

# 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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Article ID: 301

Last updated: 25 Apr, 2017

Revision: 4

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>