None of my emails are going out and I see in the email note that it says Connection Failed, how do I fix this?

Last updated: Mon, 21 Dec 2020 16:28:00 GMT

Symptom

- Your emails are not going out and you are getting a connection failed message.

Applies to

- ILLiad

Resolution

Here are steps you can take to troubleshoot the Connection Failed message for outgoing emails:

1. Verify with your I.T. that your current Email settings are correct in the Customization Manager.
2. The Email Server is under the EmailSMTPServer key.
3. The Username is under the SMTPUserID
4. The Password is under the SMTPPassword
5. The port is under the EmailSMTPPort
6. The email addresses you are using are under EmailFromAddress, DocDelEmailFromAddress, and LendingEmailFromAddress.
7. If you update any of the keys, you will need to have the Web Server Administrator restart the ILLiad System Manager service.
8. If you are Hosted by OCLC, please contact OCLC Support.

Additional Information

An example of the error message might look like this:

Connection failed: A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because the connected host has failed to respond 123.123.123.123:25.