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## Email Address in Emailed Forms and Notices is Duplicated

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 16.02
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### Description:

On occasion, email overdue notices sent from the GUI are sent with two email addresses in the TO: field (example: [tomjones.12@school.edu](mailto:tomjones.12@school.edu).[tomjones.12@school.edu](mailto:tomjones.12@school.edu)). These addresses are fine (only the single address appears) in the patron record. This only occurs occasionally and with no perceivable pattern. We are unable to replicate this on demand. This returns an error message from the email system: "Diagnostic-Code: SMTP; 501 Bad address syntax"?

### Resolution:

Many of the email addresses are not in the Active Directory against which the Mail Server is attempting to validate. In one case, in which the patron was still a valid patron, there were two LDAP/Active Directory entries for the person that had the same email address and this caused the error as well. This is a local problem.

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