
Sending orders using email: "Unable to connect to server"

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 18.01
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Description:

We would like to send some of our orders by email. We followed the setup requirements in the Documentation and were unsuccessful. So, we searched the Knowledge Base and found KB #8192-6999. We made all of these changes and continue to get an error message of:

AlephEmail Error: Unable to connect to server

I rechecked the ALEPHCOM.INI and the settings are:

[Mail]

MailServer=smtp.library.nd.edu

FromAddress=Hesburgh.Library.Circulation@nd.edu

MailerName=University Libraries

Charset=windows-1255

CharsetBody=windows-1252

PlainAttachment=Y

Charset=windows-1255

CharsetBody=windows-1252

This works because this is what we use to send out our Circ Notices. Granted it isn't the Acquisitions email address, but for testing purposes it works.

The Acquisitions/tab/Print.ini is

OrderLetter 00 Y M orderltr.prn

OrderInfo 00 Y P orderinf.prn

ArrivalSlip 00 Y P arrslip.prn

ClaimLetter 08 N B claimltr.prn

OrderDelete 00 N M holdltr.prn

OrderDeleteMulti 00 Y M holdltr.prn

OrderCancel 00 N M ordrcncl.prn

BudgetInfo 00 N P budgtinf.prn

Transactions 00 N P trnsactn.prn

CopyInfo 00 N P copyinfo.prn

ItemArrival 00 N P item_arr.prn

ItemLabel 00 N P item_lbl.prn

RoutReturn 00 N M rout_rtn.prn

RoutList 00 Y M rout_lst.prn

InvGenInv 00 Y P invgeninv.prn

ArrivalMessage 00 Y P arrmsg.prn

What do you suggest?

Resolution:

The problem was caused by the Virus Scanner. We put it in an exception table and the emails are being sent properly. This is no longer a problem.

- **Article last edited:** 10/8/2013