

SMTP Send Mail Error: 5.5.4 Invalid Address

Problem

The SMTP server returns the following error about email sent from Helix ALM products:

'The SMTP host's reply to the MAIL command was 501, but it was expected to be 250. The reply text was "5.5.4 Invalid Address".'

Cause

The email address may include Unicode characters. SMTP does not support non-ASCII characters in email usernames. For example, in myname@somewhere.com, myname cannot include Unicode characters.

Solution

Remove the Unicode characters from the email username and resend the message.

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Surround SCM -> SMTP Send Mail Error: 5.5.4 Invalid Address

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=401>