



Emails

This section includes troubleshooting topics about emails.

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Create Password Not Sent to User, FTE Not Complete

Problem A user has not received a create password email from the first administrator after completing the first-time experience wizard.

Possible Cause The incorrect email server information was entered.

- 1 Solution** Go to the last page of FTE and select the **Resend email** link.
- 2 Solution** Go back to FTE and navigate (using the back and forward buttons) to the email server configuration page and make sure it is correct. Then navigate back (using the forward button) to the last page in FTE and select the **Resend email** link.

Emails are not Being Received by Administrators and Users

Problem Emails are not being received by administrators and users.

Possible Cause Possible causes include:

- **Possible Cause** Your SMTP hostname might be incorrectly configured.
- **Possible Cause** Your SMTP server might be down.
- **Possible Cause** SMTP server email requests might be blocked.

Solution Solutions include:

- **Solution** Make sure your SMTP hostname is correctly configured. If it is not configured correct, put your system in maintenance mode and correct the SMTP information, save your changes and turn off

maintenance mode. After your system restarts, the status should be UP. Refer to "Configuring an SMTP Server" in the Administration Guide for more information.

- **Solution** Check your logs to determine if SMTP server email requests are being blocked. Fix your SMTP server issue or specify a different SMTP server.