

[V7] ISSUE: Trial User Reminders are sent every 15 minutes

Article ID: 5125
Reviewed: 2016-01-27

Product Version:
AhsayCBS: 7.3.2.0 - 7.5.0.2
OS: All platforms

ATTENTION 1st January, 2022: v7 officially End-of-Life [\[details\]](#)

Problem Description

Trial expiration reminder email is sent every 15 minutes:

Trial account, User, will expire in 1 days - Your trial account will expire in 1 days.Please contac	5:15
Trial account, User, will expire in 1 days - Your trial account will expire in 1 days.Please contac	5:01
Trial account, User, will expire in 1 days - Your trial account will expire in 1 days.Please contac	4:45
Trial account, User, will expire in 1 days - Your trial account will expire in 1 days.Please contac	4:30
Trial account, User, will expire in 1 days - Your trial account will expire in 1 days.Please contac	4:15
Trial account, User, will expire in 1 days - Your trial account will expire in 1 days.Please contac	4:00
Trial account, User, will expire in 1 days - Your trial account will expire in 1 days.Please contac	3:46

Cause

This is a known issue with AhsayCBS version 7.3.2.0 - 7.5.0.5.

Resolution

To resolve the issue, patch the AhsayCBS application to version 7.7.0.0 or above. The instructions can be found by [Clicking Here](#).

Keywords

trial, reminder, frequency, too, many, frequent, often, email

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Last update: **2021/12/15 18:58**