



Configuring email notification for IBM Case Manager solutions

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Configuring email notification

You can optionally enable email notification of workflow activity. Users can configure which notifications they want to receive and their preferred locale. For example, users can choose to be notified when work is assigned or when work is approaching or passes a deadline. Configure email notification on the workflow server, in IBM® Content Navigator, and in the Case Manager Client.

Enabling notification in the Administration Console for Content Platform Engine

Before you can enable email notification on your Content Platform Engine system, you must specify a language pack. You specify the language pack and enable notification by using the Administration Console for Content Platform Engine.

About this task

When you configure your language pack, the language you choose should match the default locale for the target object store. This locale value is specified on the **General** tab. The default locale for a new system is English.

Procedure

To enable email notification:

1. Log in to Administration Console for Content Platform Engine.
2. Expand Object stores, right-click your target object store, and click **Administrative > Workflow System..**
3. Click the **Language Packs** tab, and click **New**.
4. Add your language pack.
 - a. Select your locale from the dropdown menu. The locale selection will auto fill the date time mask.
 - b. Enter the Content Platform Engine template path. The default email template directory is `<install_path>/IBM/FileNet/ContentEngine/tools/PE/msg/en`.
5. Save your changes.
6. Configure the Remote Servers settings:
 - a. Click the **Remote Servers** tab.
 - b. Check the **Enable email notification** check box.
 - c. Enter the host name and port values for your SMTP server.
 - d. Enter an email ID as the sender of your notifications.
 - e. Enter the email login ID and password for the system user that logs into the server and sends the notification.
 - f. Save your changes.
7. Click the **Advanced** tab.
8. In the server list, change the value for the **CacheSyncFixupEmail** setting to `false`. The default value for this setting is `true`.
9. Save your changes.

Enabling notification in IBM Content Navigator

You use the settings in IBM Content Navigator to enable email notifications through the administration desktop for IBM Case Manager.

About this task

When you configure your language pack, the language you choose should match the default locale for the target object store. This locale value is specified on the **General** tab. The default locale for a new system is English.

Procedure

To enable email notification:

1. Log in to IBM Content Navigator as an administrator. Enter the following URL in a browser:
`http://server:port/navigator`
server is the IBM Content Navigator server name or IP address.
port is the IBM Content Navigator port number.
2. Navigate to **Repositories > Your target object store > General**, and click **Connect**.
3. In the **Configuration Parameters** tab, make sure that the **Workflow connection point** field contains a valid value.
4. Navigate to **Desktops > Case Manager > Edit**.
5. On the **Appearance** tab, Select **Work** as a feature, and make sure that the target object store is specified as the default repository.
6. On the **General** tab, in the Additional Settings pane, select **Enable this desktop for FileNet P8 workflow email notification**.
7. Save your changes.

Enabling notification in Case Manager Client

After you enable notification for your system, you must set your notification preferences in the Case Manager Client application.

About this task

The preferences in Case Manager Client control the destination address for email notification. Each user or login user of Case Manager Client must configure an email address in order to receive notification.

Procedure

To enable email notification in Case Manager Client:

1. Log in to the Case Manager Client by accessing the default IBM Case Manager desktop from a browser: `http://server_name:port/navigator/?desktop=icm`
2. Open the Work view and click **Preferences**.
3. Enter the email address where you want to receive notifications.
4. Use the **On** radio buttons to select the events for which you want to receive notification.
5. Save your changes.

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