

SMTP Sync/ Sedona Web Troubleshooting Draft

01/02/2024 2:08 pm EST

KnowledgeSync email test message is stuck in pending status with an error code of 0

Aug 26, 2023 / ARTICLE # 000016020

Revision Date 06/19/2019

Module SedonaSync/KnowledgeSync Event Manager

Version 7.6 and higher

Description

After setting up an internet-type email account, performing an email test results in a message that is stuck in pending status with an error code of 0.

Suggested Solution

Check if there are any pending emails and restart the SedonaSync /Knowledgesync service in windows. If there are no error messages generated when testing or from the scheduled events, the email account needs to be configured for outbound email authentication.



Notes:

1. If you intend to use Yahoo, you will need to subscribe to a Yahoo Plus account to utilize outbound Email Authentication.
2. Hotmail does not support third-party applications and therefore cannot be used.
3. The system does not yet support authentication for the processing of incoming email, but this will be added in a future release.
4. Note that email authentication is enabled for Internet-based email systems only (Email Type must be set to "Internet").

The following information can be used to configure the system to use authenticated email for the sending of email alert messages:

Option One

To configure a Google email account that uses authentication and secure sockets (SSL), set the Email Account Description to whatever you like (e.g., "Company Alerts") followed by "/AUTH/LOGIN/SSL" as in:

Company Alerts/AUTH/LOGIN/SSL

Set the Login Name to your Gmail email address. Set your outgoing SMTP server name accordingly (e.g.,

smtp.gmail.com), and choose Port 465, which is the normal SMTP SSL port.

Option Two

Configure an IIS email account that uses authentication and SSL.

· Note that this approach uses the "NTLM" flag to connect to an MS Virtual SMTP server. (NTLM is used throughout MS systems as an integrated, single sign-on mechanism.)

To configure an IIS email account that uses authentication and secure sockets (SSL), set the Email Account Description to whatever you like (e.g., "Company Alerts") followed by "/AUTH/NTLM/SSL" as in:

Company Alerts/AUTH/NTLM/SSL

Set the Login Name to your domain username. Set your outgoing SMTP server name accordingly (you can use the IP address), and choose Port 25, which is the normal SSL port.

Option Three

Configure an IIS email account that uses authentication but does not use SSL.

· Note that this approach also uses the "NTLM" flag to connect to an MS Virtual SMTP server as detailed above.

To configure an IIS email account that uses authentication but not secure sockets (SSL), set the Email Account Description to whatever you like (e.g., "Company Alerts") followed by "/AUTH/NTLM" as in:

Company Alerts/AUTH/NTLM

Set the Login Name to your domain username. Set your outgoing SMTP server name accordingly (you can use the IP address), and choose Port 25, which is the normal SSL port.

Option Four

If you're not using any of the preceding email methods (not Google, not IIS). This method also provides authentication, but does not use SSL

To configure such an email account that uses authentication but not secure sockets (SSL), set the Email Account Description to whatever you like (e.g., "Company Alerts") followed by "/AUTH/LOGIN" as in:

Company Alerts/AUTH/LOGIN

Set the Login Name and password as needed. Set your outgoing SMTP server name accordingly, and choose Port 25, which is the normal SSL port

Email Type [Internet]

Account Description

Login Name: chrisw@sedonaoffice.com

Password: bn4TAIK5dMQJvnBzOFN56w

Outgoing SMTP Server: smtp.mandrillapp.com

SMTP From Name: CompanyTestNameHere@sedonaoffice.com

SMTP Port: 465 or 587 with TLS

Auth Methods [SSL+Login]

<https://support.google.com/accounts/answer/185833?hl=en>

[https://myaccount.google.com/u/0/lesssecureapps?](https://myaccount.google.com/u/0/lesssecureapps?pli=1&rapt=AEjHL4NL8_UBczcGHAQ9Pk0aQN49jFvZDTbQjCzaufu8lucE92XRwp-HHxX0Mx3oX-b7vcqfOOedRUtIitWTHOB0OTHf2fbuTA)

[pli=1&rapt=AEjHL4NL8_UBczcGHAQ9Pk0aQN49jFvZDTbQjCzaufu8lucE92XRwp-HHxX0Mx3oX-b7vcqfOOedRUtIitWTHOB0OTHf2fbuTA](https://myaccount.google.com/u/0/lesssecureapps?pli=1&rapt=AEjHL4NL8_UBczcGHAQ9Pk0aQN49jFvZDTbQjCzaufu8lucE92XRwp-HHxX0Mx3oX-b7vcqfOOedRUtIitWTHOB0OTHf2fbuTA)

Less secure apps & your Google Account

To help keep your account secure, from **May 30, 2022**, Google no longer supports the use of third-party apps or devices which ask you to sign in to your Google Account using only your username and password.

Important: This deadline does not apply to Google Workspace or Google Cloud Identity customers. The enforcement date for these customers will be announced on the Workspace blog at a later date.

For more information, continue to read.

If an app or site doesn't meet our [security standards](#), Google might block anyone who's trying to sign in to your account from it. Less secure apps can make it easier for hackers to get in to your account, so blocking sign-ins from these apps helps keep your account safe.

Gmail SMTP server address: smtp.gmail.com.

Gmail SMTP name: Your full name.

Gmail SMTP username: Your full Gmail address (e.g. you@gmail.com)

Gmail SMTP password: The password that you use to log in to Gmail.

Gmail SMTP port (TLS): 587.

Gmail SMTP port (SSL): 465.

<https://support.google.com/accounts/answer/185833?hl=en>

[https://myaccount.google.com/u/0/lesssecureapps?](https://myaccount.google.com/u/0/lesssecureapps?pli=1&rapt=AEjHL4NL8_UBczcGHAQ9Pk0aQN49jFvZDTbQjCzaufu8lucE92XRwp-HHxX0Mx3oX-b7vcqfOOedRUtIitWTHOB0OTHf2fbuTA)

[pli=1&rapt=AEjHL4NL8_UBczcGHAQ9Pk0aQN49jFvZDTbQjCzaufu8lucE92XRwp-HHxX0Mx3oX-b7vcqfOOedRUtIitWTHOB0OTHf2fbuTA](https://myaccount.google.com/u/0/lesssecureapps?pli=1&rapt=AEjHL4NL8_UBczcGHAQ9Pk0aQN49jFvZDTbQjCzaufu8lucE92XRwp-HHxX0Mx3oX-b7vcqfOOedRUtIitWTHOB0OTHf2fbuTA)

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```
smtp.gmail.com
lbboldgroup@gmail.com
mdidhsaebvxszjyy
587
```

```
<add key="smtp" value="smtp.mandrillapp.com" />
<!-- IP for mail server -->
<!-- -->
<add key="smtpPort" value="587" />
<!-- Port for mail server -->
<!-- -->
<add key="smtpUserName" value="chrisw@sedonaoffice.com"/>
<!-- User Name if required for SMTP Server -->
<!-- -->
<add key="smtpPassword" value="bn4TAIK5dMQJvnBzOFN56w"/>
<!-- Password if required for SMTP Server -->
```

```
<add key="smtp" value="smtp.gmail.com" />
<!-- IP for mail server -->
<!-- -->
<add key="smtpPort" value="587" />
<!-- Port for mail server -->
<!-- -->
<add key="smtpUserName" value="lbboldgroup@gmail.com"/>
<!-- User Name if required for SMTP Server -->
<!-- -->
<add key="smtpPassword" value="mdidhsaebvxszjyy"/>
<!-- Password if required for SMTP Server -->
```

System.Net.Mail.SmtpException: Failure sending mail

System.Net.Mail.SmtpException: The SMTP server requires a secure connection or the client was not authenticated. The server response was: 5.7.0 Must issue a STARTTLS command first. n5-20020a62e50500000b0068779015507sm8454530pff.194 - gsmt
at System.Net.Mail.MailCommand.CheckResponse(SmtpStatusCode statusCode, String response)
at System.Net.Mail.MailCommand.Send(SmtpConnection conn, Byte[] command, MailAddress from, Boolean allowUnicode)

at System.Net.Mail.SmtpTransport.SendMail(MailAddress sender, MailAddressCollection recipients, String deliveryNotify, Boolean allowUnicode, SmtpFailedRecipientException& exception)
at System.Net.Mail.SmtpClient.Send(MailMessage message)
at SedonaWeb.SWSCore.Email.Send(String[] toAddresses, String from, String subject, String body, Dictionary`2 formatArgs, Boolean isHtml, String[] ccAddresses, String[] bccAddresses, List`1 embedFiles, List`1 attachFiles)
at SedonaWeb.SWSCore.Email.SendFromService(String toAddress, String subject, String body, Dictionary`2 formatArgs, String ccAddress, String bccAddress, List`1 embedFiles)
at SedonaWeb.NewUser.btnCreate_Click(Object sender, EventArgs e)
at System.Web.UI.WebControls.Button.OnClick(EventArgs e)
at System.Web.UI.WebControls.Button.RaisePostBackEvent(String eventArgument)
at System.Web.UI.WebControls.Button.System.Web.UI.IPostBackEventHandler.RaisePostBackEvent(String eventArgument)
at System.Web.UI.Page.RaisePostBackEvent(IPostBackEventHandler sourceControl, String eventArgument)
at System.Web.UI.Page.RaisePostBackEvent(NameValueCollection postData)
at System.Web.UI.Page.ProcessRequestMain(Boolean includeStagesBeforeAsyncPoint, Boolean includeStagesAfterAsyncPoint)

System.Net.Mail.SmtpException: Failure sending mail. ---> System.IO.IOException: Unable to read data from the transport connection: net_io_connectionclosed.

at System.Net.Mail.SmtpReplyReaderFactory.ProcessRead(Byte[] buffer, Int32 offset, Int32 read, Boolean readLine)
at System.Net.Mail.SmtpReplyReaderFactory.ReadLines(SmtpReplyReader caller, Boolean oneLine)
at System.Net.Mail.SmtpReplyReaderFactory.ReadLine(SmtpReplyReader caller)
at System.Net.Mail.SmtpConnection.GetConnection(ServicePoint servicePoint)
at System.Net.Mail.SmtpTransport.GetConnection(ServicePoint servicePoint)
at System.Net.Mail.SmtpClient.GetConnection()
at System.Net.Mail.SmtpClient.Send(MailMessage message)

--- End of inner exception stack trace ---

at System.Net.Mail.SmtpClient.Send(MailMessage message)
at SedonaWeb.SWSCore.Email.Send(String[] toAddresses, String from, String subject, String body, Dictionary`2 formatArgs, Boolean isHtml, String[] ccAddresses, String[] bccAddresses, List`1 embedFiles, List`1 attachFiles)
at SedonaWeb.SWSCore.Email.SendFromService(String toAddress, String subject, String body, Dictionary`2 formatArgs, String ccAddress, String bccAddress, List`1 embedFiles)
at SedonaWeb.NewUser.btnCreate_Click(Object sender, EventArgs e)
at System.Web.UI.WebControls.Button.OnClick(EventArgs e)
at System.Web.UI.WebControls.Button.RaisePostBackEvent(String eventArgument)
at System.Web.UI.WebControls.Button.System.Web.UI.IPostBackEventHandler.RaisePostBackEvent(String eventArgument)