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 12/17/2013

Case Number	Severity	Status	Product	Version
00358098	S2	Closed	Anypoint Platform	

Escalate Case

Add a comment

Enter your comments here…

Send Comment

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

Case Comments

Hello Rahul,

Thank you for your update. Nice to know the problem has been resolved.

Hope my assistance was helpful. If you feel like it is worth acknowledging that, please take few moments to complete the Support Satisfaction Survey you will receive via email shortly. Much appreciated..

As requested, I am closing this case for now. Should you have any questions on MuleSoft products, please feel free to raise a support case with Mule Support.

Always happy to help

Kind Regards,
Shifa Zariwala
MuleSoft Support

Comment by: Shifa Zariwala on Feb 23, 2023 9:35:25 PM

Hello Shifa,

Good Day!

Issue is now resolved and email notifications are receiving well. You can now close the ticket.

Thanks a lot for the support.

Regards,
Rahul Kumar

Comment by: Rahul Kumar on Feb 23, 2023 9:15:03 PM

⌄ Case Details

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

Case Owner
Shifa Zariwala

Product
Anypoint Platform

Component
Runtime Manager

Version

Subcomponent
Alerts

⌄ Description Information

Subject
Custom Runtime Manager Alerts not working after 12/17/2013

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 12/17 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 raised the same issue to server administrator as well and no update from them.
Adding reference Ticket - 00350941 for the same.

Thanks and Regards,
Rahul Kumar

Severity ⓘ
S2

Status
Closed

CloudHub App Name

⌄ Follow the sun

Follow the sun ⓘ

Created By
Rahul Kumar
(/s/profile/0052T00000DIoVvQAL)
, 2/22/2023 5:59 AM

Last Modified By

Hello Rahul,

Thank you for sharing the details.

I checked the email address shared by you rahul.kumar@zennioptical.com (mailto:rahul.kumar@zennioptical.com) and it was indeed in the Suppression list.

I have removed it from the suppression list now, and emails should be sent to this email address now.

Please let us know if you are getting your email alerts now on.

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.

Kind Regards,
Shifa Zariwala
MuleSoft Support

Comment by: Shifa Zariwala on Feb 22, 2023 11:18:25 PM

Hello team,

yes, I am not receiving alert notification from prod environment.

Please find the response below on requested questions:

1.- Please let us know the alert recipients
Recipient email address is - ahul.kumar@zennioptical.com (mailto:ahul.kumar@zennioptical.com)

2- Please send us a screenshot of the alert, showing the entire URL from the browser4
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- If you have an email example, please attach it to the case.
attached to the ticket.

4- If you have some timestamps (including the timezone) where the alert should be raised, please let us know.
DateTime : 12/17/2022 12:09:00 AM IST stopped receiving the alert emails notifications.

Please let me know if you need anything with me.

Thanks and Regards,
Rahul Kumar

Comment by: Rahul Kumar on Feb 22, 2023 8:41:26 PM

Rahul Kumar has attached file "Error _ antavo-api-prod - Rahul Kumar - Outlook.pdf" to the case. Please review.

Comment by: Rahul Kumar on Feb 22, 2023 8:40:42 PM

Hello Rahul,

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 receiving alerts

Please kindly confirm we understood it correctly.

Further, the following is information that our team will need to investigate and diagnose this issue.
1.- Please let us know the alert recipients
2- Please send us a screenshot of the alert, showing the entire URL from the browser
3- If you have an email example, please attach it to the case.
4- If you have some timestamps (including the timezone) where the alert should be raised, please let us know.

Once we have confirmed our understanding of the issue and have collected all the relevant information, this case will be dispatched to our support queue for assignment to a Support Engineer.

Regards,
Gabriel
MuleSoft Support

Comment by: Gabriel D'Arrisso on Feb 22, 2023 7:22:19 AM

Custom Runtime Manager Alerts not working after 12/17/2022

Comment by: Rahul Kumar on Feb 22, 2023 6:01:13 AM