

August 1, 2016

A problem has been identified where complications with sending notifications are occurring. This problem occurs for all users of PTAB E2E. Please see the below descriptions and workaround for this issue.

Issue:

Internal and external users are not receiving email notifications from PTAB E2E after uploading documents to any AIA Review.

Root Cause:

After investigating the issue, we found that clicking on 'X' in the top right corner of the Petition Documents pop-up window does not send email notifications.

Workaround:

As shown in the screenshot below, be sure to click on the 'Done' button in the bottom right corner of the Petition Documents pop-up window after adding or uploading documents. This will ensure emails go out to all parties on the AIA Review.

Add/Edit Documents

Petition Documents

* Type: Paper
 * Paper Type: Select a paper type
 * Name:
 * Attach a document: Choose File No file chosen
 * Availability: Available for everyone

Add Document
 Clear Form

Name	Type	Attachment	Number	Paper Type	Filing Date	Filing Party	Availability
Power of Attorney	PAPER	DOc4.pdf	2		05/17/2016	petitioner	PUBLIC
2015_08_26_14_34_02	EXHIBITS	doc9.pdf	1942		05/17/2016	petitioner	PRIVATE

Click the **DONE** button to close the window and receive an email notification with the list of documents uploaded.

Done