

## Emailing records from GUI

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 17.01
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### Problem Symptoms:

We are unable to email records from the cataloging GUI.

When I select a record from Show, Brief List and then click Print/Send, I get a Records Format box with radio buttons at the bottom offering Print, Send E-mail, Save on Disk. I choose a format and click Send E-mail, then OK, and get a new box titled Send Record(s) by E-mail.

After typing my email address and a subject line in the appropriate boxes, I click Send. This causes the Send Record(s) by E-mail box to close and opens a Print Preview box. Now my only options are Print, Close, and Close All. The records do not come to my email inbox; they have not been sent. I get the same result if I try to email records from My Records, too.

\* No problem sending messages from the OPAC, only from the GUI.

### Cause:

Anti-Virus software

### Resolution:

This problem was caused by new anti-virus/firewall software (McAfee, Norton, AVS, Symantec, etc.) which had been added to the PC

The address of the email server needs to be allowed in the PC's firewall.

**Category:** Cataloging (500)

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