

Voyager Reporter RTE 40020

- **Product:** Voyager
 - **Product Version:** 8
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare
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Question

Reporter generates run-time error 40020 when running Circulation notices.

Error text: "Invalid operation at current state"

Answer

Typically, a 40020 runtime error is a sign of communication problems between the Reporter client and your email server.

If you attempt to telnet to the mailserver you have set up in the Voyager.ini file over port 25 can you connect?

Check the IP address configured in the PC's voyager.ini file Email stanza

The specific issue with the mail server can be one of many. Work with your I.T. staff to check the log files on the mail server and look for warnings of emails being rejected, if they even show up at all.

Note that Reporter does not support authenticated SMTP. See: [Does Reporter support authenticated SMTP for sending e-mails?](#)

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