APAR: IZ75324

Symptom: Example EmptyNotificationFactory.java code does not work properly with pending work.

The sample *EmptyNotificationFactory.java* in *$ITIM_HOME/extensions/examples/mail/src/examples/mail* is a legacy solution to suppress e-mail notifications. It will not work for all type of notifications. Therefore to achieve the requirement of not sending any notification for a particular type of activity, we recommend you to use the following methods.

It is preferable to use following settings to disable notifications:

1. Settings in Configure System

► 1.1 From the navigation tree, select **Configure System > Workflow Notification Properties**.
► 1.2 In the Workflow Notification Properties page, in the E-mail Notification Templates table, locate the template for the notification you want to disable. In the Status column of the table, click the popup menu icon, and then click **Disable**.
► 1.3 After the value of the field changes to Disabled, click **OK**.
► 1.4 In the Success page, click **Close**.

2. Settings in Workflow manual activity elements *(e.g. Approval, RFI, and Work Order nodes)*

► 2.1 Open the Workflow containing manual activity element(s).
► 2.2 Open properties window of the workflow element for which you want to suppress the pending work notification.
► 2.3 If *Use Default Template* from Notification tab is not selected, leave the *Subject* field blank and save this change to the workflow.