

Helix ALM Cannot Connect to Port 25 to Send Email Via SMTP

Problem

Helix ALM email sent via SMTP is not delivered. The following error is displayed in the server log:

Sending email failed while logging into the SMTP server. Unable to establish the socket connection to port 25 on host x.x.x.x. Please verify the host IP address is correct.

Cause

Spam blockers or antivirus software may be blocking port 25 for the SMTP host, which Helix ALM uses to send email.

Solution

Ask your IT department or ISP to open port 25.

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Helix ALM (formerly TestTrack) -> Helix ALM Cannot Connect to Port 25 to Send Email Via SMTP

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=301>