

## How to Resolve 'unable to identify a suitable SMTP server for sending alert emails' Error During Installation

<https://campus.barracuda.com/doc/54263986/>

This article applies to Barracuda ArchiveOne version 7.3 or higher.

During installation, the ArchiveOne installer attempts to identify an SMTP server for sending email alerts for the Advanced Discovery feature. The installer searches Active Directory (AD) for all objects of type '*msExchSmtptReceiveConnector*'. For each connector, the installer confirms the '*msExchSmtptReceiveEnabled*' attribute is enabled and then attempts to send a test message. If this succeeds, then this SMTP server is configured for use. If this test message fails, the next connector is tried. If there are no available SMTP servers or no test messages are successfully sent, then the installer presents the warning:

*"Unable to identify a suitable SMTP server for sending alert emails".*

If you will be using the Advanced Discovery feature, manually configure a suitable SMTP server.

To configure an SMTP server:

1. On the Archive server, browse to:  
**C:\ProgramData\Barracuda\ArchiveOne\LocalConfigurationStore**
2. Open **System\_Service.ini** in a text editor such as Notepad.
3. Add the SMTP server name to the following line:  
**SMTPHost=**  
For example, type: SMTPHost=server.barracuda.com
4. Add the SMTP port to the following line:  
**SMTPPort=**  
For example, type: SMTPPort=25
5. Save and close the file.

The new configuration is applied immediately and no restart of components is required.

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