

Using HTML for email notifications

If you have ever used Visual Intercept Enterprise, it's likely that you are familiar with the flexibility of its e-mail notification. In addition to custom notification rules, Visual Intercept allows the content of notifications to be easily modified to suit the way your team works. One of the many ways content can be modified is to make the content type of the notifications HTML. By changing the content type, incident notifications can be formatted with elements such as tables, images, and other content that cannot be incorporated into text based messages.

To format your notifications in HTML do the following:

1. Browse to the following directory and open the isnotesv.tpl using notepad. For example, C:\Program Files\Visual Intercept Enterprise.
2. Scroll down to the section of the template labeled: INCIDENT TEMPLATE
3. Next to [BODY BEGIN] tag type the following: [CONTENT HTML]
4. Add any desired HTML tags to the incident template body beneath the [CONTENT HTML] tag you just entered. As you would with text notifications, use the incident variables such as "\$SUBJECT" to specify where you want the various types of incident information to be placed.
5. Click File/Save to save the new template.
6. Stop and start your Visual Intercept Notification service to have the new template file loaded. Download this sample [ishtml.tpl](#) to see an example of a incident notification template configured for HTML. This is a simple example of how the content of the incident notification can be placed in a table.

Note: HTML Notifications require Visual Intercept Enterprise 2.0.1.152 installed on the notification service machine. [Download Now](#)