Admin panel alerts

/ Getting started

In this article you can find information about available alerts and how to enable them in TauCeti admin panel. These alerts will warn admin users via notification sent to their e-mail address regarding the issues with JOY.
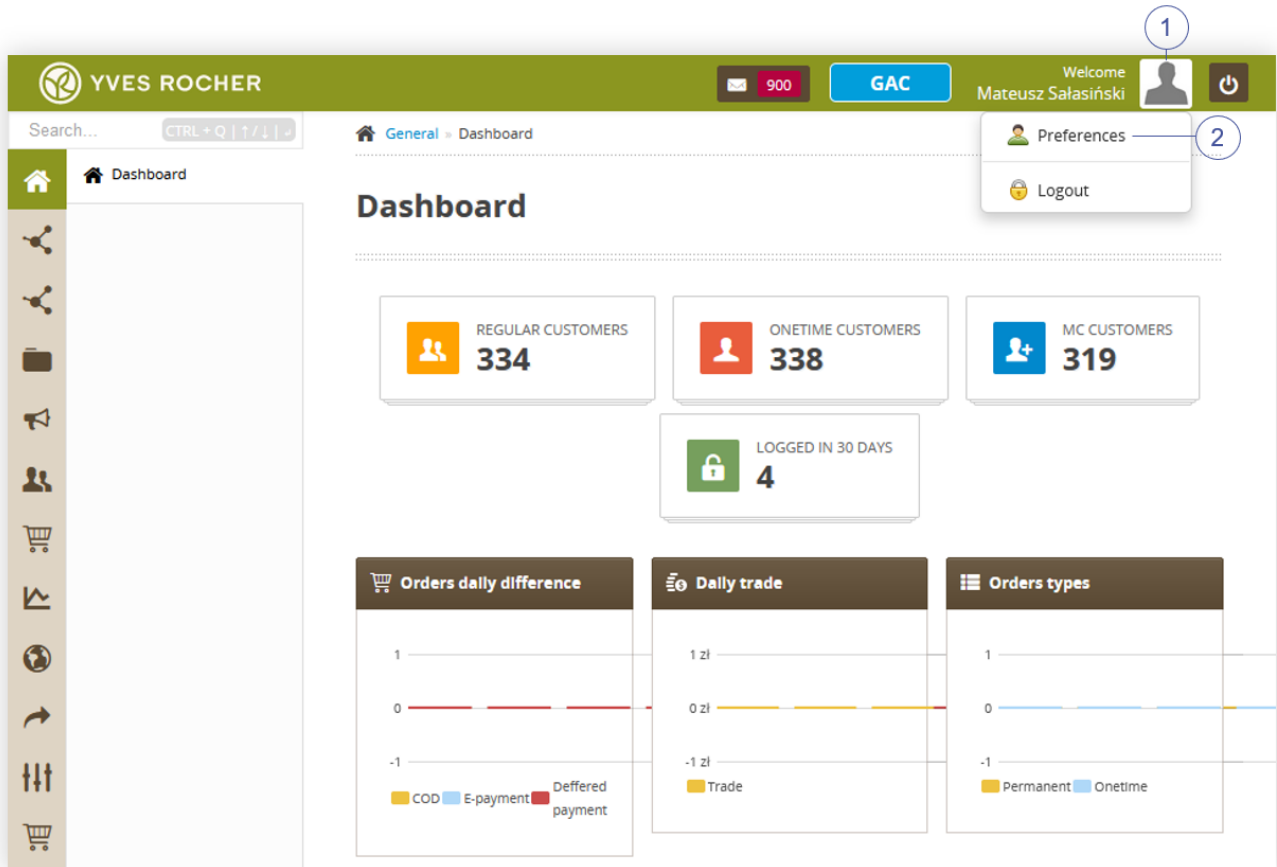
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/ Enabling the alerts

Users that have the following groups are able to enable the alerts for both their local account and GAC account:

- MC business admin
- Administrator
- Super Administrator
- Root

Visualization of the user preferences button location

Alerts settings can be accessed by pressing the users picture in top right corner **(1)** and pressing the Preferences **(2)** option.

Visualization of the alerts in the admin panel.

In the users preferences you can find alerts under **Alerts** tab **(3)**.

In order to receive JOY alerts on your e-mail address you have to enable the **Use own settings (4)** option and then select the alerts that you want to receive. Available alerts are:

- **JOY stock synchronization errors** – Reports problems with JOY stock synchronization and problems when checking stocks in real-time.

- **JOY campaign code errors** – Reports issues with checking if campaign code is defined in JOY (real-time mailing code verification). Reporting includes sending information that campaign code does not exist in JOY. Such a problem can also be detected and reported during stock synchronization.
- **JOY API XML (WSDL) verification errors** – Reports when JOY API definitions (WSDL file) are unavailable or have changed. Unavailability of WSDL file means that the entire JOY API is unavailable.
- **Orders export** – Reports problems detected within following export mechanisms:
  - **JOY Order Export** - An alert is sent when at least one order has failed to be exported or there is an issue with API connection initialization.
  - **JOY Payment Export -** An alert is sent when at least one payment has failed to be exported or there is an issue with API connection initialization.
  - **Rumanku Payment Export** - An alert is sent when at least one payment has failed to be exported.
  - **EET Hungary (Stocker) Order Export** - An alert is sent when there are some problems with XML file generation or communication to Stocker's SFTP.
  - **EET Czechia Order Export** - An alert is sent in multiple scenarios, including invalid configuration, API communication issues and multiple self-checks.
- **Orders invoice generation** – Reports problems with import of invoices from EET Hungary (Stocker) integration. This alert is only available for root users.
- **Orders check** – Reports issues with internal order checks performed for every placed order, before it is exported to any system that will take care of system processing (JOY, TC Logistics, Rumanku). This alert is only available for root users.
- **Environment synchronization** – Reports that someone scheduled a synchronization.

With alerts enabled you will receive a notification on your e-mail address. Notifications are sent only once every 30 minutes if a problem is persistent. Some notifications can be sent more frequently.

Every generated alert is always sent to system administrators (Tau Ceti internal e-mail inbox). The system administrator also receives many more notifications based on internal system checks.