If the scheduler is not working go through the following checks:

1. Apply the latest patches (/admin/settings/update) and make sure you did a reboot after the updates
2. Make sure the **time** & **time zone** are both correct (/admin/settings) and **reboot the server** after you applied any changes!
3. If you updated LUCY from an older version (< 2.8) the time zone settings that have been applied before the update may not be effective. As a result all mails might be sent at once even though you configured a scheduler. To fix this please re-apply the time & time zone settings again even if they appear correct.
4. Make sure your license has enough credits and is not outdated (/admin/settings/license)
5. Set a scheduler for a campaign with one simple rule (a few minutes in the future), then start the campaign & wait at least one hour to exclude any problems with the accuracy of the time settings

We published a few patches to the scheduler in the past. If you created a campaign and experienced issues with that rule, but applied the patch after creating the campaign, the scheduler won't work. You need to create a new campaign and new scheduler rule **after the patch**.

If the problem still persists, please contact us and if possible open SSH access for us (/admin/help/ssh).

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https://wiki.lucysecurity.com/ - **LUCY**

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