

Email Not Sent if STARTTLS 1.0 Protocol Used

Problem

Email is not sent from Helix ALM or Surround SCM and the following error is displayed in the mail queue:

'Sending email via SMTP failed due to a send error. The SMTP host's reply code to the MAIL command was 550, but it was expected to be 250. The reply text was "5.7.1 Client does not have permissions to send as this sender".'

This occurs if you are using Microsoft Exchange and if STARTTLS 1.0 is selected as the protocol for sending email via SMTP in Helix ALM or Surround SCM, even if the connection test is successful.

Cause

The user configured to connect to the email server from Helix ALM or Surround SCM is in an authoritative domain in Exchange, which is not configured to allow authenticated users to send email from a different account. When emails are sent by the Helix ALM or Surround SCM Server, the From address is set based on the option selected in the Email category in the Project Options dialog box (Helix ALM Client) or Email Notifications category in the Server Options dialog box (Surround SCM).

Solution

Configure Exchange to allow authenticated users to send email as other users. Grant the Accept Authoritative Domain Sender permission to the authenticated users group for the receive connector. See the Exchange help for information.

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<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=714>