⚒Fix Me! **This page is not fully translated, yet. Please help completing the translation.**
(remove this paragraph once the translation is finished)

Editing e-mails for tasks and groups

It is possible to edit e-mails send by TIM, for example e-mails that are meant to inform users about the assignment of new tasks. The actual text of an e-mail may be changed. To do this, the file **tim.properties** has to be opened with a text processing program. You can find this file located in the following directory:

```
...\server\default\deploy\loom.ear\config
```

All e-mails may be sent either as a normal text or as HTML-mails.

Notification mails

Via the menu item **Notification Mails**, e-mails used to inform users about completed tasks can be edited.

- **notification-assignee-mail-subject** : This options changes the subject of an e-mail
- **notification-assignee-mail-text** : This option changes the textual content of an e-mail

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Archivation

Via this menu item, e-mails used to inform users about archived instances can be edited:

- **archivation-mail-subject** : This option changes the subject of an e-mail
- **archivation-mail-text** : This option changes the textual content of an e-mail

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Adhoc

Via this menu item e-mails informing users about AdHoc tasks can be edited:

- **notification-adhoc-close-subject** : This option changes the subject of an e-mail
- **notification-adhoc-close-text** : This option changes the textual content of an e-mail

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Taskmail

Via this menu item texts of e-mails used to assign new tasks to employees can be edited:

- **taskmail-subject** : This option changes the subject of an e-mail

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- **taskmail-text** : This option changes the textual content of an e-mail

The e-mails that are sent by the system as reminders for unfinished tasks can similarly be edited:

- **taskreminder-subject** : This option changes the subject of an e-mail
- **taskreminder-text** : This option changes the textual content of an e-mail

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Escalation

E-mails that inform about the escalation of a process are also editable:

- **escalation-email-subject** : This option changes the subject of an e-mail
- **escalation-email-message** : This option changes the textual content of an e-mail

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Using variables in the text of e-mails

It is possible to use certain key words within the text of e-mails. These key words will then be replaced by a corresponding variable.

- **${processDefinitionName}** : The name of the process definition to which for example the task belongs to
- **${processInstanceName}** : The name of the corresponding process instance
- **${processInstanceId}** : The identification number of the process instance
- **${processInstanceDescription}** : The description which was generated at the start of the process instance
- **${taskName}** : The name of the corresponding task
- **${nodeName}** : The name of the activity to which the task belongs to
- **${taskId}** : The identification number of the task
- **${nodeId}** : The identification number of the activity
- **${taskLink}** : A link that directs the user to the related task
- **${taskDescription}** : The description of the current task
- **${baseLink}** : This provides access to the baselink of the server on which the task has been set up (e.g., tim.taskinmotion.de)
- **${NOW}** : The current date
- **${SEZ, dd.MM.yyyy}** : The deadline for completion for the corresponding task as depicted in a chosen format
- **${EVERYPROCESSVARIABLE}** : Any process variable can be used here

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HTML-Taskmails

HTML-Taskmails can be used to edit the content of an e-mail. For example, pictures can be included and simple links may be embedded within the text. In contrast, this option would not be possible to

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implement with ordinary Taskmails. To enable this kind of functionality in an HTML-mail, the parameter of the Taskmail text has to start with the following value:

```
<html><head><meta http-equiv="Content-Type" content="text/html;
charset=UTF-8"></head><body>
```

For example:

```
taskmail-text=<html><head><meta http-equiv="Content-Type"
content="text/html; charset=UTF-8"></head><body>You have received a new
task: ${taskName} <br/>  in the process: ${processDefinitionName}. <br/>
\nn\nGo directly to the task: <a
href="${taskLink}">${taskName}</a></body></html>
```

Differences between Taskmails with each definition and node (starting with version v4.0)

An individualized subject heading and text for each e-mail can be implemented with each definition and/or node. The corresponding entry in the file tim.properties would then look like this:

```
taskmail-text-processdefinitionsname-nodename-with-spacecharacter=The text
in the mail is referring to a specific node within a certain process
taskmail-subject-processdefinitionsname-nodename-with-spacecharacter=You
have been assigned the task ${taskName} within the process
${processInstanceName}
```

If possible, an individual text will be assigned to a specific node for each taskmail. If this is not possible, a search for a related e-mail message will be conducted for the process definition. Finally, if this text is also not available, then the standardized text will be used.
The following is an example of an individualized e-mail text for each process definition:

```
taskmail-text-processdefinitionname-with-spacecharacter=This is the text for
the task of the process definition PROCESSDEFINITIONNAME
taskmail-subject-processdefinitionname-with-spacecharacter=The task
${taskName} in the process ${processInstanceName} has been assigned
```

Names of process definitions and nodes have to be written in small **letters**! Spaces and special characters are notated by using **-**!

Multilingual mails

Depending the language of the logged in user, the mails can have differend langauges. You have to put a locale as prefix:

```
de-taskmail-subject-processdefinitionsname-nodename = Here is a german
subject
```

```
de-taskmail-text-processdefinitionsname-nodename = Here is a german text
```

```
en-taskmail-subject-processdefinitionsname-nodename = This is the subject
en-taskmail-text-processdefinitionsname-nodename = This is the mailtext
```

If there is multilanguage in Process Repository you have to take the definitionname and nodename from default language

Enabling and disabling Taskmails

To enable the functionality of Taskmails for individual users, the option **"Prefer to receive messages by e-mail"** can be activated in the user profile. This setting is also available to users within the entire system by accessing the client profile.

Error mails

If an error occurs while sending a mail and the "send message in case of failure" is selected within the Client Profile, then a mail will be sent to the selected group. The mail has the following form:

```
mail-not-sent-subject=Mail not sent Id: ${MAIL.ID} Subject: ${MAIL.SUBJECT}
mail-not-sent-text=The following errors occurred during sending.\n\n
```

Additionally, the exception that occurred will be attached to the mail text

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