

# SedonaWeb Email Troubleshooting Queries

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This will remove the contact and SedonaWeb user created during the user creation process. This will allow them to recreate the user in order to test the email server setup in their SedonaWeb.

First find his Customer Contact ID

Select \* from ws\_account where account\_name = 'CUSTOMER EMAIL ADDRESS'

- This will display the Customer\_Contact\_ID

Delete ws\_account where account\_name = 'CUSTOMER EMAIL ADDRESS'

- This delete the SedonaWeb user created.

Delete ar\_customer\_contact where customer\_contact\_id = 'CONTACT ID'

- This deletes the customer contact created by SedonaWeb.

After this he can setup his account again to test the email. You'll need to repeat these steps every time. Note that the ID # will change each time, as it cannot reuse ID numbers.