My emails are getting an error message about Relay and not going out on my OCLC ILLiad Hosted site

Symptom

- You are seeing an error message that shows something like this "SMTP protocol error. 554 5.7.1 <123@abc.edu>: Relay access denied."

Applies to

- ILLiad

Resolution

With Email Security becoming much better, we find that you have to follow these steps and choices to fix the issue:

1. If you are hosting your email server, then you need the IP address of the ILLiad Web Server to be allowed for Relay in your Email system.
2. If we host the email server, you need to add the mailhost.illiad.oclc.org or the current IP address to be allowed for Relay in your Email system.
3. Also, you might need to change any key in the Customization Manager that has EmailFromAddress as part of the key to be noreply@oclc.org, or donotreply@oclc.org
4. You Email Administrator will need to set up the restrictions to allow the relay.
5. After you make any changes in the Customization Manager, you will need to have the ILLiad System Manager service restarted.
6. If you continue to have questions, please contact OCLC Support.