
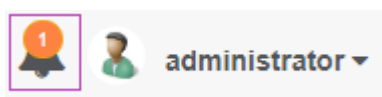


Notifications

System notifications are shown to users when important events need their attention. All users will be sent notifications relating to their own account based notifications, such as a password expiring soon. **System admins** are also shown notifications that relate to server events, such as a licensing or usage uploading issue.

Notifications are shown in the top right hand corner of the administration interface by selecting the  icon.



System notifications

System notifications are shown to **System admins** and can adversely affect system running procedures if not monitored. The following table indicates the possible system notifications and how to resolve them.

| Notification | Scenario | Notification Message | Solution |
|---------------------|---|---|---|
| No license | When software is first initialised, there will be no license in the system and this notification will be shown until the product is activated | License warning: This instance is not activated. Please add a Product Activation Key (PAK) on the Deployment > Activation status page. The PAK can be found on your GPayments MyAccount activation page. | User should follow the licensing guide to correctly license the product. |
| License issue: Warn | GPayments' licensing server has indicated that payment is outstanding on the account associated with the current instance, which will be disabled, without any further notice, in a specified period of time. | License warning: This instance will be disabled in y days because it has an overdue account. Please contact GPayments support for further information. | User should notify the appropriate accounts team to get in contact with GPayments support to resolve billing issue. |

| Notification | Scenario | Notification Message | Solution |
|---------------------|---|---|--|
| License issue: Stop | GPayments' licensing server has indicated that payment is outstanding on the account associated with the current instance, which has been disabled. | License warning: This instance has been disabled because it has an overdue account. Please contact GPayments support for further information. | User should notify the appropriate accounts team to get in contact with GPayments support to resolve billing issue. |
| Upload issue: Warn | If the ActiveServer instance has failed to upload to the GPayments licensing server for a certain period of time, the system will start a warning process giving the user 60 days to rectify the error before the server is disabled. | License warning: This instance will be disabled in y days because it has not successfully reported authentication usage to GPayments' licensing server for a period of x days. Please contact GPayments support for more information. | User should investigate why usage uploading is failing, or contact GPayments support for assistance resolving the issue. |
| Upload issue: Stop | If the ActiveServer instance has failed to upload to the GPayments licensing server for a period of 60 days, the server will be disabled. | License warning: This instance has been disabled because it has not successfully reported authentication usage to the GPayment's licensing server for a period of 60 days. Please contact GPayments support for more information. | User should investigate why usage uploading is failing, or contact GPayments support for assistance resolving the issue. |

User notifications

User notifications are shown to all users when an event will impact their account. The following table indicates the possible user notifications and how to resolve them.

| Notification | Scenario | Notification Message | Solution |
|-------------------|--|--|--|
| Password expiring | The user's password has only 7 days remaining before it expires. | The password for user will expire on expiry date . | User should update their password via the User profile > Change password screen. |