

Helix ALM SMTP Send Mail Error #553

Problem

The SMTP server returns a "malformed address" error.

Cause

The SMTP server expects email address to be in the format of name@domain.com. This error occurs if the name specified in the user account is in MAPI format (TestTrack 2011.1 and earlier only) or if you add multiple email addresses separated by commas.

Solution

Make sure the email address is in the correct format (name@domain.com).

1. Edit users/customers.
2. Change the email address to use the following format: name@domain.com, using one address per user/customer.

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<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=328>