

# 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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Article ID: 328

Last updated: 26 Apr, 2017

Revision: 2

Helix ALM (formerly TestTrack) -> Helix ALM SMTP Send Mail Error #553

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