



Emails

This section includes troubleshooting topics about emails.

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Emails are not Being Received by Administrators and Users

Problem Emails are not being received by administrators and users.

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 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.

Solution You can test email by selecting **Users > Email Users** and then sending an email to a host.

SMTP Email Server Issues on a System with TLS-Based Authentication

Problem My SMTP email server is not working.

Possible Cause TLS is enabled and your self-signed certificate is not accepted as valid by your system.

Solution This is a known limitation. You cannot configure your mail server to use a self-signed certificate with TLS enabled.