



Email notification isn't sent when the corresponding event occurs

- Parallels Remote Application Server

Symptoms

Email notification isn't sent when the corresponding event occurs.

Cause

Grace period is enabled in the notification settings and it hasn't passed yet or the event has resolved by itself during the grace period:

For example, the **number of RDSH sessions rises above** the notification with a grace period set to 10 minutes will be sent only if all the extra sessions remain active for 10 minutes.

Resolution

Adjust the grace period settings.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.