

# Helix ALM SMTP Send Mail Error #554

## Problem

The SMTP server returns a buildaddr: no host error.

## Cause

This error is caused by receipt of a message for an unknown user. The user email address probably contains a bad domain name or is missing the domain name.

## Solution

Edit users/customers to correct the email address or change the email type.

1. Edit users/customers.
2. Select the email type. If you choose Internet, the email address must be in the following format: name@domain.com.

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