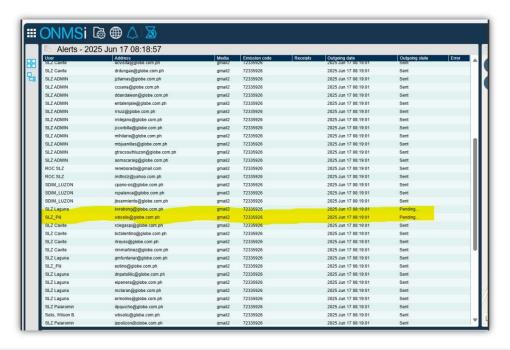
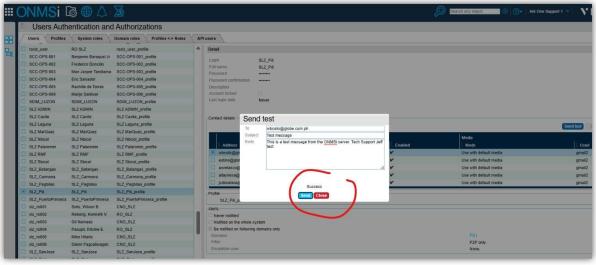
## Why is the email notification status showing as pending in the ONMSi system?



Problem: The user reports that the email status is pending, as shown below. There is no problem if they use the "send test" email function to verify.





Why is the email notification status showing as pending in the ONMSi system?

There are several reasons for this, and each situation needs to be addressed individually. In this case, we identified two users with the same email address. When both are set up to receive alarm notifications from the same region, the second user will show a "pending status," as indicated below.

			Emission			Outgoing
User	Address	Media	code	Receipts	Outgoing date	state
					4/14/2025	
NLZ_Malolos	rgbsantos@globe.com.ph	gmail2	71173171		12:31	Pending
					4/14/2025	
NLZ RMS	rgbsantos@globe.com.ph	gmail2	71173171		12:31	Sent
			Fastasia.			0.4

			Emission			Outgoing
User	Address	Media	code	Receipts	Outgoing date	state
					4/14/2025	
SARMIENTO, JOHNADOVE P	jpsarmiento@globe.com.ph	gmail2	71173171		12:31	Pending
					4/14/2025	
Sarmiento, Johnadove Parola	jpsarmiento@globe.com.ph	gmail2	71173171		12:31	Sent

			Emission			Outgoing
User	Address	Media	code	Receipts	Outgoing date	state
					4/14/2025	
ARKONE SUPPORT	ike villareal@ark-one.com.ph	gmail2	71173171		12:31	Pending
					4/14/2025	
General Administrator	ike villareal@ark-one.com.ph	gmail2	71173171		12:31	Sent

For any other technical information inquiries, please contact us at tac.apac@viavisolutions.com