AssetCloud/InventoryCloud: Emailed notifications show information about the wrong event

Jason - 2020-04-03 - Cloud

Symptom: With a Notification set up for an event, such as quantity being removed, the email received does not include the item information, and instead reports a different event, like a new Site being created, for example.

Cause: An existing Notification was edited to respond to a new trigger, rather than a new Notification being created, and the drop down list under Notify in these formats on the Configure Alerts tab was not updated properly. The email is continuing to include the template for the old Notification type.

Solution: Rather than modifying existing Notifications, it is best to Delete them if they are no longer needed, then click New to create a new Notification with the proper settings.