E-mail message is blank when sent automatically from an alarm

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Symptom

E-mail messages that are sent automatically as the result of an alarm contain no information in the body of the e-mail.

If this type of e-mail is sent manually from Alarm Monitoring, the body of the e-mail message correctly appears. The following is an example of the body of an e-mail message created and sent from an alarm:

The following alarm has occurred:
Alarm Description : Door Held Open
Time/Date : HH:MM:SS AM MM/DD/YYYY
Reader : Reader 123

Resolution

To resolve this issue, follow the steps below.

1) In System Administration, select **Monitoring** > **Alarms**.

2) Select the Messages tab.

3) Select the alarm that is configured to send e-mail messages from the Alarm listing window.

4) One or more messages will display in the Messages listing window. The **Subject** or **Message** fields should be blank for each message. By entering any value in either the **Subject** or **Message** field, the default information in the body of the e-mail will not be included.

5) Once the message causing the problem has been identified in step 4, select the message and click [Remove] to delete it.

6) Click [Add E-mail] to create a new e-mail and enter the desired recipients. Do not edit the **Subject** or **Message** fields. Select [OK] to save the new message.

Automatic e-mail messages will now contain the correct information.

Applies To

OnGuard (All versions)

Additional Information

None