

Helix ALM SMTP Send Mail Error #550

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 ""Helix ALM" < >" (envelope sender is < >)'

Cause

Some SMTP servers require specifying a return address before sending mail.

Solution

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

1. In the Helix ALM desktop client, choose Tools > Administration > Project Options.
2. Select the Email category.
3. Enter a return email address to use when sending email notifications.
4. Click OK to save the changes.

Article ID: 329

Last updated: 26 Jun, 2017

Revision: 5

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

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