

Helix ALM SMTP Send Mail Error #503

This article includes solutions for the following send mail error 503 problems:

- Sender already specified
- One mail per message
- Bad sequence

Problem

The SMTP server returns a 5.5.2 'Sender Already Specified' or 'One Mail Per Message' error.

Cause

Some SMTP servers allow only sending one email per connection. The SMTP server thinks spam is being sent because Helix ALM can send multiple emails during one SMTP connection.

Solution

Configure the Helix ALM Server to only send one message per SMTP connection.

1. In the Helix ALM Server Admin Utility, click Server Options.
 2. Select Sending from the Email category.
 3. Make sure Enable sending mail via Simple Message Transport Protocol is selected.
 4. Select Only send one message per SMTP connection.
 5. Click OK to save the changes.
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Problem

The SMTP server returns a 'Bad Sequence' error.

Cause

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

Solution

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

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.

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 email.

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