

## mail support (<http://houseonthehill.com/mail-support/>)

### Support assistance for Sending Mail from SupportDesk

#### Mail not being sent by SupportDesk Clients

As a simple diagnostic, test the client using Outlook Express – configured with the same parameters as SupportDesk. If this cannot send mail then the problem most likely down to architecture or security settings, not SupportDesk.

#### Customer wants to use a different port for sending mail using SMTP

All they need to do is in the “SMTP Server” box, place the port number after the server name, separated by a colon. Like this: server name:123

#### Email sent via SMTP on Windows or Web is very slow. Windows version shows a dialog while waiting for the SMTP server. Send succeeds eventually.

If Exchange/Microsoft SMTP server. Check that SMTP server isn't configured to do maximum logging in the ExchangeIMC (Internet Mail Connector) Service (via Exchange Administrator) as this can cause the SMTP server to do a reverse DNS lookup for every connection request. This can slow connection requests down. Try sending via Outlook Express to measure send speed independent of SupportDesk. 'Telnet servername 25' – should respond immediately with an SMTP welcome string.

<http://support.microsoft.com/kb/286375>

#### Where does the SMTP email option look to determine what to put in the FROM address.

The order is as follows:

- 1) 'SMTP From' Address in email template (takes precedence)
- 2) Mail -> Setup & Templates – Email Address
- 3) Mail -> Setup & Templates – Login Name (if above is blank)

#### How to get WebServer emails going via SMTP:

Make sure the SMTP Server name is entered correctly in the Mail ->Setup & Templates dialog. Also check the suppdesk.ini file in the WebServer installation directory for the setting:[WebServer]Mail=1 This will ensure the WebServer will send e-mails. Then restart the IIS session to pick up ini and database changes. Also check they have ipworks6.dll and hsmtp32.dll in WebServer installation directory

#### smtp sending email failed unable to relay for ... Reported by hsmtp32.dll error 161

The error is an SMTP server configuration issue. It's saying that the SMTP server that's configured in SupportDesk is denying access for sending to the designated address. The SMTP server needs setting up to allow relaying of email for this user (or his IP address, or subnet). You'll need to configure the email (SMTP) server to allow relaying (sending onward of external email) for all of the client machines, or open it up to a range. [Click Here](#)

#### SupportDesk Windows or WebServer reports SMTP errors when attempting to send email. Error number is 10053.

Both McAfee VirusScan 8 and Norton Antivirus 2004 have been found to give these errors sometimes, but other virus scanners or versions may also cause the errors. Firewalls and Internet Security applications must be configured to allow SupportDesk to send SMTP email over TCP/IP port 25. What we have found in the past is that anti-virus software blocks certain applications from sending email. They usually have an exclusion list, to which the SupportDesk binaries need adding, rather than simply opening a port.

#### Outlook makes you click yes when mails are automaticall sent.

One option for you to avoid the Outlook requirement to click Yes when mail is automatically sent is to use the SMTP mail option. If you prefer to continue with the MAPI interface then your approach of installing a good virus checker will take away your concerns about rogue applications also using Outlook to send mail without asking. Another route you can consider is an extended version of ClickYes which we found via Google search. This seems to satisfy your needs as it allows you to configure which applications are allowed to bypass Outlook security. It's not expensive.

Here is the URL <http://www.contextmagic.com/express-clickyes/pro-version.htm>

#### SMTP authentication on the SMTP Server

If your SMTP server is set to operate with SMTP authentication mail will not be sent by logins that do not have the appropriate authentication information in the database. This may throw up Relay errors which can be misleading. There are two fields towards the end of the User table (SUPUSERS) which are intended to hold SMTP authentication information. There is also code to actually use the data in these fields in SupportDesk. However, there isn't an interface to the fields through the SupportDesk screens yet!

The two fields are called:

szsmtpaccount  
szsmtppassword

You need to use SQL Enterprise Manager to add the necessary data in SUPUSERS. i.e. 'Return All Rows' on the SUPUSERS table in Enterprise Manager, locate your user record, move along this row until you find the two fields mentioned above. Enter the necessary details, save and close. You will need to put the information in every record at some time

#### SMTP Passwords

From 2007.02b if there are SupSyst records for the following IDs, they are used as global defaults.

SYST\_SMTPSERVER = 500

SYST\_SMTP\_ACCOUNT = 765

SYST\_SMTP\_PASSWORD = 766

SYST\_POP3SERVER = 501

SYST\_POP3\_ACCOUNT = 767

SYST\_POP3\_PASSWORD = 768

The SMTP search order is login -> global. If the current login has an SMTP account and password, these are used, otherwise the globals are used. The POP3 server, account and password settings can be overridden on a per-folder basis.

The POP3 search order is folder -> login -> global.

If the folder has POP3 server, account and password, these are used, otherwise if the current login has POP3 account and password these are used, otherwise the globals are used.

**Mail read stops**

The security settings on some systems required all access to the mail system by other programs to be authorised and a dialog box is shown prompting for this using the utility ClickYes to automatically do this then ensure that this has not stopped and access to mail is being denied. Simply stop the background read and start a manual main read. If this works then it may be CClickYes has stopped.

**SMTP 550 5.7.1 errors**

Have a look at Microsoft Knowledge Base article 895853, How to troubleshoot mail relay issues in Exchange Server 2003 and in Exchange 2000 Server.

# Explore HouseontheHill.com

Search

SupportDesk Solutions

(http://houseonthehill.com/supportdesk/solutions/)

SupportDesk

House-on-the-Hill (/)

IT Service Management Software  
(http://houseonthehill.com/supportdesk/solutions/it-service-management-software/)

SupportDesk Software Price Plans  
(http://houseonthehill.com/supportdesk/price-plans/)

About House-on-the-Hill  
(http://houseonthehill.com/about-house-on-the-hill/)

Customer Service and Support Software  
(http://houseonthehill.com/supportdesk/solutions/customer-service-and-support/)

Features and Integrations  
(/supportdesk/features/)

Contact  
(http://houseonthehill.com/company/contact/)

Facilities Management Software  
(http://houseonthehill.com/supportdesk/solutions/facilities-management/)

Product Comparison  
(http://houseonthehill.com/supportdesk/product-comparison/)

FOI Request Management Software  
(http://houseonthehill.com/supportdesk/solutions/foi-request-management/)

Mobile Service Desk  
(http://houseonthehill.com/supportdesk/features/mobile-application/)

Human Resources Management Software  
(http://houseonthehill.com/supportdesk/solutions/human-resource-management/)

What's New  
(http://houseonthehill.com/whats-new/)

Complaints Management Software  
(http://houseonthehill.com/supportdesk/solutions/complaints-management/)

Managed Service Providers Software  
(http://houseonthehill.com/supportdesk/solutions/managed-service-providers/)

## Stay in the Loop

Keep up to date with all things HotH by signing up to our mailing list

Your email address

SIGN UP



(https://houseonthehill.com/whats-new/)  
on-the-hill-software-ltd.  
trk=fc\_badge

**House-on-the-Hill Software Ltd**

📞 Sales - +44 (0) 161 427 8988 (tel:01614278988)

📞 Support - +44 (0) 161 449 7057 (tel:01614497057)

✉ info@houseonthehill.com (mailto:info@houseonthehill.com)

🏠 127 Stockport Road, Marple Cheshire, England, SK6 6AF



Copyright © House-on-the-Hill Software Ltd 2014 / Privacy Policy (</privacy-policy>)