
How to define GUI to send email

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 18 and up
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Description

When trying to send emails from the GUI (orders to vendors, patron messages etc.) message "cannot connect to server" is appearing and the mail is not sent..

Resolution

Please conduct the following test:

- * in the GUI Circ client, click on the Patron icon at the top of the tree on the left
- * call up a patron
- * click on "Address Information" at the bottom of the tree;
- * temporarily change the email address to your own email address;
- * click on the email icon to the right of the patron's email address and send the email which pops up.

Do you receive it? If so, then the GUI *is* able to send emails. If not, then please diagnose as described below.

The mail server must be defined in .\alephcom\tab\alephcom.ini. This is the [Mail] section, specifically the MailServer section.

For example, if your server is mail.macam.ac.il and you want the "From: " line in the emails which are sent out to have library@macam.ac.il then it should appear as follows:

```
[Mail]
MailServer=mail.macam.ac.il
FromAddress=library@macam.ac.il
```

Is the MailServer set up to accept messages from the pc_server's address?

Additional Information

Anti-virus/firewall software could be the problem. Consult article "[Emailing records from GUI](#)".

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