Background Jobs

Customer Documents Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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EXTENSION
Magento 2 Extension Customer Documents

Background Jobs

Customer Documents relies on Magento cron for notifications, entity links and cleanup.

Job	Schedule	Purpose
`send_document_notification`	Every 30 minutes	Sends queued document notification emails
`link_customer_documents`	Daily at 03:00	Links matching files to configured entities
`delete_missing_files`	Daily at 04:00	Removes records for missing local files when enabled
`customerdocuments_cleanup_old_notifications`	Daily at 05:00	Removes notification records older than the configured retention period

Operational checks

Make sure Magento cron is running under the same release and filesystem context that can read the configured document directory.

If notifications remain pending, inspect the cron status, Magento logs and mail transport. If entity documents are not linked, confirm the filename pattern and wait for or run the linking schedule through your normal operations process.

Before enabling missing-file deletion, back up both the database and the document directory. Test with a non-production record so the team understands what the cleanup removes.