

Capture - "Timeout" error email received after successful scan/email

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Issue

With Printix Go Capture and use of a Scan to Email workflow intermittently the users are receiving a "Timeout" error email, even though the actual scan and email with attachment has been retrieved successfully.

Cause

This is caused by a missing email delivery notification from the Printix email service provider.

Solution

Currently there is no solution to this problem as it is caused by our email service provider - who have been informed about this problem.

As a workaround it is possible to have a support request/case being created to request for a specific tenant those email delivery notifications to be ignored and no longer being sent in case of timeouts.

Note: Please be aware that disabling these timeout notification emails may also suppress notifications for genuine capture failures. Therefore, this should be applied with caution.

Applies to

Product	Version	Build	Environment	Hardware
Printix	All	Cloud		

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/40471>