

Error Notifications

You can specify users in your ServiceNow instance who will receive email notifications about errors and other events within the DataSync application.

To do so, go to **Perspectium > Control and Configuration > Troubleshooting > Error Notification**.

These notifications are created as ServiceNow email notifications in order to send emails natively through the instance. Some notifications use notification email scripts for the email's subject and body content. See [email notifications](#) and [notification email scripts](#) for more information.



Since these notifications use built-in ServiceNow functionality, you can view and change the notifications and their content from the default behavior. This is recommended for advanced users only, as changes may cause the notifications to malfunction.

To set up error notifications:

1. Go to **System Mailboxes > Administration > Email Properties**.
2. In the **Outbound Email Configuration** section, check the **Yes | No** box under **Email sending** enabled (this will allow emails to be sent from your ServiceNow instance).
3. Go to **Perspectium > Control and Configuration > Troubleshooting > Error Notification**.
4. Find and click the name of the notification you want to subscribe to.
5. Select the **Who will receive** tab.
6. Click the **lock** icon to unlock users and then use the available icons to add yourself (or currently logged in user) and/or search for other users. The user(s) that you specify to receive email notifications for must have an email entered in the **Email** field of their User Profile (**Username > Profile**)
7. Click **Submit** or **Update**.