

Helix ALM SMTP Send Mail Error #501

This article includes information about two separate but related SMTP 501 errors.

Problem

The SMTP server returns a 501 Invalid Command In error.

Cause

The mail server expects to receive an extra set of commands or an alternate set of commands before Helix ALM initiates the Send Mail command. The extra command could be Username and Password authentication.

Solution

Depending on your web server configuration, you may be able to bypass this by entering a return email address the mail server can authenticate with.

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 notifications.
4. Click OK to save the changes.

If the problem is not resolved, you may need to reconfigure your mail server to allow send mail requests from the Helix ALM Server IP address. This maintains the SMTP authentication while allowing the Helix ALM Server to send mail.

In some cases, a virus scanner may be adding its own wrapper to the message. In this case, extra text is added to the send mail request, the mail server misinterprets the extra text, and returns an error.

Problem

The SMTP server returns the following error:

'Syntax error in parameter or arguments: FROM: address not fully specified. Error number=501.'

Cause

Some mail servers require that a return address be specified 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 notifications.
4. Click OK to save the changes.

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