

## Patron emails: "Error sending to all recipients"

- **Product:** Aleph
  - **Product Version:** 20, 21, 22, 23
  - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
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### Description:

We have two sub-libraries. Until recently our hold request notification has worked fine - i.e. in the Circulation module, clicking on "Letter" in the "hold requests for returned item" window, an email is then sent to the patron to tell them the item is now on hold for them (providing we have an email address for the patron!).

We changed our email server recently and have updated the server address in alephcom.ini.

Since then, the hold request notification as described above is working fine in Sublibrary A but it is not working ok in Sublibrary B.

When we click on "Letter" at B and if the patron has a local/college email address, the procedure works ok.

But when we click on "Letter" in the "hold requests for returned item" window at B and if the patron has an external email address, e.g. a hotmail or yahoo email address, then the email does not send and we get the error message "Error sending to all recipients" (in a "AlephMail Error" pop-up).

I have asked out IT Dept if the mail server could be treating emails from Bin a different way to those from A - they don't think there should be a problem.

### Resolution:

The IT Dept discovered a problem with permissions for sublibrary B PCs to the mail server. This has resolved this issue.

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