"This message could not be sent" error when attempting to send out Article Exchange emails on a new machine

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Symptom

• You get the error message "This message could not be sent" when attempting to send out Article Exchange emails on a machine that has never been used to send out emails before.

Applies to

• WorldShare ILL
• Article Exchange

Resolution

Article Exchange uses the default mail provider set up on your machine. This error means that the default mail provider is not set up for use yet. Set the default mail provider to an email service (for example, switch you Mac to use MS Outlook if you are not using Apple Mail) and the error should stop.

If problems persist, contact OCLC Support with your name, library symbol, the mail program you are using on that machine and the full error message you get.

Additional information

There is more on sending out Article Exchange emails.

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