

How to Resolve "Unable to identify a suitable SMTP server for sending alert emails" Error During Installation

<https://campus.barracuda.com/doc/68359726/>

During installation, the PST Enterprise installer attempts to identify an SMTP server for sending email alerts. The installer searches Active Directory (AD) for all objects of type *msExchSmtpReceiveConnector*. For each connector, the installer confirms the *msExchSmtpReceiveEnabled* 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".

To send email alerts, manually configure a suitable SMTP server using the following steps:

1. Log into the PST Enterprise Administration website.
2. Click the **Global Configuration** tab.
3. In the section **Email Configuration for ADA**, select the checkbox to enable sending System Health emails.
4. Enter the email address where the reports are to be sent and the SMTP server name to use to send the mail.

You must set the appropriate rights on the receive connector as advised in the interface.
5. Click **Save Changes**.

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

© Barracuda Networks Inc., 2024 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.