

OperationsCommander - <https://opscom.wiki>

Why Are My Violation/Warning Notification Emails Not Going Out?

If your new violation and warning notification emails are not going out, please check the following:

1. Confirm that the user is the primary driver and has a valid email address in the system. Emails are sent automatically to the primary driver with an email. Users without an email are flagged for letter reports.
2. Confirm email templates for violation notices are configured properly under System Configuration > Content & Designs > Email Templates.
3. Verify that the "New Violation Notices" system task is enabled and running (scheduled or manual) in Tools > View System Task Logs.
4. If sending warnings, ensure "Send Notices For Warnings" is enabled under System Configuration > System Settings > Violations.
5. Check notice-related settings:
 - Violation days until due in Tomahawk Options > System Settings.
 - Collections > Include All Unpaid Violations setting.
6. Inspect the letter report (Violations > Letter report) for users without email addresses or unsent notices.
7. Keep in mind that only new violations (issued the same day) trigger initial emails. Older violations may not automatically send a notification email.

Reviewing and correcting these settings and running the relevant system task should help resolve issues with violation notification emails not being sent.

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