

# Event Watcher Manual

## Welcome to the Event Watcher User Manual

Whether you are new to Event Watcher or an advanced user, you can find some useful information here.

In this guide, you'll learn how to:

- [Install extension](#)
- Quick Start:
  - [Create first Channel](#)
  - [Create first Recipient](#)
  - [Create first Notification](#)

## How to install the extension

1. Backup your store database and web directory.
2. Login to SSH console on your server and navigate to the root directory of the Magento 2 store.
3. Copy installation instructions from the page [My Downloadable Products](#) to SSH console and press ENTER.
4. Run command `php -f bin/magento module:enable Mirasvit_Core Mirasvit_Event Mirasvit_Mq Mirasvit_Notificator` to enable extension.
5. Run command `php -f bin/magento setup:upgrade` to install extension.
6. Run command `php -f bin/magento cache:clean` for clean cache.
7. Deploy static view files

```
php -f bin/magento setup:static-content:deploy
```

### Note

If you install the module manually to the "app/code/" directory, additionally install the required liquid/liquid and messengers' API libraries through composer:

```
composer require "liquid/liquid:^1.3" "irazasyed/telegram-bot-sdk:^2.2" "maknz/slack:^1.7"
```

## General Settings

Go to **System -> Event Watcher and Notification -> Settings**. You will see the following settings:

# Events

- **Allowed Error Level** - allows you to select registered error levels by the extension.

## Note

The **Error** event has multiple levels, the low-level errors (Debug, Info, Notice, Warning) generate too many records that are registered by our extension and stored in the DB table **mst\_event\_event**. Therefore in order to avoid the fast overflow of this table, we recommend you to observe only high priority error levels.

# Setting Up a Channel

**Channel** is a medium used for communication or the passage of information to the target recipient or a group of recipients.

Out of the box, our extension provides 3 channels:

1. **Email** - allows you to receive regular messages through your mail client.
2. **Slack** - is a corporate messenger. It can be very useful to print some urgent messages to certain channels in order to inform responsible persons or the whole team about some event.
3. **Telegram** - as Slack, Telegram is also a cloud-based cross-platform messaging app. It will always keep you posted.

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To create a new channel follow these steps:

1. Go to **System > Event Watcher and Notification > Manage Channels**. Press the button **Add New Channel**.
2. Fill in the following settings:
  - **Title** - the name of a channel.
  - **Is Active** - activate a channel.
  - **Channel Type** - select desired channel type.
3. Finally, fill in channel-specific settings. For more information, refer to the concrete channel details page.
4. Press **Save** to complete.

# How to establish Email Channel

# How to establish Slack Channel

To use Slack, you need to create an incoming webhook. You can create it on your Slack account following this [instruction](#).

Additionally, you can specify the following fields:

1. **Username** - used as a name for the bot publishing the messages.
2. **Icon** - used as an avatar for your bot.
3. **Channel** - a Slack channel to send text messages to, including the leading hashtag character, e.g.,  
*#general*

To verify a connection, you can send a test message which will be published in the default channel specified when creating an Incoming WebHook or to the channel specified in the settings.

# Company's slack

Name \*

Co

Is Active



Channel Type \*



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## Slack Configuration

Username

M

Icon

:pa

WebHook URL \*

ht

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To use Telegram, you need to obtain a bot token. To get a **Bot Token**, you should create a bot first. For this follow the steps below:

1. Find the [BotFarther](#), talk to it, and follow a few simple steps.
  2. Upon completion, you will get an HTTP API token, which you should copy to the **Bot Token** field in the channel settings.
  3. In the end, you should start a chat with your bot to activate it.
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To get a **Chat ID** follow the steps below:

1. Find and start a chat with the [GetId](#) Bot.
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You can also publish messages to a group chat. To get a **Group Chat ID** follow the steps below:

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# Telegram

Name \*

Telegram

Is Active



Yes

Channel Type \*



Telegr

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## Slack Configuration

Bot Token \*

475857537

Chat ID \*

-220141470

For sending a t

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For sending a t

# Setting Up a Recipient

**Recipient** is a target person who will receive the messages sent by notification.

To create a new channel follow these steps:

1. Go to **System > Event Watcher and Notification > Manage Recipients**. Press button **Add New Recipient**.
2. Fill in the following settings:
  - **General Information:**
    - **Name** - name of trigger.
    - **First Name** - recipient first name.
    - **Last Name** - recipient last name.
3. Specify the channel details associated with this recipient:
  - **Channel** - select one of the available channels.
  - **Address** - specify the channel-specific address. For example:
    - **Slack Address** - Slack channel starting with leading hash: *#general*.
    - **Telegram Address** - here you should enter the Telegram Chat ID: *223151425*.
    - **Email Address** - use an email address of the desired recipient: *john\_doe@example.com*

# Admin

Name \*

Admin

First Name

John

Last Name

Doe

---

## Recipient Channels

Channel



Compa



Email

# Setting Up a Notification

**Notification** purpose is to send messages to the specified recipients when some certain event has occurred in your system.

In this context, an **event** is the certain action of a visitor of your site (e.g., login, registration, placing an order) or an action of a system (e.g., change order status, cron job execution).

All notifications are located at **System -> Event Watcher and Notification -> Manage Notifications** section. There you can edit existing notification, or create a new one.

**Event watcher & notification for Magento 2** works for different store views.

## How to Create New Notification

Visit **System -> Event Watchers -> Manage Notifications** and press **Add New Notification** button to open creation page. It breaks into two subsequent stages:

1. On the first stage, you need to configure general settings:
  - **Title** - name of a notification.
  - **Is Active** - activate a notification.
  - **Event** - an event which should trigger a notification. They are grouped in the drop-down menu. Select it and press **Continue** to proceed to the next stage.

### Note

After you had selected the Event, it can not be undone later. You will need to create a new notification, bound to another event.

2. On the second stage, you need to configure details, which break into two sections:
  - **Notification Details**
    - **Recipient** - select recipient of a notification.
    - **Notification Template** - select existing template or create a new one by editing an existing.
    - **Do not send more than** - here you can limit the number of sent messages within a specified number of minutes. Messages, which exceed this limit will be muted.
  - **Conditions**: It allows you to send messages only if the selected conditions are met for the target event.
3. Make sure that rules are activated and press **Save** to complete.

# Site is down

Title \*

Site

Is Active



Notification Event

App

---

## Notification Details

Recipient \*

Ac

Notification Template

Sta

Do not send more than

5

## Adding Conditions to Notifications

Each notification has **Conditions** section, where you can set conditions that define when notification should be sent.

### Send notification only if the following conditions

If **ALL** of these conditions are **TRUE** :

Error: Level is Critical ❌

✓ Please choose a condition to add.

Conditions Combination

Error

Error: Level

Error: Message

Error: Backtrace



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All conditionals should be enclosed in the global mode block. They have four possible global modes of applying, shown in special header If `*[apply mode]*` of these conditions are `*[validation mode]*`:

*Applying modes* define, when rule shall be triggered:

- **ALL** - implies, that rule will be executed only when strictly all conditions were met;
- **ANY** - implies, that rule will be executed only when one or more (but not all) of conditions were met;

*Validation modes* define, which result can produce each condition to be counted as "met":

- **TRUE** - implies, that conditions should be valid.
- **FALSE** - implies, that conditions should be invalid.

You can also define multiple nested mode blocks by selecting the **Conditions Combination** option. These modes allow creating flexible condition sets to satisfy a policy of any complexity.

Once you had selected global mode (or left it as default), press the green (+) button, and pick up a condition type.

There are many possible conditions, which depend on the every **Event** field. Here is their list, depending on event types:

- **Customer**

- **Is Confirmed** - whether the customer is confirmed.
- **Created At** - where the customer was created.
- **Associate to Website** - to which Website customer is associated.
- **Create In** - at which Store customer is registered.
- **Group** - to which Group customer belongs.
- **Personal Information** - such as **Gender, First Name, Last Name, Email, Date of Birth** and so on.
- **Billing and Shipping Addresses** - these conditions work with multiline text address representation, so use **contains** and **does not contain** operators for it.
- **Failures Number** - number of last tried failures to login (counts as errors before successful login, or last fail attempt).
- **First Failure Date** - date of first registered login failure.
- **Lifetime Sales** - total amount, paid for all orders, placed by a customer, and completed.
- **Average Sales** - average amount, which customer pays per order.
- **Number of Orders** - the number of orders that the customer had placed and completed.
- **Last Activity** - checks the last date of customer visit and returns the number of full days from that date.

- **Store**

- **Lifetime Sales** - total amount, paid for of all orders in the current store.
- **Number of Orders** - the number of all completed orders in the current store.

- **Admin (User)**

- **Personal Information** - such as **Username, First Name** and **Last Name**.
- **Is Active** - whether the current admin user is active.
- **Number of Logins** - total number of successful logins of the current user.
- **Last Login Date** - date of the last login of the current user.
- **number of failed logins** - total number of failed logins of the current user.
- **Admin IP** - IP address, from which admin user has been registered.
- **Is Admin Logged In from a New IP** - a special flag, which is set only when an admin user is logged from IP, other than he used for registration.

- **Schedule**



- **Job Code** - identifier, set as name attribute for <job> tag in /etc/crontab.xml config file of the module.

### Example

Job Code for Message Queue processing task would be `mq_process`, and can be seen in `/vendor/mirasvit/module-message-queue/src/Mq/etc/crontab.xml` config.

- **Status** - the status of the job at the time of cron check. There are the following options available:
  - **Pending** - used when the job was just scheduled for execution.
  - **Running** - used when the job is running now
  - **Error** - used when the job was terminated unexpectedly.
  - **Missed** - used, when the job was not executed (for example, queue waiting time was over).
  - **Success** - used when the job was executed successfully.
- **Message** - text condition, which allows you to check job results. Use **contains** and **does not contain** operators.
- **Time Frame Information** - such as **Created At**, **Scheduled At**, **Executed At** and **Finished At**.
- **Finished Ago** - allows to check, how many minutes ago was finished last cron task. Used in combination with **Code** to check when was certain task was last executed.
- **Run Time** - allows to check, how much time cron task has consumed.
- **Last heartbeat time** - allows to check, how many minutes ago was executed so-called **heartbeat** task. It runs each time with cron started, so using this condition, you can check whether cron actually runs.

### • Product

These conditions are used in events of the following event groups: **Customer**, **Shopping Cart**, **Wishlist**, **Review**. They break into two large categories:

- **Product** - contains all attributes, defined at **Stores -> Attributes -> Product**.
- **Additional Product Conditions** - contains two shortcuts, which allow you to track sales of your top products:
  - **Newest Products** is a shortcut to `Product is one of [X] most recently added products is [Yes/No]` expression, where X is limit of newly added products list to check.

### Example

If you need to know whether one of your 10 newest products was bought, you need condition `Product is one of 10 most recently added products is Yes`.

- **Top Selling Products** - is a shortcut to `Product is one of [X] top selling products is [Yes/No]`, where X is also a limit for a list of top-performing products to check.

### Example

Likewise - if you need to know whether one of your top 10 products was bought, you need condition `Product is one of 10 top-selling products is Yes`.

### • Product Special Block

There are two special options used in conditions:

- **Product Subselection** - opens a special block If [ALL/ANY] products in cart/order matching these conditions:, which can contain one or more **Products** condition from category above

This block simplifies complex conditions and makes conditions more logical and readable.

- **Product Attribute Value Comparison** - opens a special block If [Comparison Mode] [Constant] of [Selection Mode] [Attribute] found while ALL of these conditions match, which also can contain one or more **Products** condition from category above.

This block is quite complex. It allows you to create a collection of products using **Products** conditionals. Then, using **Selection Mode** options Same and Different, you can pick up an **Attribute** and compare that attribute value to some **Constant**. There are three possible **Comparison Modes: Equal To, More than, and Less Than**.

Refer to the Examples section to know how these blocks can be properly used.

- **Shipping Address**

- **Country** - allows checking which country product should be delivered.
- **City** - a city name, where shipping should be provided.
- **State/Province** - a state name, where shipping should be provided (works only with USA, Australia, Canada, and other federal-type countries).
- **Region** - a region where shipping should be provided.
- **Postcode** - postal code (precise format depends on country).

- **Quote**

- **Subtotal** - allows checking subtotal (without tax and shipping fees).
- **Total quantity of products** - the total quantity of items ordered in the current Cart.
- **Total count of products** - total number of product titles in current Cart.
- **Shopping Cart products available for purchase** - checks, whether Quote contains products, eligible, or do not eligible to buy.

- **Order**

- **Status** - current status of Order. List of possible order statuses can be seen at **Stores -> Settings -> Order Status**.
- **Total quantity of products** - the total quantity of items ordered in the current Order.
- **Total count of products** - total number of product titles in current Order.
- **Grand Total** - actually paid money amount for current order
- **Payment Method** - payment method, used for current order. List of possible Payment Methods can be seen at **Stores -> Configuration -> Sales -> Payment Methods**.
- **Shipping Method** - shipping method, used for the current order. List of possible Shipping Methods can be seen at **Stores -> Configuration -> Sales -> Shipping Methods**.
- **Invoice Created** - this condition is **Yes**, if the invoice is already issued.
- **Shipping Created** - this condition is **Yes**, if shipping is already created.

- **Updated At Time** - checks, whether Order event triggered at some time point. This condition is text-based and uses 24-hours clock notation. If you wish to check creation or update time in Magento notation, use **Created At** or **Updated At** conditions.

- **Wishlist**

- **Total quantity of products** - the total quantity of items in the current Wishlist.
- **Total count of products** - total number of product titles in current Wishlist.
- **Subtotal** - total money amount for current Wishlist (the price of each product is multiplied by item count of its kind, and then all prices summed).

- **Admin Notifications**

- **Title** - the title of admin notifications sent to the current site.
- **Description** - contents of admin notifications, sent to current site. It is text-based condition, so use **contains** or **does not contain** operators.
- **Severity** - importance of notifications. There are the following possible values:
  - **Notice** – updates, releases, and other Magento news;
  - **Minor** – minor updates and other messages;
  - **Major** – important notifications, which you should check shortly;
  - **Critical** – vulnerability issues and other most important notifications.
- **Url** - URL, supplied with notification. It is also a text-based condition.
- **Is Read** - whether notification was already read.
- **Is Removed** - whether notification was removed from Inbox.
- **Date Added** - date on which notification was added to the Inbox.

- **Error**

- **Level** - level of thrown error or exception. There are the following possible values, in their importance order:
  - **Debug**
  - **Info**
  - **Notice**
  - **Warning**
  - **Error**
  - **Critical**
  - **Alert**
  - **Emergency**
- **Message** - message that describes error. It is a text-based condition, so use **contains** or **does not contain** operators to check its contents.
- **Backtrace** - stack trace of the error. It's also a text-based condition, like above.

# Working with Templates

Templates are the basic building blocks of Notifications sent to selected recipients (store admins, for example).

## How to Create or Edit a Template

The templates are used together with notification and can contain information about the event.

# Edit Current or Add New Template

**Title \***

Standard Notification

**Subject**

You have new notificatio

**Message**

{{ event.toString }}

**{{event.toString}}** - print

**{{error.level}}** - Level

**{{error.message}}** - Mes

**{{error.backtrace}}** - Ba

To edit an existing or create a new template, follow steps below:

1. Open a notification you want to edit.
2. Under the **Notification Details** section find the field **Notification Template**
3. Select the required template and press the button **Edit Template**. A modal window will appear with a content based on a selected template.
4. Edit required fields and press the button **Save** - to edit the existing template or **Save As New** - to create a new one.

## Note

In the **message** field of a template, you can use all the listed variables. The variable `{{event.toString}}` prints a default message of the event defined by the system. The variables vary for each event.

[Back to Notification creation](#)

## Transactional Variables

Depending on the event type used for notification, the following transactional variables are available:

- `{{event.toString}}` - print default event message
- `{{order.increment_id}}` - Order's number
- `{{order.grand_total}}` - Grand total of an order

### Useful Info

After the dot character you can specify any field name available in the DB table `sales_order`

- `{{wishlist.summary_qty}}` - Total quantity of products
- `{{wishlist.summary_count}}` - Total count of products
- `{{wishlist.subtotal}}` - Subtotal
- `{{customer.confirmation}}` - Is Confirmed
- `{{customer.created_at}}` - Created At
- `{{customer.website_id}}` - Associate to Website
- `{{customer.created_in}}` - Created From
- `{{customer.store_id}}` - Create In
- `{{customer.group_id}}` - Group
- `{{customer.disable_auto_group_change}}` - Disable Automatic Group Change Based on VAT ID
- `{{customer.prefix}}` - Name Prefix
- `{{customer.firstname}}` - First Name
- `{{customer.middlename}}` - Middle Name/Initial
- `{{customer.lastname}}` - Last Name
- `{{customer.suffix}}` - Name Suffix
- `{{customer.email}}` - Email
- `{{customer.default_billing}}` - Default Billing Address
- `{{customer.default_shipping}}` - Default Shipping Address
- `{{customer.updated_at}}` - Updated At
- `{{customer.dob}}` - Date of Birth
- `{{customer.failures_num}}` - Failures Number
- `{{customer.taxvat}}` - Tax/VAT Number

- {{customer.gender}} - Gender
- {{customer.first\_failure}} - First Failure Date
- {{customer.lock\_expires}} - Failures Number
- {{customer.lifetime\_sales}} - Lifetime Sales
- {{customer.number\_of\_orders}} - Number of Orders
- {{customer.avgsale}} - Average Sales
- {{customer.is\_subscriber}} - Is subscriber of newsletter
- {{customer.subscription\_status}} - Newsletter subscription status
- {{customer.reviews\_count}} - Number of reviews
- {{customer.last\_activity}} - Last activity (in days)
- {{store.lifetime}} - Lifetime Sales
- {{store.num\_orders}} - Number of Orders
- {{product.name}} - Name
- {{product.qty}} - Product stock quantity
- {{product.activity}} - Activity
- {{product.attribute\_set\_id}} - Attribute Set
- {{product.category\_ids}} - Category
- {{product.category\_gear}} - Category Gear
- {{product.climate}} - Climate
- {{product.collar}} - Collar
- {{product.color}} - Color
- {{product.eco\_collection}} - Eco Collection
- {{product.erin\_recommends}} - Erin Recommends
- {{product.features\_bags}} - Features
- {{product.format}} - Format
- {{product.gender}} - Gender
- {{product.material}} - Material
- {{product.new}} - New
- {{product.pattern}} - Pattern
- {{product.performance\_fabric}} - Performance Fabric
- {{product.sku}} - SKU
- {{product.sale}} - Sale
- {{product.size}} - Size
- {{product.sleeve}} - Sleeve
- {{product.strap\_bags}} - Strap/Handle
- {{product.style\_bags}} - Style Bags
- {{product.style\_bottom}} - Style Bottom
- {{product.style\_general}} - Style General

## Example

In notification associated with **order event**, to display info of purchased items you can use the code below:

```
{% for item in order.items %}
  <p>{{ item.name }}: {{ item.price }}</p>
{% endfor %}
```

## Setting Up a Notification

**Notification** purpose is to send messages to the specified recipients when some certain event has occurred in your system.

In this context, an **event** is the certain action of a visitor of your site (e.g., login, registration, placing an order) or an action of a system (e.g., change order status, cron job execution).

All notifications are located at **System -> Event Watcher and Notification -> Manage Notifications** section. There you can edit existing notification, or create a new one.

**Event watcher & notification for Magento 2** works for different store views.

## How to Create New Notification

Visit **System -> Event Watchers -> Manage Notifications** and press **Add New Notification** button to open creation page. It breaks into two subsequent stages:

1. On the first stage, you need to configure general settings:
  - **Title** - name of a notification.
  - **Is Active** - activate a notification.
  - **Event** - an event which should trigger a notification. They are grouped in the drop-down menu. Select it and press **Continue** to proceed to the next stage.

### Note

After you had selected the Event, it can not be undone later. You will need to create a new notification, bound to another event.

2. On the second stage, you need to configure details, which break into two sections:
  - **Notification Details**
    - **Recipient** - select recipient of a notification.
    - **Notification Template** - select existing template or create a new one by editing an existing.
    - **Do not send more than** - here you can limit the number of sent messages within a specified number of minutes. Messages, which exceed this limit will be muted.
  - **Conditions**: It allows you to send messages only if the selected conditions are met for the target event.
3. Make sure that rules are activated and press **Save** to complete.



# Site is down

Title \*

Site

Is Active



Notification Event

App

---

## Notification Details

Recipient \*

Ac

Notification Template

Sta

Do not send more than


5

## Adding Conditions to Notifications

Each notification has **Conditions** section, where you can set conditions that define when notification should be sent.

### Send notification only if the following conditions

If **ALL** of these conditions are **TRUE** :

Error: Level is Critical 

✓ Please choose a condition to add.

Conditions Combination

Error

Error: Level

Error: Message

Error: Backtrace



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All conditionals should be enclosed in the global mode block. They have four possible global modes of applying, shown in special header If `*[apply mode]*` of these conditions are `*[validation mode]*`:

*Applying modes* define, when rule shall be triggered:

- **ALL** - implies, that rule will be executed only when strictly all conditions were met;
- **ANY** - implies, that rule will be executed only when one or more (but not all) of conditions were met;

*Validation modes* define, which result can produce each condition to be counted as "met":

- **TRUE** - implies, that conditions should be valid.
- **FALSE** - implies, that conditions should be invalid.

You can also define multiple nested mode blocks by selecting the **Conditions Combination** option. These modes allow creating flexible condition sets to satisfy a policy of any complexity.

Once you had selected global mode (or left it as default), press the green (+) button, and pick up a condition type.

There are many possible conditions, which depend on the every **Event** field. Here is their list, depending on event types:

- **Customer**

- **Is Confirmed** - whether the customer is confirmed.
- **Created At** - where the customer was created.
- **Associate to Website** - to which Website customer is associated.
- **Create In** - at which Store customer is registered.
- **Group** - to which Group customer belongs.
- **Personal Information** - such as **Gender, First Name, Last Name, Email, Date of Birth** and so on.
- **Billing and Shipping Addresses** - these conditions work with multiline text address representation, so use **contains** and **does not contain** operators for it.
- **Failures Number** - number of last tried failures to login (counts as errors before successful login, or last fail attempt).
- **First Failure Date** - date of first registered login failure.
- **Lifetime Sales** - total amount, paid for all orders, placed by a customer, and completed.
- **Average Sales** - average amount, which customer pays per order.
- **Number of Orders** - the number of orders that the customer had placed and completed.
- **Last Activity** - checks the last date of customer visit and returns the number of full days from that date.

- **Store**

- **Lifetime Sales** - total amount, paid for of all orders in the current store.
- **Number of Orders** - the number of all completed orders in the current store.

- **Admin (User)**

- **Personal Information** - such as **Username, First Name** and **Last Name**.
- **Is Active** - whether the current admin user is active.
- **Number of Logins** - total number of successful logins of the current user.
- **Last Login Date** - date of the last login of the current user.
- **number of failed logins** - total number of failed logins of the current user.
- **Admin IP** - IP address, from which admin user has been registered.
- **Is Admin Logged In from a New IP** - a special flag, which is set only when an admin user is logged from IP, other than he used for registration.

- **Schedule**

- **Job Code** - identifier, set as name attribute for <job> tag in /etc/crontab.xml config file of the module.

### Example

Job Code for Message Queue processing task would be `mq_process`, and can be seen in /vendor/mirasvit/module-message-queue/src/Mq/etc/crontab.xml config.

- **Status** - the status of the job at the time of cron check. There are the following options available:
  - **Pending** - used when the job was just scheduled for execution.
  - **Running** - used when the job is running now
  - **Error** - used when the job was terminated unexpectedly.
  - **Missed** - used, when the job was not executed (for example, queue waiting time was over).
  - **Success** - used when the job was executed successfully.
- **Message** - text condition, which allows you to check job results. Use **contains** and **does not contain** operators.
- **Time Frame Information** - such as **Created At**, **Scheduled At**, **Executed At** and **Finished At**.
- **Finished Ago** - allows to check, how many minutes ago was finished last cron task. Used in combination with **Code** to check when was certain task was last executed.
- **Run Time** - allows to check, how much time cron task has consumed.
- **Last heartbeat time** - allows to check, how many minutes ago was executed so-called **heartbeat** task. It runs each time with cron started, so using this condition, you can check whether cron actually runs.

### • Product

These conditions are used in events of the following event groups: **Customer**, **Shopping Cart**, **Wishlist**, **Review**. They break into two large categories:

- **Product** - contains all attributes, defined at **Stores -> Attributes -> Product**.
- **Additional Product Conditions** - contains two shortcuts, which allow you to track sales of your top products:
  - **Newest Products** is a shortcut to `Product is one of [X] most recently added products is [Yes/No]` expression, where X is limit of newly added products list to check.

### Example

If you need to know whether one of your 10 newest products was bought, you need condition `Product is one of 10 most recently added products is Yes`.

- **Top Selling Products** - is a shortcut to `Product is one of [X] top selling products is [Yes/No]`, where X is also a limit for a list of top-performing products to check.

### Example

Likewise - if you need to know whether one of your top 10 products was bought, you need condition `Product is one of 10 top-selling products is Yes`.

### • Product Special Block

There are two special options used in conditions:

- **Product Subselection** - opens a special block If [ALL/ANY] products in cart/order matching these conditions:, which can contain one or more **Products** condition from category above

This block simplifies complex conditions and makes conditions more logical and readable.

- **Product Attribute Value Comparison** - opens a special block If [Comparison Mode] [Constant] of [Selection Mode] [Attribute] found while ALL of these conditions match, which also can contain one or more **Products** condition from category above.

This block is quite complex. It allows you to create a collection of products using **Products** conditionals. Then, using **Selection Mode** options Same and Different, you can pick up an **Attribute** and compare that attribute value to some **Constant**. There are three possible **Comparison Modes: Equal To, More than, and Less Than**.

Refer to the Examples section to know how these blocks can be properly used.

- **Shipping Address**

- **Country** - allows checking which country product should be delivered.
- **City** - a city name, where shipping should be provided.
- **State/Province** - a state name, where shipping should be provided (works only with USA, Australia, Canada, and other federal-type countries).
- **Region** - a region where shipping should be provided.
- **Postcode** - postal code (precise format depends on country).

- **Quote**

- **Subtotal** - allows checking subtotal (without tax and shipping fees).
- **Total quantity of products** - the total quantity of items ordered in the current Cart.
- **Total count of products** - total number of product titles in current Cart.
- **Shopping Cart products available for purchase** - checks, whether Quote contains products, eligible, or do not eligible to buy.

- **Order**

- **Status** - current status of Order. List of possible order statuses can be seen at **Stores -> Settings -> Order Status**.
- **Total quantity of products** - the total quantity of items ordered in the current Order.
- **Total count of products** - total number of product titles in current Order.
- **Grand Total** - actually paid money amount for current order
- **Payment Method** - payment method, used for current order. List of possible Payment Methods can be seen at **Stores -> Configuration -> Sales -> Payment Methods**.
- **Shipping Method** - shipping method, used for the current order. List of possible Shipping Methods can be seen at **Stores -> Configuration -> Sales -> Shipping Methods**.
- **Invoice Created** - this condition is **Yes**, if the invoice is already issued.
- **Shipping Created** - this condition is **Yes**, if shipping is already created.

- **Updated At Time** - checks, whether Order event triggered at some time point. This condition is text-based and uses 24-hours clock notation. If you wish to check creation or update time in Magento notation, use **Created At** or **Updated At** conditions.

- **Wishlist**

- **Total quantity of products** - the total quantity of items in the current Wishlist.
- **Total count of products** - total number of product titles in current Wishlist.
- **Subtotal** - total money amount for current Wishlist (the price of each product is multiplied by item count of its kind, and then all prices summed).

- **Admin Notifications**

- **Title** - the title of admin notifications sent to the current site.
- **Description** - contents of admin notifications, sent to current site. It is text-based condition, so use **contains** or **does not contain** operators.
- **Severity** - importance of notifications. There are the following possible values:
  - **Notice** – updates, releases, and other Magento news;
  - **Minor** – minor updates and other messages;
  - **Major** – important notifications, which you should check shortly;
  - **Critical** – vulnerability issues and other most important notifications.
- **Url** - URL, supplied with notification. It is also a text-based condition.
- **Is Read** - whether notification was already read.
- **Is Removed** - whether notification was removed from Inbox.
- **Date Added** - date on which notification was added to the Inbox.

- **Error**

- **Level** - level of thrown error or exception. There are the following possible values, in their importance order:
  - **Debug**
  - **Info**
  - **Notice**
  - **Warning**
  - **Error**
  - **Critical**
  - **Alert**
  - **Emergency**
- **Message** - message that describes error. It is a text-based condition, so use **contains** or **does not contain** operators to check its contents.
- **Backtrace** - stack trace of the error. It's also a text-based condition, like above.

# List of Events

**Event** is a certain action of a visitor to your site (e.g., login, registration, placing an order) or an action of a system (e.g., change order status, cron job execution).

Events are used in the notifications as a signal for the extension to start sending messages.

Each event has a set of related **variables** - which can be used in the template and **conditions** - that are used in the rules and allow you to set up a notification in such a way as to receive only the messages that interest you.

- **App Events**

- Error

This event is triggered when a new error is occurred in your site and allows you to be aware of all critical errors.

When a new error is occurred by using this event, you can immediately inform your developer on the need to investigate it. In addition, you can send a message to the support team of a company that developed the extension, which thrown an error.

- **Related Conditions for Notifications:** [Error](#)
- **Related Variables for Templates:**

### Note

The **Error** event has multiple levels, the low-level errors (Debug, Info, Notice, Warning) generate too many records that are registered by our extension and stored in the DB table **mst\_event\_event**. Therefore in order to avoid the fast overflow of this table, we recommend you observe only high priority error levels. You can select observed error levels at the global settings of the extension: **System > Event Watcher and Notification > Settings**

- **Admin Events**

- Admin Logged In

This event is triggered whenever Admin User is logged in to the backend.

You can configure notifications to be sent when admin users use new devices to log in to your store, or even possible password stealing.

- **Related Conditions for Notifications:** [Admin \(User\)](#)
- **Related Variables for Templates:**

- Admin Login Failed

This event is triggered whenever Admin User tries to log in to the backend but failed.

You can configure notifications to be sent when login failures reach a certain limit, so you can detect a brute-force hacker attack.

- **Related Conditions for Notifications:** [Admin \(User\)](#)
- **Related Variables for Templates:**

- **Cron Events**

- Cron job

The event is triggered whenever a new cron job is added to a schedule.

With this event, you can always be aware of failed and long-running cron jobs or be notified when the cron schedule has stuck and can send notifications to your server admin to handle problems with cron. Or, you can also automatically contact the support of a company that developed the extension whose cron job got failed.

- **Related Conditions for Notifications:** [Schedule](#)
- **Related Variables for Templates:**

- **Admin Notification Events**

- New Notification

The event is triggered whenever your site receives a new Admin Notification. These messages feature in Magento is used for notifying an admin user about variability issues, security patches, updates, and other news. [Read more](#) about them.

With this event, you can configure the extension to receive only the notifications of a selected severity, therefore, notifying different staff members about respective problems.

- **Related Conditions for Notifications:** [Admin Notifications](#)
- **Related Variables for Templates:**

- **Product Events**

- Decreased QTY

The event is triggered whenever a product quantity is decreased. This event allows you to be aware, when product stock quantity falls below the threshold, and to notify responsible staff on the need to replenish the warehouse.

- **Related Conditions for Notifications:** [Product](#)
- **Related Variables for Templates:**



- Product View

The event is triggered when a product is viewed by a registered customer. This rule can be used for tracking down the interest in specially promoted products, or some experimental goods.

- **Related Conditions for Notifications:** [Product](#), [Customer](#), [Store](#).
- **Related Variables for Templates:**

- **Customer Events**

- Customer Logged In

The event is triggered whenever a customer logs in to the store.

- **Related Conditions for Notifications:** [Customer](#), [Store](#).
- **Related Variables for Templates:**

- Customer Logged out

The event is triggered whenever a customer logs out of the store.

- **Related Conditions for Notifications:** [Customer](#), [Store](#).
- **Related Variables for Templates:**

- New Customer Sign up

The event is triggered when a customer is registered in your store.

- **Related Conditions for Notifications:** [Customer](#), [Store](#).
- **Related Variables for Templates:**

- Customer Birthday

The event is triggered whenever a customer has a birthday.

**Note**

This event is fired at 00:00 of the day of the customer's birth.

- **Related Conditions for Notifications:** [Customer](#), [Store](#).
- **Related Variables for Templates:**

- **Newsletter Events**

- Newsletter subscription

The event is triggered when a customer subscribes to the newsletter.

- **Related Conditions for Notifications:** [Customer](#).

- **Related Variables for Templates:**

- Newsletter unsubscription

The event is triggered when a customer cancels the subscription to the newsletter.

- **Related Conditions for Notifications:** [Customer](#).

- **Related Variables for Templates:**

- Subscription status change

The event is triggered when a customer enables or cancels the subscription to the newsletter.

- **Related Conditions for Notifications:** [Customer](#).

- **Related Variables for Templates:**

- **Shopping Cart**

- Abandoned Shopping Cart

The event is triggered when the shopping cart was not updated in a reasonable period, or customer logged off but did not place an order. Criteria for such a cart can be configured at **Stores -> Settings -> Configuration -> Dotmailer -> Abandoned Carts**.

- **Related Conditions for Notifications:** [Customer](#), [Store](#), [Product Special Blocks](#), [Quote](#), [Shipping Address](#).

- **Related Variables for Templates:**

- **Order Events**

- Order status was changed

The event is triggered whenever the order is saved to apply some changes (it includes placing an Invoice or Shipping documents).

- **Related Conditions for Notifications:** [Customer](#), [Store](#), [Product Special Blocks](#), [Order](#), [Shipping Address](#).

- **Related Variables for Templates:**

- Order obtained 'XXX' status

Our extension features a set of generic Events, which act as a shortcut to **Order was changed** event with a check of Order status. These events have similar names as shown in the header (Order obtained 'Complete' status, for example), and trigger, whenever Order receives particular status.

- **Related Conditions for Notifications:** [Customer](#), [Store](#), [Product Special Blocks](#), [Order](#), [Shipping Address](#).

- **Related Variables for Templates:**

- **Review Events**

- New review was added

This event is triggered whenever a new Review is added (but **before** Approvement).

- **Related Conditions for Notifications:** [Customer](#), [Store](#), [Product Special Blocks](#), [Product](#).
- **Related Variables for Templates:**

- Review has been approved

This event is triggered whenever a new Review is approved and displayed in the store.

- **Related Conditions for Notifications:** [Customer](#), [Store](#), [Product Special Blocks](#), [Product](#).
- **Related Variables for Templates:**

- **Wishlist Events**

- Product was added to wishlist

This event is triggered whenever a new product is added to the customer's wishlist.

- **Related Conditions for Notifications:** [Wishlist](#), [Customer](#), [Store](#), [Product Special Blocks](#), [Product](#).
- **Related Variables for Templates:**

- Wishlist was shared

### Note

Did you not find an event for your needs? Contact our support team, and we will be glad to help you.

## Event Log

Event Log is a special Grid, which holds all registered notifications sent to recipients with respective information on each event.

It is a great tool for analyzing store performance.

The grid provides the following data:

- **Identifier** - a type of event, which triggered the notification
- **Info** - the detailed info, sent to recipients
- **Created At** - the date of the event triggering
- **Updated At** - the date of notification sending (typically should be equal with **Created At**).

# Troubleshooting

- **You do not receive messages**

In order to send messages, the extension starts a background process, which runs continuously. It listens for the new registered events and sends notifications.

This background process is launched by cron, and it requires the function `exec` to be enabled to run it.

However, you won't be able to receive the messages if this function is disabled. So, in that case you can ask your server admin to enable the PHP `exec` function or just add the cron job below to the server crontab:

```
* * * * * <path to php binary> <magento install dir>/bin/magento mirasvit:r
```

## How to upgrade the extension

To upgrade the extension, follow these steps:

1. Backup your store's database and web directory.
2. Login to the SSH console of your server and navigate to the root directory of the Magento 2 store.
3. Run command `composer require mirasvit/module-notificator:* --update-with-dependencies` to update current extension with all dependencies.

### Note

In some cases, the command above is not applicable, or it's not possible to update just the current module, or you need to upgrade all Mirasvit modules in a bundle. In this case, the command above will have no effect.

Run instead `composer update mirasvit/*` command. It will update all Mirasvit modules installed in your store.

4. Run command `php -f bin/magento setup:upgrade` to install updates.
5. Run command `php -f bin/magento cache:clean` to clean the cache.
6. Deploy static view files

```
rm -rf pub/static/*; rm -rf var/view_preprocessed/*; php -f bin/magento setup:static-content:deploy
```

## Disabling Extension

### Temporarily Disable

To temporarily disable the extension please follow these steps:

1. Login to the SSH console on your server and navigate to the root directory of the Magento 2 store.
2. Run command `php -f bin/magento module:disable Mirasvit_Notificator` to disable the extension.
3. Log in to the Magento backend and refresh the store cache (if enabled).

## Extension Removal

To uninstall the extension, please follow these steps:

1. Login to the SSH console on your server and navigate to the root directory of the Magento 2 store.
2. Run command `composer remove mirasvit/module-notificator` to remove the extension.
3. Log in to the Magento backend and refresh the store cache (if enabled).

# Change Log

## 1.5.1

*(2024-10-21)*

### Fixed

- Fixed the issue with the error: Undefined array key 'message'
- 

## 1.5.0

*(2024-08-21)*

### Fixed

- Rendering PHP code removed from templates for security reasons
- 

## 1.4.5

*(2024-08-15)*

### Fixed

- Fixed the issue when the Mirasvit\_Email module is not installed (Impossible to process constructor argument Parameter [#4]() [ Mirasvit>Email\Repository\TriggerRepository \$triggerRepository ] of Mirasvit\Event\Event\Product\ViewEvent class)
- 

## 1.4.4

(2024-05-23)

## Fixed

- Fixed the issue with notifications with multiple recipient sent to one email
- 

## 1.4.3

(2024-05-14)

## Fixed

- Fixed the issue with saving checkout fields in the admin panel (Amasty\_Checkout)
- 

## 1.4.2

(2024-01-10)

## Fixed

- Fixed the issue with the error 'Message has been rejected: Deprecated Functionality: Implicit conversion from float ... to int loses precision'
- 

## 1.4.1

(2023-01-13)

## Fixed

- Fixed possible issue 'preg\_split(): Compilation failed: regular expression is too large'
- 

## 1.4.0

(2022-08-16)

## Improvements

- Support of Magento MQ

## Fixed

- Console command return value
- 

## 1.3.2

(2022-07-12)

## Improvements

- foreign keys to handle deletions of entities
- 

## 1.3.1

(2022-06-20)

## Improvements

- remove db\_schema\_whitelist.json
- 

## 1.3.0

(2022-05-31)

## Improvements

- Migrate to declarative schema
- 

## 1.2.0

(2022-03-15)

## Fixed

- PHP 8.1 compatibility
  - Magento versions support - 2.3, 2.4
- 

## 1.1.1

(2021-09-28)

## Fixed

- conflict with Mageplaza\_Smtp
- 

## 1.1.0

(2021-07-15)

## Fixed

- fixed the issue with cron notifications not sent
- 

## 1.0.47

(2021-01-29)

### Fixed

- Fixed dependencies
- 

## 1.0.46

(2020-10-23)

### Fixed

- added module compatibility with the php 7.4
- 

## 1.0.45

(2020-09-23)

### Fixed

- Fixed issue with not able to edit templates for notifications in Magento 2.4.0 ([#54]())
- 

## 1.0.44

(2020-09-10)

### Fixed

- Fixed conflict with Mageplaza\_Smtp module ([#52]())
- 

## 1.0.43

(2020-09-09)

### Fixed

- Fixed issue with creating new channel in Magento 2.4 ([#50]())
- 

## 1.0.42



*(2020-08-26)*

## **Fixed**

- Magento 2.4 compatibility ([#47]())
- 

## **1.0.41**

*(2020-07-30)*

## **Improvements**

- Support of Magento 2.4
- 

## **1.0.40**

*(2020-03-16)*

- Code improvements

## **1.0.39**

*(2019-11-01)*

## **Improvements**

- Notification levels
- 

## **1.0.38**

*(2019-10-28)*

## **Fixed**

- Compatibility with Magento 2.3.3 mail system
- 

## **1.0.37**

*(2019-10-16)*

## **Fixed**

- Issue with slow error level detection
-

## 1.0.36

*(2019-10-03)*

### Fixed

- Issue with incorrect data displayed after removing filters
- 

## 1.0.35

*(2019-05-23)*

### Improvements

- PHP Template Processor
- 

## 1.0.34

*(2019-05-14)*

### Fixed

- Issue with message formatting (with enabled HTML minification)
- 

## 1.0.33

*(2019-05-02)*

### Fixed

- Issue with blocking cache clearing during save configuration
- 

## 1.0.32

*(2019-04-30)*

### Improvements

- New Transport: HTTP Request
- 

## 1.0.31

*(2019-03-20)*

## **Fixed**

- Error sending wishlist and helpdesk test notifications
- 

## **1.0.30**

*(2019-03-20)*

## **Fixed**

- Error sending test notifications
- 

## **1.0.29**

*(2019-02-08)*

## **Fixed**

- Error blocking Magento installation
- 

## **1.0.28**

*(2019-02-05)*

## **Improvements**

- Add store name and url variables to templates
- 

## **1.0.27**

*(2019-01-31)*

## **Improvements**

- Log request URI for error events
- 

## **1.0.26**

*(2019-01-22)*

## **Improvements**

- New Order notification formatting (Slack)

## **Fixed**

- Order notifications not sent via telegram (since 1.0.22)
- 

## **1.0.25**

*(2019-01-18)*

## **Fixed**

- Notifications with HTML not sent via telegram
- 

## **1.0.24**

*(2019-01-18)*

## **Fixed**

- Order notifications not sent via telegram (since 1.0.22)
- 

## **1.0.23**

*(2019-01-18)*

## **Improvements**

- Slack notifications
- Notifications

## **Fixed**

- Test notification error message
- 

## **1.0.22**

*(2019-01-17)*

## **Improvements**

- Notifications
- 

## **1.0.21**

*(2018-12-21)*

## **Fixed**

- Error during executing cron job (since 1.0.19)
- 

## **1.0.20**

*(2018-12-20)*

### **Improvements**

- Ability to use Magento directives/variables in email templates, e.g. include default email header and footer

### **Documentation**

- More info about variables
- 

## **1.0.19**

*(2018-12-10)*

### **Improvements**

- Ability to use own order attributes
- 

## **1.0.18**

*(2018-11-29)*

### **Improvements**

- M2.3 support

### **Documentation**

- Install required libraries
- 

## **1.0.17**

*(2018-07-20)*

## **Fixed**

- Issue with FK keys
-

## 1.0.16

(2018-04-23)

### Improvements

- Do not display rules on first step of notification creation

### Fixed

- Do not show error in notification listing if event does not exists
- 

## 1.0.15

(2018-02-09)

### Improvements

- Register only active events mirasvit/module-event#9
- 

## 1.0.14

(2018-02-05)

### Bugfixes

- Fix error during deploy of Magento Cloud Edition

### Improvements

- Ability to use nested variables in templates
- 

## 1.0.13

(2018-01-25)

### Improvements

- Allow to use the new line character for Email transport
- 

## 1.0.12

(2018-01-18)

### Improvements

- Performance improvement: in cron job check only events registered by cron
- 

## **1.0.11**

*(2018-01-11)*

### **Bugfixes**

- Error installing module for M2.2.2
- 

## **1.0.10**

*(2017-12-01)*

### **Improvements**

- CLI command to send notification for event ID from Event Log
- 

## **1.0.9**

*(2017-11-30)*

### **Fixed**

- Ignore event if it does not exist anymore

### **Documentation**

- Troubleshooting: messages are not sent
- 

## **1.0.8**

*(2017-11-27)*

### **Documentation**

- Extension documentation
- 

## **1.0.7**

*(2017-11-27)*

### **Fixed**

- Ignore recipients in the notification chain that do not exist anymore
-

## **1.0.6**

*(2017-11-23)*

### **Fixed**

- Do not use keyword Test in the filename
- 

## **1.0.5**

*(2017-11-20)*

### **Improvements**

- Support of php > 7.0
- 

## **1.0.4**

*(2017-11-09)*

### **Fixed**

- Extra parameter passed to parent construct
- 

## **1.0.3**

*(2017-11-02)*

### **Improvements**

- Use event handler to register error events instead of plugin
- Move error event from module-event and add ability to disable error reporting

### **Documentation**

- Add basic docs
- 

## **1.0.2**

*(2017-10-30)*

### **Features**

- Integrate with MQ

### **Fixed**



- Error 'Area code already set'
- 

## **1.0.1**

*(2017-10-26)*

### **Fixed**

- Issue with CLI commands
- 

## **1.0.0**

*(2017-10-18)*

### **Fixed**

- Reset previous transport before creating a new one
  - Correct installation data
-