

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.

User	Address	Media	Emission code	Receipts	Outgoing date	Outgoing state	Error
SLZ Cavite	scvillal@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ Cavite	drdungao@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ ADMIN	jclamas@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ ADMIN	ccsana@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ ADMIN	ddandaleon@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ ADMIN	entaleon@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ ADMIN	rruiz@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ ADMIN	mlejano@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ ADMIN	jccorilla@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ ADMIN	mihilaro@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ ADMIN	mjuanillas@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ ADMIN	gtrocsouthizon@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ ADMIN	aomacraig@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
ROC SLZ	reneborado@gmail.com	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
ROC SLZ	mdtstz@yahoo.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SDIM_LUZON	cpiano-os@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SDIM_LUZON	rspalanca@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SDIM_LUZON	bsarmiento@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ Laguna	lvrebong@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Pending	
SLZ_Pila	vbtsolis@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Pending	
SLZ Cavite	rclegaspi@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ Cavite	bclorentino@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ Cavite	rtreyes@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ Cavite	rimmartinez@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ Laguna	gmfontanar@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ_Pila	edino@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ Laguna	drpatolillo@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ Laguna	eipenera@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ Laguna	mclaran@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ Laguna	ermolino@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ Paloromin	dquicho@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
Sols, Wilson B.	vbtsolis@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	
SLZ Paloromin	ispolizon@lobe.com.ph	gmail2	72335926		2025 Jun 17 08:19:01	Sent	

Send test

To: vbtsolis@lobe.com.ph

Subject: Test message

Body: This is a test message from the ONMSi server. Tech Support Jeff test

Success [Send] [Close]

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.

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

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

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

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