

# Alma letters are not received - Troubleshooting Guide

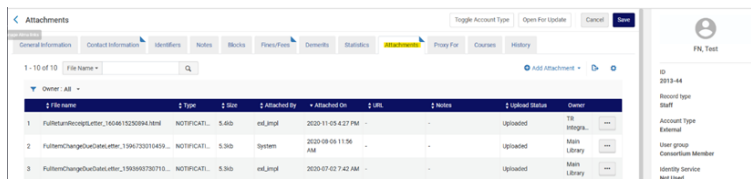
- **Product:** Alma
- **Product Version:** August 2025

## Issue:

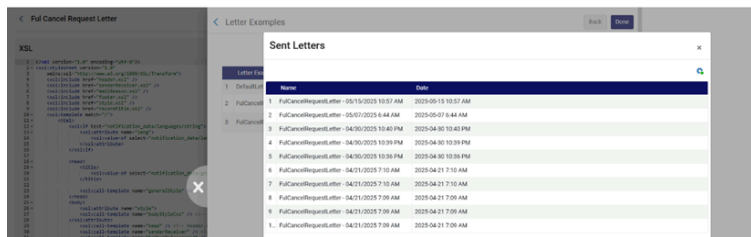
Alma letters are not received by users

## Recommended troubleshooting steps:

1. First verify that letters are generated and sent by Alma:
  1. They appear in the receiving entity Attachments tab. This can be a user, vendor, or resource sharing partner.

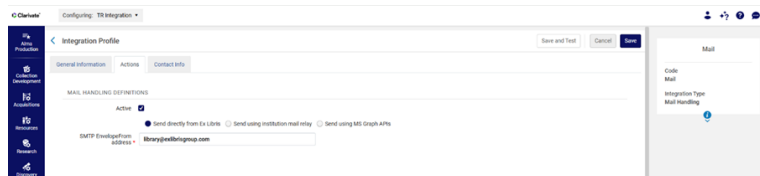


2. Check the specific letter's Sent Letters list to see if a letter was generated at the appropriate time.  
[Alma > Configuration menu > General > Letters Configuration > search for a specific letter > Edit > Letter Examples > Add from system letters](#)

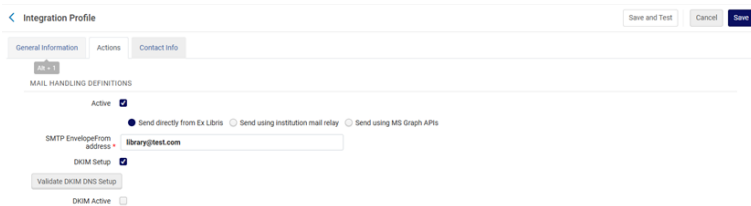


2. If letters are not generated, then verify:
  1. The letter is enabled  
[Alma > Configuration menu > General > Letters Configuration > search for a specific letter](#)
  2. The receiver has a valid email address in their [Contact](#) information tab.
3. If letters are generated but are not received, continue with the following checks:
  1. Check the letter **addressFrom** label.  
[Alma > Configuration menu > General > Letters Configuration > search for a specific letter > Edit > Labels](#)
  2. The Letter's **address domain** should match the institution's **EnvelopeFrom** address, configured in the Mail handling integration profile.  
[Alma > Configuration menu > General > External Systems > Integration Profiles > Integration type: Mail Handling](#)  
[Configuring the From and EnvelopeFrom Addresses for Outgoing Email - Ex Libris Knowledge Center](#)

3. Notice that **Resource Sharing letters** might behave differently, according to your institution's configuration. [For further information, check this knowledge article.](#)
  4. For **Patron Notifications**, the owning library or institution's Circulation communication type email address (if configured) is used instead of the letter's addressFrom. [Configuring Institution/Library Contact Information - Ex Libris Knowledge Center](#)
4. If there is no issue with the email address, check the Mail Handling Integration Profile configuration.



1. If the integration profile is set to **“Send directly from Ex Libris”** and you are using your own address as the SMTP EnvelopeFrom address, a DomainKeys Identified Mail (DKIM) should be configured – See [Alma Recommendation for Mail Relay and Support Domain Keys Identified Mail \(DKIM\)](#)



2. If the integration profile is set **“Send using institution mail relay”**, verify that the institution mail relay User name and password are correct.
3. If there is no issue with the credentials, it's possible that traffic from the Ex Libris mail-relay is blocked by your firewall. Ensure your firewall is open for the Ex Libris mail-relay servers IP ranges. Your SPF record should include:spf-eu.exlibrisgroup.com. See details [here](#).
4. When using Microsoft 365 as your mail relay, it's possible that emails are still not being received or are marked as spam, even though the credentials are correct. In this case, we recommend using the **“Send using MS Graph APIs”** option. To set this up, you will first need to [register an Application with Microsoft Identity Platform](#).

You can find additional in-depth explanations on Outgoing emails configuration [in this Developer network's Tech Blog](#).

- **Article last edited:** 06-Aug-2025