

## Configuring

[Configuring](#) / [Notifications](#) / [Email](#) / Creating email notifications

### Creating email notifications

You can use notifications to send emails to selected users when specific input device, job or printer events occur. You can create one email notification for each combination of event and recipients. For example, you can create one notification to send emails to the first shift operators when a printer enters an error state and another notification to send a slightly different email message to the second shift operators when the same printer event occurs.

To create an email notification:

1. Click the **Administration** tab.
2. In the left pane, click **Objects**  $\Rightarrow$  **Notifications**.
3. Click **Add**  $\Rightarrow$  **Email**.
4. Enter a name for the notification.
5. Select the type of object to be monitored.  
You can only use one type of **Event type** for each notification.
6. In the **Recipient address** field, enter the email addresses or the name of a RICOH ProcessDirector group of users you want to receive this notification mail.
7. In the **Subject line** field, enter the subject for the notification message.
8. In the **Message** field, enter the message that is sent to the users.

 **Note:**

- In the **Subject line** and **Message** fields, you can have variable information inserted in the text using symbolic notation such as `$(Printer.ID)`.

9. **Optional:** Specify the maximum number of messages that are sent in the time period that you specify.

10. **Optional:** Specify that you want to attach the input device, printer or job log.

11. In the **Event** tab:

1. Select the property, the action, and the value to monitor.
2. To define an additional event, click **+** to the right of any event.
3. To delete an event, click **-** to the right of the event you want to delete.

12. In the **Conditions** tab:

1. Select the property and the value that must be satisfied before any notifications are sent.
2. To define an additional condition, click **+** to the right of any event.  
Select **Any**, **All**, or **Custom** to specify how the conditions are combined.
3. To delete a condition, click **-** to the right of the condition you want to delete.

13. Click **OK**.

#### Example

*A notification that notifies members of the Supervisor group when a job goes into an error state in the PDF or Billing workflow*

For the **General** tab:

- The **Event type** is **Job**.
- The **Recipient address** is **Supervisor**.
- The **Subject line** is **Problem with job**.
- The **Attach log** is **Yes** to send the job log.
- The **Message** is **Job \${Job.Name} in workflow \${Job.JobType} has encountered an error.**

 **Note:**

- In the email message, the two symbolic references are filled in with the job name and the workflow for the job with the error.

For the **Event** tab:

- The property is **Job state**.

- The action is **Changes to**.
- The value is **Error**.

For the **Conditions** tab:

- **Any** is selected.
- The first property is **Child job type**.
- The comparison is **=**.
- Value is **PDF**.
- The second property is **Child job type**.
- The comparison is **=**.
- The value is **Billing**.

To understand the difference of where the parentheses are placed, consider this example:

1. Input data stream = PDF
2. Input data stream = PostScript
3. Requested printer = Ricoh901C

If you specify **( 1 OR 2 ) AND 3** for the combination rules, the condition are met when:

- The input data stream is PDF and the requested printer is Ricoh 901C.
- The input data stream is Postscript and the requested printer is Ricoh 901C.

If you specify **1 OR ( 2 AND 3 )**, the conditions are met when:

- The input data stream is PDF. Any printer can be requested.
- The input data stream is Postscript and the requested printer is Ricoh 901C.

Parent topic: [Email notifications](#)