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## Configuring Email with Evanced

### Products

### External SMTP Server - Using a service from an ISP or something like Gmail.

Any external email provider can do this if they allow SMTP connections. There are many free email providers but so far GMail is the only free one we are aware of that does this. Not only is GMail configured similar to the "Your Library SMTP Server" option above, but it also allows for business accounts that can have your domain in the email address. So it is possible to have a GMail account that is "myname@mylibrary.com".

[At the time of this writing Google offered Non-profits with less than 3000 users free access to Google Apps. You can get more information and apply for your free account here: http://www.google.com/apps/intl/en/nonprofit/index.html](http://www.google.com/apps/intl/en/nonprofit/index.html)

NOTE: The standard free Gmail account has a limit on the number of emails that can be sent in one day. As of the time of this writing the limit was 500 per day.

## Troubleshooting

Testing email functionality can be a very tedious task so we have provided you with some tools to help ensure you can see the results of the email function. Here are some suggestions.

1. Enter a "From:" email address that you have access to. If you enter a fake email address or one that you cannot retrieve email for, then you will be unable to see bounce-backs and other failures.
2. Use the "View Notify Log" or "View Email Log" button to open the email log screen and evaluate the sending procedure. If there are problems connecting to the SMTP server this log will list the problem and give some details on the error.
3. Be a little patient! :-) Although it may seem like email is always instantaneous, there are times when it isn't. An email will be sent from the Evanced Solutions software when the action occurs but delays on the SMTP server can exist and an email can be queued up for delivery a few minutes later. Unless there are severe problems with the SMTP server, it will usually be delivered within 5 minutes of being received.

## Error Messages

### The transport failed to connect to the server.

This error usually happens when there is a problem with the email server configuration. Things to check are:

- SMTP Address
- SMTP Port
- Use SSL Connection setting
- Authentication Type - Should always be "Basic" for an external SMTP server
- Username
- Password

If you are using an "in-house" server, you should also check:

- Does this email account exist?
- Can this email account log in from outside of your network?
- Is relaying enabled for this specific account/IP address?
- Is the firewall open for the selected port for the originating IP address?

### The server response was: 550 Cannot relay.

UPDATE: ADD THE FOLLOWING IP ADDRESSES:

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107.21.219.232    107.23.147.38    107.23.135.42  
207.250.85.106    207.250.104.106    207.250.104.108

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If your Evanced Solutions software is installed on your server then you will simply need to allow relaying from this server.

### The message could not be sent to the SMTP server. The transport error code was 0x800ccc14. The server response was not available

This error is usually caused by the SMTP server not allowing relaying from the application server or a firewall block.

If your Evanced Solutions software is hosted on our servers, you will need to configure relaying from our server's IP address, which are:

107.21.219.232 107.23.147.38 107.23.135.42  
207.250.85.106 207.250.104.106 207.250.104.108

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**If your Evanced Solutions software is installed on your server then you will simply need to allow relaying from this server.**

**At least one of the From or Sender fields is required, and neither was found.**

This error is generated when some of the configuration fields have not been completed yet. Be sure to enter an address for the "From" Email Address in system settings.

**The server rejected one or more recipient addresses. The server response was: 501 5.5.4 Invalid Address**

This message is usually generated when an email address is entered incorrectly.

**The message could not be sent to the SMTP server. The transport error code was 0x800ccc0b. The server response was not available**

This error is usually caused by the SMTP server not allowing relaying from the application server or a firewall block.

If your Evanced Solutions software is hosted on our servers, you will need to configure relaying from our server's IP address, which is this:

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107.21.219.232 107.23.147.38 107.23.135.42  
207.250.85.106 207.250.104.106 207.250.104.108

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If your Evanced Solutions software is installed on your server then you will simply need to allow relaying from

this server.

**The server rejected the sender address. The server response was: 421 4.7.0 Try again later, closing connection.**

This message is usually generated when the SMTP service has a limit on the number of emails per day. Contact the SMTP service provider about increasing the amount of emails you can send.

**Email is delivered locally (to addresses with the same domain) but not externally.**

This error is usually caused by the SMTP server not allowing relaying from the application server.

**If your Evanced Solutions software is hosted on our servers, you will need to configure relaying from our server's IP address, which is this: Â**

107.21.219.232    107.23.147.38    107.23.135.42  
207.250.85.106    207.250.104.106    207.250.104.108

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If your Evanced Solutions software is installed on your server then you will simply need to allow relaying from this server.

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## Custom Fields

- **Applicable To:** Admin Users
- **Attachments:** No
- **Summary:** This document is intended to explain the different email setup options, provide insight about possible reasons for emailing failures in an Evanced product, and advise on solutions.

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Online URL: <http://kb.evanced.info/article.php?id=72>