

# 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

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