

# 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>