

# Helix ALM Cannot Import Mail from Exchange Server 2007

## Problem

The following error is written to the Helix ALM Server log when importing mail from Exchange Server 2007:

```
'Error importing email. The error occurred sending a command to the POP3 server. Status=0  
Addr='mail_server' Account='mail_account' Response code=0 Response string='ERR Command is not valid in  
this state.' Command='USER.'
```

## Cause

Exchange 2007 Update 4 or later is installed on the mail server. This update changed the authentication properties on the server, which causes the mail import to fail.

## Solution

Enable plain text authentication on the mail server.

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<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=496>