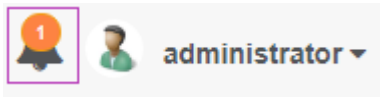


Notifications

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.