

# Troubleshooting - Notifications server

## I'm not receiving a message for Jira issue event notification

Check if your Jira/SD project workflow has a post-function that fires an event that corresponds to the event tracked in your Raley Notifications configuration.

For example, if you need to send a message on "Issue Resolved" then make sure that whenever transition is done to "Issue Resolved" in your project workflow, there's a post-function which will fire the same event.

If you're configuring Raley against event "Issue status changed" then your workflow transition(s) must fire "Generic event".