
Watchdog not sending e-mails

- **Article Type:** General
 - **Product:** Primo
 - **Product Version:** 2
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Description:

The watchdog application is not sending emails due to the absence of a domain name in the sender address.

As seen from the error message below (watchdog.log), ExlibrisMonitorSystem requires a domain for it to be a valid 'send from' address, i.e. [ExlibrisMonitorSystem@.....com](#). Currently it is only ExlibrisMonitorSystem

[watchdog.log]

```
2009-03-10 15:20:56,827 ERROR [t-DefaultQuartzScheduler_Worker-7] [c-EmailNotifier] - Failed to send email to.....  
cause: 553 5.5.4 <ExlibrisMonitorSystem>... Domain name required for sender address ExlibrisMonitorSystem
```

Resolution:

This defect was fixed in SP 2.1.5. Release note 5355:

It is now possible to define the sender of the Watchdog e-mails by setting the following field in the Back Office:

Primo Home > Advanced Configuration > General Configuration > E-Mail and SMS Configuration > E-Mail Sender

The default is Primo@exlibris.co.il.

Note: It is necessary to deploy the configuration to the watchdog by clicking the Save button on the Watchdog Configurations page in Primo Home > Monitor Primo Status > Watchdog Monitoring.

Additional Information

watchdog, e-mail

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