

Email Templates

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Email templates can be optionally used by Email notification actions.

Permissions

The account-level Configure Email Templates permission is required to create an email template. See the [Alert and Respond](#) topic for information about permissions related to Alert and Respond features.

Access Email Templates

To access existing templates or to create new ones, in the application click **Alert & Respond** in the menu bar, then **Email Templates** either in the right panel or the left navigation pane.

The Email Templates list appears. Click an existing template in the list to view, edit or delete it. Click the **New +** icon to create a template.

Use the new template dialog to define the template. While the configuration settings are largely self-explanatory, some template configuration features and options may require additional information. The following sections describe those features.

After you have created the template, click the **Save** button at the bottom.

Custom Templating Variables

You can use variables that replace values in the message body when the email is sent.

The template already knows a set of predefined variables, which are described in [Predefined Templating Variables](#). Check this list before you create any custom templating variables. Chances are the variable you want to use has already been defined.

You can optionally configure custom variables if the predefined variables do not meet all your needs. When a predefined variable and a custom variable are both configured with the same variable name, the template uses the predefined variable.

The template uses Apache Velocity version 1.7 to process the variables. See the [Velocity User Guide](#) for details about usage.

Admin Email Recipients

For each recipient enter an email address and click **+ Add**. To remove a recipient click **-**.

If the Allow custom email recipients check box is checked in the template, users of the email template can add additional email recipients when they create the email notification, but they cannot delete any of the recipients configured by the template. Clear this check box if you do not want to allow users of the template to be able to modify the recipient list.

The only way to remove a required recipient is by modifying the template.

Email Template

Enter the subject line and the body of the message. AppDynamics recommends including both an HTML version and a plain text version. You can use any predefined or custom templating variables in both the HTML and plain text message bodies. Use `background-color` instead of `background` for HTML email templates.

For-each loops are supported.

See [Predefined Templating Variables](#) for an example.

Custom Email Headers

Use this section to add custom SMTP headers to the message.

One Email Per Event

Several separate events, or separate occurrences of the same event, could potentially invoke the same notification action.

The One Email Per Event setting controls whether the action bundles the emails triggered by those events. The effect is:

- If this check box is clear, the email is sent once every minute, no matter how many events triggered the notification within that minute. This is the default behavior.
- If this check box is checked, email is sent every time an event triggers it. In this case, if ten events trigger the action, the email is sent ten times, even if all those events occurred within a single minute.

Event Clamp Limit

If you have not checked the One Email Per Event check box, you might want to limit the display of the events that triggered the action in the email, especially if the potential list of events could be long. The clamp limit is the number of most recent triggering events to be shown in the email. This setting is disabled if One Email Per Event is checked.

Test Email Template

After you save the email template, you can [test the template](#) by sending an email.