

Knowledge Base Article

SMTP Devices Not Receiving SmartMsg Alerts/SmartMsg fails to send to SMTP Devices

SYMPTOMS

An alert is sent to multiple recipients and the message is received on all devices except SMTP devices (email, SMS cell phone or SMS pager).

1. In the Response Viewer, messages sent to SMTP devices have a status of "Failed, No From Address".
2. In the Response Viewer, messages sent to SMTP devices have a status of "Sent" but the message recipient indicates that they never received the message.

CAUSE

1. The message failed to send because there is no "From" address entered for the Email Module or the SMS Cell Phone or Pager Module.
2. The message was not received because the receiving server rejected the message or filtered it out assuming it was spam.

APPLIES TO

SMTP devices – Email devices, SMS Cell phone devices, and SMS pager devices

Resolution

1. From the Admin Tool, select **Properties** from the **Global** menu.
2. Go to the **Modules** tab.
3. Locate the SMTP Module in the list and click **Setup**.
4. Go to the **Settings** tab.
5. Select the checkbox for **Enable SMTP responses**. (Select this only if getting responses back from SMTP services is desired.) If you select this option the system uses a dynamic "From" address.

-OR-

Deselect the checkbox for Enable SMTP responses.

If you choose to Deselect Enable SMTP responses the following steps are required to enter a "From" address:

1. Select the **Email** Module, the **SMS Cell phone** module, or the **SMS Pager** Module.
2. Go to the **Settings** tab.

3. Enter a VALID email address into **From Address**. This is the originating email address seen by the recipient, so enter an email address that you would want recipients to see and/or respond to. *Note: It is important to enter a valid email address that comes from your network or domain (i.e. a company address). Otherwise, the message may be filtered out as spam.*


More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.
