

Reports Emails Failing

https://campus.barracuda.com/doc/93200998/

This article addresses what to do when Delivery Schedules have been configured to email reports to customers however the emails are not being sent. In this case, Alert emails are working, but the Report Emails are not.

This problem may occur if the Reporting Services Email settings were not properly configured or if the email server has moved and the settings were not changed. To check the email settings for reporting follow these steps:

- 1. Connect to the Reporting Services server, which is usually the same server that the Service Center databases are located on.
- 2. Click Start > All Programs > Microsoft SQL Server > Configuration Tools > Reporting Services Configuration Manager.
- 3. Connect to the correct server.
- 4. Click the **Email Settings** tab to configure the **Email Server** and **From** address.

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| SQL Server 2008 R2 Reporting Services Config | guration Manager | | |
| 🛃 Cgnnect | E-mail Settings | | |
| WIN-440QFYDKUFG\SCDB | To use of the second second second second | y an existing SMTP server and an e-mail account that can send e-mail f | ine an all all |
| 🤻 Service Account | server. | y an existing on the server and an e-mail account that can send e-mail h | rom that |
| 🔊 Web Service URL | SMTP Settings | | |
| 🔰 Database | To edit, change the fields and click the App | Ny button. | |
| Report Manager URL | Sender Address: | mwreport@sc.com | |
| E-mail Settings | Qurrent SMTP Delivery Method: | Use SMTP server | |
| Execution Account | SMTP Server: | 10.35.202.108 | |
| 😤 Encryption Keys | | | |
| Scale-out Deployment | Results | | |
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MSP Knowledge Base



Figures

1. clipboard_ea7b5ce427d59149836df0a55489a715a.png

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