No alert transport attribute found for user

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Overview

A user has a group where security strings are sent to, and an alert repository group where alert messages are sent to. These need to be defined or an error will occur when a security string or alert is sent to the user. See also No transport defined for user.

Prerequisites

All Swivel versions

Symptoms

Error Message: No alert transport attribute found for user

Solution

Ensure that the user has a valid transport, i.e. telephone number or email address, see View a Users Transport

Ensure the data source attribute is correct, i.e. mobile for AD, phone for LDAP and XML, see Transport Attribute

Ensure the user has a transport group defined, see Transport Configuration