MuleSoft (/s/)   Anypoint Platform(/s/forum)   Composer(/s/topic/0TO2T000000E9wnWAC/composer)   RPA(/s/topic/0TO2T000000pjAzWAI/rpa)   Training(/s/tr

How can we help?

Case
Custom Runtime Manager Alerts not working after 12/02/22/022

Case Number	Severity	Status	Product	Version
00350941	S2	Closed	Anypoint Platform	

<div align="right">[Escalate Case]</div>

Add a comment

```
Enter your comments here…
```

<div align="right">[Send Comment]</div>

Comments (?tabset-5fcb4=1)   Files (?tabset-5fcb4=2)   Articles (?tabset-5fcb4=3)

Case Comments

Hi Rahul,

Thanks for your kind confirmation and great to know the issue has been resolve.

I will go ahead and close this case now. Should you have any questions on Mule products, please feel free to raise a support case with Mule Support.

Last but not least, How do you think of this Support ticket?

I would really appreciate it if you could take a few moments for the Support Survey. Your feedback is highly appreciated and will help us to improve our ability to serve you, please take a few moments to complete the Support Satisfaction Survey you'll receive via email.

Thanks for using MuleSoft Support. Have a nice day!

Regards,
Feizhou Li
MuleSoft Support

<div align="right">Comment by: Feizhou Li on Dec 13, 2022 3:57:35 AM</div>

Dear Feizhou Li,

Thanks a lot! I am now getting email alert notification well. Issue has been fixed and working as expected.

Regards,
Rahul Kumar

<div align="right">Comment by: Rahul Kumar on Dec 13, 2022 3:46:00 AM</div>

Case Details

Contact Name
Rahul Kumar (/s/detail/0032T00002KNOrPQAX)

Case Owner
Feizhou Li

Product
Anypoint Platform

Component
Runtime Manager

Version

Subcomponent
Alerts

Description Information

Subject
Custom Runtime Manager Alerts not working after 12/02/22/022

Description ⓘ
Hi Team,

I am reaching out about mulesoft runtime manager custom alerts.

We are not receiving emails from runtime manager alerts on Dev and production, It was working till 12/02 after that we haven't received any alert notifications and we haven't deployed or changed anything on Production.

Could you please look into this issue and let us know the cause about it why alerts are not working as expected now in production?

I have attached one sample alert notification email and that I was received on 12/02.

Please let me know if you need anything with me.

Regards,
Rahul Kumar

Severity ⓘ
S2

Status
Closed

CloudHub App Name

Follow the sun

Follow the sun ⓘ

Created By
Rahul Kumar (/s/profile/0052T00000DIoVvQAL)
, 12/12/2022 3:41 AM

Hi Feizhou Li,

Thanks for the update and offering the solution.

Let me check and get back you on the same.

Thanks and Regards,
Rahul Kumar

Comment by: Rahul Kumar on Dec 13, 2022 1:46:25 AM

Hi Rahul,

I investigated this case and found logs from our Mail system that shows
"rajaram.pasupathy@zennioptical.com (mailto:rajaram.pasupathy@zennioptical.com)" has received
emails recently but "rahul.kumar@zennioptical.com (mailto:rahul.kumar@zennioptical.com)" has
bounced in the past.

I have removed it from the suppression list, and emails should be sent to that address now. Could you
please confirm?

However if emails continue to be bounced by your mail system (due to filters or spam detection etc), it
will be automatically re-added to the suppression list. If that happens, you'll need to work with your
mail server administrator to ensure he allows the incoming emails.

Please let us know if you are getting your custom email alerts to that address now.

Regards,
Feizhou Li
MuleSoft Support

Comment by: Feizhou Li on Dec 13, 2022 1:37:42 AM

Hello Team,

Please find below responses on the requested queries:

1- The recipient's email address?
Ans- Recipient email addresses are correct and these are email Ids - rahul.kumar@zennioptical.com
(mailto:rahul.kumar@zennioptical.com), rajaram.pasupathy@zennioptical.com
(mailto:rajaram.pasupathy@zennioptical.com)

2- Please attach a screenshot of the Alert Configurations (including the browser URL)e.g
https://anypoint.mulesoft.com/#/alerts/f097545b-922e-4748-b7a5-6ea6a338ee6f
(https://anypoint.mulesoft.com/#/alerts/f097545b-922e-4748-b7a5-6ea6a338ee6f)

Ans-> Attached the alert configuration, Here is browser URL -
https://anypoint.mulesoft.com/cloudhub/#/console/home/alerts/cloudhub/7af4d6e7-5af6-45e8-9484-
5715c92a2a0b/edit?alerts=7af4d6e7-5af6-45e8-9484-5715c92a2a0b
(https://anypoint.mulesoft.com/cloudhub/#/console/home/alerts/cloudhub/7af4d6e7-5af6-45e8-9484-
5715c92a2a0b/edit?alerts=7af4d6e7-5af6-45e8-9484-5715c92a2a0b)

3- Confirm if the Alert condition was met. Please share a screenshot of the Alert
history(https://docs.mulesoft.com/runtime-manager/alerts-on-runtime-manager#access-alerts-in-
runtime-manager (https://docs.mulesoft.com/runtime-manager/alerts-on-runtime-manager#access-
alerts-in-runtime-manager))

Ans- Yes, Alert condition was met perfectly. Attached the alert history.

4- Please confirm, timestamp and timezone since you stopped receiving the Alert emails.
Ans-> DateTime : 12/02/2022 11:14:54 PM IST stopped receiving the alert emails notifications.

Regards,
Rahul Kumar

Comment by: Rahul Kumar on Dec 13, 2022 12:36:35 AM

Rahul Kumar has attached file "Alert configurations on prod env.png" to the case. Please review.

Comment by: Rahul Kumar on Dec 13, 2022 12:36:17 AM

Rahul Kumar has attached file "alert history.png" to the case. Please review.

Comment by: Rahul Kumar on Dec 13, 2022 12:36:12 AM

Hi Team,

Thank you for contacting MuleSoft Support! I am performing an initial review of this case. I am
responsible for ensuring we understand your issue and collect the relevant information to commence
investigating this case.

Firstly, I would like to confirm the problem:

You are not getting the email alert for custom alerts configured in Runtime Manager after 12/02/22.

Please kindly confirm we understood it correctly.

To further aid us in our investigation, please provide the following details:

1- The recipient's email address?

2- Please attach a screenshot of the Alert Configurations (including the browser URL)e.g
https://anypoint.mulesoft.com/#/alerts/f097545b-922e-4748-b7a5-6ea6a338ee6f
(https://anypoint.mulesoft.com/#/alerts/f097545b-922e-4748-b7a5-6ea6a338ee6f)

3- Confirm if the Alert condition was met. Please share a screenshot of the Alert
history(https://docs.mulesoft.com/runtime-manager/alerts-on-runtime-manager#access-alerts-in-
runtime-manager (https://docs.mulesoft.com/runtime-manager/alerts-on-runtime-manager#access-
alerts-in-runtime-manager))

4- Please confirm, timestamp and timezone since you stopped receiving the Alert emails.

Meanwhile, I will dispatch the case to our Support queue, where an available engineer will assist you.

Kind regards,
Juan
MuleSoft Support

<div align="right">Comment by: Juan Matne on Dec 12, 2022 4:13:32 AM</div>

Rahul Kumar has attached file "prod-alert-sample.pdf" to the case. Please review.

<div align="right">Comment by: Rahul Kumar on Dec 12, 2022 3:41:36 AM</div>