# Tripnet - Critical Live Issue #43507
# Email Not received - Notification emails

07/13/2018 01:49 pm - Sreerag Prasannan

| | | | | |
|---|---|---|---|---|
| **Status:** | Closed | | **Start date:** | 07/13/2018 |
| **Priority:** | High | | **Due date:** | 07/16/2018 |
| **Assignee:** | | | **% Done:** | 100% |
| **Category:** | Functionality | | **Estimated time:** | 0.00 hour |
| **Target version:** | | | **Spent time:** | 6.00 hours |
| **End_Date:** | 07/13/2018 | | **Areas Affected:** | |
| **remarks:** | | | **Files Changed:** | |
| **DB Changes:** | | | **Initial Planned Hours:** | |
| **Keys & Permissions:** | | | | |

**Description**

When a booking is done the notification emails are not received for corresponding Inhouse and Agency admin and staff , please check

to check set email for inhouse, agent admin and staff user in admin management >> agency management

**History**

**#1 - 07/13/2018 03:02 pm - Ratheesh S**

*- Status changed from New to Assigned*

*- Assignee set to Shafas ES*

**#2 - 07/13/2018 03:11 pm - Shafas ES**

*- Status changed from Assigned to In Progress*

**#3 - 07/13/2018 05:25 pm - Shafas ES**

*- Status changed from In Progress to Fixed not Tested*

*- % Done changed from 0 to 100*

*- End_Date set to 07/13/2018*

**#4 - 07/14/2018 01:52 pm - Sreerag Prasannan**

In staging created an agency

http://tripnet.caxita.ca
   TEST CREDIT

User : sreecredit

pasw : a

I have set my maild id : sreerag.p@caxita.com as agency mail id

and for booking etc set Mr Linto and Mr Frinto.

Most Bookings were failed and I even got the Booking failed mail, no email received for them.

**#5 - 07/14/2018 01:52 pm - Sreerag Prasannan**

*- Status changed from Fixed not Tested to New*

changing status to NEW, please check with PM


**#6 - 07/16/2018 08:15 am - Jubin J**

*- Due date set to 07/16/2018*


**#7 - 07/16/2018 08:16 am - Shafas ES**

*- Status changed from New to In Progress*


**#8 - 07/16/2018 12:32 pm - Shafas ES**

*- Status changed from In Progress to Fixed not Tested*


these keys were missing in live.please add those keys in live
<add key="SMTP" value="smtp.gmail.com" />
    <add key="FROMEMAIL2" value="res.tripnet@gmail.com" />
    <add key="FROMPWD" value="Tripnet@07" />
    <add key="PORT" value="587" />
    <add key="EnableSSL" value="true" />


**#9 - 07/17/2018 09:12 am - Redmine Admin**

Please check for Flight and Hotel bookings.

The above mentioned key already in live.The issue is with mail id's mentioned under CC Form only.


**#10 - 07/18/2018 09:19 am - Sreerag Prasannan**

*- Status changed from Fixed not Tested to Closed*

*- Assignee deleted (Shafas ES)*


Logger updated in live, issue not getting in 100, staging. Hence closing case will reopen once client informs the scenario.