
Defining the mailserver in ARC 4

- **Article Type:** General
 - **Product:** ARC
 - **Product Version:** ARC 4
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Problem Symptoms:

Schedules do not work, Scheduled reports on Waiting mode, Mails are not sent

Cause:

Missing Mail server definition on ARC

Resolution:

For configuring an Email-Account in ARC please refer to the:

<https://www.ibm.com/support/knowledg...eraccount.html>

The configuration client can be started in `./cognos/bin/crconfig.sh`.

Alternatively, define the smtpMailServer in file `/exlibris/crn/arc4_1/c10/configuration/cogstartup.xml` :

Change the "hostname:25" to "localhost:25"

```
<crn:parameter name="smtpMailServer">  
<crn:value xsi:type="cfg:hostPort">localhost:25</crn:value>  
</crn:parameter>
```

Please check also, whether your outgoing mailserver allows sending of anonymous emails or whether it requires a user or password. If it requires a user/password it will need also to be defined in the configuration as SMTP Account in the Cognos configuration, as described above.

Category: ARC Configuration

Subject: Mail Server

- **Article last edited:**

- Internal Notes