications in Jira on-premise](#).

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.

#### **Exalate Notifications** ⓘ

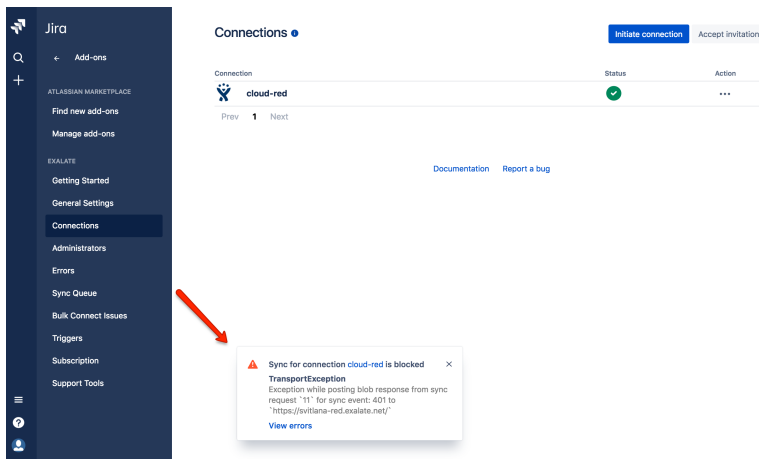


**There are no users defined to receive Exalate error notifications.**

Create

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.

