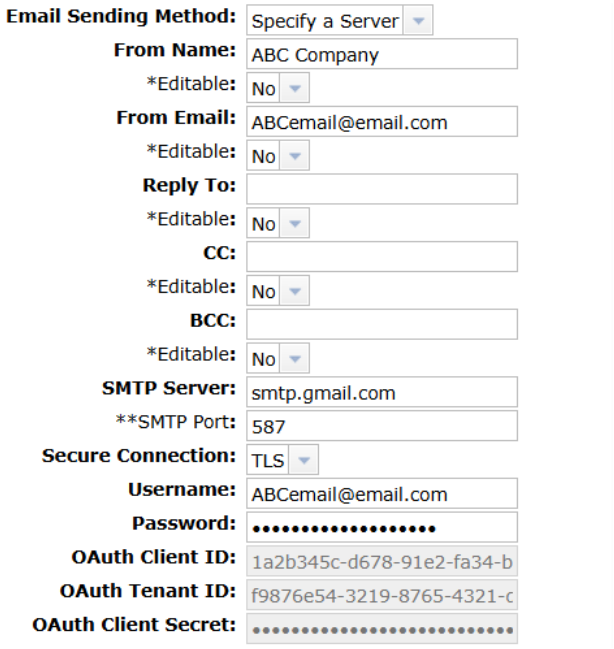
What SMTP Server Error Messages Mean

09/15/2026 3:34 pm CDT

When configuring email settings using the **Specify a Server** selection, you may occasionally encounter error messages when attempting to send an email. These messages typically indicate a configuration, connection, or security-related issue and can often be resolved by reviewing specific settings on the module from which the error message was sent.

This article explains frequently encountered **SMTP** server error messages, what they mean and recommended next steps.

> **NOTE**: When troubleshooting SMTP error messages, review the settings listed below the **Email Sending Method: Specify a Server**.
> For more information on configuring each individual setting, refer to Setting up Global Email Settings in ftw.



General Troubleshooting Tips

If you receive an error when testing or sending email, review the following settings and confirm they match the requirements provided by your email service provider.

SMTP Server Address

- Verify the SMTP server address is entered correctly.
- This value is provided by your email service provider.
  - **Example**: `smtp.exampleprovider.com`

SMTP Port

- Confirm the SMTP port matches the requirements provided by your email service provider.
- Common SMTP ports include `465` and `587`.
    - Refer to your email provider's documentation to determine the correct **port** for your account.

Secure Connection

- Confirm the selected **Secure Connection** option (**None**, **SSL**, **TLS**, or **OAuth**) matches your email provider's requirements.
- Many email providers require encrypted connections and may reject connections configured with **None**. In these cases, **SSL** or **TLS** is typically required.
- If you are using a Microsoft email account that does not support Basic Authentication, select **OAuth**. (Refer to Microsoft documentation for further information.)
    - Refer to your email provider's documentation to determine the correct **security and authentication settings** for your account.

Authentication Credentials

- Confirm all authentication information is current and entered correctly.
- If using **None**, **SSL**, or **TLS**, verify the:
    - Username
    - Password
- If using **OAuth** with a Microsoft email account, verify the:
    - Client ID
    - Tenant ID
    - Client Secret

From Email Address

- Ensure the **From Email Address** contains a valid email address.
- Depending on your email provider's settings, you may be restricted to sending from specific email addresses or domains.
- If the configured address is not authorized by your provider, email messages may be rejected.

If the Issue Persists

If all settings have been verified and errors continue to occur, contact your email or SMTP service provider. They can confirm the correct SMTP settings, authentication requirements, and any security restrictions that may be preventing the connection.

Common Error Messages and What They Mean

The following tables list SMTP error messages paired with recommended troubleshooting steps. The error message may be followed by additional text provided by your email service provider, which will vary by provider and context.

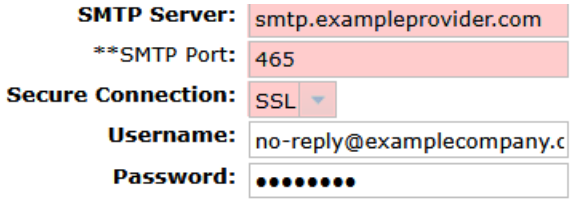
> You can use **Ctrl+F** to search this document using the beginning of the error message. If you need assistance, please **include the full error message text**, not just the first line, as the additional details often help identify the cause of the problem more quickly.

Connection Errors:

Error Message	Troubleshooting
Connect failed	Verify the **SMTP Server Address, SMTP Port,** and **Secure Connection** settings.
Could not connect to SMTP server	Verify the **SMTP Server Address, SMTP Port,** and **Secure Connection** settings. Contact your email provider if the issue persists.
EHLO command failed	Verify the **Secure Connection setting** and **SMTP server compatibility.**
Connection Error - Timeout	Retry after a few minutes. If the issue persists, verify the **SMTP Server Address, SMTP Port,** and **Secure Connection** settings.
An error occurred disconnecting from the mail server	Retry after a few minutes. If the issue persists, verify the **SMTP Server Address, SMTP Port,** and **Secure Connection** settings.
Error while closing SMTP connection	Retry after a few minutes. If the issue persists, verify the **SMTP Server Address, SMTP Port,** and **Secure Connection** settings.

What this means: The system was unable to connect to your SMTP server or log in successfully.

Occasionally, this is not caused by incorrect module settings but is instead due to a slow connection to the server. In these cases, wait ten minutes, then retry. If the issue persists AND you have verified your server/port/connection settings, contact your IT support.



Common causes:

- Incorrect SMTP server address
- Wrong SMTP port or secure connection setting
- Incorrect credentials or expired OAuth configuration
- Firewall or network restrictions blocking the connection

What to do:

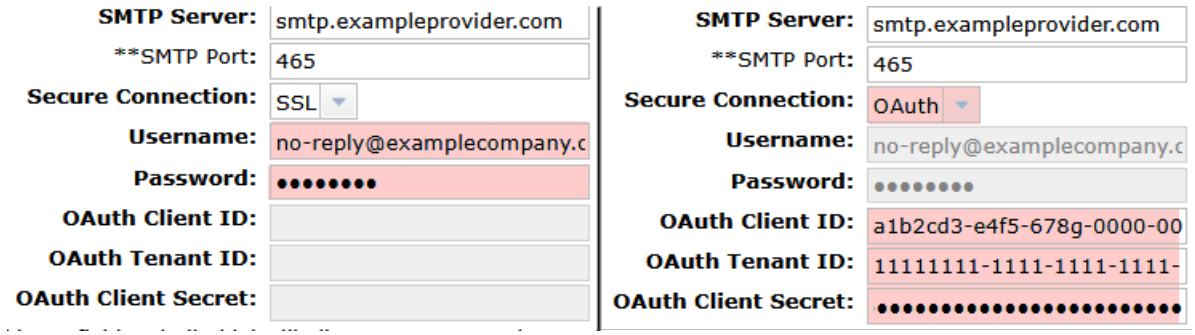
- Double-check the SMTP server name, port, and secure connection settings
- If using OAuth, have your IT team confirm OAuth credentials and permissions
- Verify firewall and network access

Authentication Errors:

Error Message	Troubleshooting

Error Message	Troubleshooting
Error logging into server.	Verify **Username**, **Password**, and **Authentication Method** settings.
Server did not return AUTH in capabilities	Use **TLS** or **SSL** instead of **None**. Verify the **SMTP Port** is appropriate for the selected **Secure Connection**.
Unsupported Authentication mechanism	Switch server settings or enable **LOGIN**, **PLAIN**, **CRAM-MD5**, or **XOAUTH2** as appropriate.
Cannot authenticate via LOGIN:	Verify the server authentication policy and **Secure Connection** settings.
Cannot authenticate via CRAM-MD5:	Use a different authentication method or server configuration.
Auth failed:	Verify the **SMTP Server Address**, **SMTP Port**, **Secure Connection**, and authorization credentials.
No username or password provided for SMTP authentication.	Enter both a valid **SMTP Username** and **SMTP Password**.
Error connecting or logging into the SMTP server.	Verify the **SMTP Server Address**, **SMTP Port**, **Secure Connection**, and authorization credentials.
Failed to get access token: <code> - <description>	Verify the **Client ID**, **Tenant ID**, and **Client Secret** values are current and valid.

What this means: A connection to the SMTP server was made, but authentication failed.



Common causes:

- Incorrect username or password (non-OAuth)
- Expired or invalid OAuth Client Secret
- Authentication required but not enabled

What to do:

- Re-enter credentials if using standard SMTP authentication
- For OAuth, have your IT team review Microsoft Azure OAuth configuration

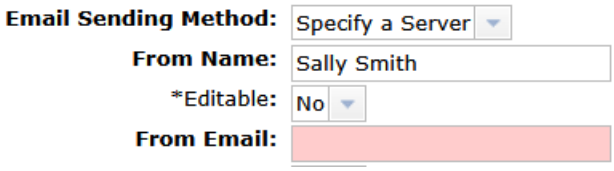
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FROM Errors:

Error Message	Troubleshooting
Blank FROM address	Enter a valid email address in the **From Email** field.

Error Message	Troubleshooting
Invalid FROM address: '<from>'	Use a valid authorized sender/domain in the **From Email** field.
Couldn't set FROM:	Use a valid authorized sender/domain in the **From Email** field.

What this means: The module's From Email field is blank, or else uses an email that is not authorized for use with your SMTP server.



Why this matters: Emails without a From address are frequently rejected or flagged as spam.

What to do:

- Enter a valid email address in the **From Email** field
- Ensure the From address is permitted by your SMTP server or Microsoft tenant

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Invalid TO / CC / BCC address

Error Message	Troubleshooting
No valid TO addresses found	Enter at least one non-empty **TO** address.
Error with TO address: '<to>'.	Verify the **TO** address is valid and your email provider permits sending to the recipient.
Couldn't send TO <address>:	Verify recipient exists and the email provider permits sending to the recipient; Review **all** **TO, CC,** and **BCC** addresses on both the module and the portal user override screens.
Error with CC address: '<cc>'.	Verify the **CC** address is valid and your email provider permits sending to the recipient.
Invalid BCC address: '<bcc>'.	Verify the **BCC** address is valid and your email provider permits sending to the recipient.

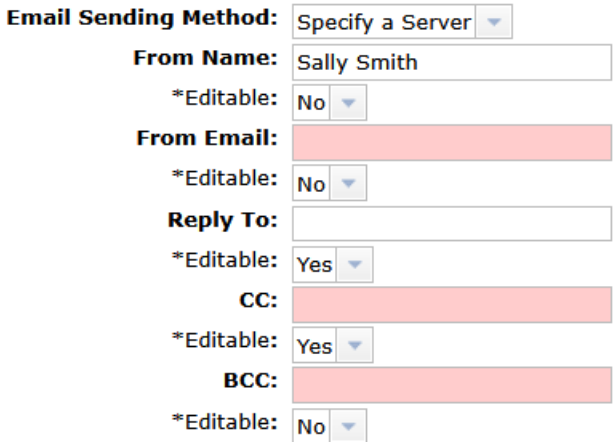
What this means: One or more email addresses used in the message are not valid.

Common causes:

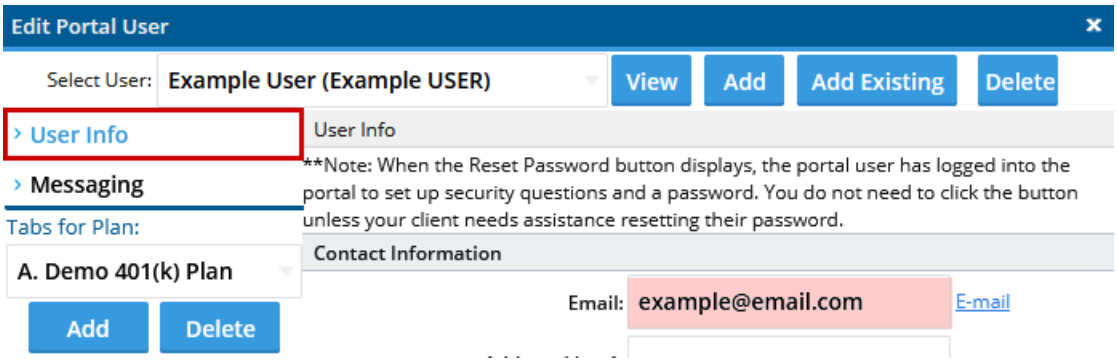
- Typos or missing characters
- Extra spaces, or formatting issues

What to do:

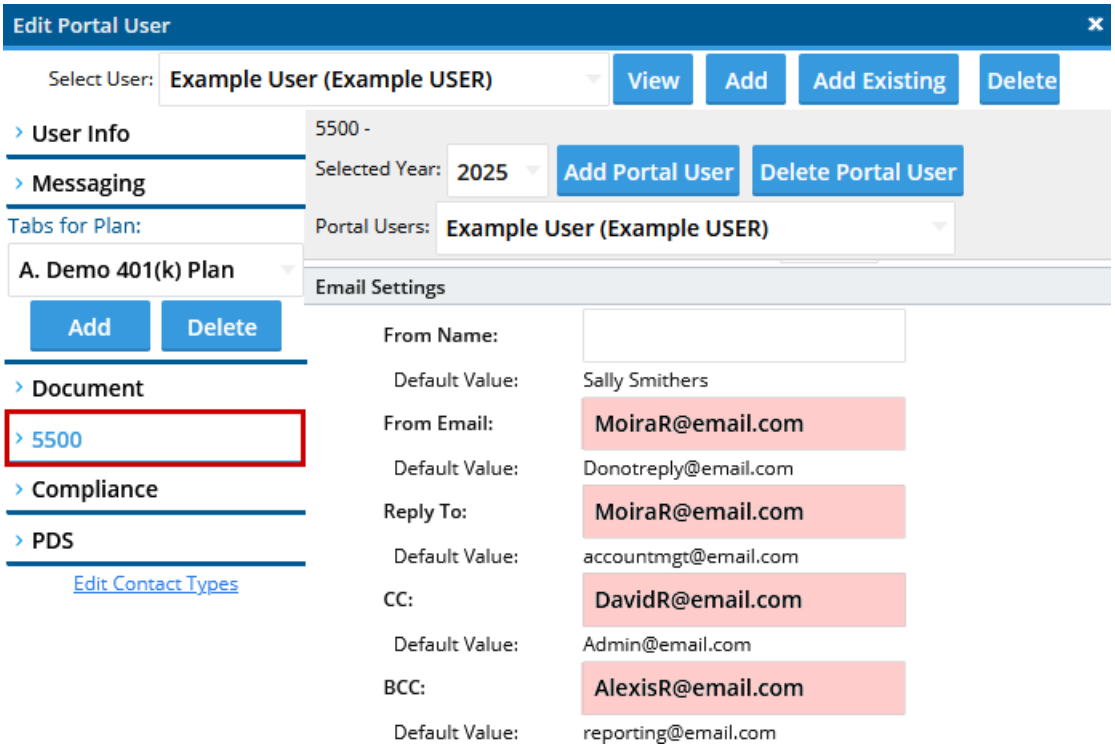
- Review and correct **all** email addresses located on either:
  - **The Global E-mail Settings**



- Edit Portal User screen under:
  - **User Info** section (the user's e-mail address)



  - Individual **module overrides** (if enabled on Global E-mail Settings)



Error Messages Mentioning the Body or Envelope

Error Message	Troubleshooting
Error while opening envelope.	Retry. Verify your email provider's content and sending policies.
Data failed:	Verify the **sender** and **recipient addresses** are valid and accepted by your email provider.
Invalid text in email body.	Review the email content for unsupported or invalid characters or message length and retry.
Error closing email envelope.	Verify the email content complies with your providers size and policy restrictions
Couldn't send mail:	Retry. Verify the email content complies with you email providers sending policies.

What this means: The SMTP server reviewed the message and rejected it because of how the email was structured or what it contained

Common causes:

- Invalid or broken formatting, such as malformed HTML or missing message details
- Extra line breaks, special characters, or content pasted from another program
- Message formatting the receiving email system (SMTP server) can't process

What to do:

- Review the email content for formatting issues
- Confirm SMTP security and content filtering settings

Unable to relay

What this means: Your SMTP server does not allow this system to send emails on its behalf.

What to do:

- If you are using relay on the SMTP server, ensure the following IP addresses are included in your list of allowed relay client:
  - **Primary:** 198.147.32.158
  - **Secondary:** 198.147.34.158
- If applicable, also review your server's spam or security filtering service to confirm it is not blocking relay traffic.

When to Contact Your IT Team

If errors continue after reviewing these settings, contact your internal IT team to:

- Confirm SMTP or Microsoft OAuth configuration
- Validate security, relay, and firewall rules
- Review Microsoft Azure OAuth permissions and credential expiration

Providing the **exact error message** will help speed up troubleshooting.
