Table of Contents

Handling Unsent E-mail

AwareIM may fail to send an outgoing email (there are many reasons for that – no Internet connection, invalid email address and so on). By default **AwareIM** will save such an email in the AwareIM/UNSENT_EMAIL folder and will attempt to resend the email every 10 minutes, provided that the original failure was due to connection issues and hoping that these issues are resolved.

You can, however, override this behaviour and provide something more sophisticated. To do this you need to add a special UnsentEmailRecord object to your business space version. (Select Business Objects in the Configuration Tree, right click to bring a popup menu and select the "Add Unsent Email Object" menu item). This object has predefined attributes that describe the email that has not been sent and the reason of failure. You can also define your own attributes. When a failure occurs **AwareIM** will create an instance of this object and automatically populate the predefined attributes.

You can attach business rules to this object to better control what should happen when failure occurs – for example, notify the system administrator about this fact.

From:
http://www.awareim.com/dokuwiki/ - **Documentation**

Permanent link:
http://www.awareim.com/dokuwiki/docs/2500_config_apps/2600_emails/0300_unsent_email

Last update: **2025/06/12 02:34**