Email loses carriage returns

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Overview

When the PINsafe appliance or server is rebooted, email alert messages are sent without carriage returns.

Prerequisites

PINsafe 3.x

Symptoms

Email messages appear with the incorrect carriage returns used for the email formatting

Solution

Selecting the correct transport type and then clicking Apply will ensure that the settings are saved, but the problem will occur when there is another reboot.

Instead of putting line breaks in the message, put the following: "%CR%LF", which will insert line breaks in the outgoing message. Do not put line breaks as well as the %CR%LF, as that will result in double line-breaks (until PINsafe is restarted).