

Unable to get SMTP to work in Domain



This thread is archived [Robb](#) 22 posts since

Mar 1, 2002

Version of Jive : Jive Professional 2.5.4

App Server : Websphere version 3.5.4

Database : Oracle version 8.1.7

Operating System : Linux

When I try to use the e-mail function of jive it will not allow jive to authentication into the smtp server.

How our network is set up is you have to authentication onto the domain then into the smtp server.

Here is how I have it set up in jive e-mail settings:

SMTP HOST: <host name>

SMTP PORT: <25>

SMTP username : <domain name
smtp username>

SMTP password : password

Here is a copy of the debug from the stdout:

Unable to get SMTP to work in Domain

DEBUG: not loading system providers in <java.home>/lib

DEBUG: not loading optional custom providers file: /META-INF/javamail.providers

DEBUG: successfully loaded default providers

DEBUG: Tables of loaded providers

DEBUG: Providers Listed By Class Name:

{com.sun.mail.pop3.POP3Store=javax.mail.Provider[STORE,pop3,com.sun.mail.pop3.POP3Store,Sun Microsystems, Inc],
com.sun.mail.smtp.SMTPTransport=javax.mail.Provider[TRANSPORT,smtp,com.sun.mail.smtp.SMTPTransport,Sun Microsystems, Inc],
com.sun.mail.imap.IMAPStore=javax.mail.Provider[STORE,imap,com.sun.mail.imap.IMAPStore,Sun Microsystems, Inc]}

DEBUG: Providers Listed By Protocol:

{imap=javax.mail.Provider[STORE,imap,com.sun.mail.imap.IMAPStore,Sun Microsystems, Inc], pop3=javax.mail.Provider[STORE,pop3,com.sun.mail.pop3.POP3Store,Sun Microsystems, Inc],
smtp=javax.mail.Provider[TRANSPORT,smtp,com.sun.mail.smtp.SMTPTransport,Sun Microsystems, Inc]}

DEBUG: not loading optional address map file: /META-INF/javamail.address.map

DEBUG SMTP: useEhlo true, useAuth true

DEBUG: SMTPTransport trying to connect to host "host name", port 25

DEBUG SMTP RCVD: 220 host name.ITServices.bbb.com ESMTP Server (Microsoft Exchange Internet Mail Service 5.5.2653.13) ready

DEBUG: SMTPTransport connected to host "host name", port: 25

Unable to get SMTP to work in Domain

DEBUG SMTP SENT: EHLO rtst1a03

DEBUG SMTP RCVD: 250-host name.ITServices.bbb.com Hello rtst1a03.bbb.com

250-XEXCH50

250-HELP

250-ETRN

250-DSN

250-SIZE 13967360

250-AUTH LOGIN

250 AUTH=LOGIN

DEBUG SMTP Found extension "XEXCH50", arg ""

DEBUG SMTP Found extension "HELP", arg ""

DEBUG SMTP Found extension "ETRN", arg ""

DEBUG SMTP Found extension "DSN", arg ""

DEBUG SMTP Found extension "SIZE", arg "13967360"

DEBUG SMTP Found extension "AUTH", arg "LOGIN"

DEBUG SMTP Found extension "AUTH=LOGIN", arg ""

DEBUG SMTP: Attempt to authenticate

DEBUG SMTP SENT: AUTH LOGIN

DEBUG SMTP RCVD: 334 VXNlcm5hbWU6

DEBUG SMTP SENT: RDA2N250MlxccHJpbWVtYWIs

Unable to get SMTP to work in Domain

DEBUG SMTP RCVD: 334 UGFzc3dvcmQ6

DEBUG SMTP SENT: cHJpbmNv

DEBUG SMTP RCVD: 535 LOGIN authentication failed

NOTE:I took out the real host name and replaced it with the words host name. This is due to company security

In several of my applications I have to use e-mail in the background, and below is a copy of how I do this using Java.(This is just to show what does work, within our domain, so you have a idea)

```
String to = smtpaddress;
```

```
String from = "";
```

```
String subject = "";
```

```
String body = "";
```

```
String host = "host name";
```

```
String logon = "Domain name  
domain user name";
```

```
String password = "Domain password";
```

```
Properties props = new Properties();
```

```
props.put("mail.smtp.host", host);
```

Unable to get SMTP to work in Domain

```
props.put("mail.smtp.auth", "true");
```

```
Session session = null;
```

```
session = Session.getDefaultInstance(props, null);
```

```
session.setDebug(false);
```

```
try{
```

```
Message msg = new MimeMessage(session);
```

```
msg.setFrom(new InternetAddress(from));
```

```
InternetAddress address = new InternetAddress(to);
```

```
msg.addRecipient(Message.RecipientType.TO, address);
```

```
msg.setSubject(subject);
```

```
msg.setSentDate(new java.util.Date());
```

```
msg.setContent(body, "text/html");
```

```
Transport transport = session.getTransport("smtp");
```

```
transport.connect (host, logon, password);
```

```
msg.saveChanges();
```

```
transport.sendMessage(msg, msg.getAllRecipients());
```

Unable to get SMTP to work in Domain

```
transport.close();
```

Any help would be great, thanks in advance



[Bruce Ritchie](#) *2,058 posts since*

Jun 28, 2001 **1. Re: Unable to get SMTP to work in Domain** *Aug 19, 2002 8:43 AM*

When you are entering your username in the skin, are you using two backslashes or one? From the look of your code you should actually be using one - no need to escape the backslash in this instance.

This is the code we use to actually connect to the smtp server:

```
URLConnection url = new URLName("smtp", host, port, "", username, password);  
Transport trans = new com.sun.mail.smtp.SMTPTransport(session, url);  
trans.connect(host, port, username, password);
```

(We've hardcoded the transport to get around a variety of issues with different appservers).

Regards,

Bruce Ritchie



[Robb](#) *22 posts since*

Unable to get SMTP to work in Domain

Mar 1, 2002 2. **Re: Unable to get SMTP to work in Domain** Aug 19, 2002 11:51 AM

Thank you very much, that worked. You guys have a great package here. 😊