

# Troubleshooting Helix ALM SMTP Send Mail Problems

Most mail servers have stringent security due to the spread of worms and viruses as well as problems associated with spam. This security may affect the ability to send mail from Helix ALM.

Many email servers have increased the required levels of authentication to execute a send mail command. Some mail servers may prohibit certain send mail types, such as multiple recipient sends, and multiple send requests per SMTP connection. In some cases, virus scanners may add wrappers to the email, which can alter the email to a point where the send mail commands it initiates are no longer recognizable by SMTP standards.

The Helix ALM Server log can provide additional information if you are experiencing SMTP problems. If you know the specific error code, perform a [knowledgebase search](#) and enter the code as the search criteria.

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<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=352>