

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>