

# SMTP solutions

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## Overview

This document deals with SMTP (Email) related issues for sending email messages from the PINsafe server. For SMTP transport please check these and [Resolving Security String Issues](#)

## Prerequisites

PINsafe 3.x SMTP gateway

## Symptoms

The PINsafe server is unable to send Email to the email gateway

## Solution

Check the PINsafe servers logs

Check network connectivity, can a telnet connection be made from the PINsafe server to the Email Gateway

When using Exchange the Exchange server may need to add the PINsafe server to allow it to receive SMTP

Is authentication required?

[Email Messages not sent](#)

[Email Address does not change for user](#)

[Email loses carriage returns](#)

[Email of account details regularly resent](#)

[Email or SMS with security string unexpectedly received](#)

[Transports absent after upgrade](#)

[Transport fails after upgrade](#)

[Transport method already used](#)

[Transport problems](#)

[Transport Queue Locked](#)