

TestTrack SMTP Send Mail Error #550

Note: The following information only applies to TestTrack 2013.0.2 and earlier.

Problem

The SMTP server returns a 550 error with the following reply text:

rejected: syntax error in 'From' header when scanning for sender: missing or malformed local part in ""TestTrack" < >" (envelope sender is < >)

Cause

Some SMTP servers require that a return address be specified prior to sending mail.

Solution

Enter a return email address that TestTrack can use when sending mail.

1. Start TestTrack.
2. Log in to the project that you want to configure.
If you are using the TestTrack Client, choose Tools > Administration > Project Options
If you are using TestTrack Pro Web, click the Configure tab and then click Project Options.
3. Click the Email category.
4. Enter a return email address for TestTrack to use when sending email notifications.
5. Save the changes.

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Helix ALM (formerly TestTrack) -> TestTrack SMTP Send Mail Error #550

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=329>