

APAR: IZ19605

Symptom: Example Sample EmptyNotificationFactory.java code does not work properly with pending work.

The use of sample EmptyNotificationFactory.java present in the \$ITIM-HOME/extensions/examples/mail is a legacy solution to suppress e-mail notifications and this does not work for all type of notifications. Therefore to achieve the requirement of not sending any notification for a particular type of activity, we recommend you to use the following methods:

It is preferable to use following settings to disable notifications:

1. Settings in configurations tab

1.1 Click on 'CONFIGURATION' tab of ITIM Manager Web interface.

1.2 Click on 'PROPERTIES' tab.

1.3 Go to 'Workflow Notifications' settings.

1.4 Open template for the notification to be suppressed.

1.5 For the System Notifications like 'Suspend account', you will see an 'Enabled' checkbox.

Uncheck the checkbox, if it is already selected, to disable the notification for this System Notification.

1.6 For the manual activity notifications, which does not have 'Enabled' checkbox, leave the 'Subject' field blank.

2. Settings in workflow manual activity elements (e.g Approval, RFI and Work Order)

2.1 Open Workflow for which you want to disable the notifications.

2.2 Open workflow element properties window.

2.3 If 'Use Default Template' from Notification tab is not selected then, leave the 'Subject' field blank.